Oracle® Retail Xstore Point of Service

User Guide



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Send your comments to us using the electronic mail address: retail-doc_us@oracle.com

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Preface

This document describes the Oracle Retail Xstore Point of 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 Xstore Point of Service.

This includes merchandisers, buyers, business analysts, and administrative personnel.

Documentation Accessibility

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Related Documents

For more information, see the following documents in the Oracle Retail Xstore Suite Release 25.0 documentation set:

- *Oracle Retail Xstore Suite Release Notes*
- *Oracle Retail Xstore Suite Implementation Guide*
- *Oracle Retail Xstore Suite Deal Pricing Guide*
- *Oracle Retail Xstore Point of Service Classic User Guide*
- *Oracle Retail Xstore Point of Service Classic Manager's Guide*
- *Oracle Retail Xstore Point of Service Classic Shipping, Receiving, and Inventory Guide*
- *Oracle Retail Xstore Point of Service Reports Guide*
- *Oracle Retail Xstore Point of Service Self Checkout User Guide*
- *Oracle Retail Xstore Point of Service Frameworks and Technologies Guide*
- *Oracle Retail Xstore Point of Service Services Guide*
- *Oracle Retail Xstore Point of Service Technical Guide*
- *Oracle Retail Xstore Point of Service Host Interface Guide*
- *Oracle Retail Xstore Point of Service POS Log Changes*

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- *Oracle Retail Xstore Point of Service Database Dictionary Guide*
- *Oracle Retail Xenvironment User Guide*
- *Oracle Retail Xstore Suite Country Accelerator User Guide*
- *Oracle Retail Xstore Suite Country Accelerator Technical Guide*

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When contacting Customer Support, please provide the following:

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

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 25.0) or a later patch release (for example, 25.0.1). If you are installing the base release or additional patches, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

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

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

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

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

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

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Oracle Retail Documentation at the Oracle Help Center

Oracle Retail product documentation is available on the following website:

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

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

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
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.

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1

Introduction to Oracle Retail Xstore POS

The Oracle Retail Xstore Suite has always offered a highly flexible deployment model that includes Xstore Classic, Desktop, Thin Client, Tablet, and Handheld options at the store. Oracle Retail Xstore Point of Service is a point-of-sale application that provides the capabilities to carry out day-to-day transactions and conduct daily store activities. Tasks such as scanning items, applying price adjustments, tendering, and printing receipts as well as processing returns, and web orders can be performed. Store operations including opening the store, managing registers and tills, and closing the store can be handled through Oracle Retail Xstore Point of Service (POS).

Xstore POS is built utilizing the existing Xstore core frameworks and work flows to ensure a consistent experience for the associate. Xstore Desktop and Thin Client are available on both Windows and Linux. Tablet and Handheld are supported on iOS, Android and Windows.

A list of Xstore POS supported devices and operating systems can be found in the *Oracle Retail Xstore Suite Implementation and Security Guide*.

> **Note**
>
> The appearance of Xstore POS differs depending upon the operating system and the specific device on which it runs. Therefore, your screens may differ from the screens that appear in this guide.
>
> All menus are configurable and may appear different based on your store's settings.

This chapter covers the following topics:

- About this Guide
- Desktop and Tablet Overview
- Handheld Overview
- Thin Client Overview
- Login
- Clock In/Out

About this Guide

The *Oracle Retail Xstore Point of Service User Guide* describes how to perform the functions available in Desktop, Handheld, Thin Client, and Tablet devices. For a complete list of functionality available on each device type see Feature Availability.

This guide is broadly separated into two halves: the first half covering the functions of the point of service such as sale transactions, item and transaction modifiers, such as discounts and price overrides, multiple tender types, item lookup, gift card sales, and inquiry and serialized item support, and the second half covering the point of service maintenance functions. These functions are usually performed outside of a sale. Store employees can perform non-customer

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facing activities within the store such as start and end day, banking, associate role and security maintenance, time and attendance maintenance along with analytical reporting.

Where to Look for Additional Help

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

- The *Oracle Retail Xstore Jet Configuration Reference Paper* available on My Oracle Support.

  As with previous versions of Xstore, the client applications responsible for rendering the user interface are not directly modifiable. That being said, the reimagined Xstore user experience continues to follow the pattern of respecting configuration changes made to the Xstore server via the extension layer, and such changes will be reflected in the Xstore UI. This document provides details about changes to these configurations and how to go about customizing and styling Xstore.
- The *Oracle Retail Xstore Point of Service Classic User Guide* provides detailed information for Xstore Classic for entering sale, refund, and miscellaneous transactions, and is designed to provide training assistance for cashier-level employees. It also provides detailed basic navigation information such as touch-screen components.
- The *Oracle Retail Xstore Point of Service Classic Shipping, Receiving, & Inventory Guide* provides step-by-step instructions for shipping and receiving functions, as well as the procedures required for counting and managing inventory through Oracle Retail Xstore Point of Service.
- The *Oracle Retail Xstore Point of Service Reports Guide* contains a description of each report, step-by-step instructions on how to run each report, an explanation of the criteria selection options, and a report sample.
- The *Oracle Retail Xstore Point of Service User Guide* describes how to perform the functions available on Desktop, Thin Client, Tablet, and Handheld devices.
- A list of Xstore POS supported devices and operating systems can be found in the *Oracle Retail Xstore Suite Implementation and Security Guide*.

Desktop and Tablet Overview

An example of the home screen on a tablet is shown below:

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Figure 1-1 Desktop Home Screen

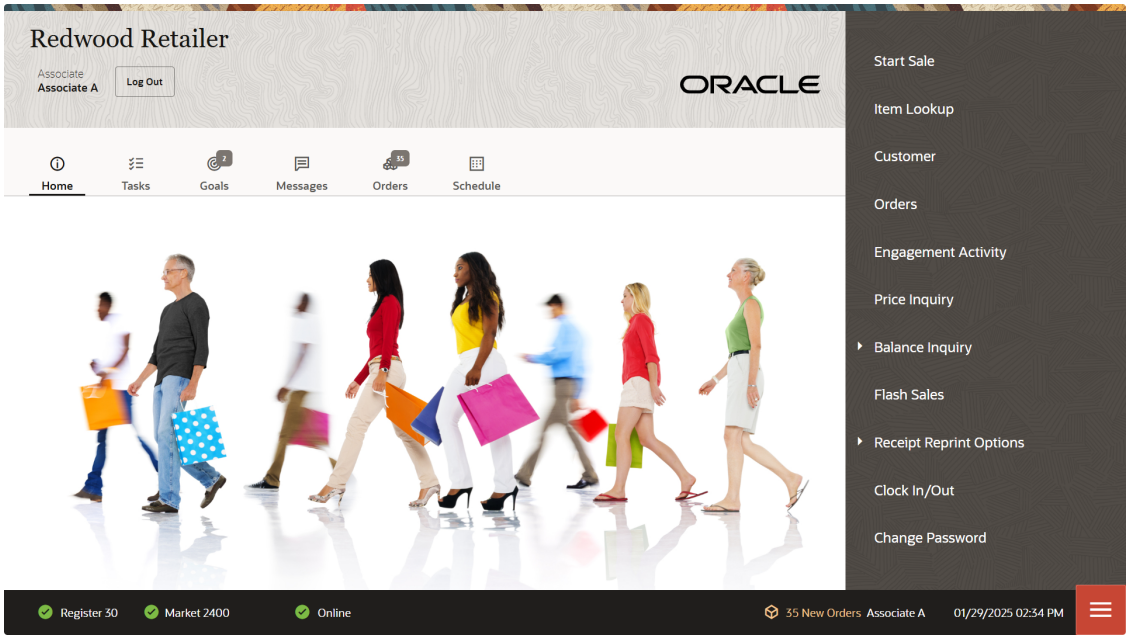


Figure 1-2 Tablet Home Screen



The Login button at the top of the screen allows the user to enter an associate ID and subsequently, a password. When configured, the user can scan a badge to login instead of entering an associate ID.

The Tabs below the Login area. It uses icon indicators for each of the tabs. Different tabs are displayed based on login status and privileges. The numbers next to the icons display the count.

The Status Bar at the bottom is a screen component that displays several items of store-related information. It shows the register status (green when open/red when closed), store

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number, associate when logged in/blank when no associate logged in, data source status, order count, and the business date and time.

The Global Navigation and Home Screen Menus provide a starting point for the user. The Home Screen menu is available on the right hand side, and in the lower-right hand corner of the screen is the Global Navigation Menu.

The menus are driven by security privileges, and whether the user is logged in or out.

The Xstore User Interface has been optimized for larger screen tablets. Smaller tablet devices will have an adjusted visual experience to account for the screen size. To handle this one of the panels on larger screens will be hidden behind a button or menu option. An example of this is the transaction screen. The customer panel can be viewed by selecting the customer icon button and the drawer will open from the left side. On a larger screen device, that panel is visible on the transaction screen. The Store, Register, Datasource, Transaction and Orders will also automatically update to icons from verbiage as well on smaller screens.

The Home Screen menu has the following options:

Select the respective option to access the appropriate functionality.

Select the respective option to navigate to the appropriate functionality or click the Global Navigation Menu and start typing in the search bar and select the function required. See Search Menu Option.

See Feature Availability for more information regarding functionality available on the Xstore POS devices.

Table 1-1 Home Screen Menu

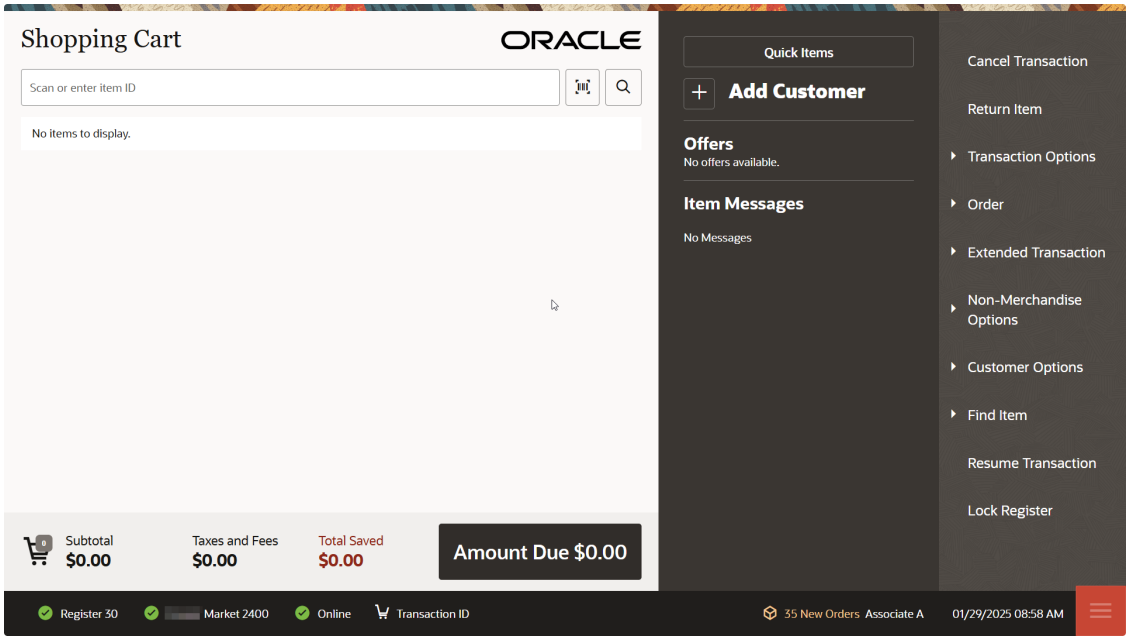
Main Menu Option	Description
Start Sale	This option provides access to all aspects of a POS transaction from associating customers, adding items, changing quantities, adding discounts, processing tenders, and providing receipts.
Item Lookup	Use the Item Lookup option to search for an item in the database.
Customer	Includes activities that relate to entering new customers into the customer database and updating customer information. Also covers extended transaction maintenance such as Layaway, Local Orders, Special Orders, Work Orders, and Send Sale Shipping.
Orders	After Order Broker is configured for your store, use the Order options to maintain the order. A store can only see orders initiated in the store and orders downloaded to the store for sourcing or pick up.
Engagement Activity	Requires integration with Oracle Retail Customer Engagement. Mainly for fashion retailers to track and capture activities pre transaction such as which items are tried on and the changing room used. From here you can convert to a sale or save to the wish list (items that a customer has expressed an interest in).
Balance Inquiry	Use the balance inquiry process to check the amount remaining on a customer's store credit voucher, gift card or gift certificate, and an item's price from a gift receipt.
Flash Sales	The Flash Sales reports provide an instant snapshot of sales at the moment that you select one of the reports. Three of the four reports display data in a column format and in graphic format as bar charts and pie charts. The exception is the Flash Sales By Associate Report, which does not include graphs.

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Table 1-1 (Cont.) Home Screen Menu

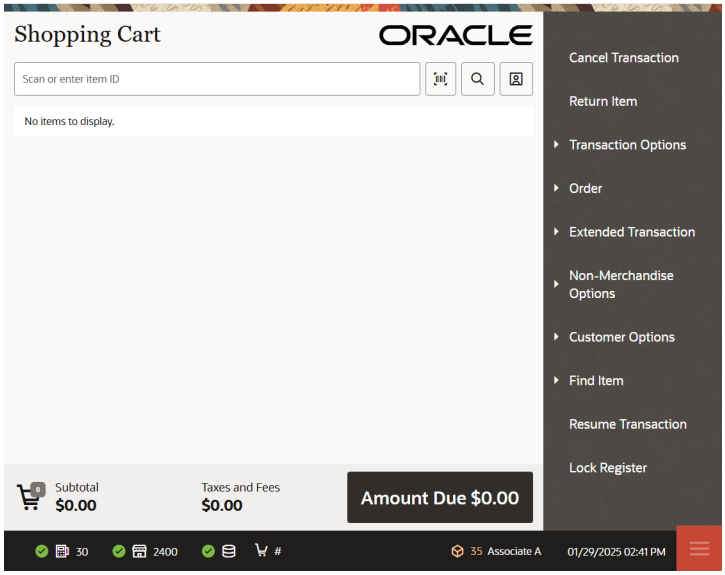
Main Menu Option	Description
Receipt Reprint Options	The reprint options provide a way to recover when there is a printer error or the printer jams. They allow you to reprint a receipt or a rebate offer for the customer
Clock In/Out	Depending upon your store policy, you may be required to clock in before logging in.
Change Password	User can change their password.
Enter Training Mode	Activates the Training Mode.

Figure 1-3 Desktop Sales Screen



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Figure 1-4 Tablet Sales Screen



The Sales screen is where transactions are performed. For basic transactions, simply enter an item ID, or select the barcode icon and scan items using the device camera. In the viewport, you will see the item, the price, the quantity, and the extended price. Note, we have the taxes, the fees, if applicable, and the subtotal. We also have a running items list count. When ready to tender, select the amount due to show a list of tenders and continue payment to complete the transaction. For other transactions such as special orders, or to sell non-merchandize gift cards, or to add a discount, select the Global Navigation Menu in the lower-right hand corner of the screen.

The device also provides all functions for maintaining the POS operations. You can manage the store and registers such as opening and closing, and reconciliation, set up customers, schedule hours for employees, perform inventory tasks and view and print reports. See Maintenance Functions for more information.

Handheld Overview

An example of the home screen on a handheld is shown below.

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Figure 1-5 Handheld Home Screen - Logged Out and Register Closed



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Figure 1-6 Handheld Home Screen - Logged In and Register Open



Global Navigation is located in the lower-right hand corner of the screen.

The Login area at the top of the screen allows you to enter your associate ID and subsequently, your password. When configured, you can scan your badge to login instead of entering your associate ID.

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The tabs below the Login area are available. The tab with the star icon, called the Shortcut Menu, is a list of actions the associate can quickly select. The other tabs can be selected and viewed as needed by the associate.

The Status Bar at the bottom is a screen component that displays several items of store related information. It shows the following:

- Register Status (Green

  when open / Red

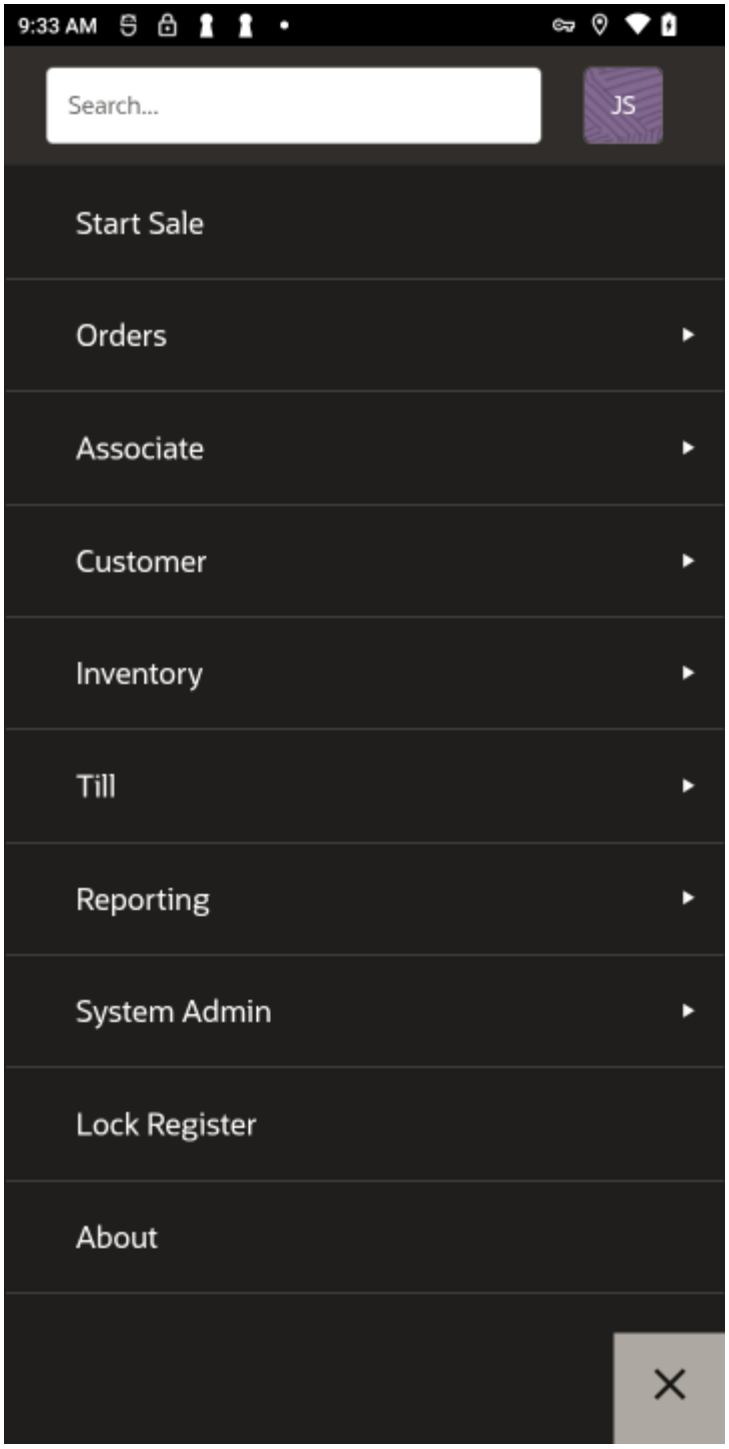
  

  when closed)
- Store Number
- Business Date

Global Navigation Menu

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Figure 1-7 Global Navigation Menu



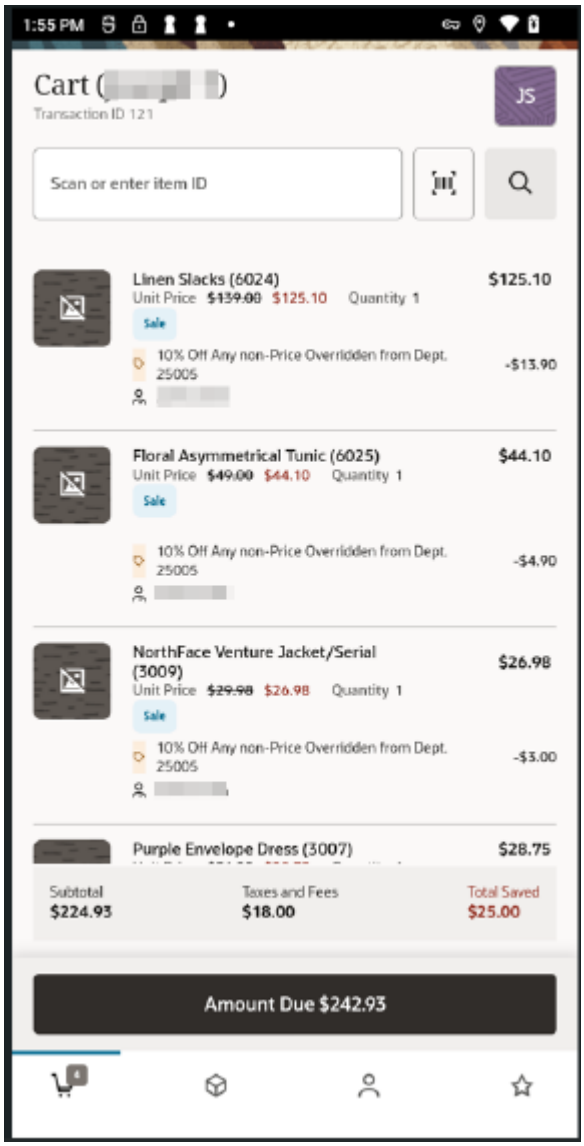
The handheld application users tabs. That are used by screens to easily navigate between screen options. Below is an example of the use of these tabs.

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Figure 1-8 Shopping Cart Tabs



Figure 1-9 Handheld Transaction View



Thin Client Overview

Xstore POS can be installed as a thin client on a workstation.

A list of Xstore POS supported devices and operating systems can be found in the *Oracle Retail Xstore Suite Implementation and Security Guide*.

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Thin client communicates with the mobile server just like Tablet and Handheld. It has the same technical architecture as the tablet and handheld. There is no local database.

Feature Availability

The table below shows the functionality available on each device type. Some functionality is not available on the handheld due to screen size restraints. Blank fields indicate the feature is not available on that device. A 'P' means partial functionality is available for that device.

Table 1-2 Feature Availability by Device

Main Category	Feature	Xstore Classic	Desktop	Thin Client	Tablet	Handheld
Associate	Change Password	✓	✓	✓	✓	✓
Associate	Clock In/Out	✓	✓	✓	✓	✓
Associate	Task Mgmt. - create, view, update, my tasks	✓	✓	✓	✓	P
Associate	Training Mode	✓	✓	✓	✓	✓
Associate	User Guide	✓	✓	✓	✓	
Associate	View Schedule & Time	✓	✓	✓	✓	
Customer	Add new Customer	✓	✓	✓	✓	✓
Customer	Assign/View/Edit Customer	✓	✓	✓	✓	✓
Customer	Balance Inquiry	✓	✓	✓	✓	✓
Customer	Customer Maintenance / Dashboard	✓	✓	✓	✓	✓
Customer	Enroll in Loyalty	✓	✓	✓	✓	✓
Customer	Gift Card Balance Inquiry	✓	✓	✓	✓	✓
Customer	House Account Set Up	✓	✓	✓	✓	✓
Customer	Receipt Reprint Options	✓	✓	✓	✓	✓
Customer	Tax Exemptions	✓	✓	✓	✓	✓
Customer	Wish List	✓	✓	✓	✓	✓
Associate	Associate Advance	✓	✓	✓	✓	
Associate	Associate Borrow	✓	✓	✓	✓	
Associate	Associate Maintenance / Dashboard	✓	✓	✓	✓	
Associate	Associate Schedule	✓	✓	✓	✓	
Associate	Maintain Associate Time Off	✓	✓	✓	✓	
Associate	Message Maintenance - create, edit, delete	✓	✓	✓	✓	P
Associate	Payroll & Timecard Maintenance	✓	✓	✓	✓	
Associate	Shift Maintenance	✓	✓	✓	✓	
Global	Country Packs	✓	✓	✓	✓	✓
Global	Tax Free Invoices - Issue, Reprint, Void, Returns	✓	✓	✓	✓	✓
Inventory	Inventory Replenishment	✓	✓	✓	✓	✓
Inventory	Location Based Inventory	✓	✓	✓	✓	✓

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Table 1-2 (Cont.) Feature Availability by Device

Main Category	Feature	Xstore Classic	Desktop	Thin Client	Tablet	Handheld
Inventory	Physical, Cycle, Supply Counts	✓	✓	✓	✓	✓
Inventory	Receiving	✓	✓	✓	✓	✓
Inventory	Shipping	✓	✓	✓	✓	✓
Orders	Message Alerts - for Orders	✓	✓	✓	✓	P
Orders	Order Maintenance	✓	✓	✓	✓	✓
Orders	Orders Tab	✓	✓	✓	✓	✓
Reports	Reports	✓	✓	✓	✓	✓
Sale	Add All Discount Types	✓	✓	✓	✓	✓
Sale	Add Coupon	✓	✓	✓	✓	✓
Sale	Add Line Item Comment	✓	✓	✓	✓	✓
Sale	Airside Functionality	✓	✓	✓	✓	✓
Sale	Assign to a Gift Registry	✓	✓	✓	✓	✓
Sale	Black Book	✓	✓	✓	✓	✓
Sale	Cancel Sale	✓	✓	✓	✓	✓
Sale	Change Item	✓	✓	✓	✓	✓
Sale	Change Kit Serial Number	✓	✓	✓	✓	✓
Sale	Change Sale Associate	✓	✓	✓	✓	✓
Sale	Change Tax details	✓	✓	✓	✓	✓
Sale	Gift Receipt	✓	✓	✓	✓	✓
Sale	Gift Registry Setup	✓	✓	✓	✓	
Sale	Hold	✓	✓	✓	✓	✓
Sale	House Account	✓	✓	✓	✓	✓
Sale	Inventory Locator	✓	✓	✓	✓	✓
Sale	Item Lookup	✓	✓	✓	✓	✓
Sale	Layaway	✓	✓	✓	✓	✓
Sale	Layaway Maintenance	✓	✓	✓	✓	
Sale	Lock Register	✓	✓	✓	✓	✓
Sale	Modify Discount	✓	✓	✓	✓	✓
Sale	No Sale	✓	✓	✓	✓	✓
Sale	Orders	✓	✓	✓	✓	✓
Sale	Post Void	✓	✓	✓	✓	✓
Sale	Pre-Sale	✓	✓	✓	✓	✓
Sale	Price Inquiry	✓	✓	✓	✓	✓
Sale	Product Information / Item Dashboard	✓	✓	✓	✓	P
Sale	Rain Check	✓	✓	✓	✓	✓
Sale	Return Item	✓	✓	✓	✓	✓
Sale	Sell Non-Merchandise	✓	✓	✓	✓	✓

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Table 1-2 (Cont.) Feature Availability by Device

Main Category	Feature	Xstore Classic	Desktop	Thin Client	Tablet	Handheld
Sale	Send Sales	✓	✓	✓	✓	✓
Sale	Special Order	✓	✓	✓	✓	✓
Sale	Special Order Maintenance	✓	✓	✓	✓	
Sale	Store Open Close Indicator	✓	✓	✓	✓	✓
Sale	Suspend/Resume Transaction	✓	✓	✓	✓	✓
Sale	Tab Features	✓	✓	✓	✓	✓
Sale	Tender with all Tender Types	✓	✓	✓	✓	✓
Sale	Void Line	✓	✓	✓	✓	✓
Sale	Warranty	✓	✓	✓	✓	✓
Sale	Work Order	✓	✓	✓	✓	✓
Store Safe	Open Store Safe	✓	✓	✓	✓	
Store Safe	Bank Deposit	✓	✓	✓	✓	✓
Store Safe	Safe Bag	✓	✓	✓	✓	✓
Store Safe	Store Safe Audit	✓	✓	✓	✓	✓
Store Safe	Store Safe Cash Deposit	✓	✓	✓	✓	✓
System Admin	Datasource Status	✓	✓	✓	✓	✓
System Admin	EFTLink Admin Functions	✓	✓	✓	✓	✓
System Admin	Enable/Disable Hardware	✓	✓	✓	✓	
System Admin	Manage Networked Cash Drawers	✓	✓	✓	✓	
System Admin	Mobile Device Access	✓	✓	✓	✓	✓
System Admin	Mobile Device Users	✓	✓	✓	✓	✓
System Admin	Mobile Device Quick Configuration	✓	✓	✓	✓	✓
System Admin	Offline Sales Transactions				✓	✓
System Admin	Offline Transaction Review		✓		✓	
System Admin	Print Offline Transaction Receipt		✓	✓	✓	✓
System Admin	Reinitialize Hardware	✓	✓	✓	✓	✓
System Admin	Temporary Store	P[1]	✓	✓	✓	✓
Till	Attach/Remove Other Till or Cash Drawer Till	✓	✓	✓	✓	✓
Till	Attach/Remove Till or Cash Drawer Till	✓	✓	✓	✓	✓
Till	Cash Pickup	✓	✓	✓	✓	✓
Till	Cash Transfer	✓	✓	✓	✓	✓
Till	Change Float	✓	✓	✓	✓	✓
Till	Count Till	✓	✓	✓	✓	
Till	End Count Other Till	✓	✓	✓	✓	
Till	Foreign Currency Maintenance	✓	✓	✓	✓	✓
Till	Issue/Return Till	✓	✓	✓	✓	
Till	Mid-day Deposit	✓	✓	✓	✓	✓

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Table 1-2 (Cont.) Feature Availability by Device

Main Category	Feature	Xstore Classic	Desktop	Thin Client	Tablet	Handheld
Till	Open/Close Networked Cash Drawer	✓	✓	✓	✓	✓
Till	Paid In / Paid Out	✓	✓	✓	✓	✓
Till	Print Till Summary Receipt	✓	✓	✓	✓	✓
Till	Register Accountability	✓	✓	✓	✓	✓
Till	Remove Other Till - Till Mode	✓	✓	✓	✓	
Till	Remove Till - Till Accountability Mode	✓	✓	✓	✓	
Till	Tender Exchange	✓	✓	✓	✓	✓
Till	Till Accountability	✓	✓	✓	✓	✓
Till	Till Audit	✓	✓	✓	✓	✓
Till	Till Counts	✓	✓	✓	✓	✓
Till	24 Hour Trading	✓	✓	✓	✓	✓
Work Order	Work Order Maintenance	✓	✓	✓	✓	✓

P - Partial exposure of functionality on handheld due to the size of the form factor.

P[1] - Partial exposure of temporary store functionality on desktop that is, you can only request a temporary store server, and generate QR codes from a desktop. You cannot set up temporary store registers.

Login

No transactions or maintenance can be performed until you log in at the Home screen. This prevents unauthorized personnel from accessing the device/register. Logging in also allows the system to record each associate's sales, calculate commissions, and compare sales to associate goals.

Xstore offers OpenID Connect (OIDC) authentication for user login and manager override authentication, enabling seamless Single Sign-On (SSO) with external Identity Providers (IdPs) such as Oracle Identity and Access Management, or other third-party platforms.

Depending upon your system's configuration, you may be required to clock in before logging in. For more information about the clock-in procedure, refer to Clock In/Out.

The following example shows logging on to a Tablet, but the procedure is the same for other devices such as the Desktop, Thin Client and Handheld. If your Desktop or Thin Client system is set up to use a Biometric Fingerprint device, use the device to scan your fingerprint rather than entering your user ID and password.

To log in to a Xstore POS device:

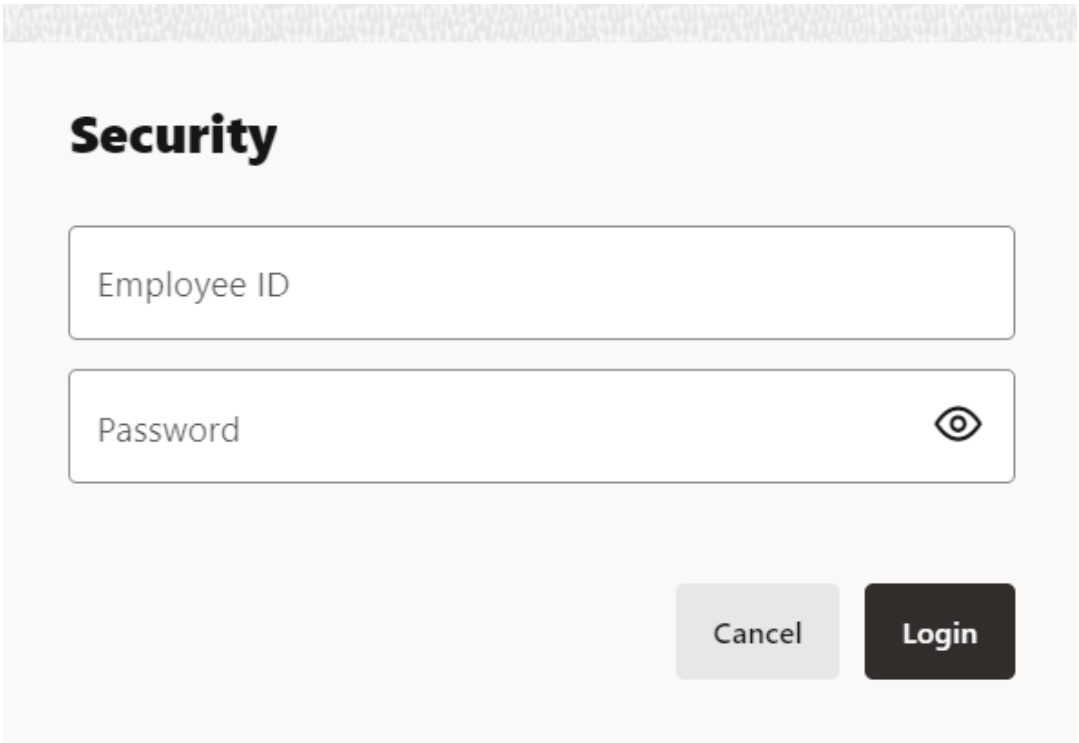
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Figure 1-10 Login



1. Select **Login**.
2. Enter your **Associate ID**.

Figure 1-11 Security Window



3. Enter your **Password**

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> **Note**
>
> **Optional:** Select the Eye icon to unmask the password to confirm.

4. Select **Login** to Log into the system, or **Cancel** to return to the Home Screen.

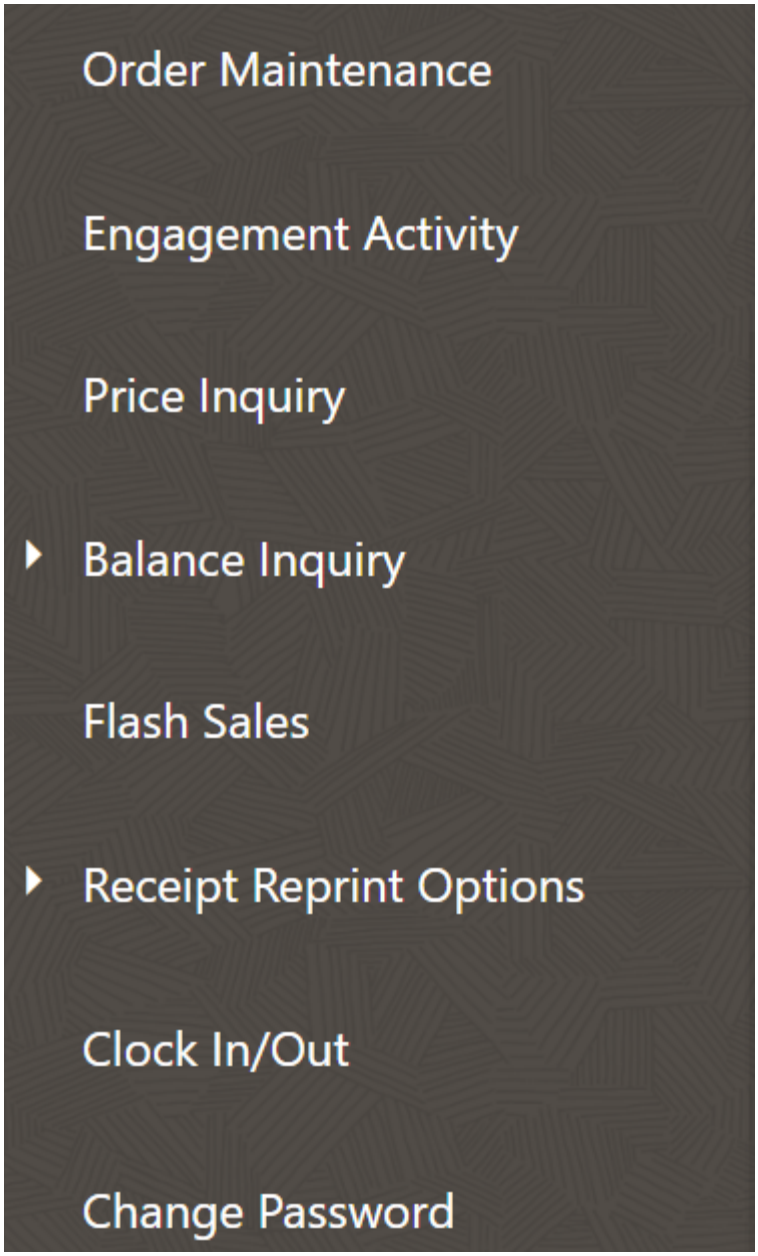
Clock In/Out

Depending upon your store policy, you may be required to clock in before logging in. You may also be required to clock in and out for meal breaks. If meal break clock-out and clock-in is enforced, you cannot clock back in after a meal break until a specified period has elapsed.

The time clock area in Xstore POS provides users with the ability to clock in, clock out, and change the work code used for logging their time. All time clock options are accessed through the **Clock In/Out** menu option on the Home screen.

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Figure 1-12 Home Screen Menu



The following procedures are covered:

- Clock In - Describes how to clock in.
- Clock Out - Describes how to clock out.
- Change Work Code - Describes how to change the work code under which your time is to be logged.

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Clock In

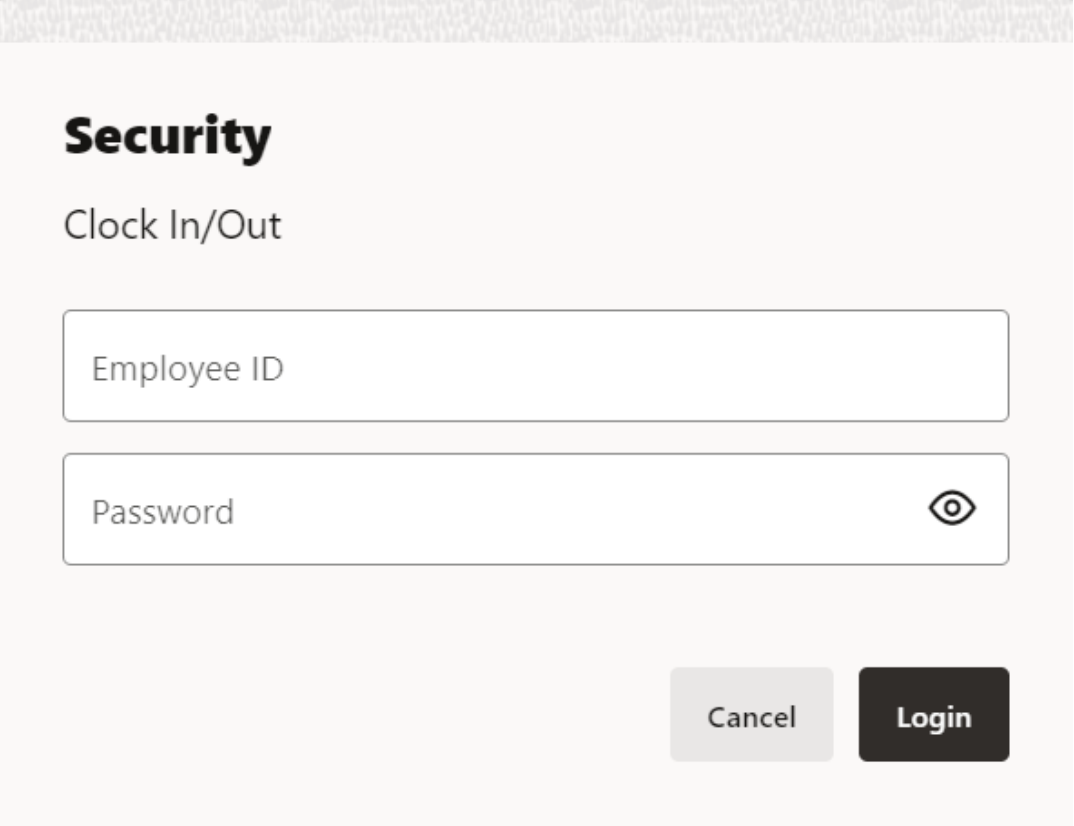
> **Note**
>
> You must be clocked out to clock in.

For your timecard to accurately reflect the number of hours worked, you must clock in and out by performing the following steps.

To clock in:

1. Select **Clock In/Out** from the Home Screen Menu. See Figure 1-12.

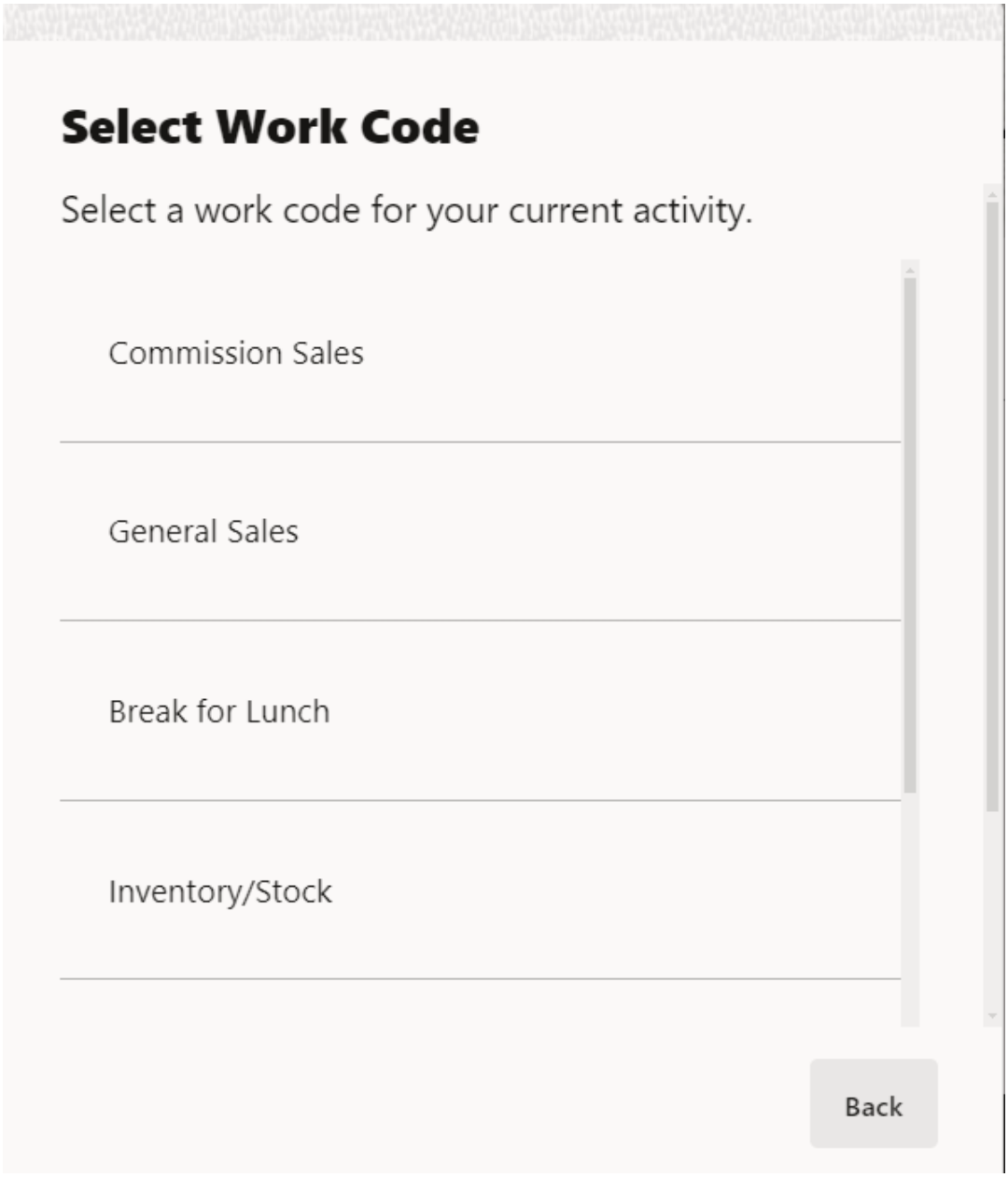
Figure 1-13 Clock In Login Screen



2. Enter your **Associate ID** and **Password**.
3. Select **Login**.

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Figure 1-14 Select Work Code



4. Select the proper work code.

   You are now clocked in. Xstore POS returns to the **Home** screen.

Clock Out

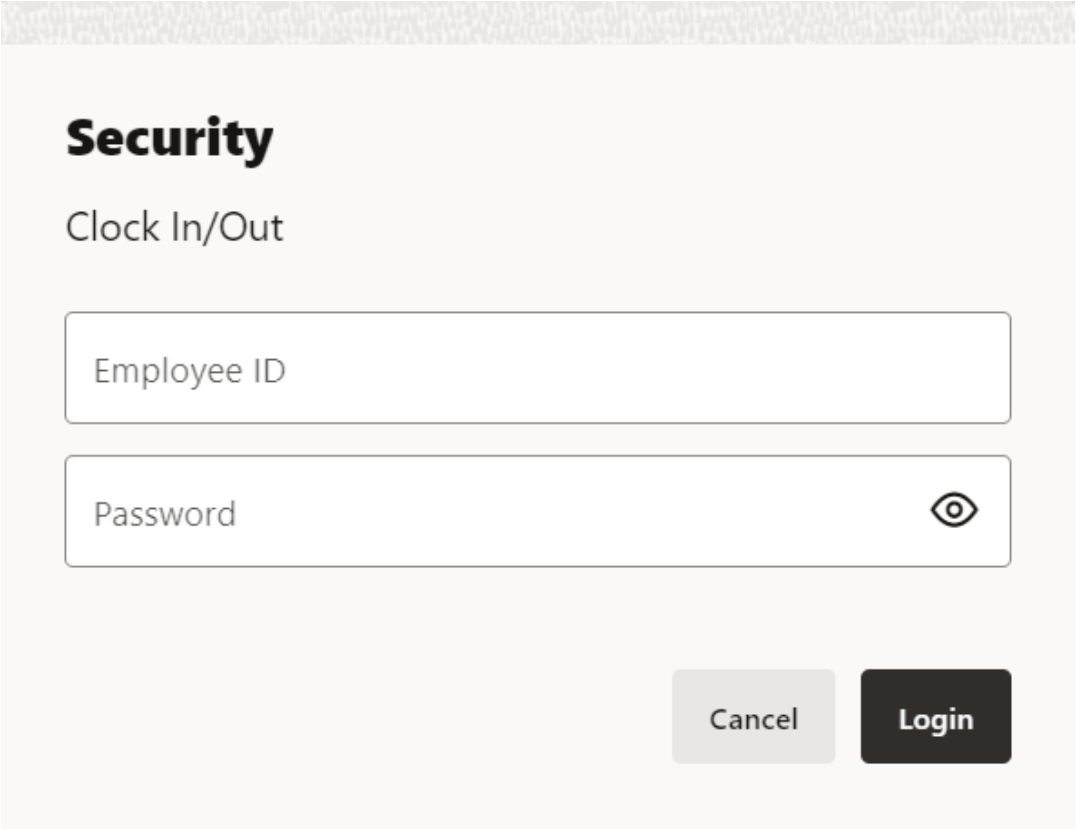
> **Note**
>
> You must be clocked in to clock out.

To clock out:

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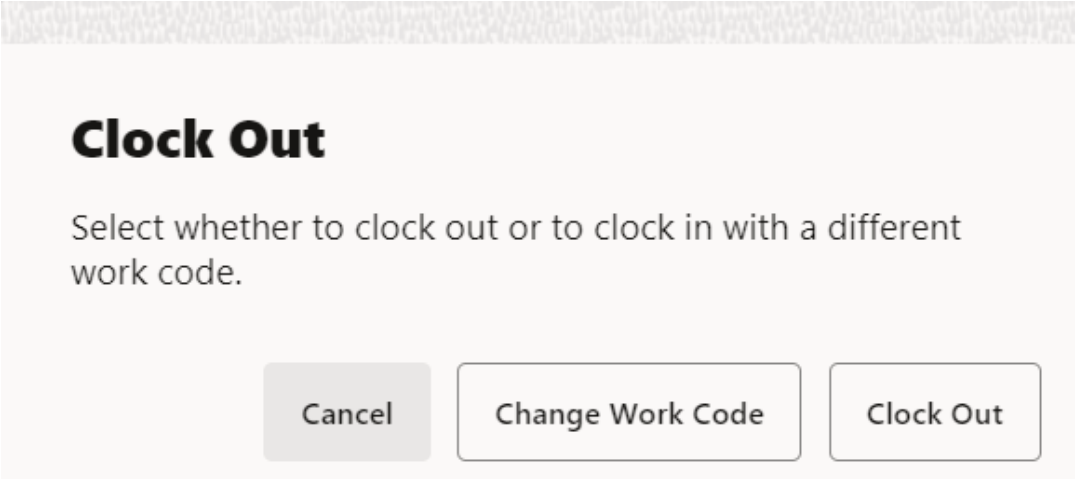
1. Select **Clock In/Out** from the Home Menu screen. See Figure 1-12.

Figure 1-15 Login Screen



2. Enter your Associate ID and Password.
3. Select **Process**.

Figure 1-16 Tablet Change Work Code or Clock Out



4. Select **Clock Out**.

   You are now clocked out. Xstore POS returns to the **Home** screen.

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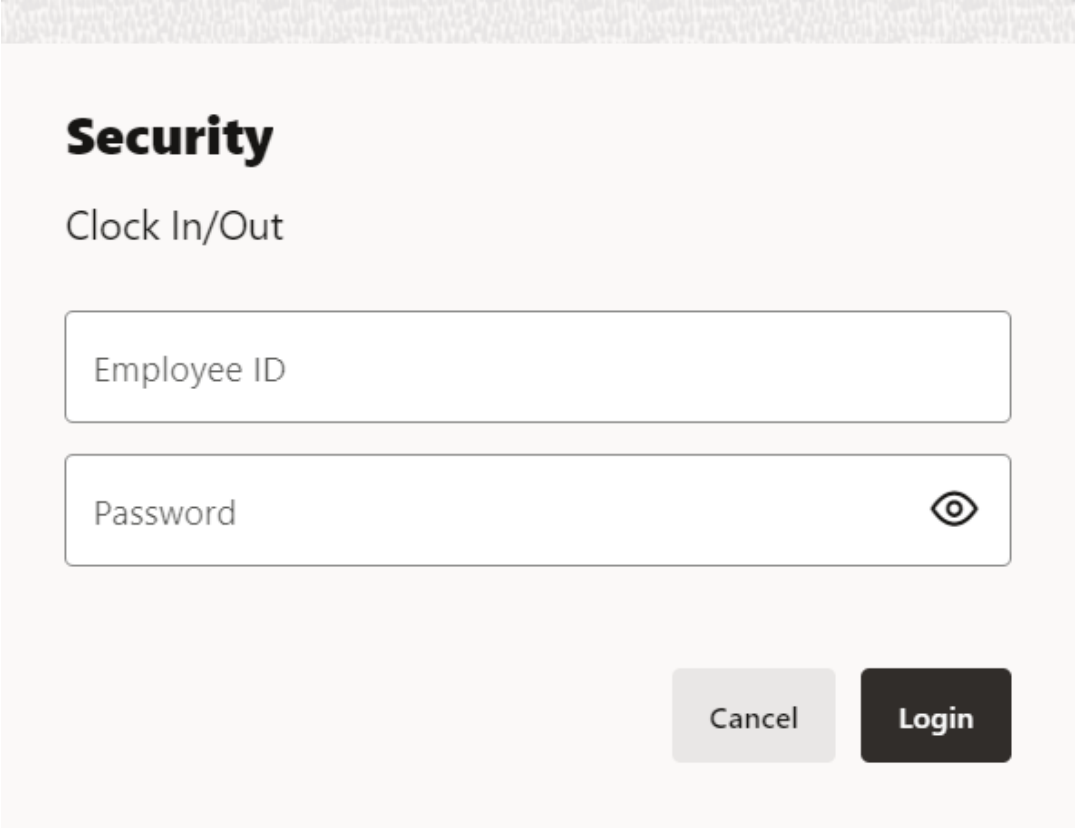
Change Work Code

> **Note**
>
> You must be clocked in to change your work code.

To change your work code:

1. Select **Clock In/Out** from the Menu in the Home screen. See Figure 1-12.

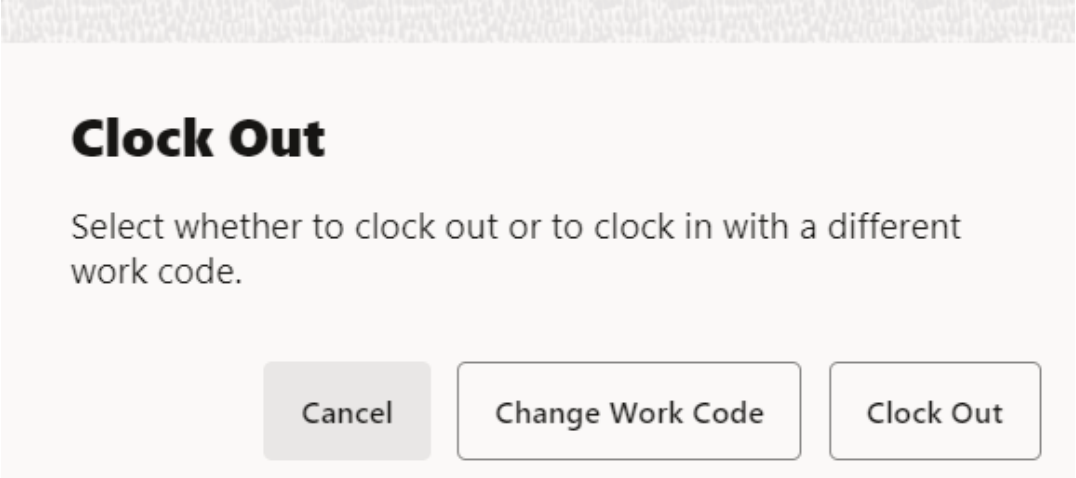
Figure 1-17 Login Screen



2. Enter Associate ID and Password.
3. Select **Login**.

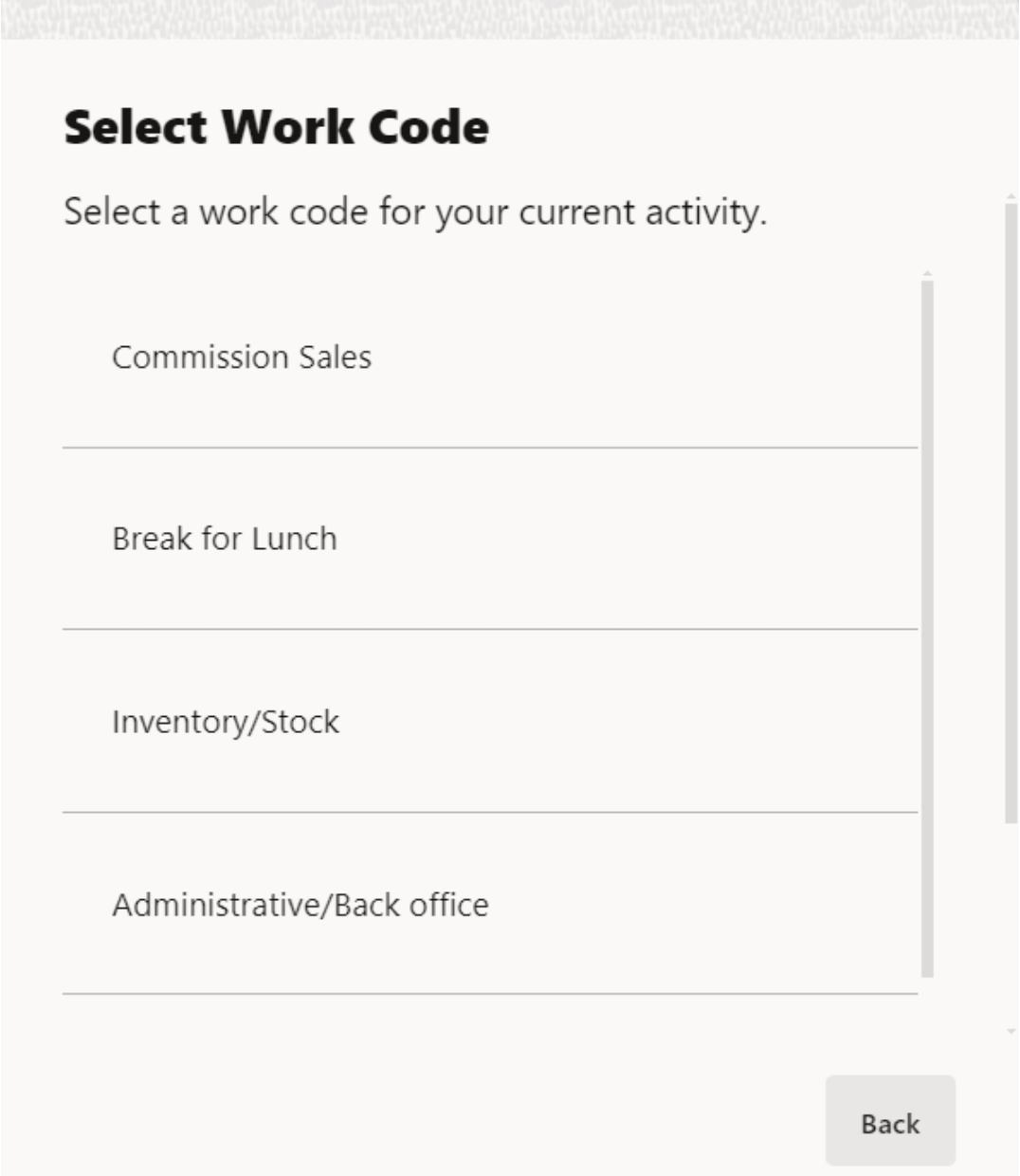
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Figure 1-18 Tablet Change Work Code or Clock Out



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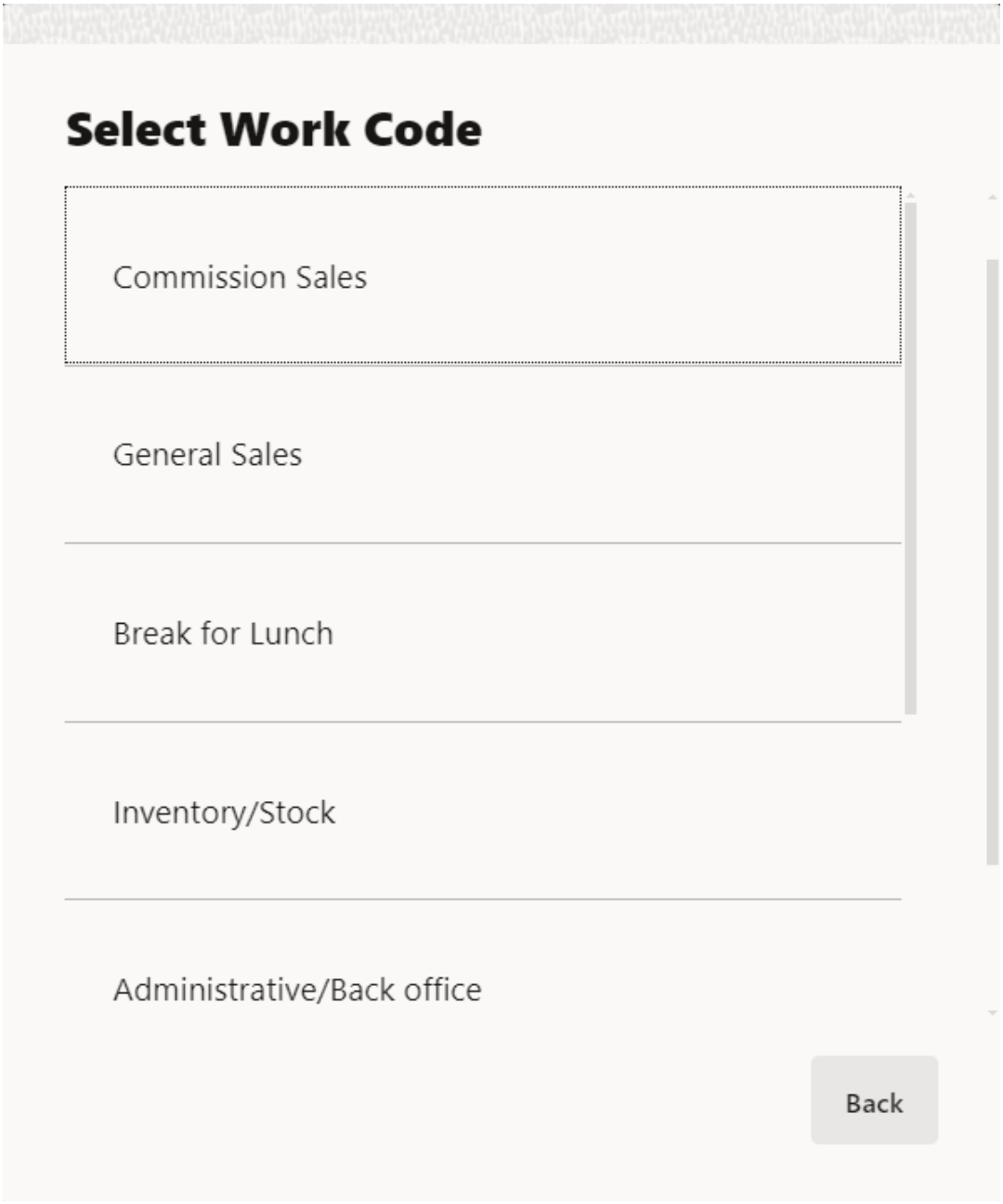
Figure 1-19 Change Work Code



4. Select **Change Work Code**.

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Figure 1-20 Tablet Select Work Code



5. Select the proper work code.

   Your work code has been changed. Xstore POS returns to the Home screen.

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2

Documentation and Screen Conventions

The interface for Xstore POS is made up of common elements. These elements include text fields, numeric fields, buttons, links, lists, and menus used to select options, enter data, or open new screens.

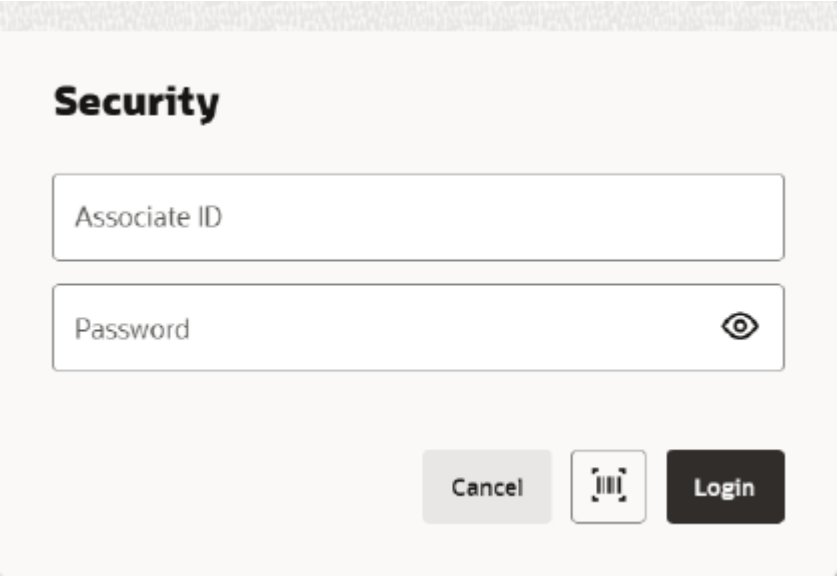
Select an element to learn more about its use.

- Text Field
- Numeric Field
- Global Navigation and Home Screen Menu
- Tabs
- Status Bar
- Date/Time Picker
- Required Fields
- Search Menu Option

Text Field

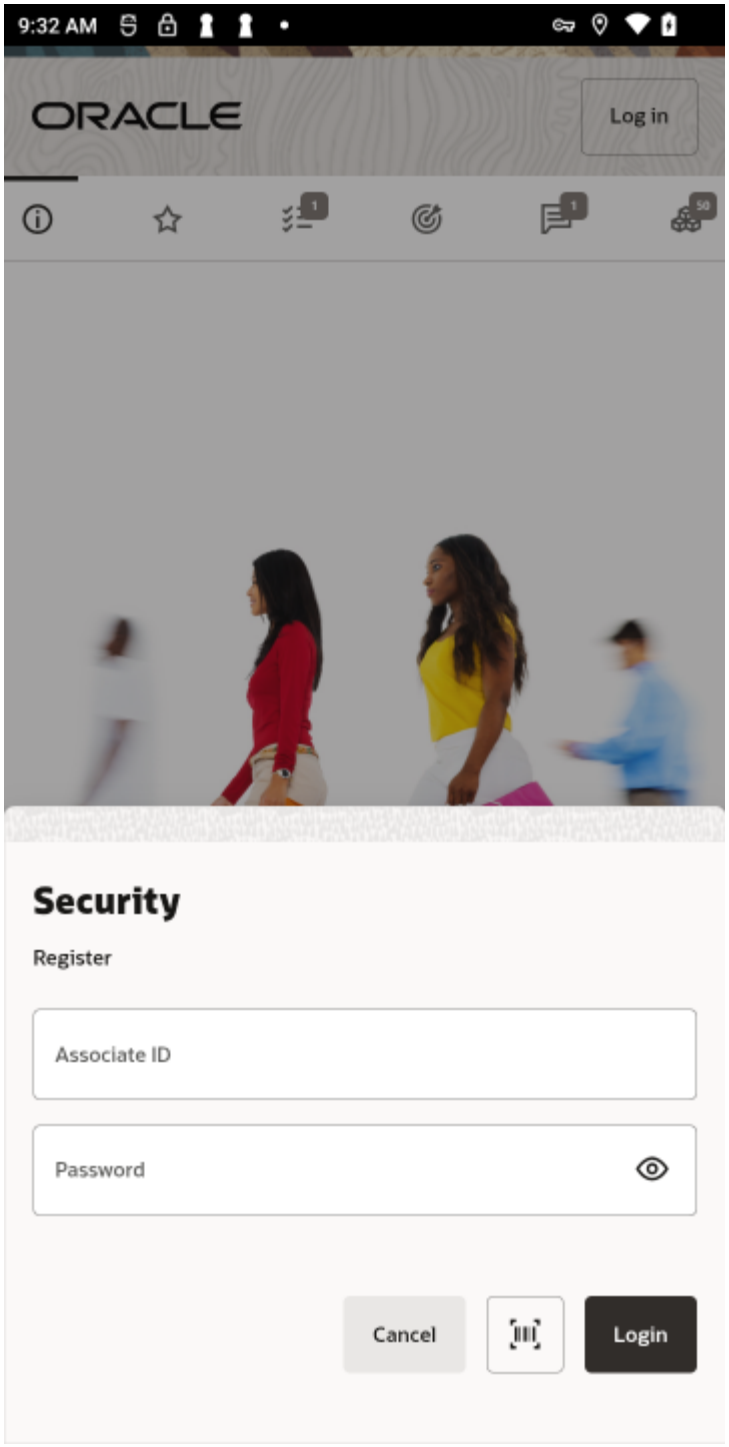
A text field is used for keying in information. When a text field is selected, an on-screen keyboard opens which you can use to enter the requested information.

Figure 2-1 Text Field



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Figure 2-2 Text Field - Handheld



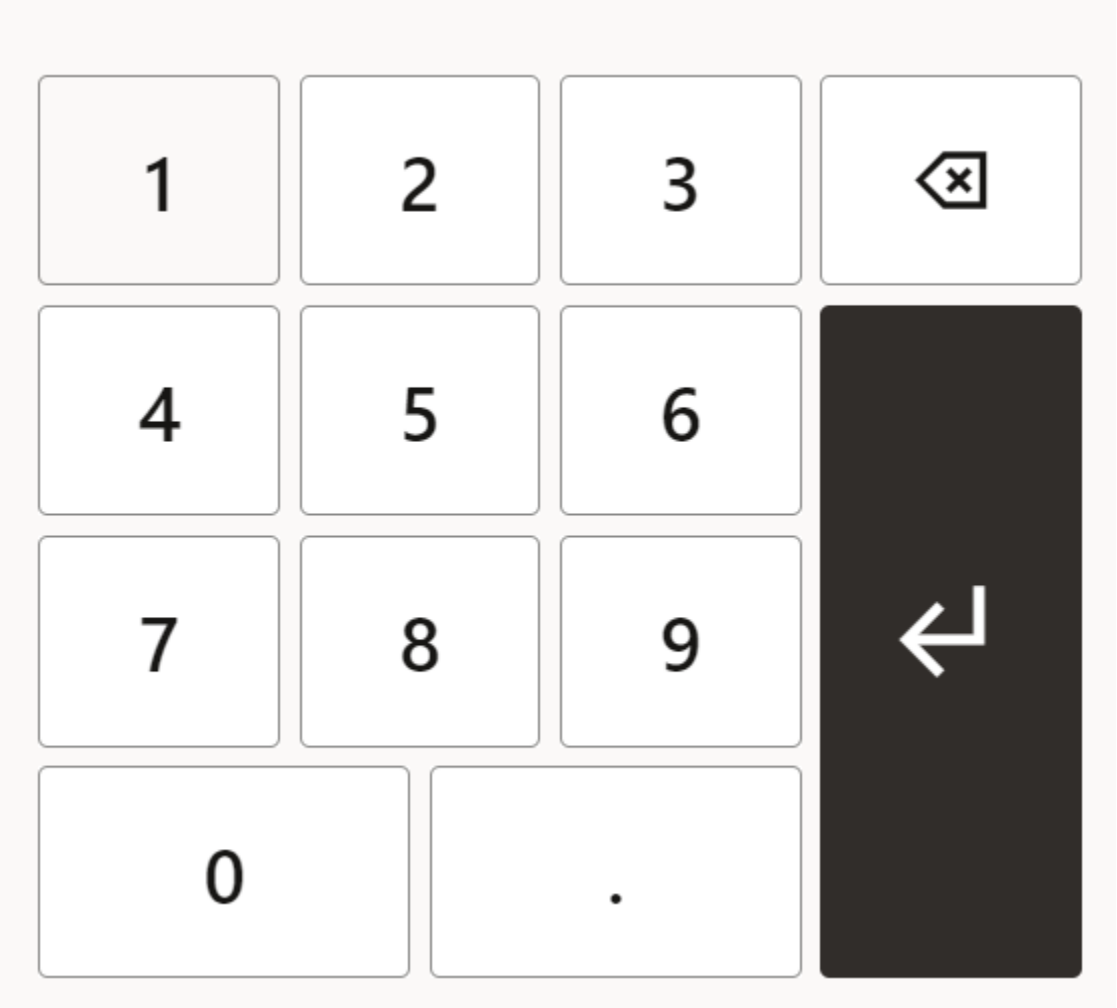
The appearance of the keyboard will depend upon the device on which you run Xstore POS. An on-screen keyboard is also displayed for alphanumeric entries such as login/passwords and postal codes.

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Numeric Field

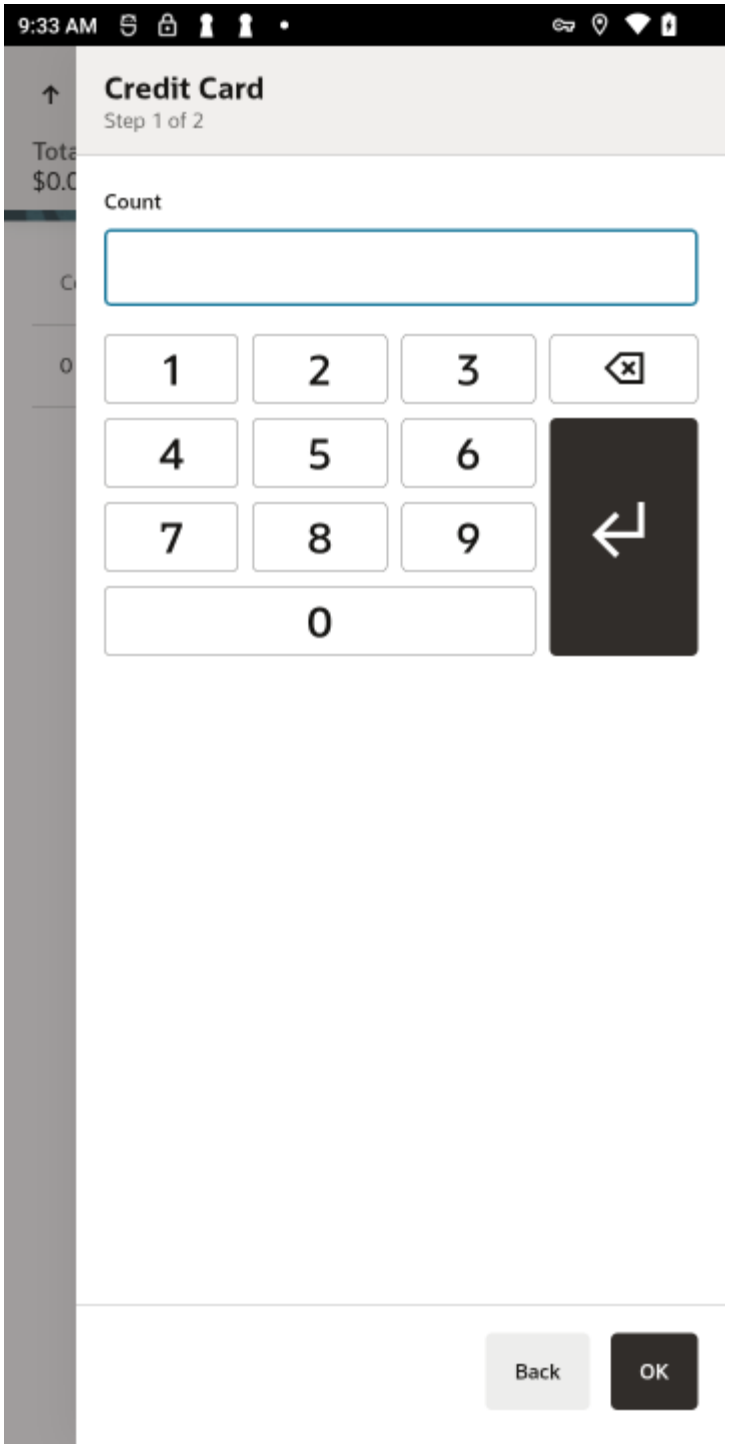
Whenever a numeric entry is required on the Xstore Desktop, Thin Client, or Tablet, a prompt displaying the field name is automatically shown. The prompt allows you to enter numbers as required.

Figure 2-3 Numeric Field



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Figure 2-4 Numeric Field - Handheld



Upon completion of a numeric entry the prompt closes.

When a phone number entry field is selected, the phone number keypad displays automatically.

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Passive Messages

Figure 2-5 Passive Messages



Passive messages display for a few seconds before automatically disappearing or can be closed by the user. The display time is configurable.

Notifications

Xstore displays a notification on the screen when a new high priority message and/or a new order has been created. Notifications are displayed for all order types that are in new order status and for each individual order type, for example, Same Day, Pick up or Delivery.

> **Note**
>
> Pick Up Order and Transfer Pickup are grouped under Pick up.

If there are several notifications, they are stacked and an accurate count per new order is displayed. The counts displayed are the same across all workstations within a store. They are not unique to different users or registers. Xstore queries Order Orchestration Cloud Service (OOCS) every 15 minutes for new orders.

High priority messages created within Xstore, as well as high priority messages created outside of Xstore, for example, corporate messages created in Xadmin, are displayed. Pay by Link transaction messages regarding payment expiring and payment completion are also displayed as high priority notifications.

Depending on the system configuration, notifications can be dismissed by the user or they are dismissed automatically by the system.

Global Navigation and Home Screen Menus

Figure 2-6 Global Navigation Menu Icon



The Global Navigation icon will not be present on all screens. When it is present, Global Navigation opens a menu showing appropriate actions you can make.

Select the respective option to access the appropriate functionality.

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Figure 2-7 Home Screen Menu



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Figure 2-8 Home Screen Menu Via the Shortcut Menu - Handheld



Table 2-1 Home Screen Menu Options

Main Menu Option	Sub-Menu Option
Start Sale	
Item Lookup	

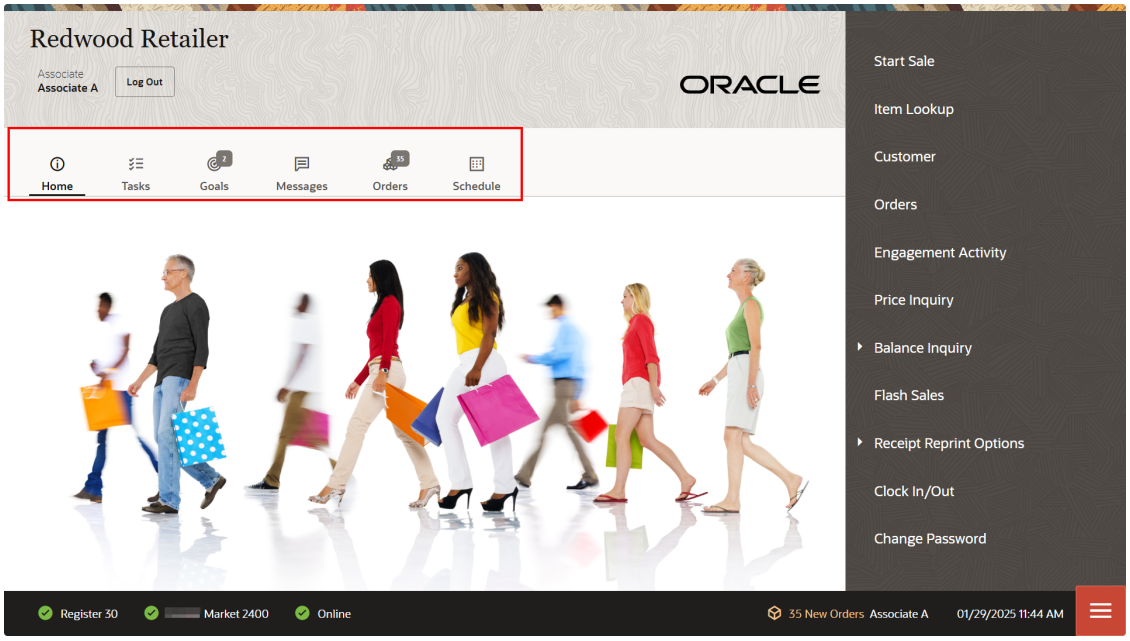
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Table 2-1 (Cont.) Home Screen Menu Options

Main Menu Option	Sub-Menu Option
Customer	
Orders	
Engagement Activity	
Price Inquiry	
Balance Inquiry	Gift Card Balance
	Gift Certificate Balance
	Gift Receipt Inquiry
	Loyalty Balance
	Store Credit Balance
Flash Sales	
Receipt Reprint Options	Rebate Receipt
	Reissue Gift Receipt
	Reprint Document
	Reprint Last Receipt
Clock In / Out	
Change Password	
Enter Training Mode	Training Mode is available when logged out

Tabs

Figure 2-9 Xstore Home Screen



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Figure 2-10 Xstore Home Screen - Handheld



In a base implementation, Desktop, Thin Client, Tablet, and Handheld display the following options:

- Home Tab
- Tasks Tab
- Goals Tab

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- Messages Tab
- Orders Tab
- Schedule Tab

Home Tab

The Home tab may display product-specific information for an item-entry scenario, customer/item detail information for a layaway transaction, or instructions for recording a repair or alteration selection.

Only one message displays per item in the Home tab. This may be a text message, an image or a composite message (graphic and text). This may relate to the item directly or to recommend other products that relate to the item being purchased. A couple examples of this would be a customer purchasing a shirt that has a coordinating jacket and tie. These two items, the jacket and tie, could be set up to display on the Home Tab in Xstore for the associate to recommend to the customer. Another example would be the purchase of an item that would require another purchase, for instance a watch that does not come with a battery.

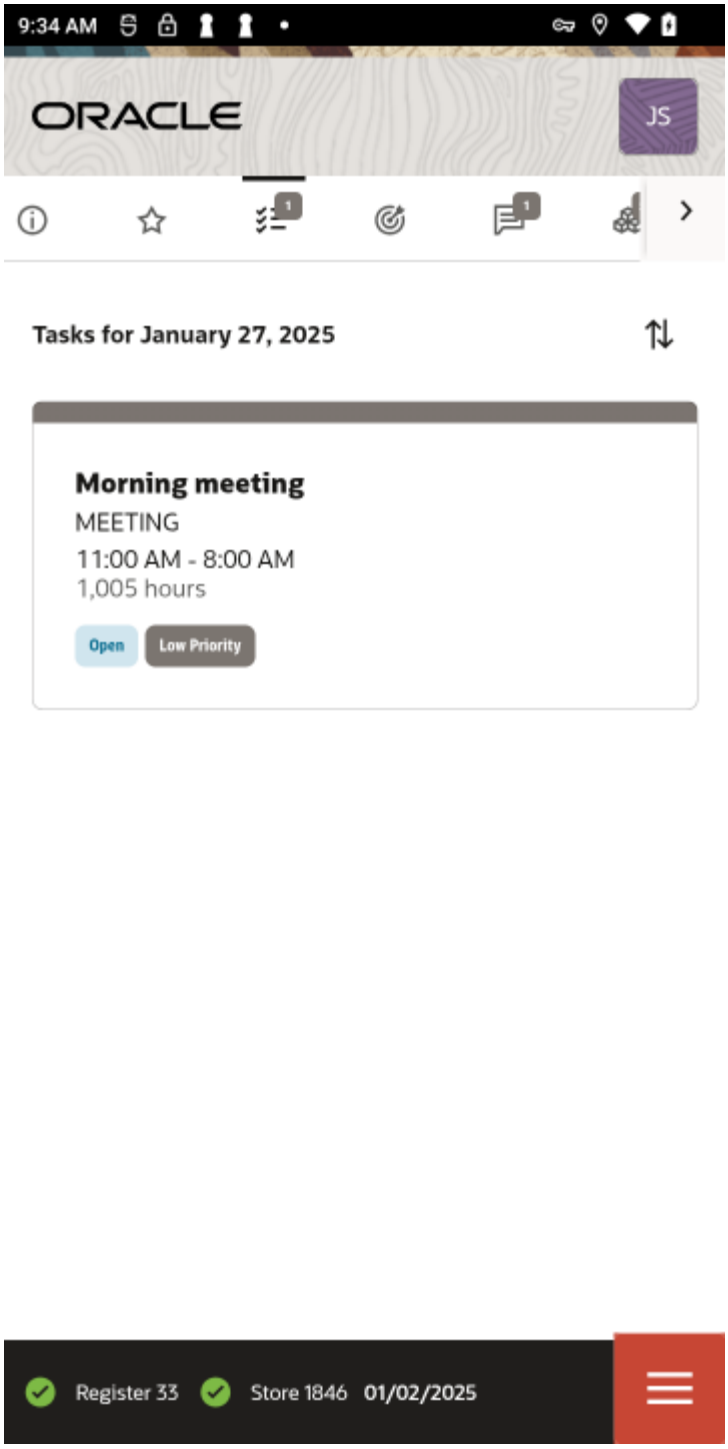
If **DisplayMessageAsNotify** setting is configured, then multiple item text messages pop up in Xstore during the sales process.

Tasks Tab

The Tasks tab displays open and in progress tasks with start date/time prior to the current date and end date/time equal to the current date or in the future. Tasks shown here are view only. The counters on the Tasks tab are updated in real time. Use the **Refresh** button to update the tab information. The updated date and time stamp are displayed.

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Figure 2-11 Tasks Tab - Handheld



The following information is displayed for each task that day:

- Task Description
- Task Type
- Start Time and End Time

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- Duration
- Status
- Priority

For more information about Tasks see Task Management.

Goals Tab

The Goals tab displays information from the corporate office about the goals set for your store for a specified date range. You are not required to log in to view store goals. These goals are visible to all employees.

The counters on the Goals tab are updated in real time. Use the **Refresh** button to update the tab information. The updated date and time stamp are displayed.

The goals are listed in the following order:

1. Completed goals
2. Active goals
3. Future goals

The goals are displays in color, based on their status:

- **Green** - Goals completed and met.
- **Red** - Goals completed but not met.
- **Black** - Active, current, and future goals.

Each goal has an effective date and an end date. The store goal is shown in the **Goal** column and the current amount achieved toward the goal is shown in the **% To Date** column.

> **Note**
>
> Future goals display “N/A"' in the % To Date column until they become active.

Sales Goal to date progress is calculated using net sales. Progress toward store goals can also be found in the Store Goals report and on the Dashboard.

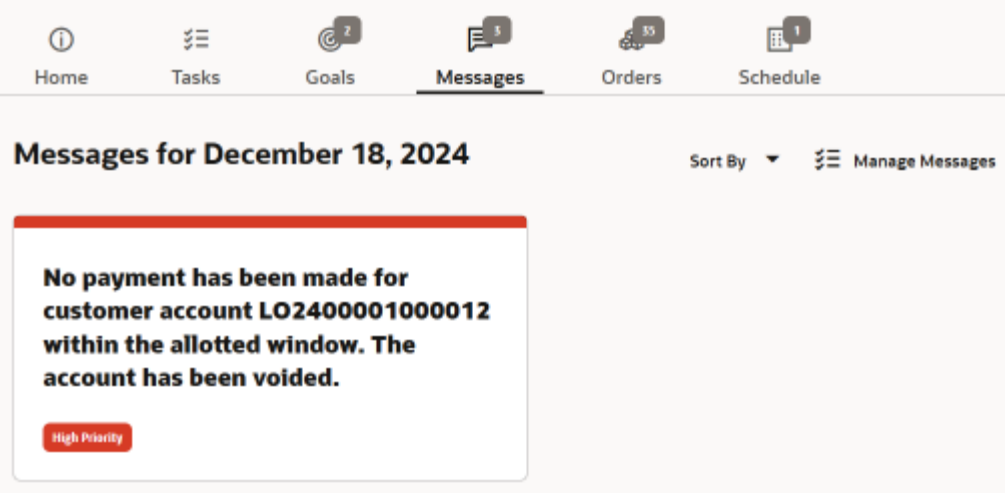
Messages Tab

You are not required to log in to view messages. These messages are visible to all employees. The information shown on the Messages tab may be from the corporate office, or from your store management. The tab displays the message count. The message count is updated in real time. Use the **Refresh** button to update the tab information. The updated date and time stamp are displayed.

Messages require no action and may be store-specific (only displayed in your store, not corporate-wide) or register-specific (only displayed on a designated register).

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Figure 2-12 Messages



These messages are time-based and do not display after the expiration date has passed.

> **Note**
>
> If the message contains a URL, click the link icon to open the URL.

Messages use badges to indicate priority:

- High priority
- Medium priority
- Low Priority

Local Orders and Send Sale Transactions tendered with Pay By Link (Customer Not Present) that are awaiting payment are listed in this tab. The sales that are voided due to the PBL expiring are also listed.

In the event that an omnichannel order has not been picked up in a configurable number of days, a store message is generated. It can be configured to be on a specific register or all store registers to alert the associate that there are omnichannel orders that have not been collected. The message will remain until the order is either picked up or cancelled. See Failed to Pick Up Order for more information.

For more information about Messages, see Message Maintenance

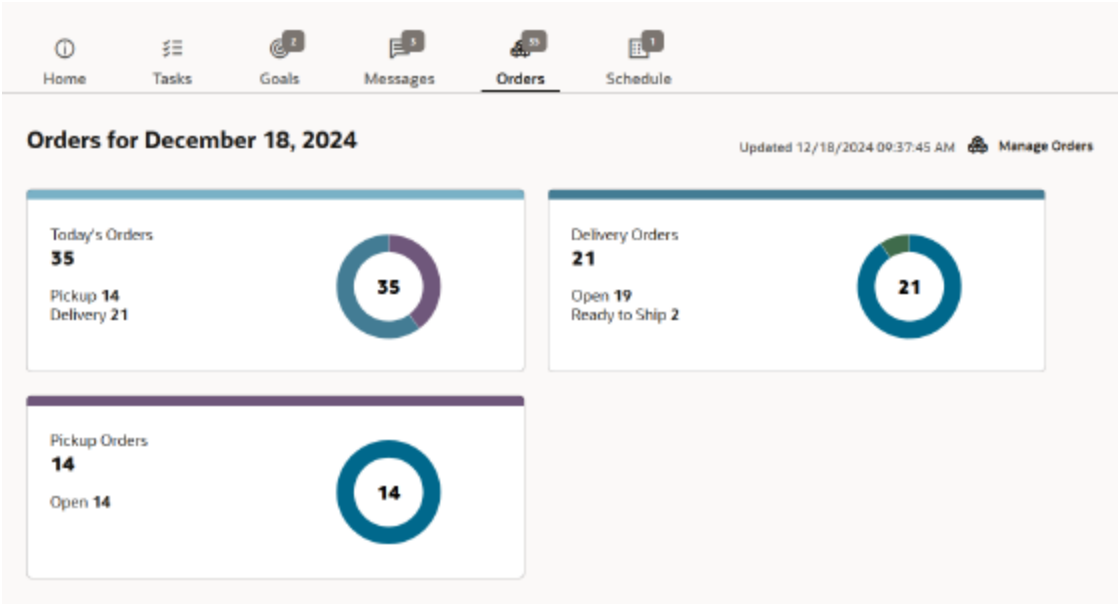
Orders Tab

The Orders tab provides a list of orders at your store requiring action.

Select **Manage Orders** to proceed to Order Lookup.

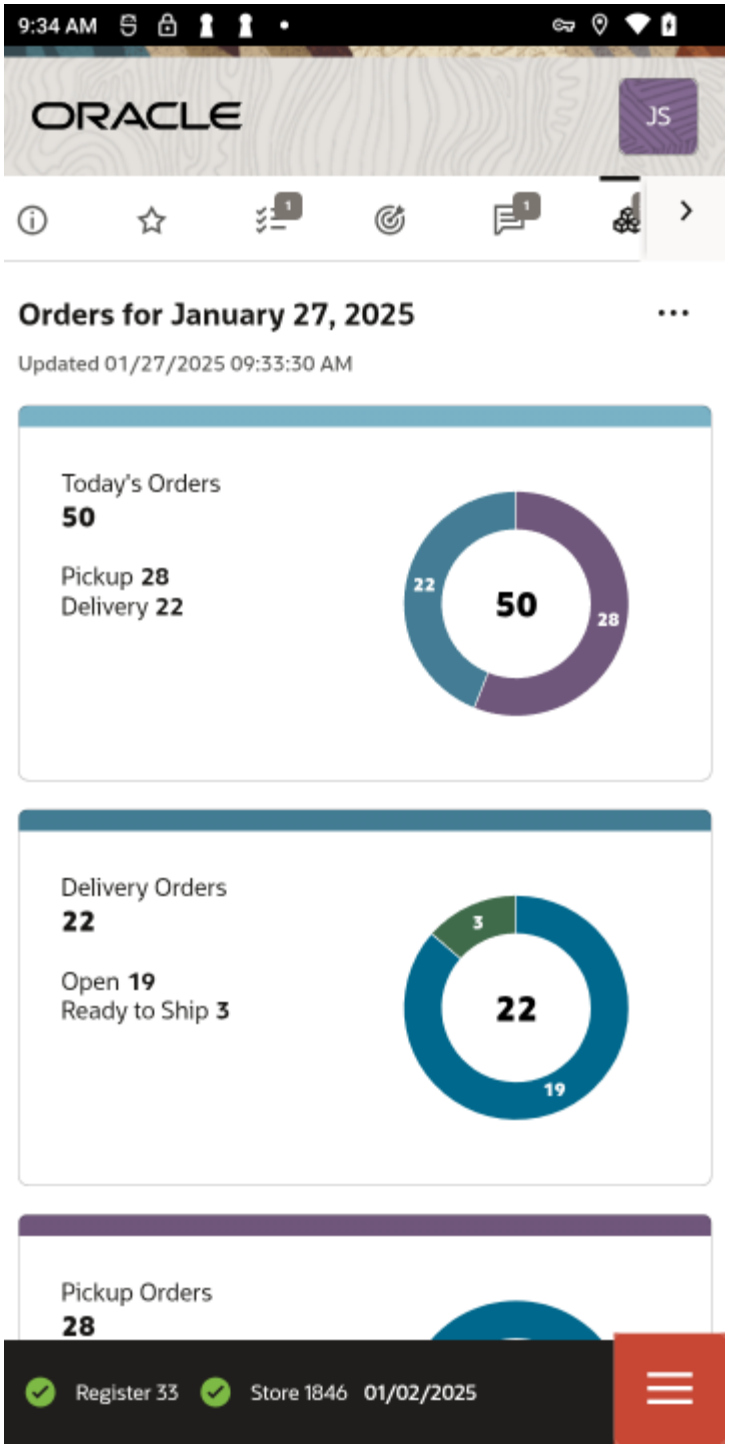
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Figure 2-13 Orders Tab



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Figure 2-14 Orders Tab - Handheld



Orders Tab Details

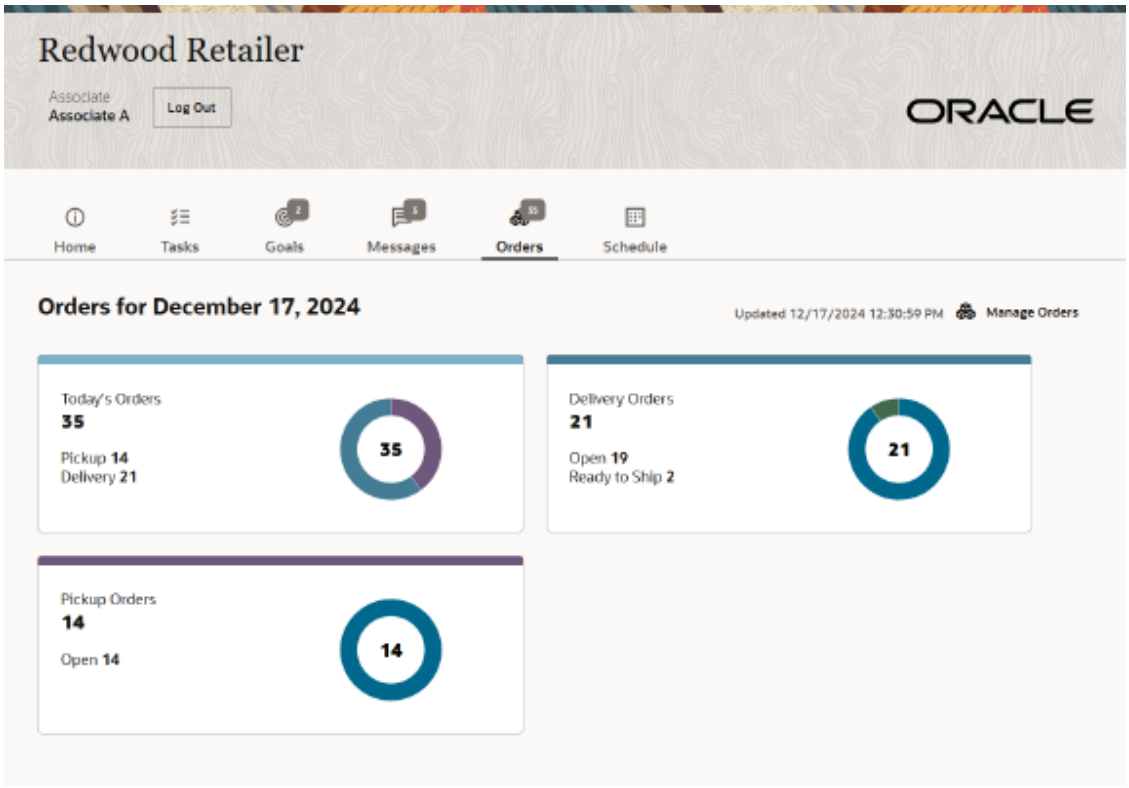
Oracle Retail Order Orchestration Cloud Service is an optional module that can be interfaced with Xstore to provide information about inventory availability across all sales channels.

The tab displays the number of orders for the current day. Use the **Refresh** button to update the tab information. The updated date and time stamp are displayed.

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> **Note**
>
> Xstore queries Order Orchestration Cloud Service (OOCS) every 15 minutes for new orders.

Figure 2-15 Orders Tab



The Orders Tab is broken up into four sections – **Today's Orders**, **Delivery Orders**, **Pickup Orders**, and **Delivery Orders**. It represents all Order Broker orders and does not include special orders, local inventory orders and so on.

- **Today's Orders** - the total number of orders and breaks them down by Pickup, Delivery, or Same Day.
- **Pickup Orders** - displays the number of orders in these states:
  - **Open** - counts all orders that have been polled but not yet reviewed by the store.
  - **Accepted** - the total number of orders that have been accepted by the store.
  - **Ready** - displays the total number of orders ready for customer pickup. For example, if there are 2 orders and each order has 3 items and they are all ready for customer pick up, the number displayed by Ready will be 2.
  - **Rejected** - displays the number of orders where at least one item was Rejected on that day.
- In the **Delivery Orders** section, the numbers represent those orders that require shipping.
  - **Open** - displays the number of orders that have not yet been reviewed by the store. The number represents the total number and not just the current day's number of open orders awaiting to be shipped.

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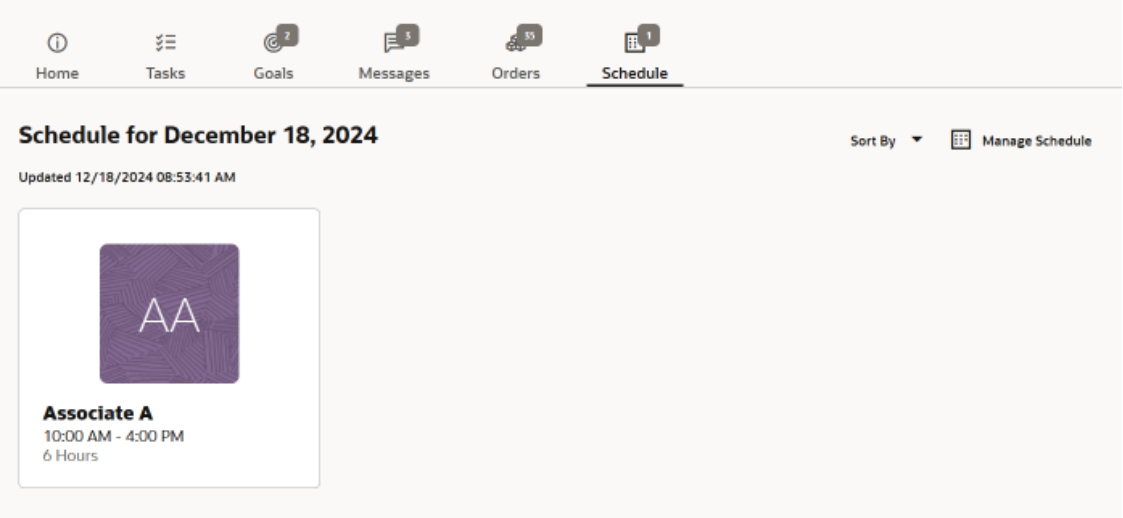
- **Accepted** - represents all orders that have been accepted by a store associate. Before an order is ready to be shipped, it's items must first be accepted in the store.
- **Ready** - displays the number of orders that are ready to be shipped. The items in these orders have been picked and packaged for the next shipment out of the store.
- **Rejected** - displays the number of orders where at least one item was rejected on that day.

Schedule Tab

The Schedule tab displays associate schedule information for the current work week.

The counters on the Schedule tab are updated in real time. Use the **Refresh** button to update the tab information. The updated date and time stamp are displayed.

Figure 2-16 Schedule Tab

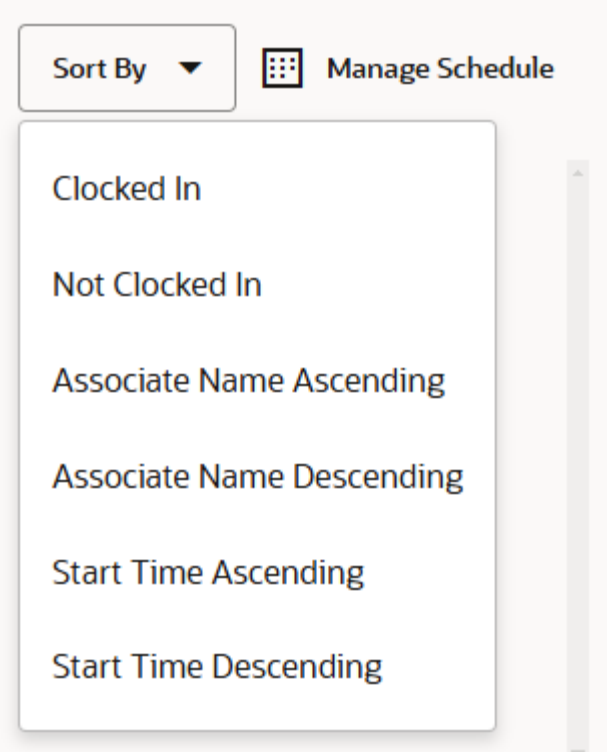


The cards display the Associate Name, Shift Start Time, End Time, Shift Duration, and Clocked In Status.

The displayed cards can be sorted using **Sort By**.

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Figure 2-17 Sort By Options



Select **Manage Schedule** to navigate to the existing Associate - Schedule Maintenance.

Status Bar

The status bar is shown on the bottom of the screen. It is divided into several parts, each displaying information about the system.

The status bar has the following organization:

Figure 2-18 Status Bar - Desktop



Figure 2-19 Status Bar - Tablet



- On the left, the register number and whether the register is open or closed.
  - If the register is open, the first indicator will be green and a check mark inside it.
  - If the register is closed, the first indicator will be red and a slash (\) inside it.
- Next to it is the number, and whether the store is currently open or closed.

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  - If the store is open, the first indicator will be green and a check mark next to it.
  - If the store is closed, the first indicator will be red and a slash (\) next to it.
- Before the date on the right, the name of the logged-in user. If no user is currently logged in, nothing will be displayed in the middle.
- On the right, Xstore POS displays the business date and time. If logged in selecting the Date/Time opens Clock Out.
- There is a New Order count on the footer. If a transaction is in progress a transaction number is also displayed there.
- The Data Source Status icon is displayed as well.

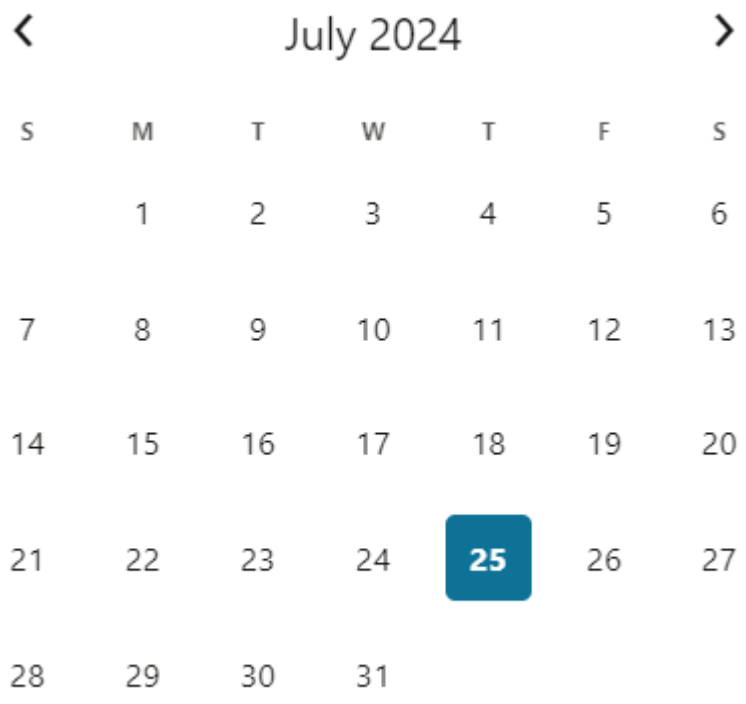
For handheld only:

If you select the information icon, a pop-up window opens displaying the date and time, the register and store status, the data source status - either online or offline as well as the new order count.

Date/Time Picker

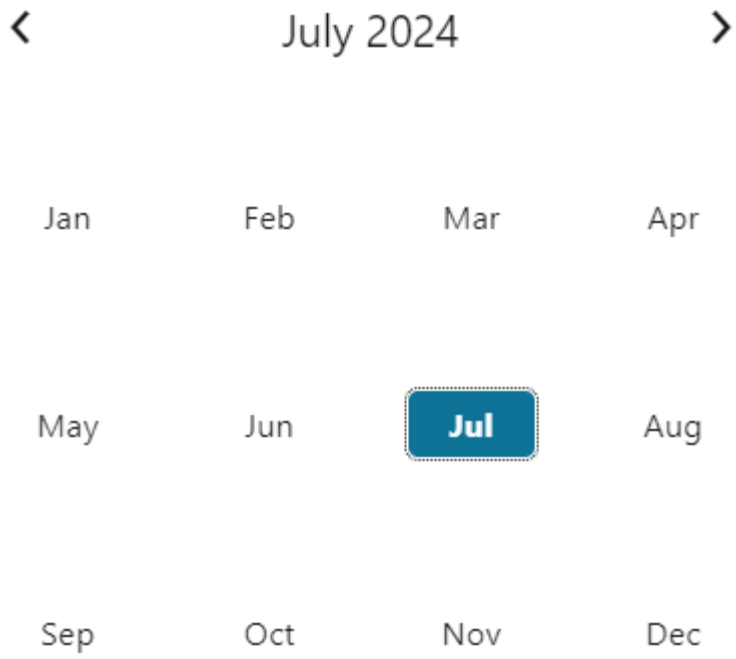
The Date/Time Picker is used on all date entry fields in the Xstore POS. Select the Month, Day and Year as required.

Figure 2-20 Date Picker Example



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Figure 2-21 Month Picker



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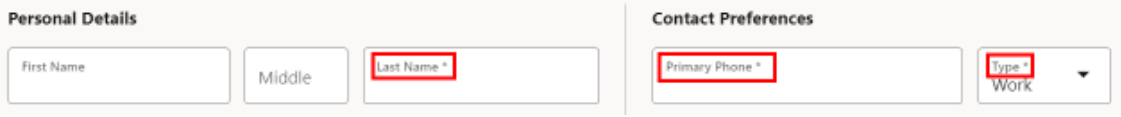
Figure 2-22 Year Picker



Required Fields

Required fields are marked with an asterisk

Figure 2-23 Required Fields

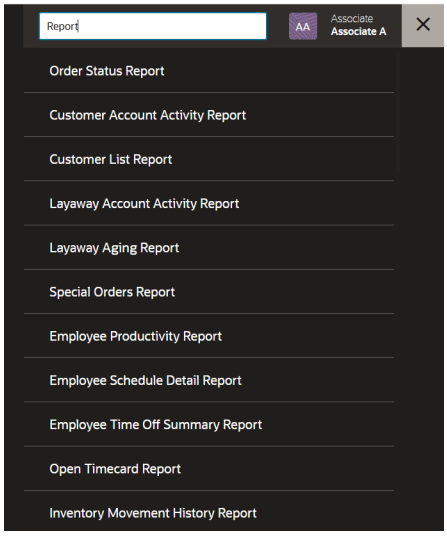


Search Menu

Click Global Navigation to quickly navigate to the menu option needed. Start typing in the search bar and the Xstore POS intuitively shows matches. Select the function required.

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Figure 2-24 Search Menu



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3

Customer Facing Display

Xstore Point of Service's customer display enables the retailer to further personalize and enhance the transaction experience for the customer. The customer facing display includes the following information:

- Cart Details
- Customer Panel
- Display Options

Cart Details

The customer facing display is configured by your administrator and can vary based on your configuration. The display may contain the following cart details:

- Item Image
- Item Name
- Item Description
- Item ID
- Price
- Price Type
- Item Dimensions
- Deals
- Discounts
- Comments

> **Note**
>
> When an item is added your configuration may include suggested selling messages that will appear for a period of time after each item is added.

Display Options

The display options include:

- Thank You
- Birthday
- Idle
- Training

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- Customer QR Code

Thank You Welcome

The customer facing display shows a Welcome message prior to a transaction starting. After the transaction is completed it shows a Thank you message. If the customer is not attached to the Transaction, a generic welcome message will be displayed

Birthday

If a customer is attached to the transaction the display will show the following messages if within a configured timeframe.

- Happy Birthday message prior to a transaction starting.
- Happy Anniversary message prior to a transaction starting.

Idle

When the customer display is not in use the customer may see a static image or video based on how it is configured by your administration.

Training Mode

The customer facing display will say Training Mode whenever the register attached to it is in Training Mode.

Customer QR Code

The store can display a QR Code to the customer within the Customer Panel to promote customer interaction with the Retailer.

Scanning the QR code on the customer display will direct the customer to a configurable URL.

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4

Basic Transaction Entry

After logging in at the Home screen (See Login), the **Start Sale** option in the Home Screen Menu provides you with the ability to perform sale transactions.

This chapter covers the following functions:

- Start Transaction
- Entering Pre-Sale Information
- Entering Items
- Adding Item Coupons
- Redeeming a Rain Check
- Tendering the Transaction
- Receipts
- Reprint Receipts and Documents
- Offline Sales Transactions

Start Transaction

To start a sale transaction:

Select **Start Sale** from the Home Screen to start a new transaction.

Entering Pre-Sale Information

Depending on your store configuration, pre-sale screens that display after login may include:

- Selecting Commissioned Associates
- Associating a Customer with a Transaction
- Loyalty Registration

Selecting Commissioned Associates

If your store tracks the associates' sales for commissions and sales goals, you may be prompted to select a commissioned associate (or associates) to be linked to the items in a sale transaction. There are two ways to select a commissioned associate for a transaction:

- Select the sale associate(s) for this transaction from the list by touching the name and select **OK**.
- Alternatively, select the **Select By ID** option.

  For each associate to add to the transaction:

  1. Enter Associate ID. The ID of the logged-in user is the default value.
  2. Select **OK**.

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3. When you are finished adding associates, leave the associate ID field blank.
4. Select **OK**.

Continue the transaction with:

Loyalty Registration

<OR>

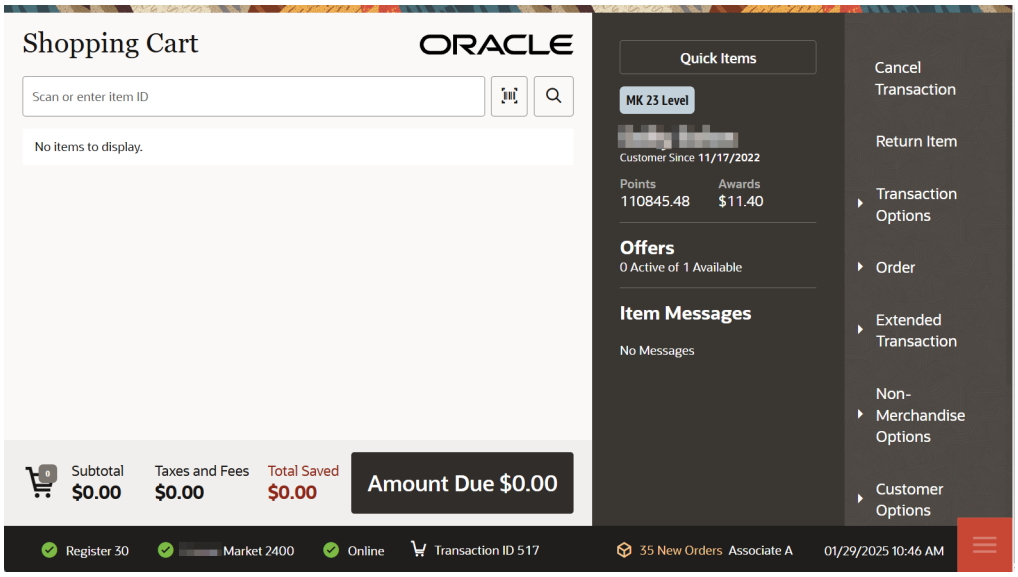
Adding an Item

Customer Panel

The Customer Panel displays information about the customer including loyalty, offers, and item messages. The panel also displays the Quick Items button.

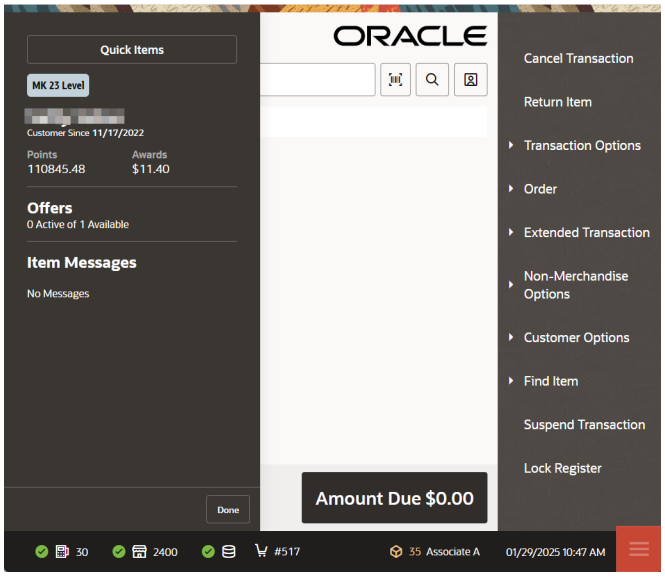
Selecting anywhere on the panel displays the Customer Overview drawer.

Figure 4-1 Customer Panel - Desktop



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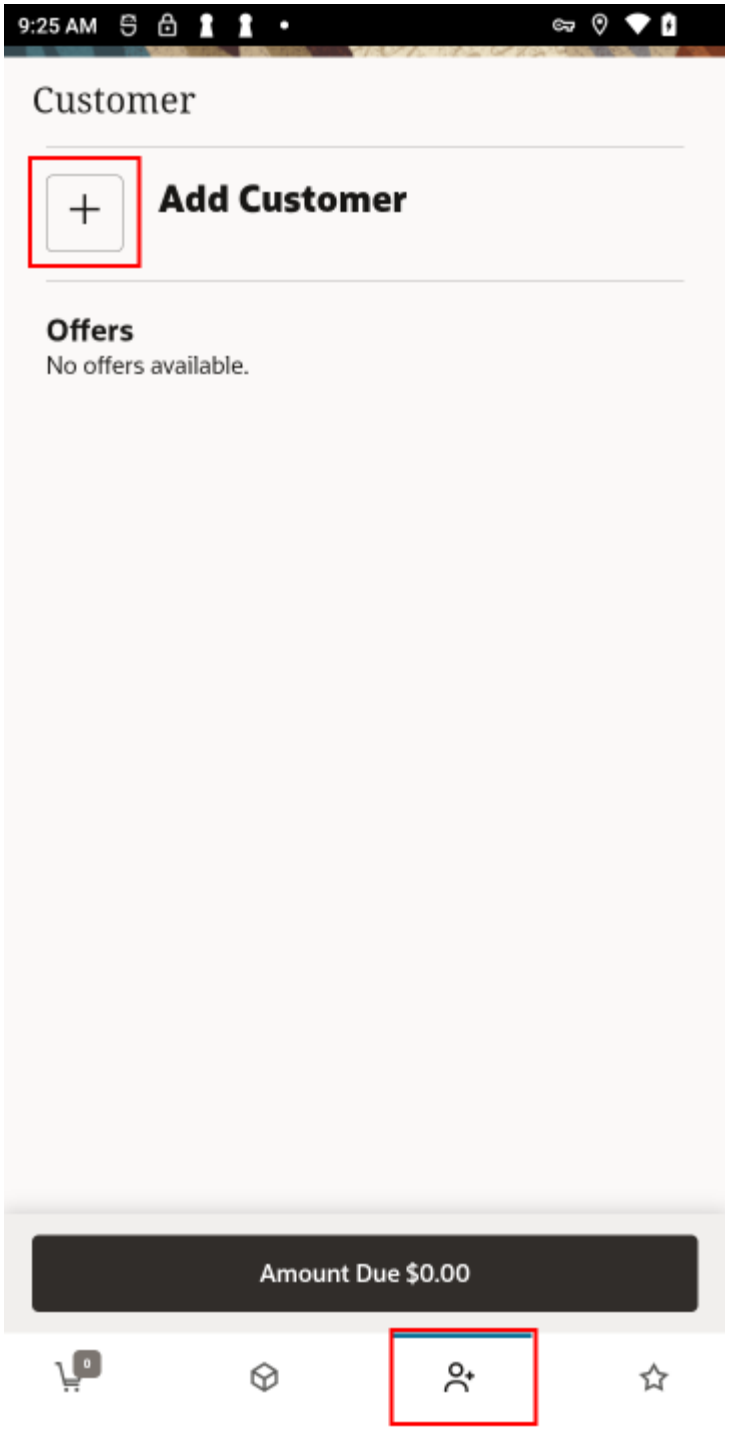
Figure 4-2 Customer Panel - Tablet



> **Note**
>
> If the customer is not linked to the transaction, a plus sign and message to Add customer is displayed. Select the **Plus Sign** to add the customer.

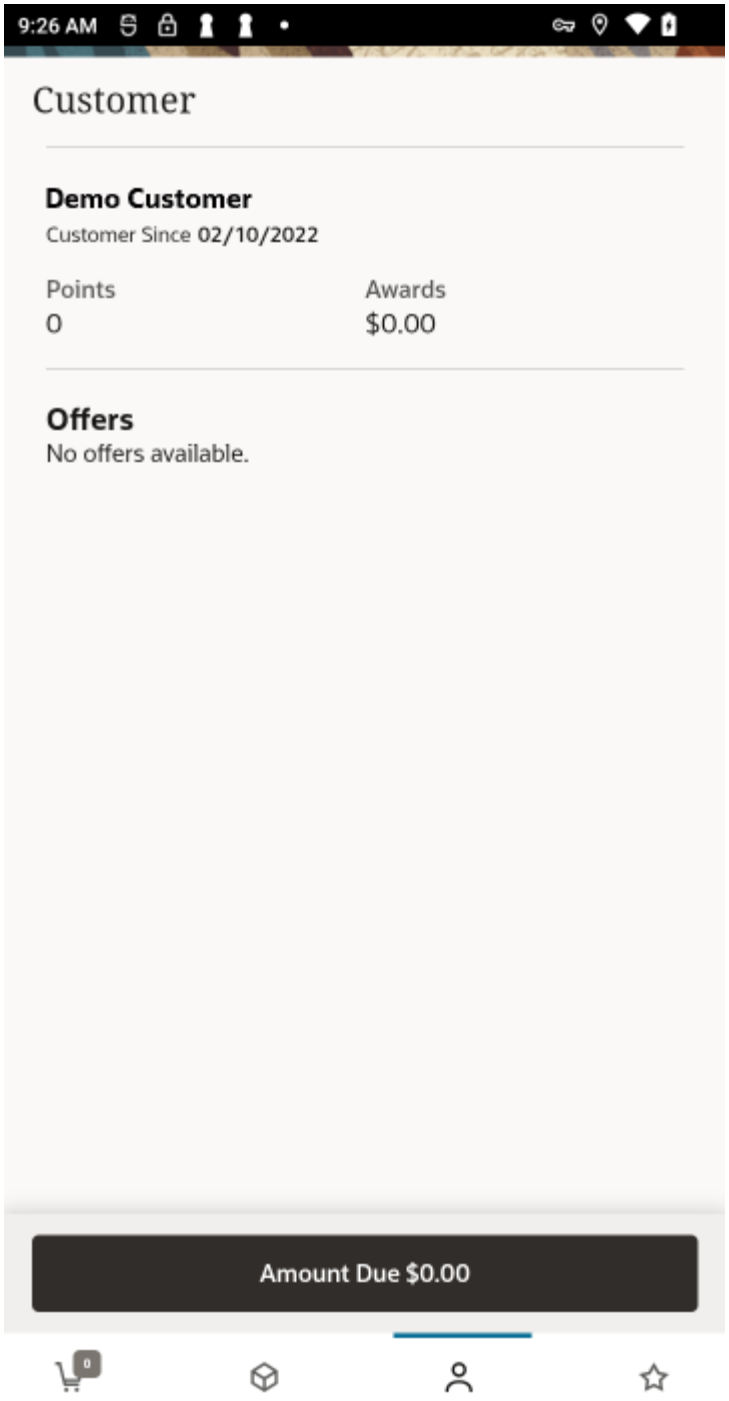
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Figure 4-3 Customer Panel - Handheld



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Figure 4-4 Customer Panel (Customer Attached) - Handheld



If a transaction is associate with a customer, the Customer Panel may contain the following information based on your configuration:

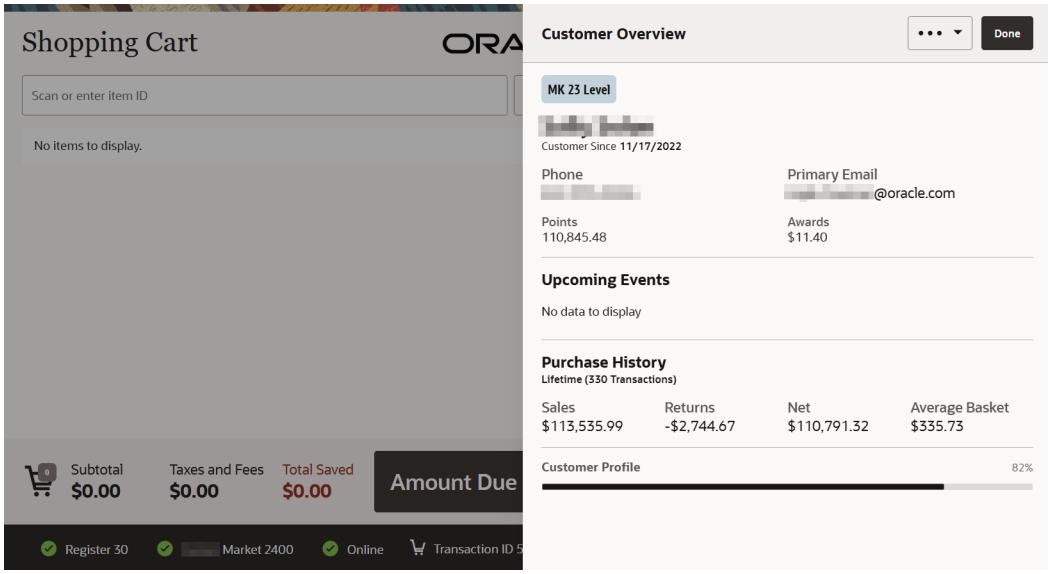
- Loyalty Level Badge
- Customer Name
- Customer Since

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- Loyalty Points
- Awards
- Offers
- Item Messages
- Recommended Items

Customer Overview Drawer

Figure 4-5 Customer Overview Drawer



The Customer Overview drawer appears when you select anywhere on the Customer Panel. The drawer displays the following information:

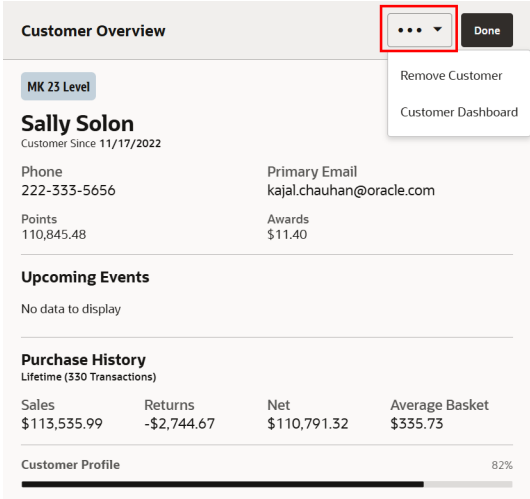
- Loyalty Level Badge
- Customer Name
- Customer Since
- Phone
- Primary Email
- Loyalty Points
- Awards
- Upcoming Events
- Purchasing History
- Customer Profile

> **Note**
>
> To display detailed information about the customer, view the Customer Dashboard.

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Customer Drawer Actions

Figure 4-6 Customer Drawer Actions



Use the **Header Overflow Menu** to perform the following actions:

- Remove Customer - Removes the customer from the current transaction.
- Customer Dashboard - Displays the Customer Dashboard.

Recommended Items

Xstore can be configured to display recommended items as you add items to the shopping cart so that you have the opportunity to up-sale the customer. The recommended items are based on the items in the Shopping Cart. They are displayed in a list including the item's image, the item name, the item ID, the item dimensions (if applicable), and the item price. A maximum of 10 recommended items is displayed (which is configurable). If you select a recommended item, the system navigates to the Item Overview Drawer. For more information about how to enter items, see the Entering Items section.

If there are no recommendations, the items section displays the message "No items to display."

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Figure 4-7 Recommended Items - Tablet

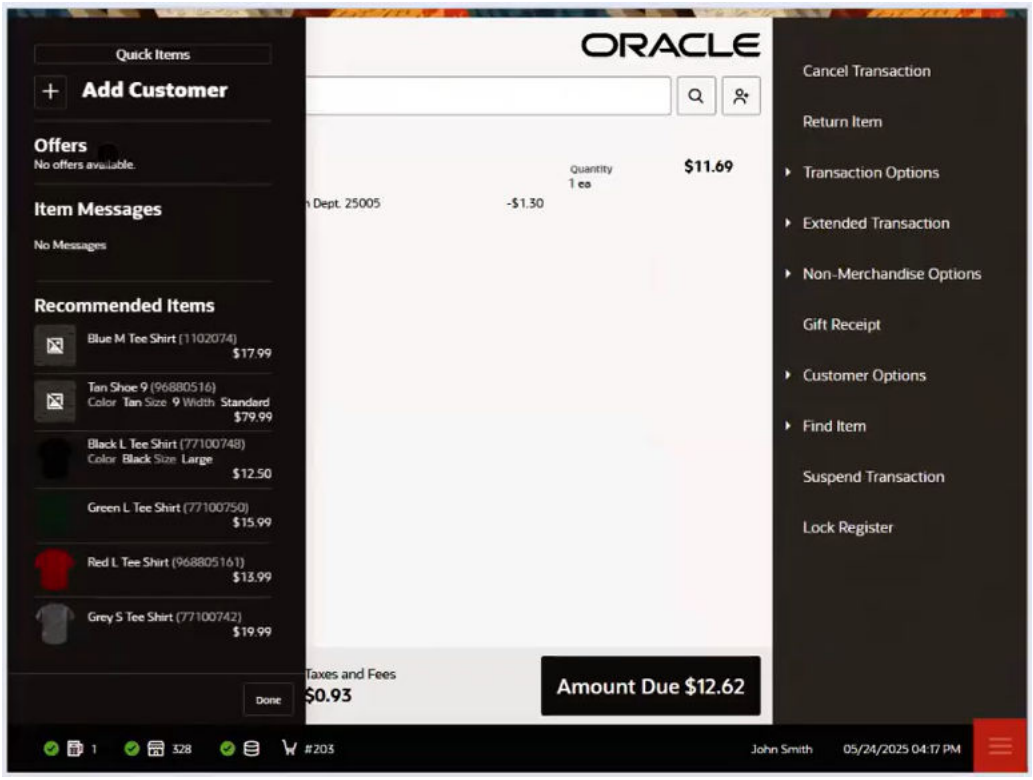
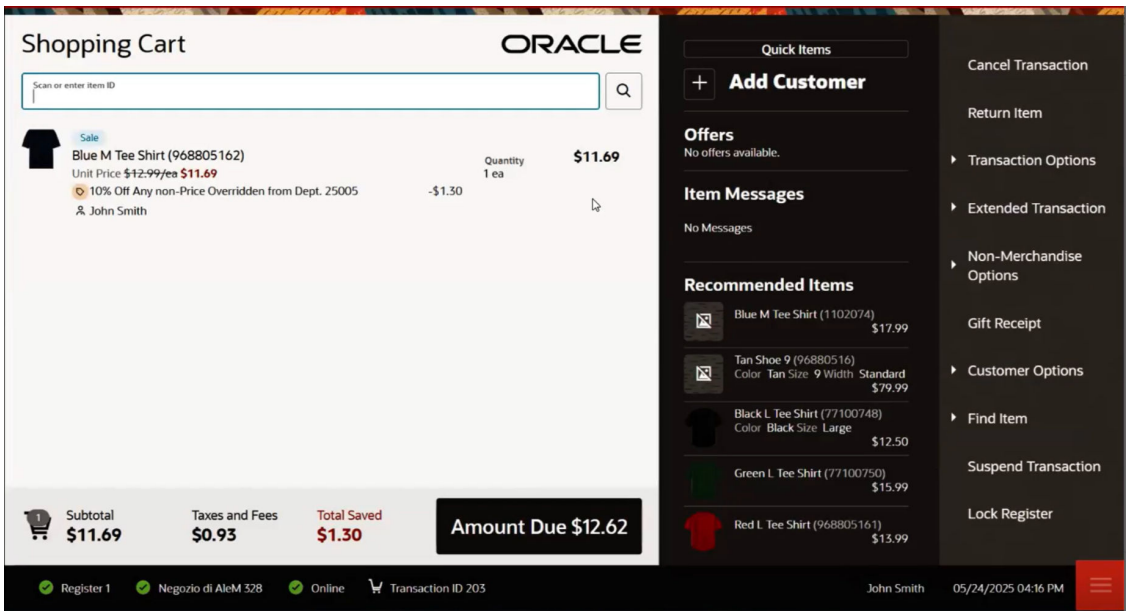


Figure 4-8 Recommended Items - Desktop



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Entering Items

Use the options on the Register Sale menu to enter items, add discounts, modify the transaction, and to add gift registry items. Refer to Adding a Discount to a Transaction or Group of Items, E-mail Receipt Options, Modifying Line Items in a Sale, and Gift Registry for more information about these activities.

You may also be able to enter extended transactions such as:

- Send Sale Transactions
- Layaway Transactions
- Special Orders
- Work Order Transactions
- Warranty and Service Plan Transactions
- Order Transactions Through Order Broker Cloud Service
- Pre-Sale Transactions
- Hold Account Transactions
- Local Inventory Orders

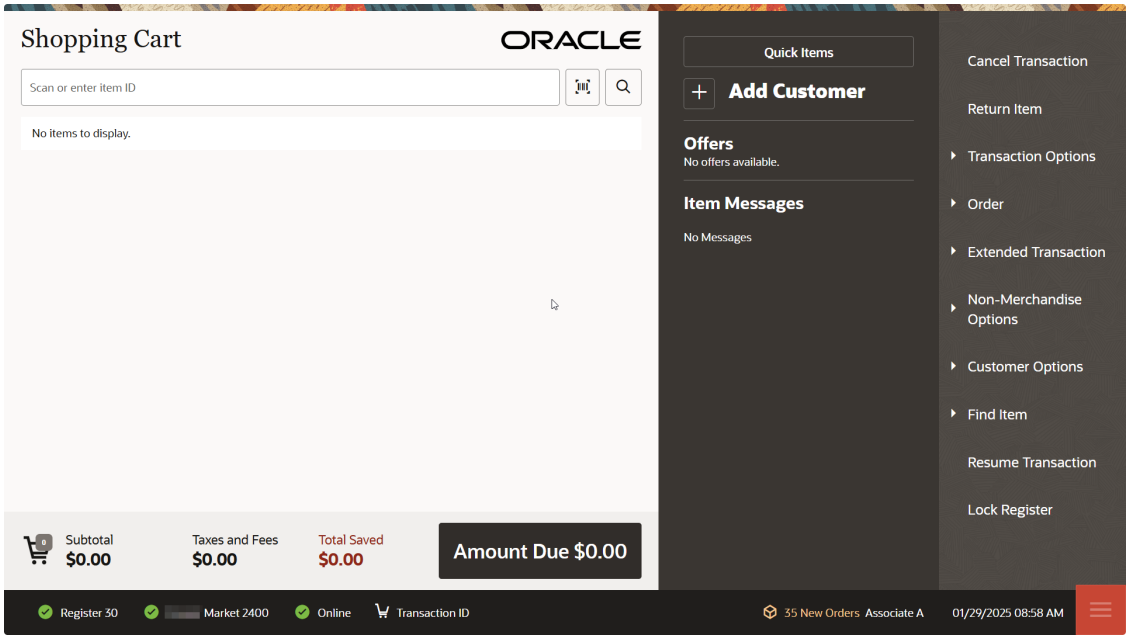
> **Note**
>
> To look up an item see Searching for Items.

Adding an Item

To add an item to a transaction from the sale screen:

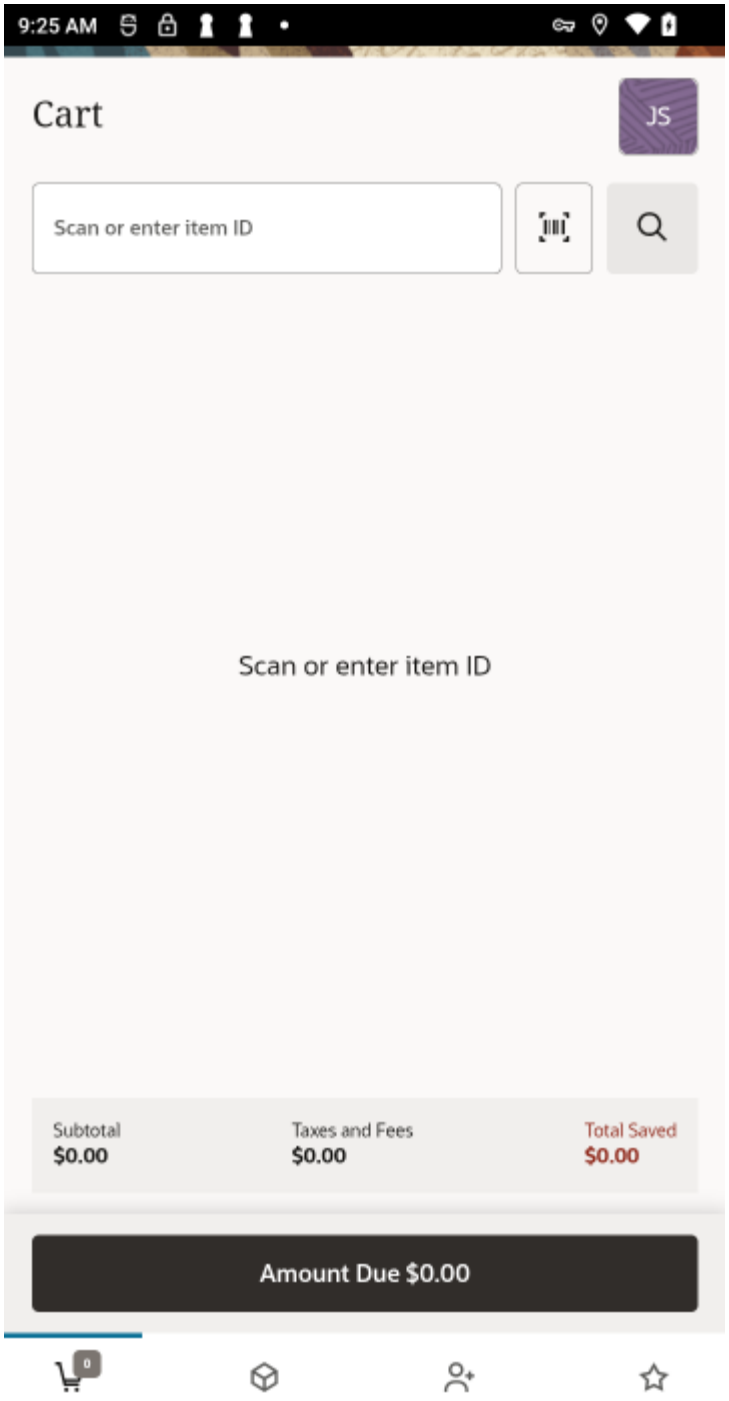
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Figure 4-9 Sale Screen - Scan Item Prompt



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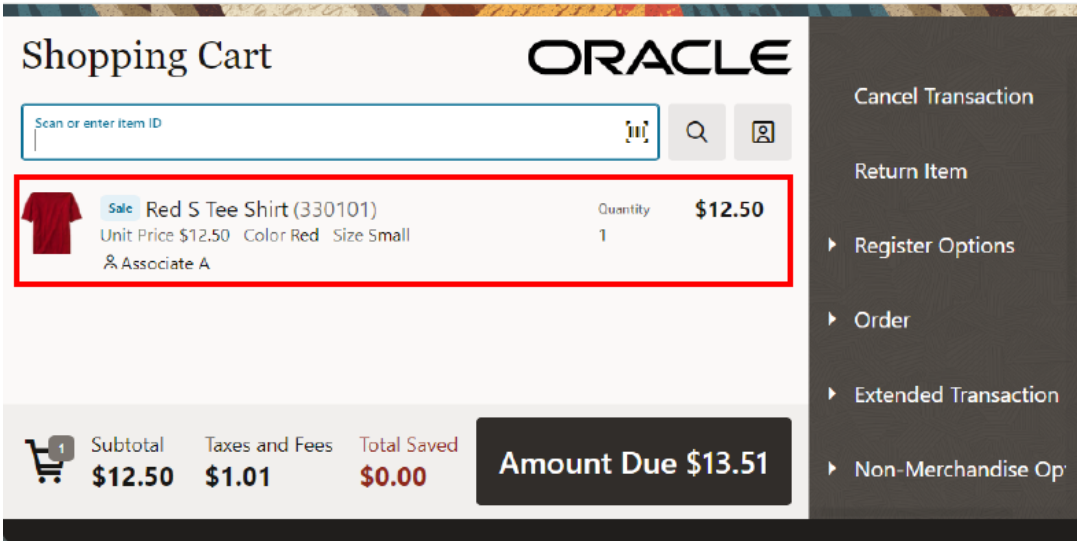
Figure 4-10 Empty Cart - Handheld



1. Scan an item barcode to add it to the transaction or enter an Item ID manually and select, **Enter**. Repeat as needed per item. As items are added, Xstore POS automatically applies any promotions and/or discounts that may be relevant to that item. It also shows the unit price, the extended price, and the tax that is relevant on that particular transaction item.

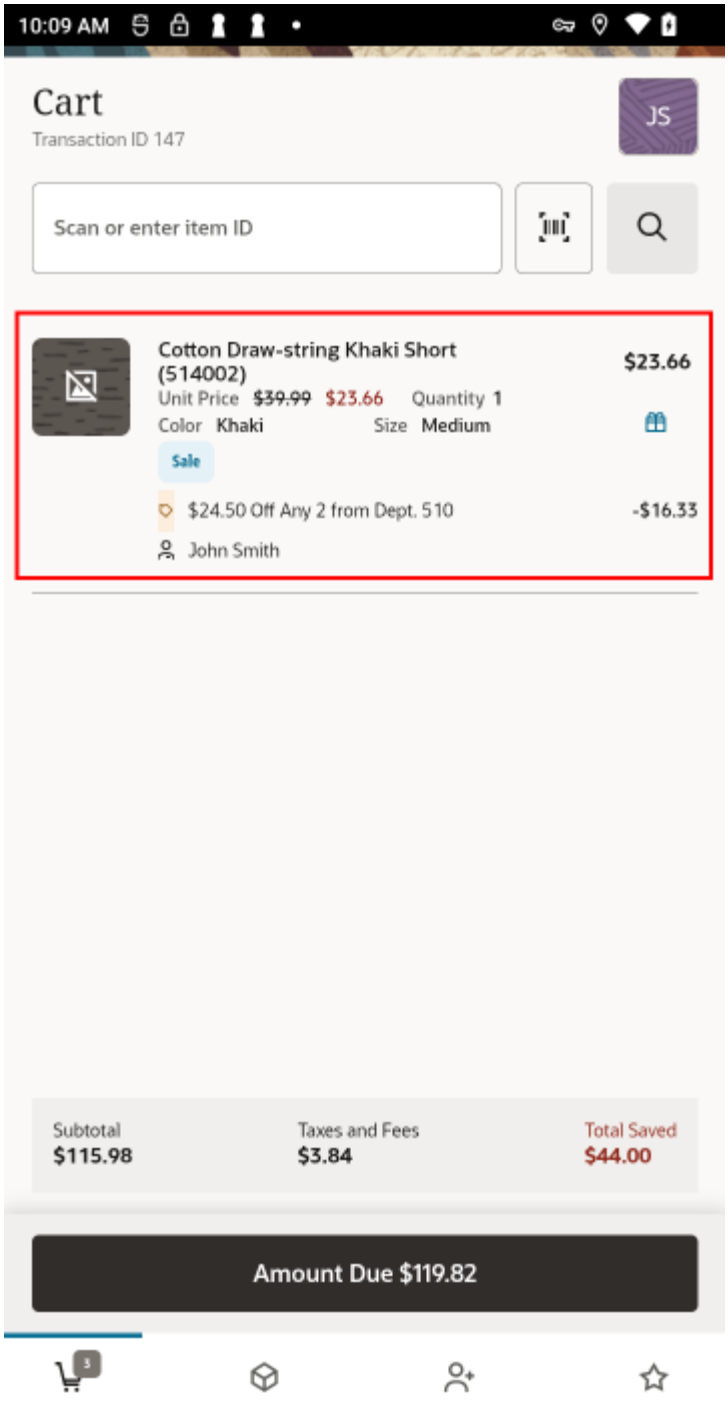
Copyright © 2025, Oracle and/or its affiliates.

Figure 4-11 Sale Screen - Item Line



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Figure 4-12 Sale Screen - Handheld Item Line



> **Note**
>
> Selecting the item line within a transaction allows for modifying the item. For detailed information see Modifying Line Items in a Sale.

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Quick Items

Use the Quick Items button to view items when configured to be quickly added to the transaction. This option allows you to add frequently purchased items more easily. You can select multiple items if required

Figure 4-13 Desktop Customer Panel - Quick Items

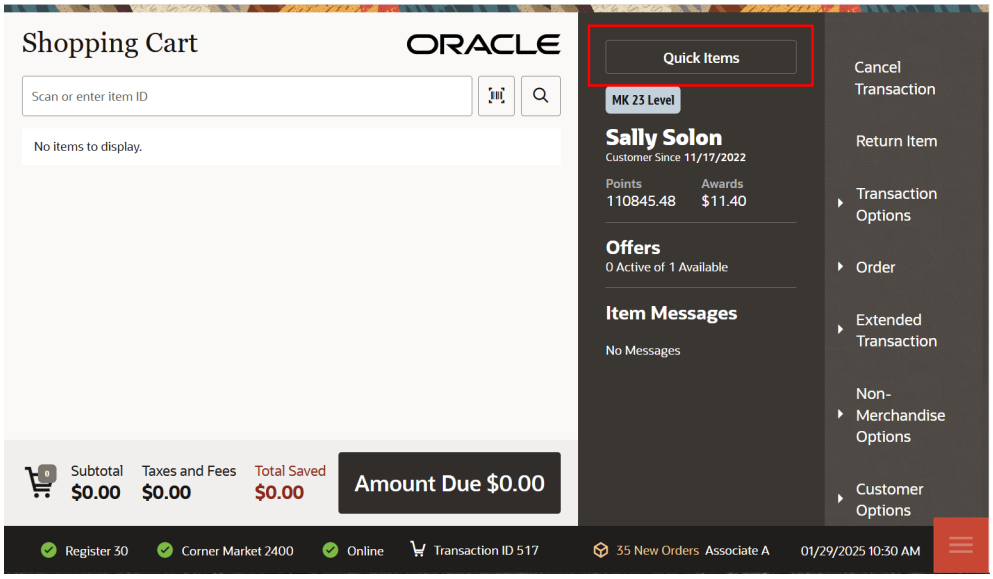
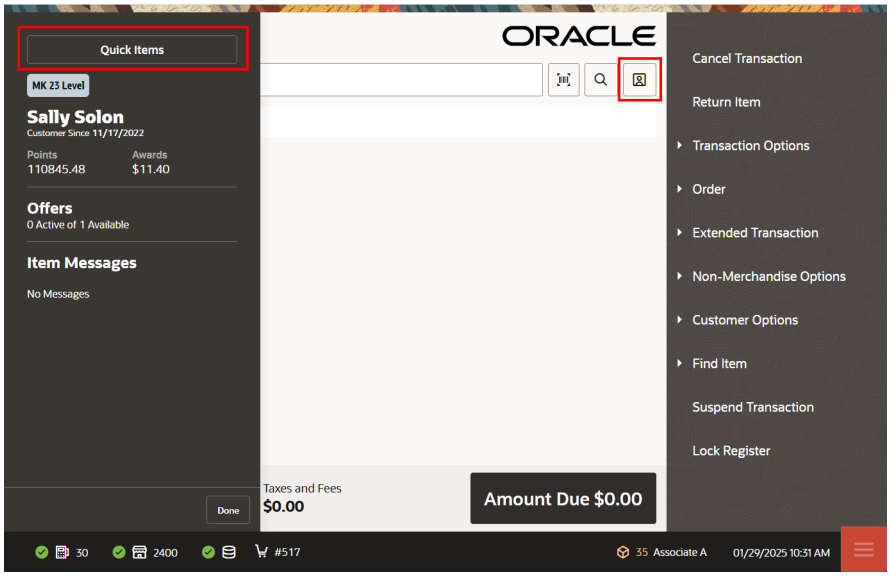


Figure 4-14 Tablet Customer Drawer - Quick Items



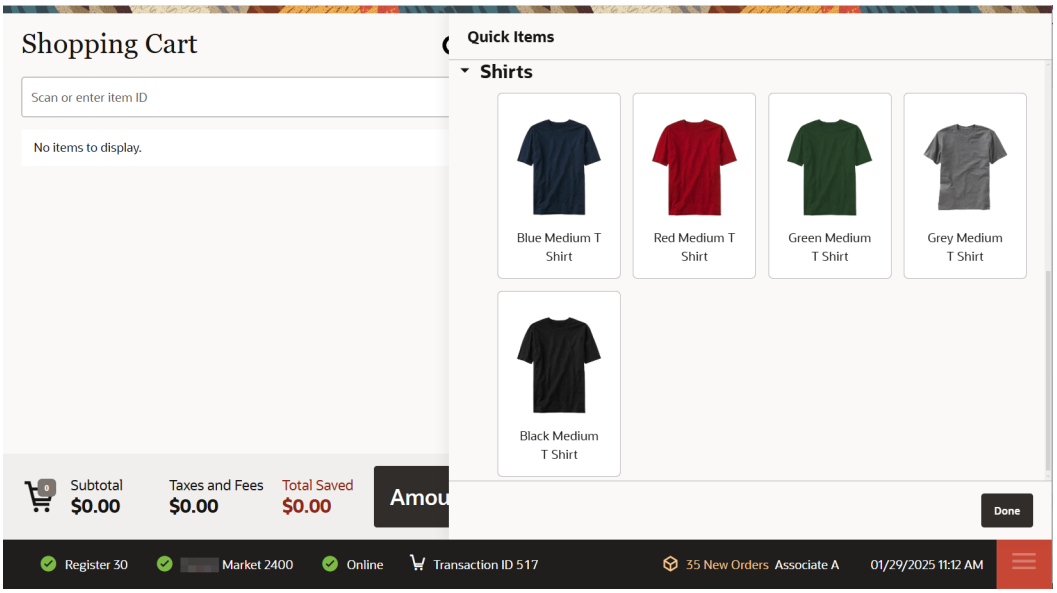
To add an item to the sale transaction by using the Quick Items button, follow the steps below.

1. Select **Quick Items**. A drawer appears.

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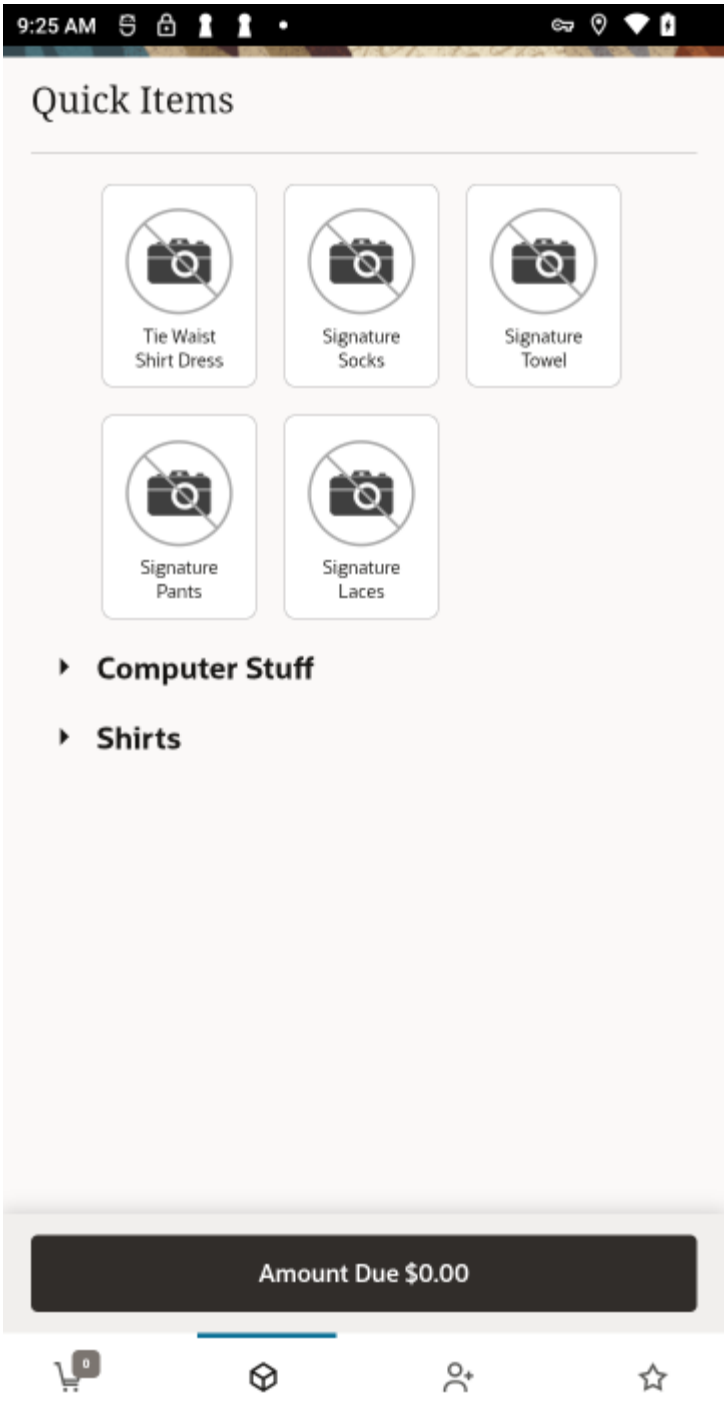
> **Note**
>
> To access Quick Items on a tablet select the Person Icon as shown in the figure above.

Figure 4-15 Quick Items Drawer



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Figure 4-16 Quick Items - Handheld



2. Select each item to add to the transaction.
3. The item is displayed on the Sales Display Panel and on the customer display.
4. Click **Done** to close the Quick Items drawer.

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Enable Scanner to Prevent Invalid Scans

This configuration enables the scanner when a scan action is possible in Xstore. This functionality assists retailers in situations where sales associates may scan an item that is not on file and then continue scanning additional items without noticing that the POS screen has displayed a prompt "This item is not on file", restricting further scanned items to be added to the transaction. By having Xstore wait to enable the scanner when it is needed, it is not possible for invalid barcodes, age restricted items, and so on to be scanned. The scanner used must be JPOS based and support the ability to enable scanning for only scannable functions in order for this feature to work correctly.

> **Note**
>
> Retailers are strongly advised to use this feature, and it may be enabled by default in future versions of Xstore.

RFID

To support RFID (radio-frequency) scanning, Xstore POS can be integrated to the MagLinQ devices. These devices scan the EPC (Electronic Product Code), which includes scanning and retrieving both the product ID and RFID Reference Tag Number simultaneously.

Scan the RFID tag on the item.

Xstore POS reads the RFID Electronic Product Code (EPC) tag whilst the product barcode provides the product ID, and the RFID tag extracts the unique reference number of the product.

If the scanner is not working, manually enter the product ID.

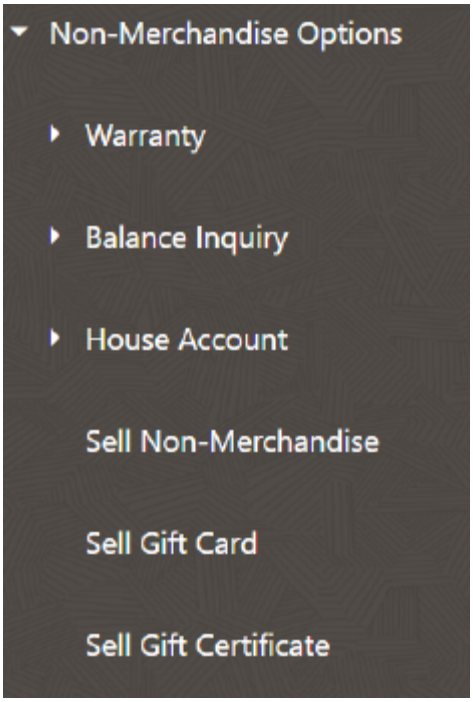
Adding Non-Merchandise Items to the Sale

Non-merch items such as gift cards, gift card top-up, gift wrapping, cell phone recharge, can be added to the sale.

1. At the Sale screen, select **Non-Merchandise Options** from the Sale menu to display the list of non-merchandise items available at the store.

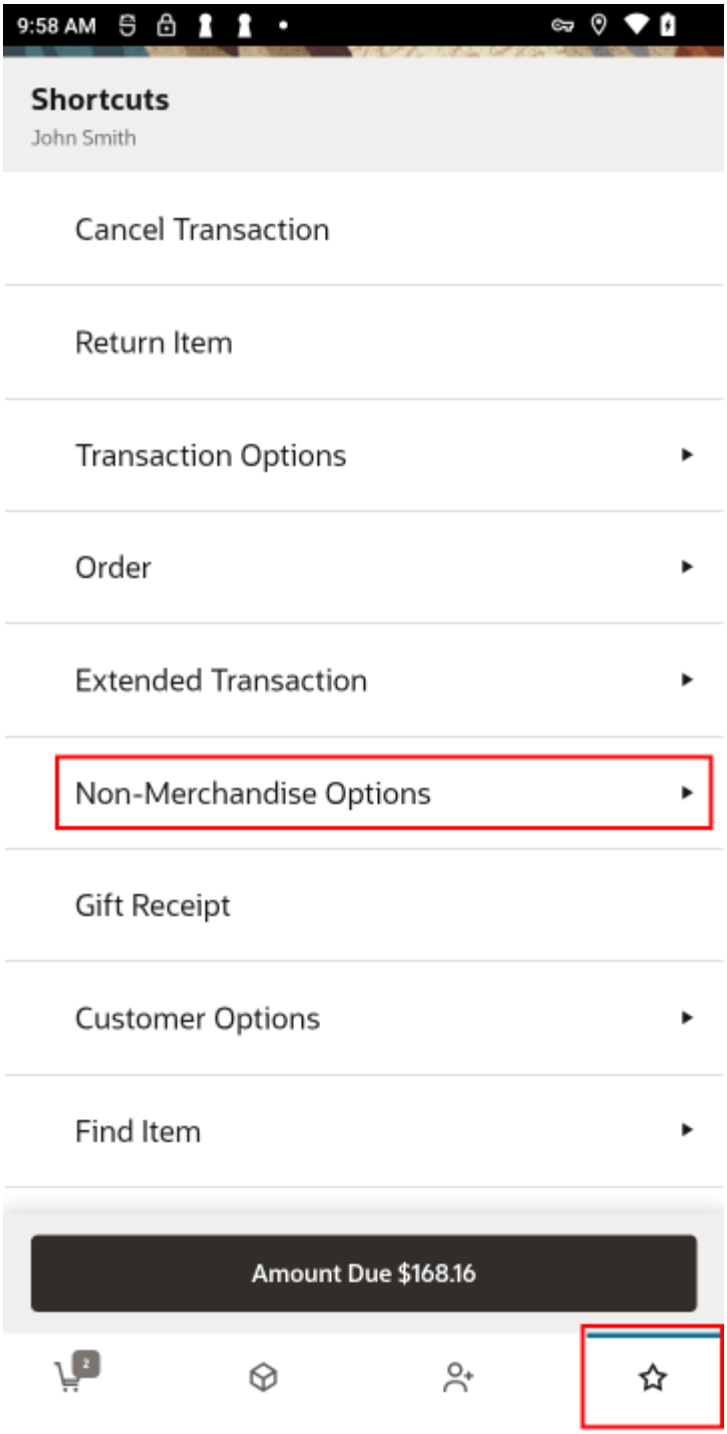
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Figure 4-17 List of Non-Merchandise Options



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Figure 4-18 List of Non-Merchandise Items - Handheld

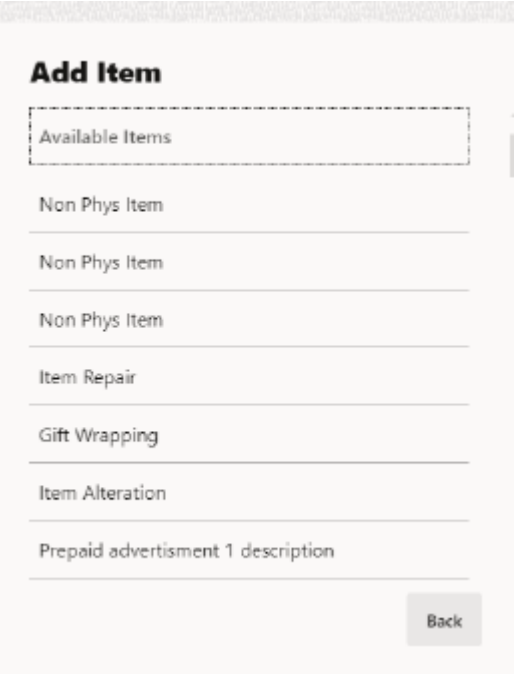


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> **Note**
>
> Because each Xstore POS menu is configurable, the non-merchandise items shown on your system may be different than the options shown in this guide. Depending upon your item choice, you may be prompted for additional information (such as a price).

2. Select an item from the list.
3. If prompted, select a non-merchandise item from the list to add the item to the sale.

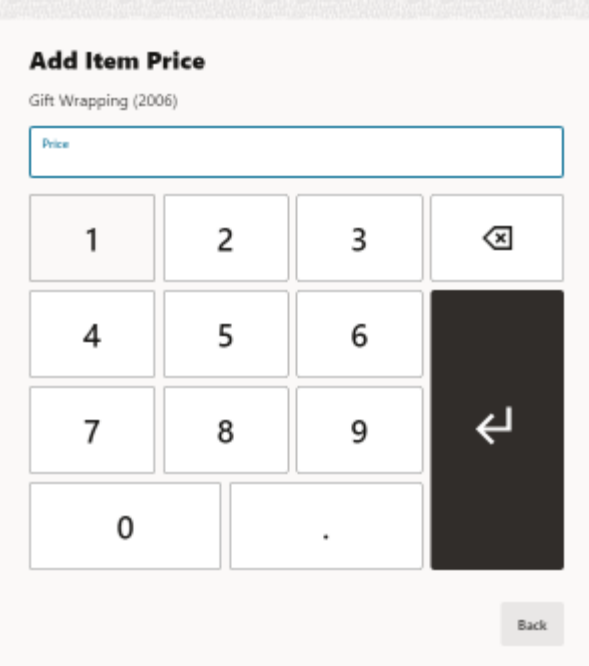
Figure 4-19 List of Non-Merchandise Items



4. Depending upon your item choice, you may be prompted for additional information. If prompted, enter the information as required.

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Figure 4-20 Prompt For Price



Xstore POS adds the non-merchandise item to the sale and the non-merchandise information is shown.

Item Restrictions

When certain items are selected, restrictions may apply. These include the following:

- Customer Age Verification
- Cashier Age Restrictions
- Time Restrictions

Customer Age Verification

Age Verification allows you to configure customer age verifications to determine whether a customer meets the age requirements to buy certain items. You can set different age levels for verification (for example, 18 years and 21 years).

An additional age verification is only requested, if an item with a higher restriction is added to the transaction. For example, if the first purchased item has an age limit of 21 and the second item has an age limit of 18, there is only an age verification for the first item, but not for the second one.

To sell an item with an age verification, follow the steps below.

1. Enter an item where an age verification is necessary. Xstore POS Point of Service displays a prompt relating to the date of birth of the customer is before a specified date.
   - Select **Yes** to confirm the prompt. The item is shown on the Sales Display Panel. For additional items requiring an age verification 18 years, no prompt is displayed.

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- Select **No**. The item is not added to the Cart. If additional items with an age verification are entered, the prompt is shown again.

Cashier Age Restrictions

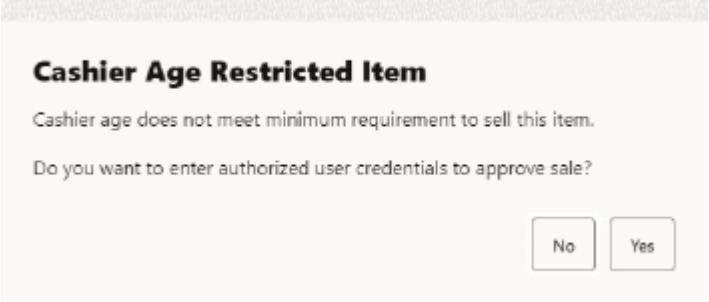
Xstore POS Point of Service allows you to configure cashier age restrictions to determine whether a cashier has the permission to sell certain items. You can activate/deactivate the cashier age restriction per store.

An additional age verification is only requested if an item with a higher restriction is added to the transaction. For example, if the first purchased item has an age limit of 18, there is only an age verification for the first item, but not for the second one.

If the cashier age restriction is activated and there is no date of birth entered for the cashier, the system displays the cashier age restriction prompt.

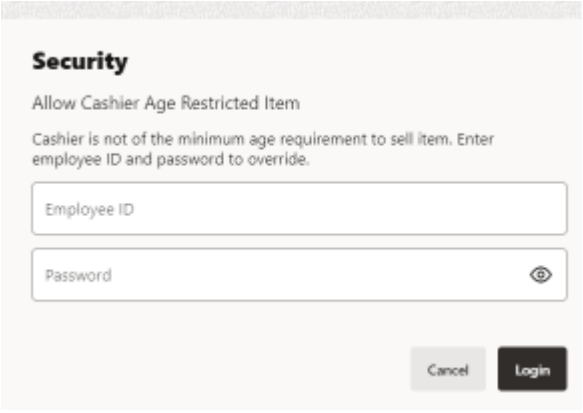
1. Enter an item with a cashier age restriction. Xstore POS displays a prompt requesting authorization of the transaction.

Figure 4-21 Cashier Age Restricted Item



2. Select **Yes** to enter authorized user credentials to the transaction. If **No** is selected, the item is not added to the sale.

Figure 4-22 Cashier Age Restricted Item Override



3. Users holding the required security privileges must:
   a. Enter their **Associate ID**.
   b. Enter their **Password**.

The item is added to the sales transaction and shown on the Sales Display Panel.

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Time Restrictions

Time Restrictions allows you to configure a time frame in which certain items cannot be sold and/or returned, for example, alcohol. If this function is enabled, items with a restricted time frame can only be sold during authorized hours and days. You can activate/deactivate the time frame restriction by item, department and sub-department.

To sell an item with a time restriction, follow the steps below.

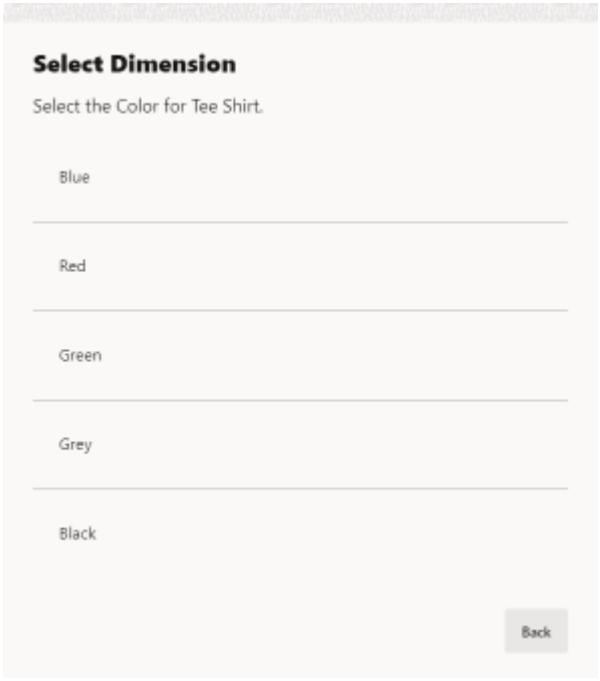
1. Enter an item with a restricted time frame.
2. validates the system time and day against the configured restricted time frame.
3. The system displays the prompt, that the item is currently restricted and not available for sale.
4. Select **OK** to close the prompt.

Other Prompts

- Style Items

  A style is an entry in the item database that has properties such as size, color, and width, and so on. Multiple regular items may be associated with a style ID. If you enter a Style ID, the system prompts for additional information.

Figure 4-23 Style Item



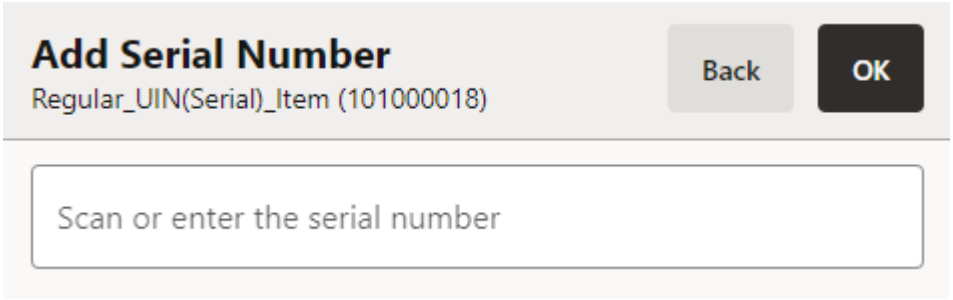
  Select the dimension such as the color required.

- Serial Numbers

  If prompted for an item serial number:

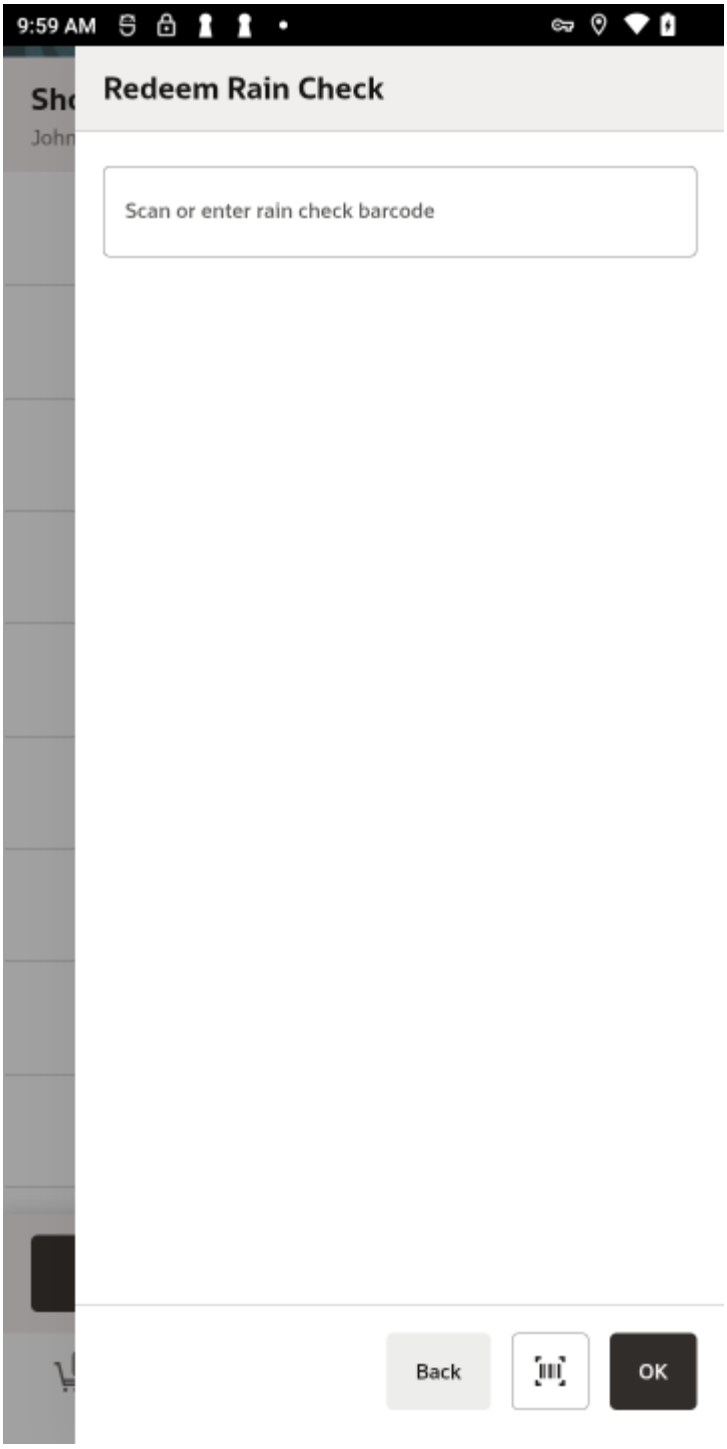
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Figure 4-24 Serial Number Prompt



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Figure 4-25 Redeem Rain Check Prompt - Handheld



Enter the item serial number and select **OK**.

To adjust an item, see Adjusting an Item.

When you are finished entering/adjusting items, tender the transaction. See Tendering the Transaction.

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Item Actions

To adjust an item that has been added to a transaction:

Figure 4-26 Shopping Cart

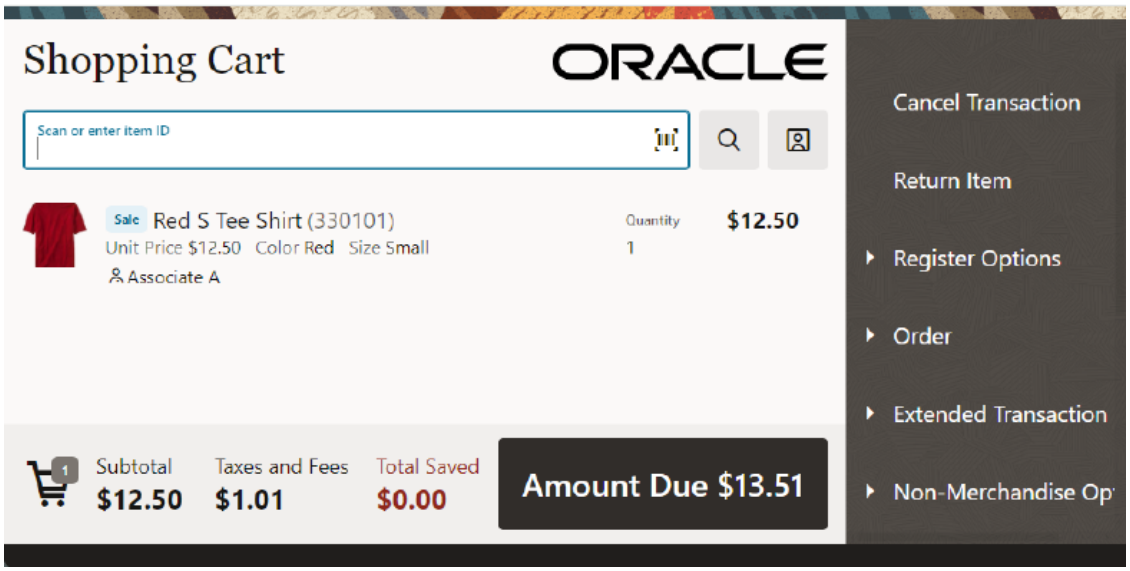
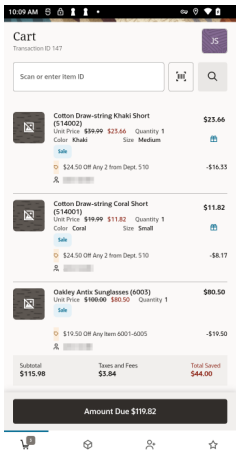


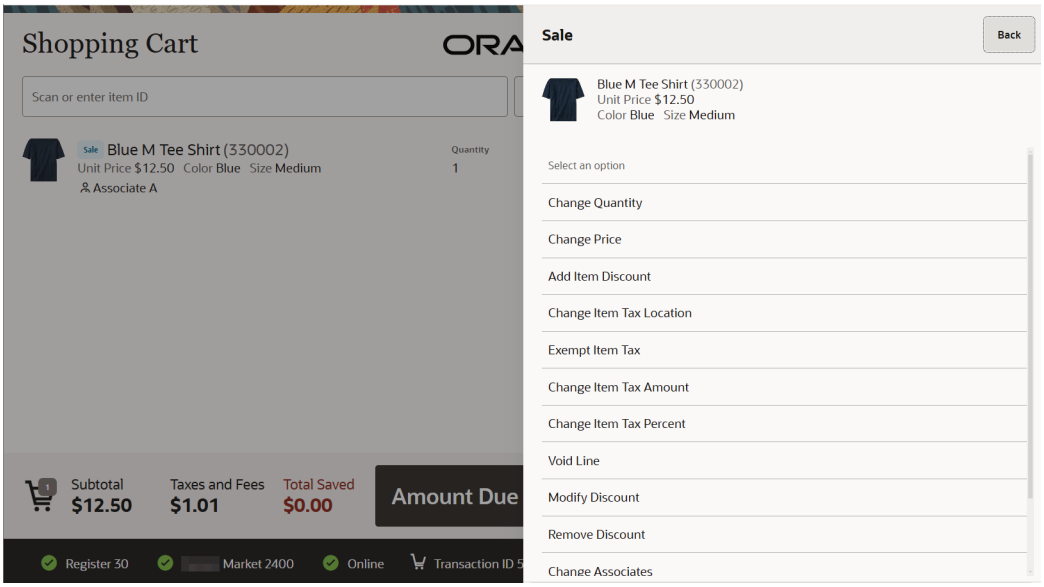
Figure 4-27 Shopping Cart - Handheld



1. Select the item in the item list. The Item Actions Drawer appears.

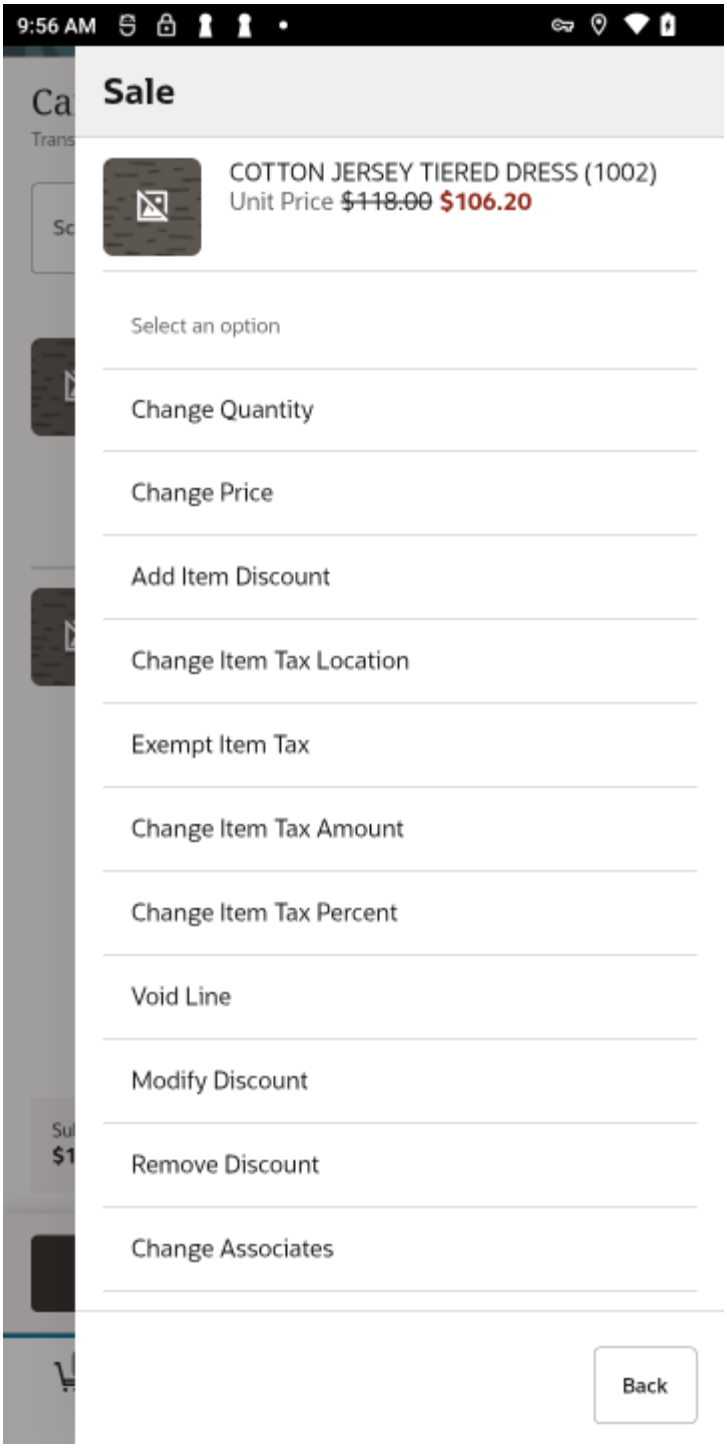
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Figure 4-28 Item Actions Drawer



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Figure 4-29 Item Actions Drawer – Handheld



2. Select the change to make to the item.

See Modifying a Transaction for information about the changes that can be made to an item.

To make another item adjustment, repeat these steps.

To add another item to the transaction, see Adding an Item.

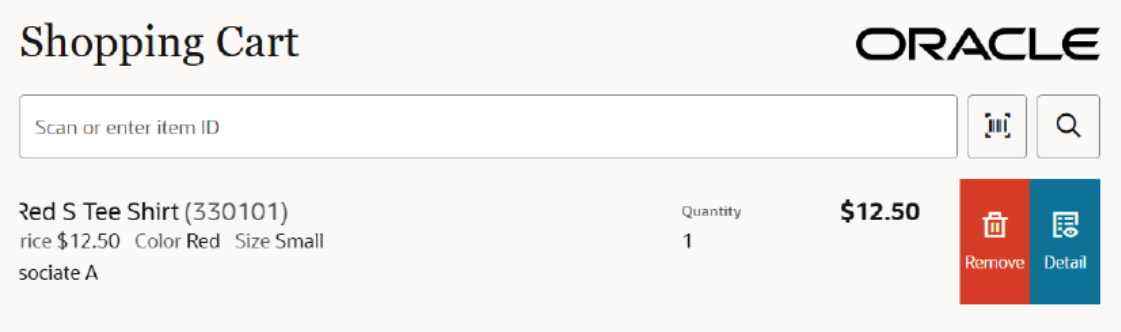
When you are finished entering/adjusting items, tender the transaction. See Tendering the Transaction.

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Quick Item Swipe Options

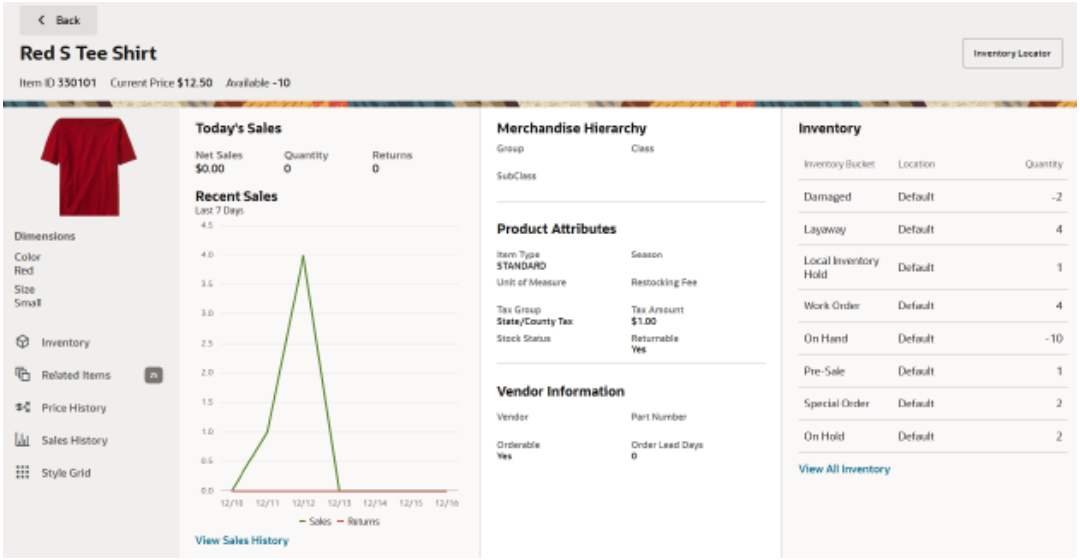
Swipe left on an item in the Shopping Cart to display quick item options.

Figure 4-30 Quick Item Options - Swipe Left



- Remove - Select **Remove**, then select a **Void Line** option. The item is removed from the cart.
- Detail - Select **Detail** to display the Item Dashboard.

Figure 4-31 Item Dashboard

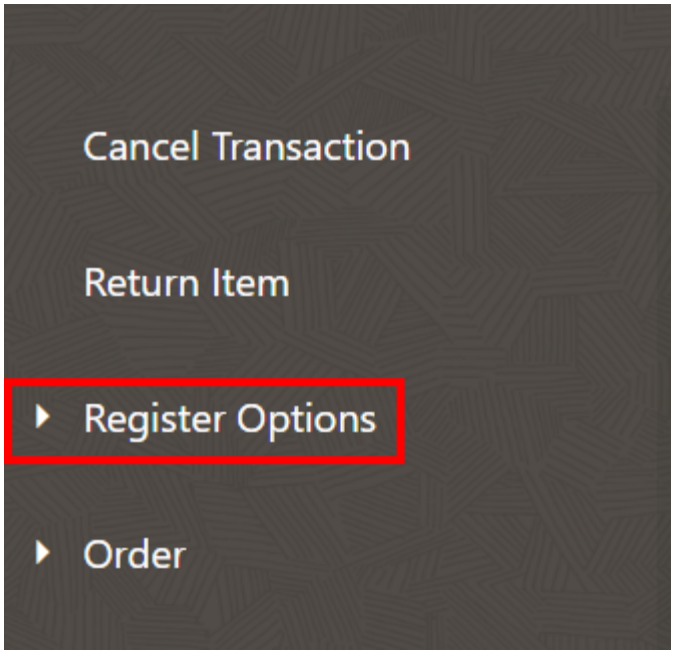


Adding Item Coupons

To add a coupon to a transaction:

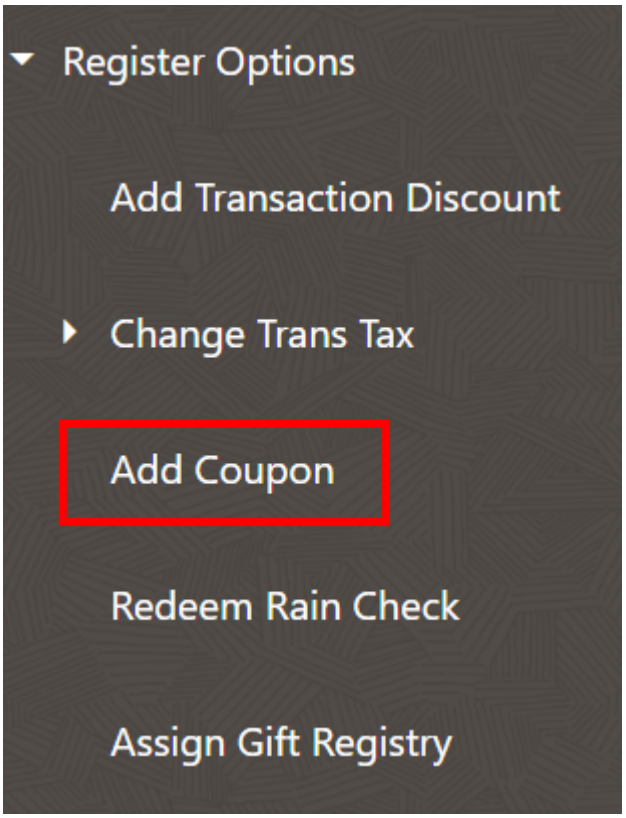
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Figure 4-32 Register Options



1. Select **Register Options** in the Context Menu.

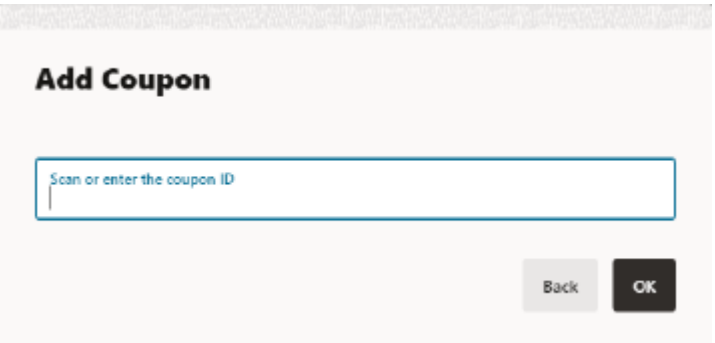
Figure 4-33 Add Coupon



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2. Select **Add Coupon** in the Register Options Menu.

Figure 4-34 Coupon ID Prompt



3. Scan the coupon or enter the ID of the coupon.
4. Select **OK**.

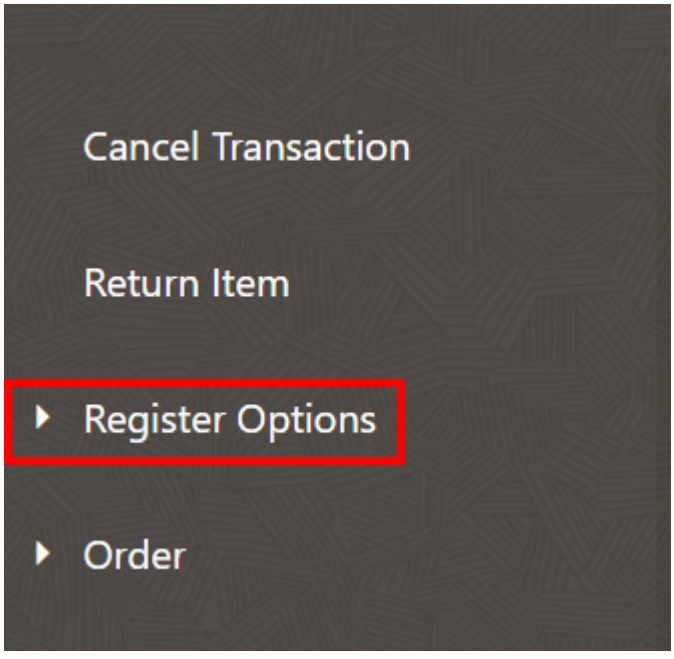
The coupon is applied to the transaction and Xstore POS returns to the item entry screen.

Redeeming a Rain Check

Rain Check is an optional feature that allows customers to purchase out of stock items for the same price later.

To redeem a rain check:

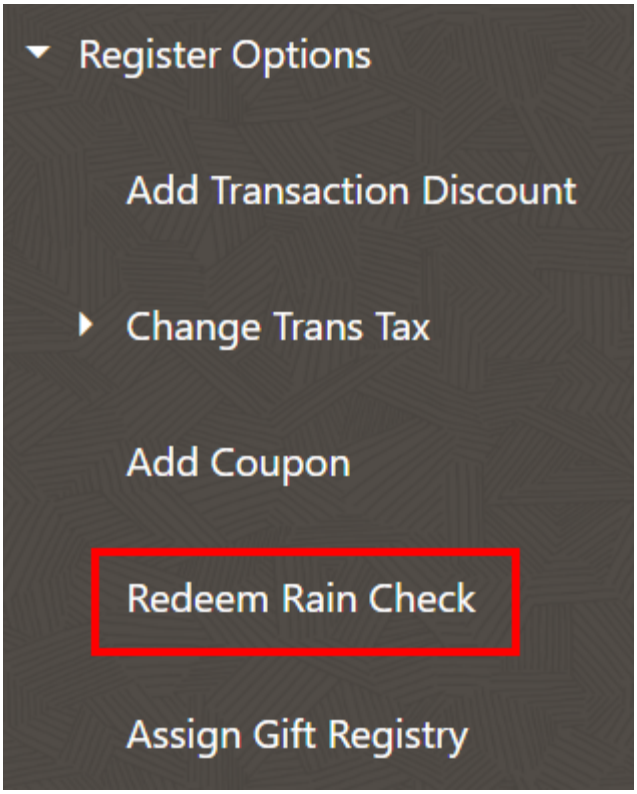
Figure 4-35 Register Options



1. Select **Register Options** in the Context Menu.

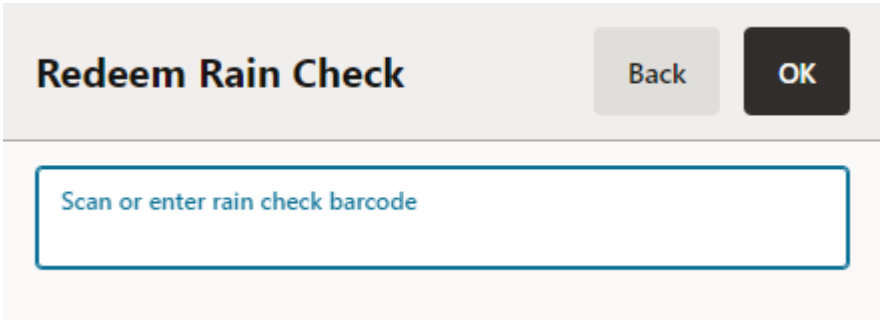
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Figure 4-36 Redeem Rain Check



2. Select **Redeem Rain Check** in the Register Options menu.

Figure 4-37 Redeem Rain Check Prompt



3. Scan the rain check or enter the ID of the rain check.
4. Select **OK**.

The rain check is applied to the transaction and Xstore POS returns to the item entry screen.

- If you sell non-merchandise items such as gift cards or services such as gift wrapping, or cell phone recharge, refer to Adding Non-Merchandise Items to the Sale for more information.
- If you do not know the item number and cannot scan the item, use the **Item Lookup** option to find the item number. Refer to Searching for Items Using Item Lookup for more information.

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- If the item is not found in the current inventory at this store, use the **Inventory Lookup** option to locate the item at another location. Refer to Locating Items: Inventory Lookup for more information.
- To add a discount, refer to Discount an Item for more information.
- To change the tax (both item and transaction), refer to Changing Item Taxes more information.
- If your system is configured to support awards and the customer's accumulated rewards can be applied to this transaction, select the **Add Discount** menu option.

Tendering the Transaction

When the customer is ready to pay for the transaction, select Amount Due to display the Payment Options (Tendering).

Figure 4-38 Amount Due

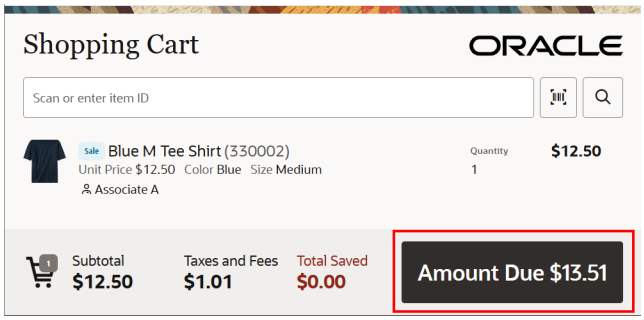
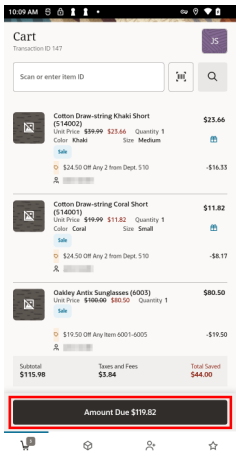
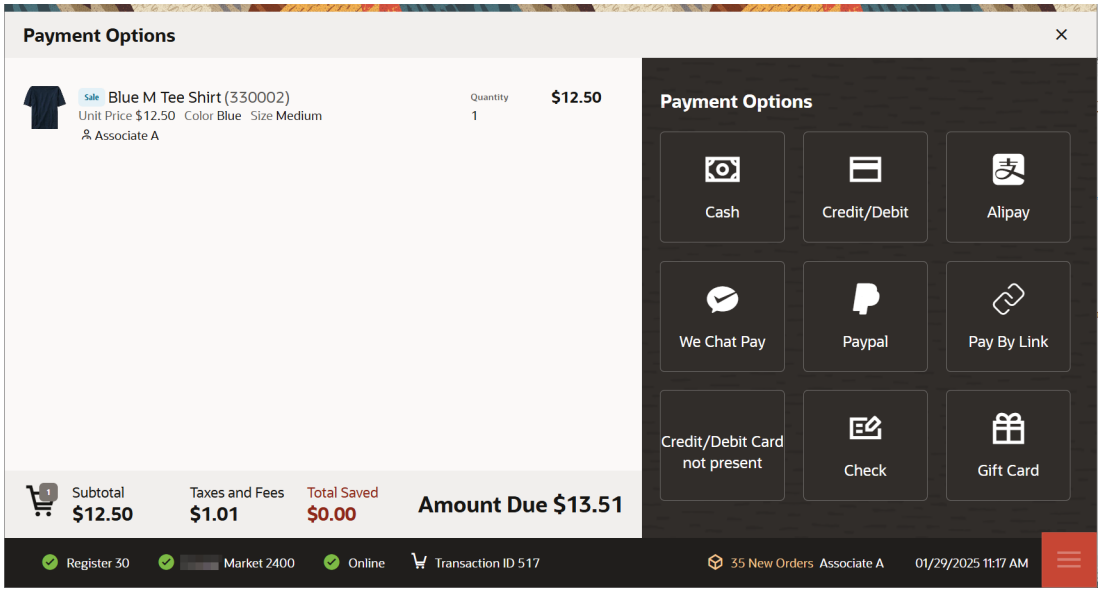


Figure 4-39 Amount Due - Handheld



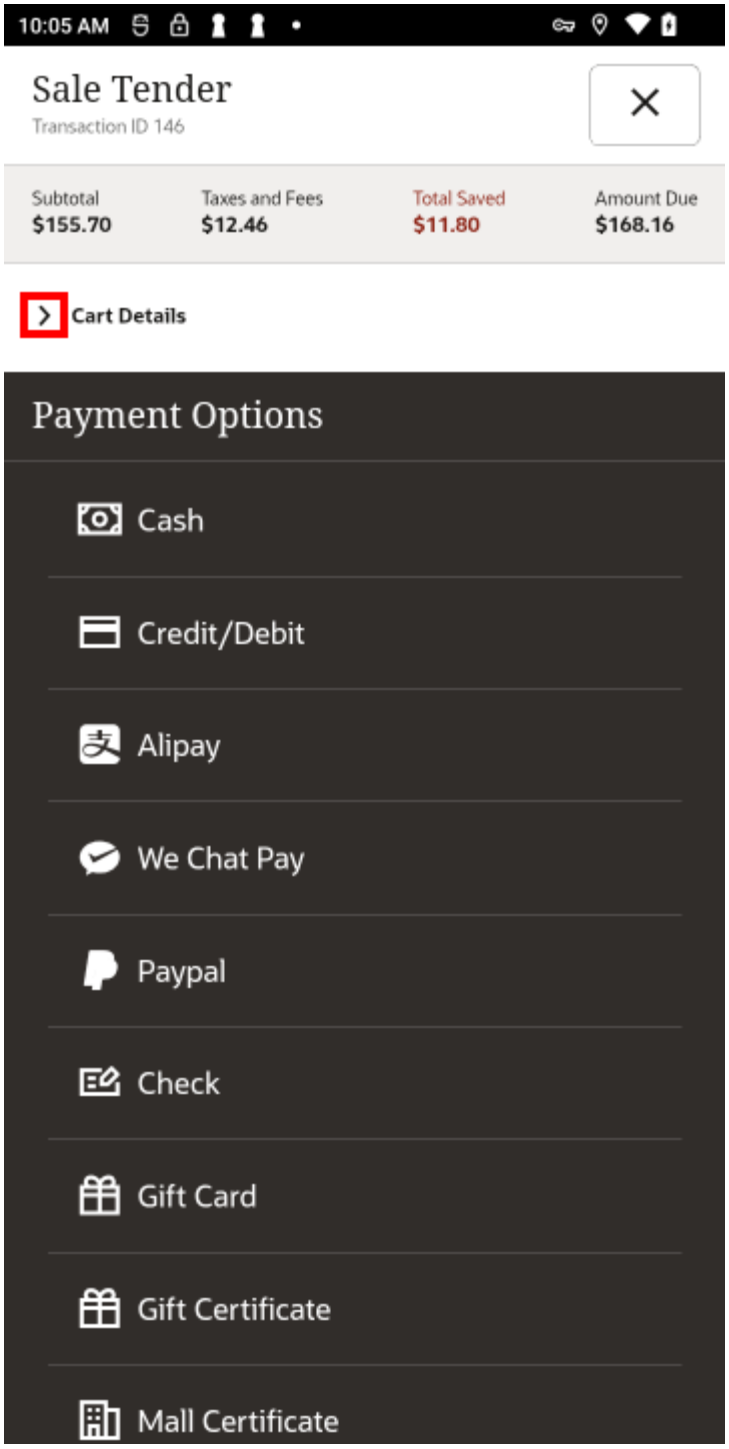
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Figure 4-40 Payment Options



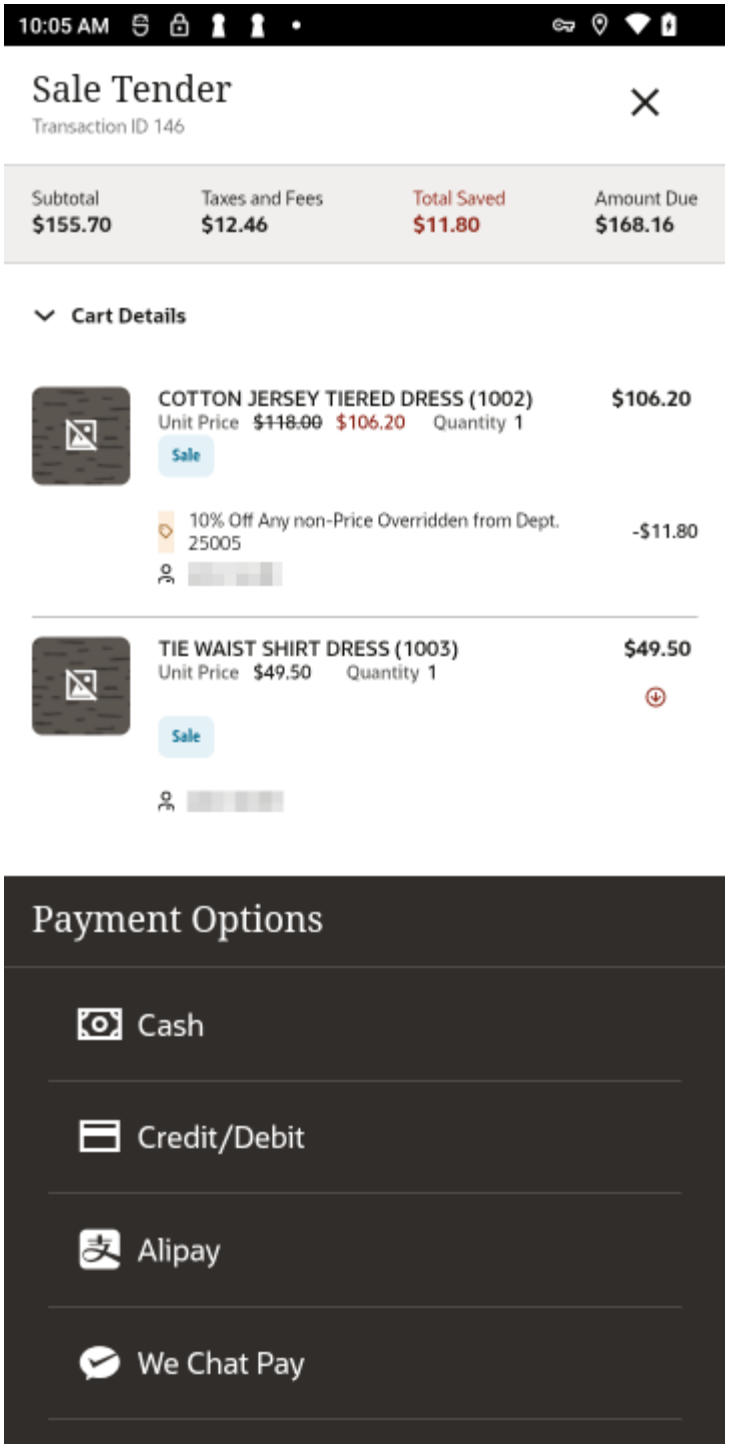
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Figure 4-41 Payment Options - Tenders (Cart Collapsed)



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Figure 4-42 Payment Options - Tenders (Cart Expanded)



The tendering process requires that you select or enter two basic items of information:

- Form of payment (also called tender type-cash, check, credit card, gift card, foreign currency, and so on)
- Amount paid with that tender type

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Depending upon the form of payment and your store's policies, you may have to enter or select additional information, for example:

- Credit card account number, CID number, and expiration date
- Additional tender types if the first tender type did not pay the total due
- Additional forms of customer ID (driver's license number, birth date, credit card number, or other ID)
- Customer name
- Customer address
- Security approval for large sales or refunds

Refer to Processing Tenders for additional information about specific tenders.

Completing the Transaction

During this process the system may be configured to perform the End of Transaction Calculation. A notification will appear stating “Deal Calculation in Process”. The prompt will close when the calculation is completed. This process can be configured to run as each item is added to the transaction or after Amount Due is selected.

1. When you are ready to complete the transaction, you can select **Amount Due** at the bottom of the screen. You can also swipe a credit card in a MSR or in a signature capture device.

   An example configuration of this process is a prompt to round up the amount for a charitable donation. Round up for Charity is a configuration option to allow the customer to support a charity determined by the retailer. When configured the following steps apply:

   - Select **No** to continue with tendering without adding the amount.
   - Select **Yes** to add the charitable donation to the transaction, then continue with tendering.

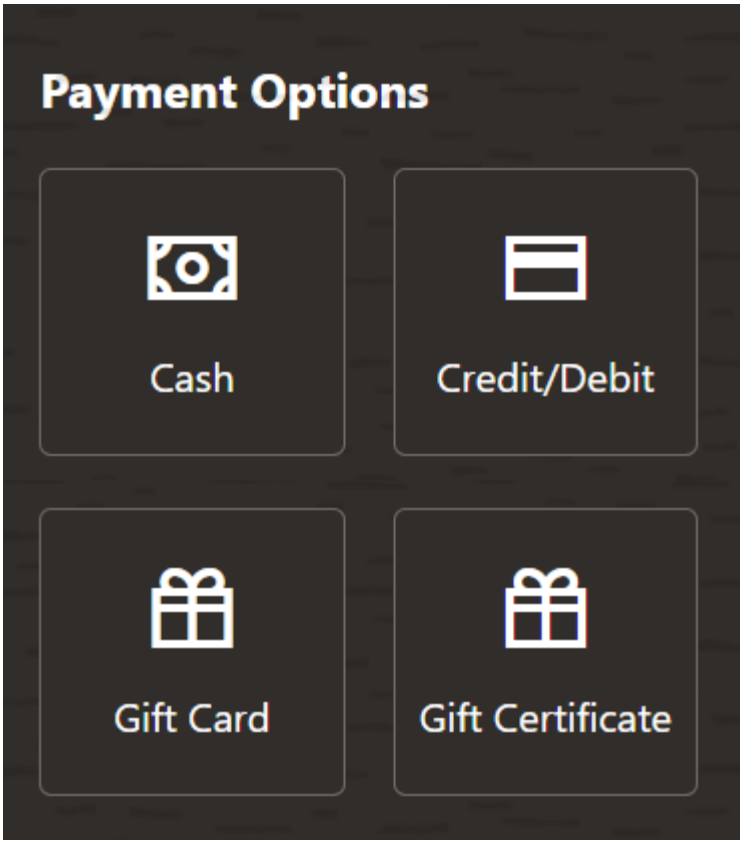
   The available tender types are shown.

   > **Note**
   >
   > The tender types will vary based on your configuration.

2. At the tender list, select the tender type.

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Figure 4-43 Tender Types



3. At the tender amount prompt, enter the amount of the tender. Depending upon the tender type you selected, the tender amount prompt may default to the total amount due for the sale transaction.

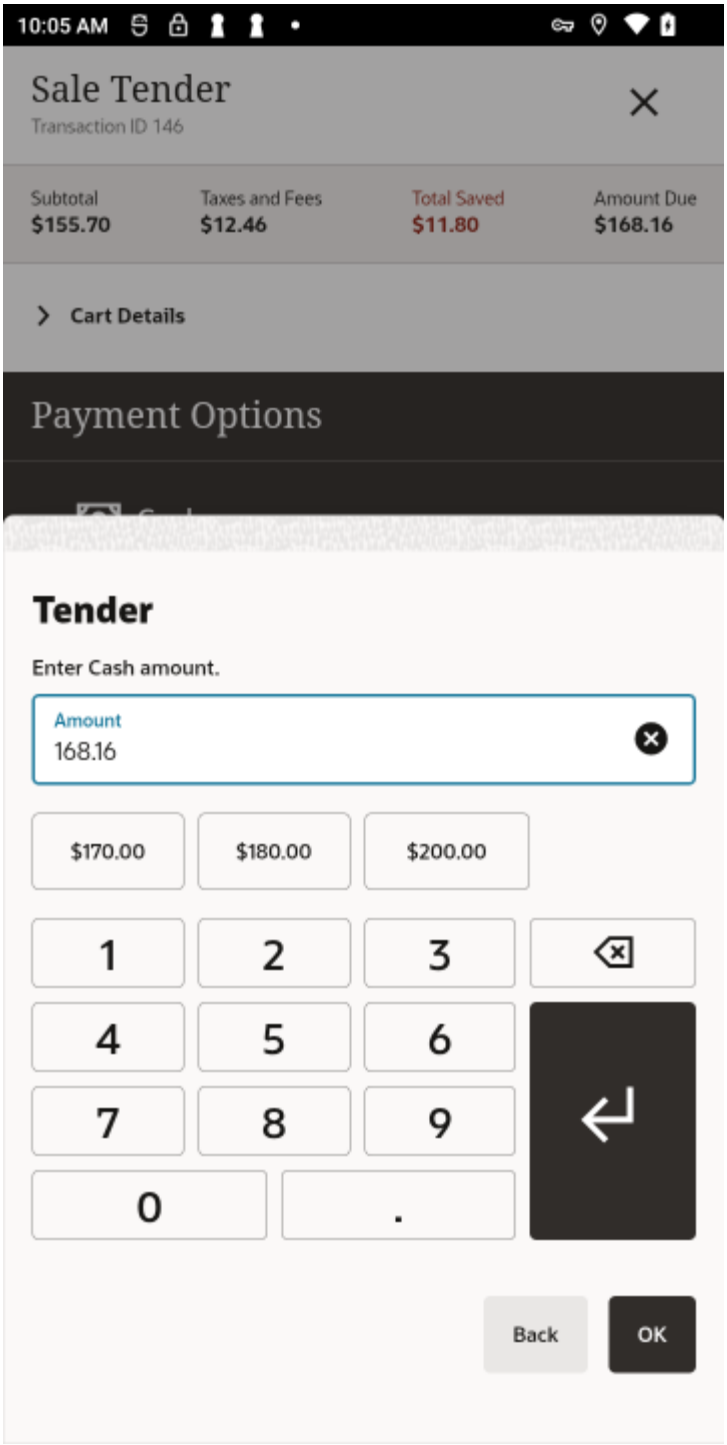
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Figure 4-44 Tender Cash Amount Prompt



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Figure 4-45 Tender Cash Amount Prompt - Handheld



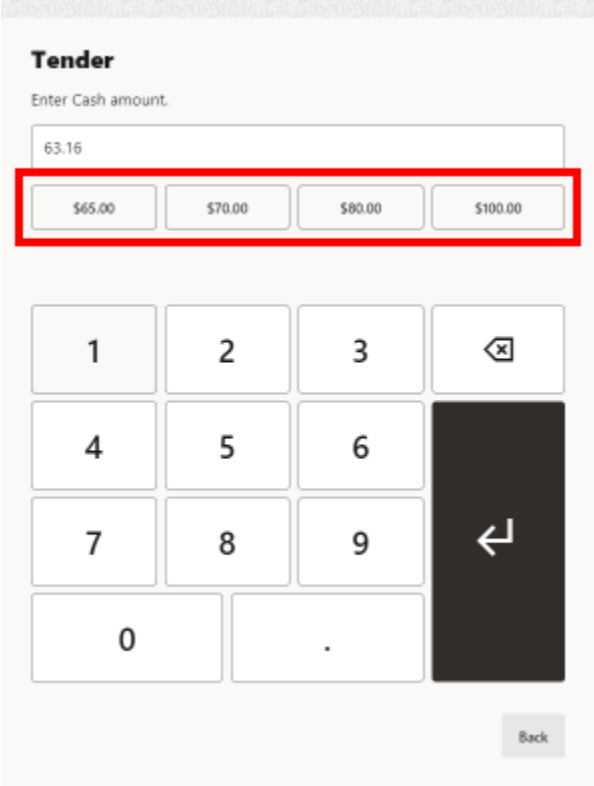
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> **Note**
>
> **Split Tenders:** You may enter a partial amount if the purchase is paid with more than one tender type. After selecting a tender type, entering the amount and selecting **OK**, the system automatically prompts for the remaining balance due and you may select any of the valid tender types. See Splitting Tenders for more information.

<OR>

Select one of the Quick Cash buttons.

Figure 4-46 Quick Cash Buttons



4. Selecting a tender line brings up the **Modify Tender** menu where in rare occurrences, you can choose to void a tender, or to change a tender amount.

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Figure 4-47 Modify Tender Menu



> **Note**
>
> Your system may print receipts without prompting you to confirm that the sale is complete. In that case, the system prints receipts as soon as the total of all tenders selected equals or exceeds the amount due.

If prompted, select to complete the transaction.

5. The system prints receipts as required. If you are utilizing shared printers, select a specific printer.

> **Note**
>
> If your store issues e-mail receipts, additional/different prompts display. Refer to E-mail Receipt Options for more information about sending e-mail receipts.

> **Note**
>
> See Printing a Gift Receipt for information about printing Gift Receipts.

6. Depending upon the configuration of your system, you may be prompted to scan a cash drawer. Scan the appropriate cash drawer for your system.

> **Note**
>
> **Note:** If you are prompted that the cash drawer is unavailable, either wait for the cash drawer to become available, or scan a different cash drawer.

7. If required, provide change to the customer and close the cash drawer to complete the transaction.

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Figure 4-48 Cash Drawer Change



8. On occasion, upon completing a transaction, a prompt may open asking whether to apply a system update.

> **Note**
>
> If you agree to perform the system update, you will not be able to create any new transactions for a certain grace period. Existing transactions can be completed during the grace period.
>
> *Once the system is not in a transaction or if the required period has expired, the update will be automatically applied without asking the user. You cannot use the system during system updates.*

- Select **No** to be asked again after a period.
- Select **Yes** to apply the update. A confirmation prompt opens:
  - Select **Apply** to perform the update.
  - Select **Cancel** to cancel the update and be asked to perform the update after a period.

Vertex Tax Engine

Overview

The optional integration of the Vertex Tax Engine with the Oracle Retail Xstore Point of Service system plays a crucial role in automating tax processes and significantly improving tax accuracy for businesses. With this, Xstore enables a more streamlined and efficient tax management experience.

Xstore facilitates the integration with the Vertex Tax Engine through two distinct methods:

- **Containerized Implementation:** Businesses have the option to implement the Vertex Tax Engine as a containerized solution within the Xstore ecosystem. This means that the tax engine is encapsulated within a container, ensuring a standardized and isolated environment for tax calculations. This approach offers flexibility and scalability, allowing businesses to adapt the tax engine to their specific requirements.
- **Vertex Cloud Services Integration:** Alternatively, Xstore also provides integration with the Vertex Cloud Services, which are directly offered by the Vertex Tax Engine. This approach allows businesses to leverage the cloud-based capabilities of the Vertex Tax Engine without the need to manage and maintain the tax engine infrastructure on-premises.

By providing these integration options and authentication methods, Xstore empowers businesses to optimize their tax processes, ensuring accuracy, compliance, and seamless

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handling of tax-related operations, whether through containerized implementation or cloud-based services offered by the Vertex Tax Engine.

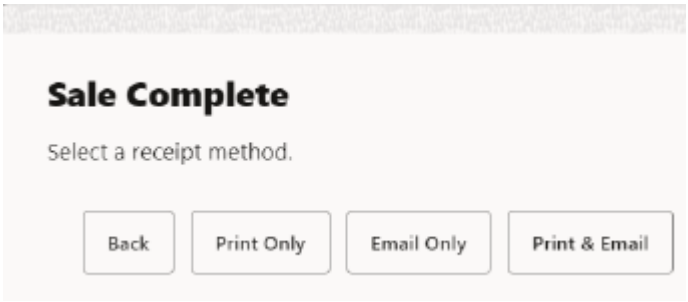
Email Receipt Options

Email receipts (e-receipts) save paper and time.

If your store issues email receipts, you may be prompted for more information after the sale is tendered. Any receipts that have been set up for email delivery are generated as PDF documents and sent to the customer's email address as an email attachment. This email receipt process assumes the customer has an active email address and has given permission to receive email from the store.

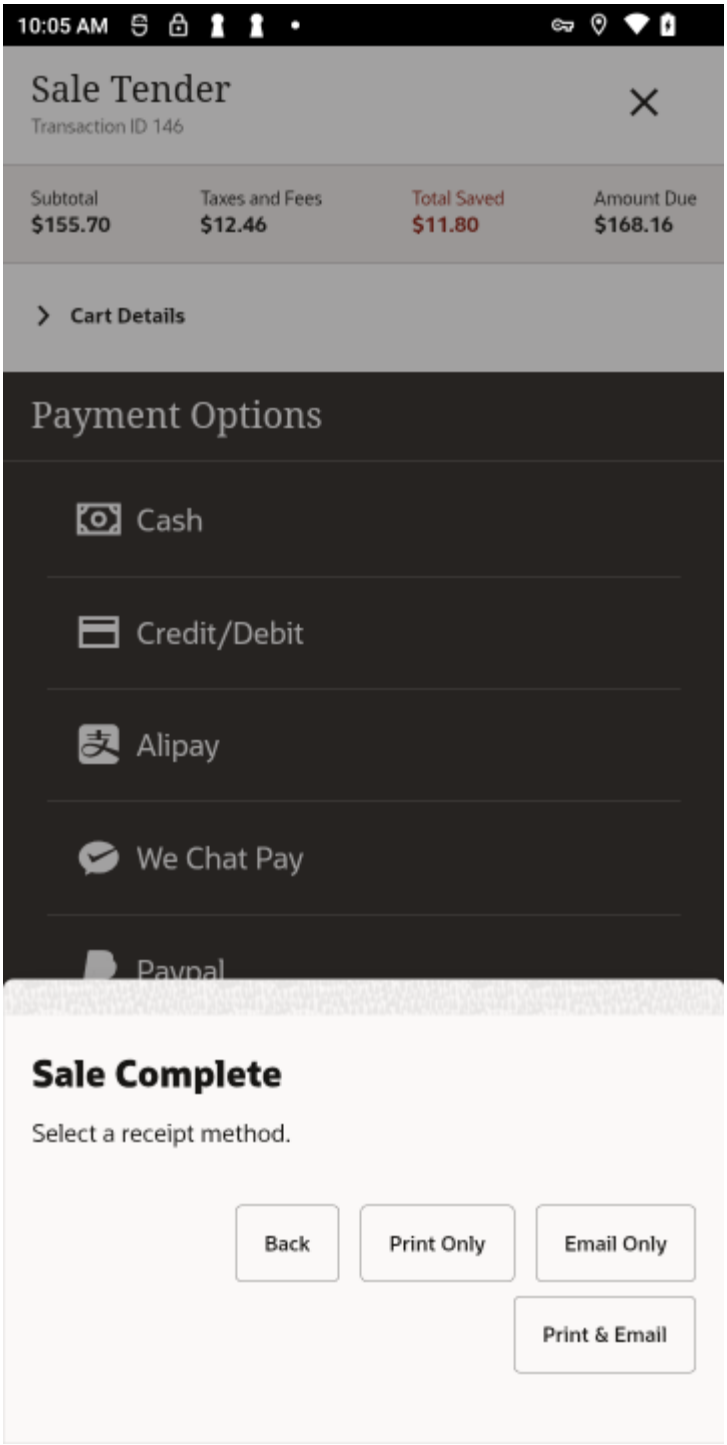
1. After tendering the sale or return, you are prompted to select a receipt method, unless the customer has been set up to automatically receive email receipts, in which case go directly to the next step.

Figure 4-49 Receipt Options



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Figure 4-50 Receipt Options - Handheld



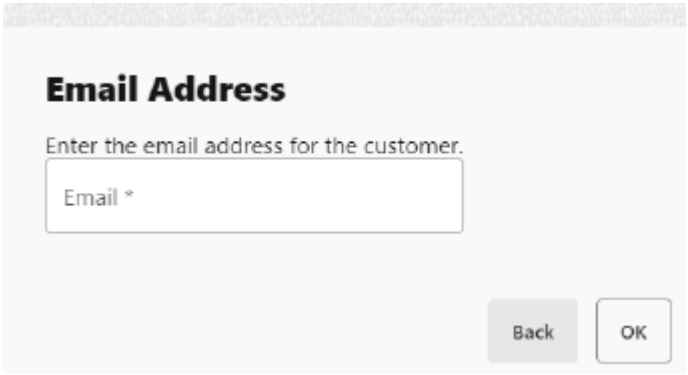
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> **Note**
>
> The choice you make here applies to all receipts. For example, if you choose to email receipts, then all receipts such as Gift and Customer receipts are sent in an email. You cannot print one but email the other.
>
> However, any receipt types that are not supported for distribution in an email, per your store policy, automatically print on the receipt printer.

- To print the receipt(s), select **Print Only**. All receipts are printed on the receipt printer and the transaction is complete.
- To email the receipt(s) to the customer, select **Email Only** or **Print & Email** and continue with step 2 below.

2. If you chose to email the receipt(s), you are prompted for the customer's email address:
   - If no customer is associated with the sale, enter the customer's email address.
   - If a customer with an email address on file is associated with the sale, verify the customer's email address is correct as shown on the prompt. You can change the address if needed.
3. Select a receipt option:

Figure 4-51 Email Address Prompt



- If you decide not to send an email receipt, select **Back** to return to the Sale Complete prompt.

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> **Note**
>
> The customer may have indicated that they wish to have email receipts as their default. If this is the case, you will not be prompted for the customer's email address.
>
> Email addresses are validated for proper format. If the email address does not have proper formatting, a warning message displays. Select **Enter** to acknowledge the message and return to the Email Address prompt where you can correct the error.
>
> If you make any changes to a customer's email address on file, you may be prompted whether the customer's profile should be updated with this new email address:
>
> – Select **No** to send the receipt to the new address but keep the old address on file.
>
> – Select **Yes** to send the receipt to the new address and to also update the customer's profile with the new email address.
>
> If there are multiple receipts on the transaction, they are sent as multiple PDFs in one email.

Receipts

This section describes the Receipt functions.

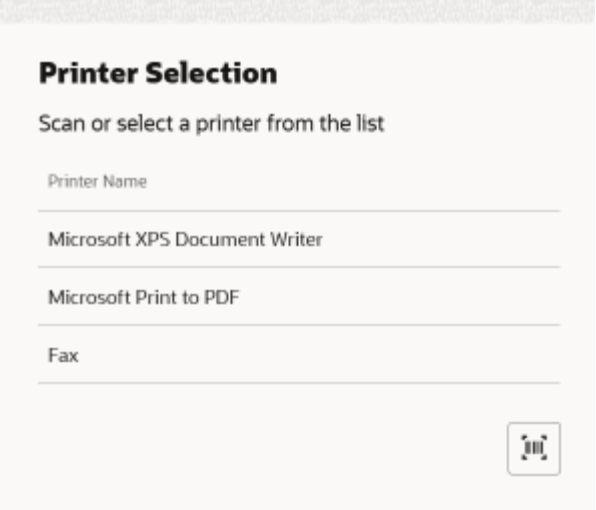
- Multiple Printers
- Printing a Gift Receipt
- Reprint Receipts and Documents

Multiple Printers

Stores that have multiple receipt printers can select a printer from a list of available printers or scan a QR Code and the receipt prints to that selected printer. If only one printer is available, the receipt prints directly to that printer and no selection is required.

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Figure 4-52 Multiple Printer List



QR Code

In addition to selecting a printer from a list, you can scan a QR code placed on the front of an IP enabled receipt printer to select that printer.

1. Select **Print** or **Print and Email** receipt method to print a receipt.
2. From the list of printers displayed, select the barcode icon (shown on the top left of the Printer Selection list) to open the device camera.
3. Scan the QR code on the front of the printer.

When a QR code is valid and the receipt printer is configured, Xstore will send the data to the scanned printer. The printer list closes automatically.

When the QR code does not contain the information expected an 'Invalid Scan' message is shown.

When a QR code is scanned and Xstore finds it has valid information but is not part of the available printers, the message 'Receipt printer is not configured' is shown.

> **Note**
>
> Retailers are responsible for creating QR codes for printers and placing them on the appropriate printers. They are also responsible for configuring available printers.

Printing a Gift Receipt

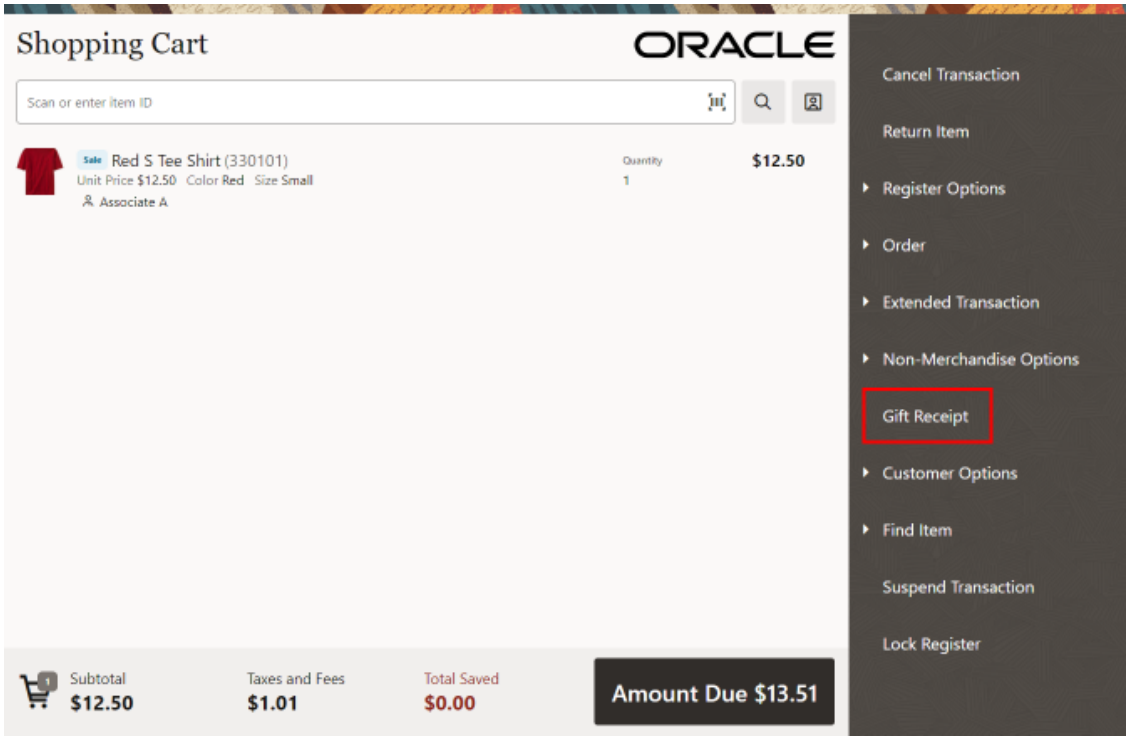
During a transaction, items may be selected for a gift receipt before a tender is selected, or between adding tenders. Gift receipts can also be issued immediately after a completed sale transaction, or from the Electronic Journal for eligible items in a transaction. Eligible items include regular sale items, special order pickup items, and layaway pickup items.

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Gift Receipt Items in a Sale

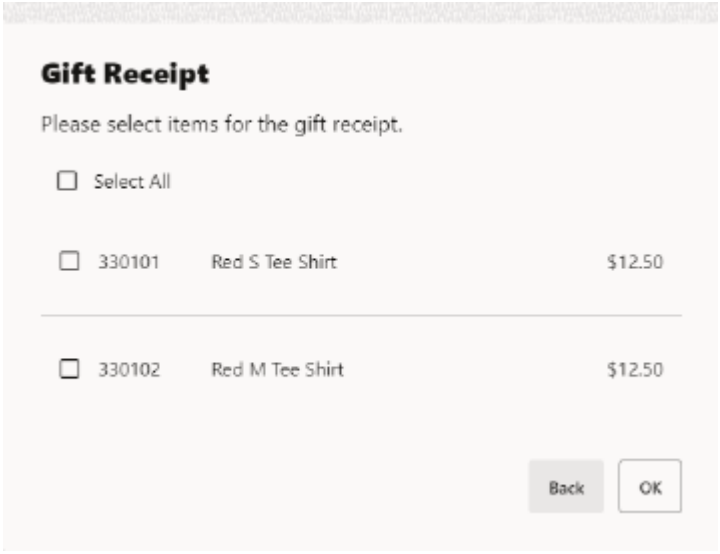
While a sale transaction is being performed, you may use the following steps to select items to be issued gift receipts:

Figure 4-53 Gift Receipt Option



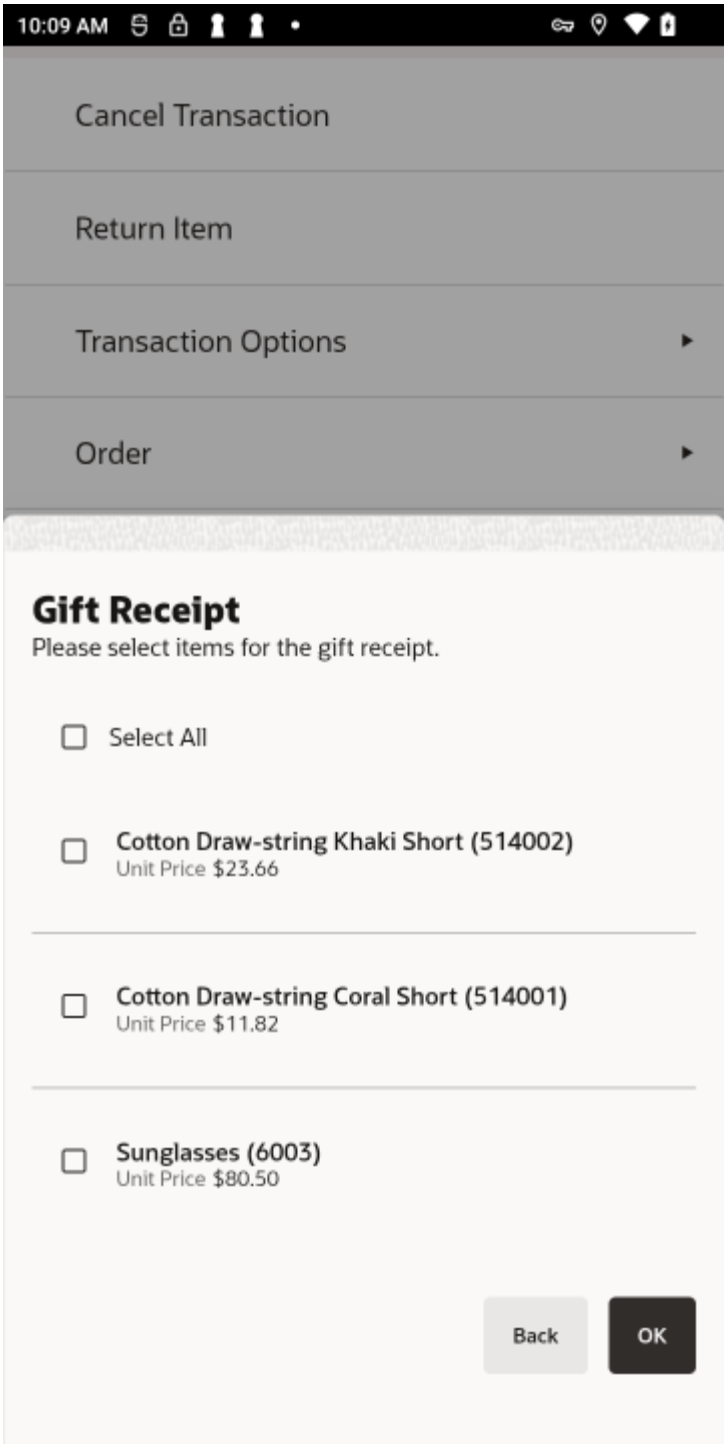
1. During a sale transaction, select **Gift Receipt** in the Sales Transaction Menu. Xstore POS displays a list of items eligible for gift receipts.

Figure 4-54 Gift Receipt Items



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Figure 4-55 Gift Receipt Items - Handheld



2. Select **Select All** to print gift receipts for all items and select **OK**.

   <OR>

   Select the gift receipt items for which to print a gift receipt and select **OK**.

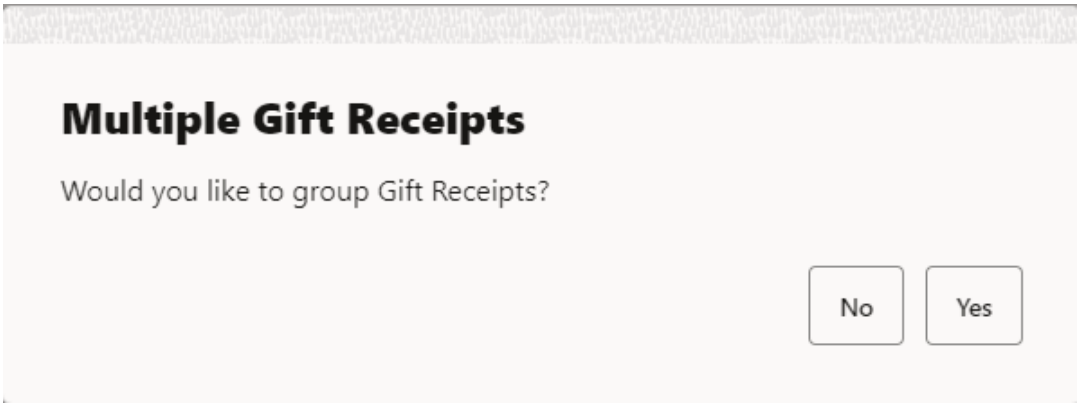
3. Click **OK**.

   The gift receipt items are labeled in the View Port with a gift icon. Gift receipts will be printed at the end of the transaction.

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4. At the end of the transaction, if you are prompted whether to group gift receipt items, see Group Gift Receipt Items.
5. At the end of the transaction, you may be prompted whether to print a gift receipt for each item:

Figure 4-56 Multiple Gift Receipt Prompt



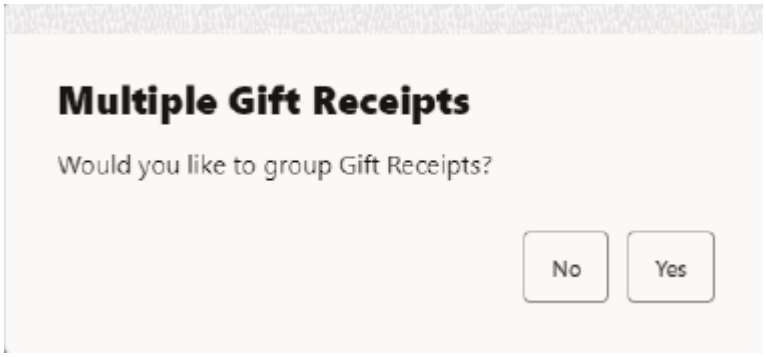
- Click **No** to print a gift receipt for each item. See Group Gift Receipt Items for more details.
- Click **Yes** to print one gift receipt for all items.

Group Gift Receipt Items

After tendering the sale, if there are multiple items that have been labeled as requiring a gift receipt, you may be prompted whether to group items on separate gift receipts. For example, you can group 2 items on one receipt, and 3 items on another receipt.

To group items on gift receipts:

Figure 4-57 Group Gift Receipts Prompt



1. If you are prompted whether to group gift receipts, select an option:
   - Click **Yes** to group gift receipt items. A gift receipt grouping window opens.
   - Click **No** to continue the transaction without creating gift receipt groups.

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2. Select the items to group on one gift receipt.
3. Click **Add Grouping**.

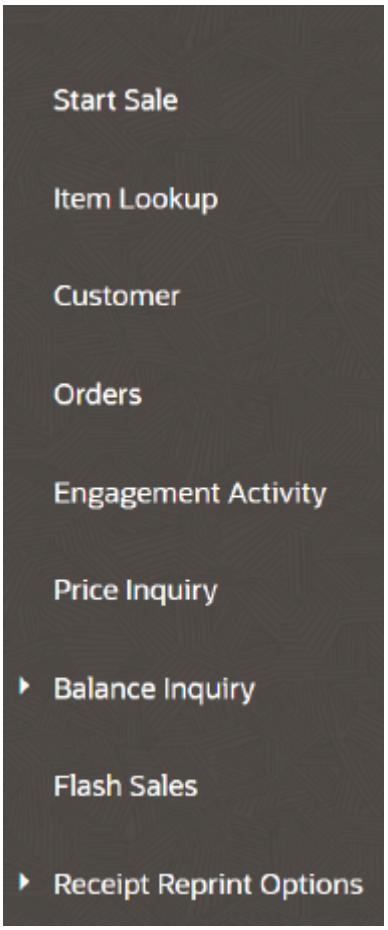
   The selected items are grouped into one gift receipt and removed from the list.
4. Repeat Steps 2 to 3 for each gift receipt group.
5. Click **Finish and Print** to print the gift receipts and complete the transaction.

Reprint Receipts and Documents

The reprint options provide a way to recover when there is a printer error or the printer jams. They allow you to reprint a receipt or a rebate offer for the customer.

1. Navigate to the **Home Screen Menu**.

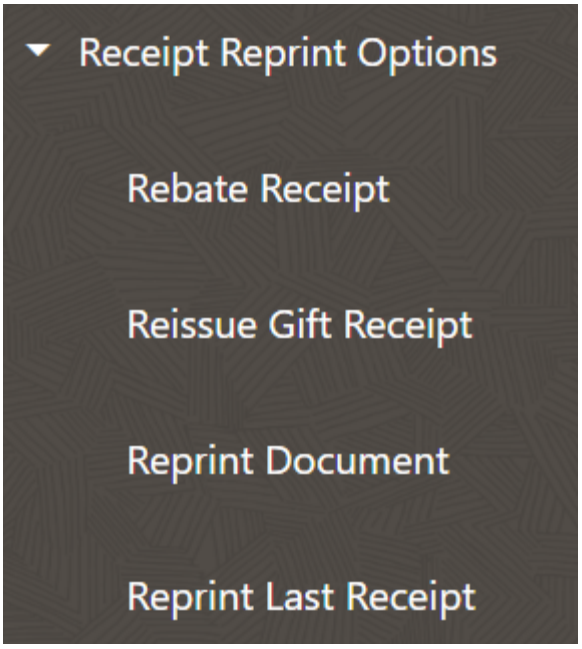
Figure 4-58 Home Screen Menu



2. Select **Receipt Reprint Options** from the Home Screen Menu.

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Figure 4-59 Receipt Reprint Options



The following options are available:

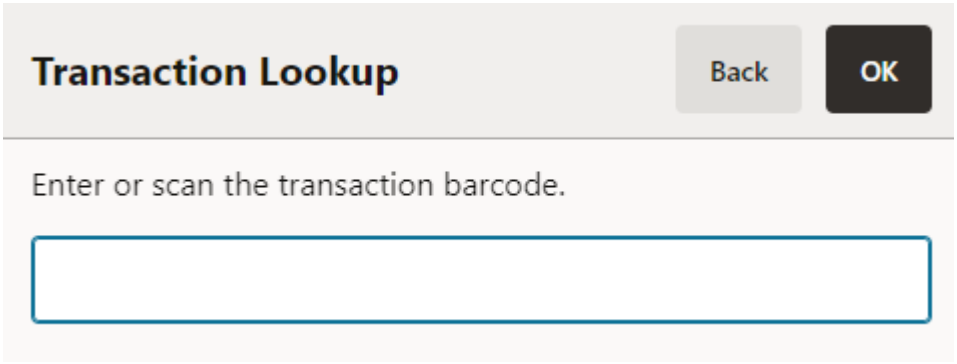
- Print a Rebate Receipt
- Reissue a Gift Receipt
- Reprint a Document
- Reprint the Last Receipt

Print a Rebate Receipt

Rebate receipts may be offered to customers so that they can retain the original receipt for a purchase, and mail in the rebate receipt as proof of purchase.

1. Select **Rebate Receipt** (See Figure 4-59). The system prompts for transaction information.

Figure 4-60 Transaction Lookup



2. Enter the transaction information by doing one of the following:
   - Scan the barcode on the original sale receipt.

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- Enter the barcode information and select **Enter**. The rebate receipt prints on the receipt printer.

> **Note**
>
> The receipt is clearly labeled as a rebate authorization receipt.

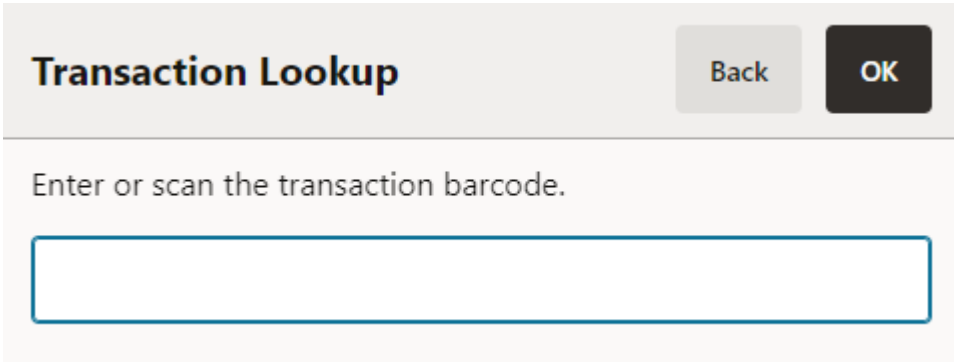
This receipt cannot be used for merchandise returns.

Reissue a Gift Receipt

To create gift receipts for a previously completed transaction:

1. Select **Reissue Gift Receipt** (See Figure 4-59). The system prompts for transaction information.

Figure 4-61 Transaction Lookup



2. Enter the transaction information by doing one of the following:
   - Scan the barcode on the original transaction receipt.
   - Enter the barcode information and select **Enter**.

   Xstore POS displays a list of items eligible for a gift receipt.
3. Select the gift receipt items using the appropriate procedure:
   - Select Gift Certificate Items in a Sale
   - Group Gift Receipt Items

   Xstore POS prints the receipt.

Reprint a Document

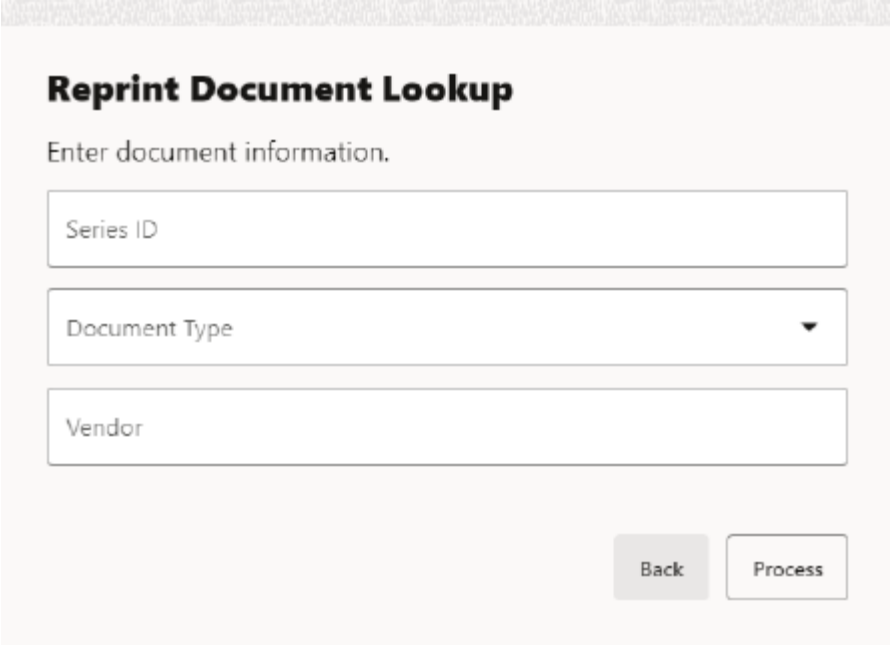
To reprint a document (such as a rebate offer):

1. Click **Receipt Document**. (See Figure 4-59).

   The Reprint Document Lookup window opens.

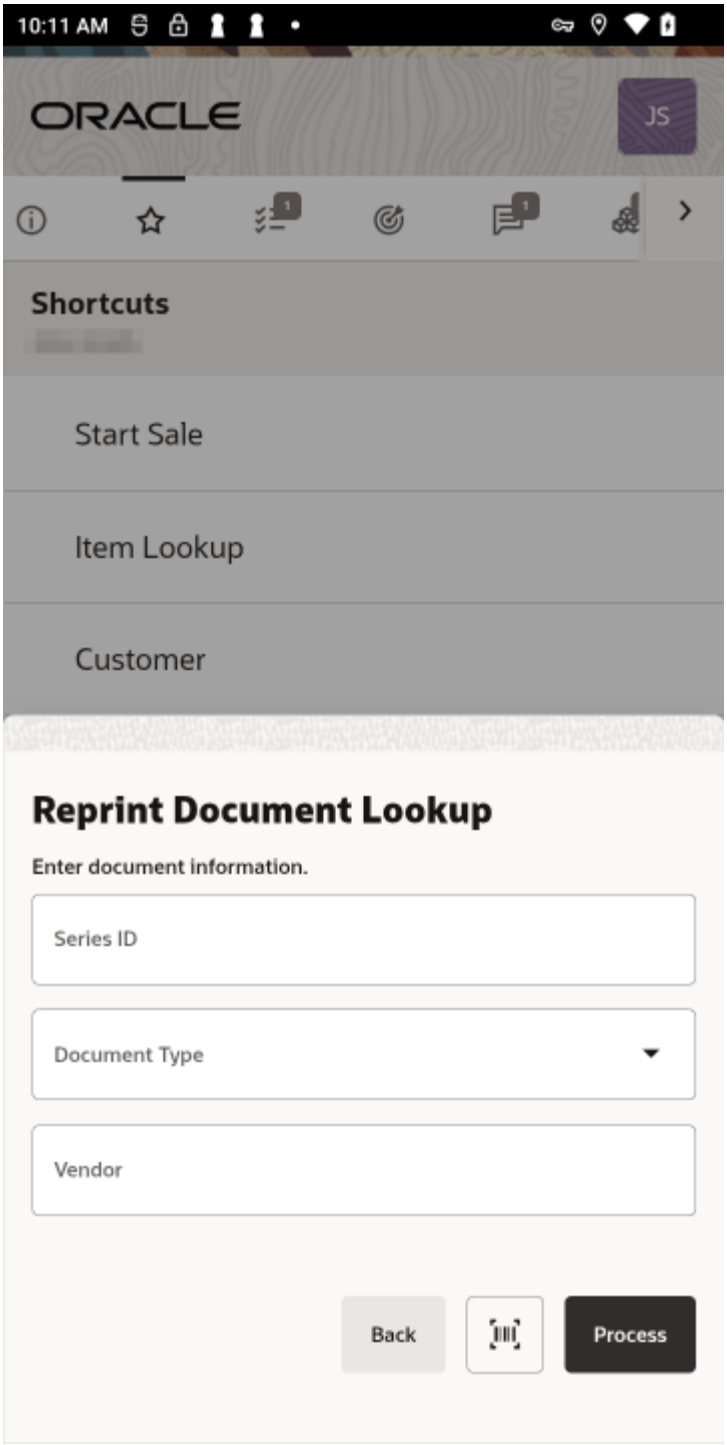
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Figure 4-62 Reprint Document Lookup



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Figure 4-63 Reprint Document Lookup - Handheld



2. Enter the search information for the document:
   - **Series ID**: Enter the ID for the document series.
   - **Document Type**: Select the type of document.
   - **Vendor**: Enter the name of the vendor who produced the document.
3. Click **Process**.

   Xstore POS displays a list of documents matching the search criteria.

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4. Click the correct document.
5. Select **Reprint Selected** or **Reprint All**.

   Xstore POS reprints the document on the report printer.

Reprint the Last Receipt

To reprint the last receipt created by the register:

1. Click **Reprint Last Receipt** (See Figure 4-59).

   Xstore POS prompts whether to reprint the last receipt.
2. Click **Yes** to reprint the last receipt.

> **Note**
>
> The receipt is clearly labeled as a reprinted receipt.

Offline Sales Transactions

If connection to all mobile servers is lost, it is possible to enter in basic sales and return transactions manually in Xstore POS, if your system is configured to do so.

1. Select **Change Server** from the Connectivity Problem screen.
2. Select **Offline POS** from the Change Server screen.

See Offline Transactions for more information.

Entering an Offline Transaction

Select **New Transaction** from the Offline POS screen.

Two options are available:

- **Add Item** - goes to the manual sales transaction entry screen.
- **Add Return** - goes to the manual return screen to prompt for receipt data. See Entering Returns when in Offline Mode for more information on return transactions.

Perform a Sales Transaction

To perform a sale in offline mode:

1. Select **Add Item**.
2. Scan an item barcode to add it to the transaction or enter an Item ID manually.
3. Change item price if needed.
4. Optionally, add a comment for the sale item.
5. Select **OK**.
6. Repeat the steps above as needed to add each item.
7. When done, select **Add Tender**.
8. Select a tender type from the dropdown list. Not all tender types are available.

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Optionally, add a comment for the tender.

9. Select **OK** when done.
10. Select **Complete Transaction** and enter an email address for the receipt.

    Optionally, enter a comment.
11. Select **Show Receipt**.
12. Select **OK**. The UUID QR code is printed.

    Ask the customer to take a picture of the code with their mobile phone or to write down the receipt code.

    This UUID QR code can be used for returning the items or to get a transaction receipt when the store is back online. See Printing a Transaction Receipt for more information.

At the end of each transaction the system checks to determine if the mobile server is back online:

- If the mobile server the device was configured to use is back online, then the device returns to the Xstore POS login screen.
- If another server in the list is online, you are taken to the Change Server configuration screen. The offline mode will then be disabled. See Offline Transactions for more information.
- If no servers are available, you go to the list of offline transactions and can choose to conduct another one or return to the Change Server screen.

See Reviewing Offline Transactions when the mobile server is back online to approve or reject the transactions performed whilst offline.

> **Note**
>
> All offline transactions need approving/rejecting before store close.

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5

Return Transactions

Returns allow you to create transactions for returned merchandise and to associate the reason the item was returned with the transaction. Oracle Retail Xstore POS allows you to create return transactions both with and without the original receipt.

Depending on your store policy, you may not be able to return merchandise purchased in another country. If your store restricts cross-border returns, a message displays indicating that cross-borders returns cannot be processed.

This section covers the following topics:

- With Original Receipt or Credit Card
- Entering Returns without Original Receipt
- Entering Returns without Original Receipt, Using Customer Purchase History
- Entering Returns when in Offline Mode
- Taxes For Return Items
- Exchanging Serial Numbers

With Original Receipt

Verified Returns (With Original Receipt)

If the customer has the original receipt, the system verifies that the receipt that accompanies the return is found either on the local system or the home office system. When the original transaction is found, the system displays the original sale information. A return using the customer's original sale receipt to locate the transaction information stored in the database is a *verified* return.

> **Note**
>
> If the transaction originated from Order administration POS is able to display the original receipt in order to process a refund to the original credit card.

If you scan the transaction barcode at the Sale screen:

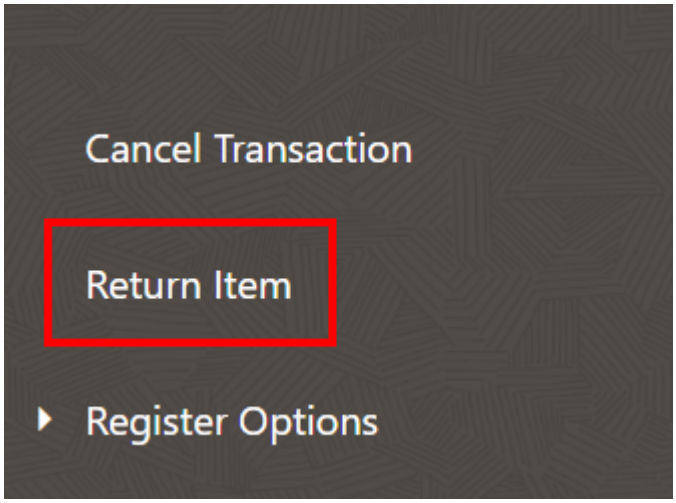
1. At the Return screen, scan the barcode on the customer's original receipt. The system recognizes that this is a sale receipt barcode rather than an item identifier. If the original transaction is found in the database, the system immediately transitions to return mode and the original transaction information is shown. Refer to What happens if the original transaction is not found or is missing data for the return process if the original transaction cannot be found.
    - If a customer record was associated with the original sale transaction, the customer's record is automatically associated with the return.
    - If a customer record was not associated with the original sale transaction, you may be prompted to associate a customer record with the return transaction before continuing.

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2. Skip to step 6.

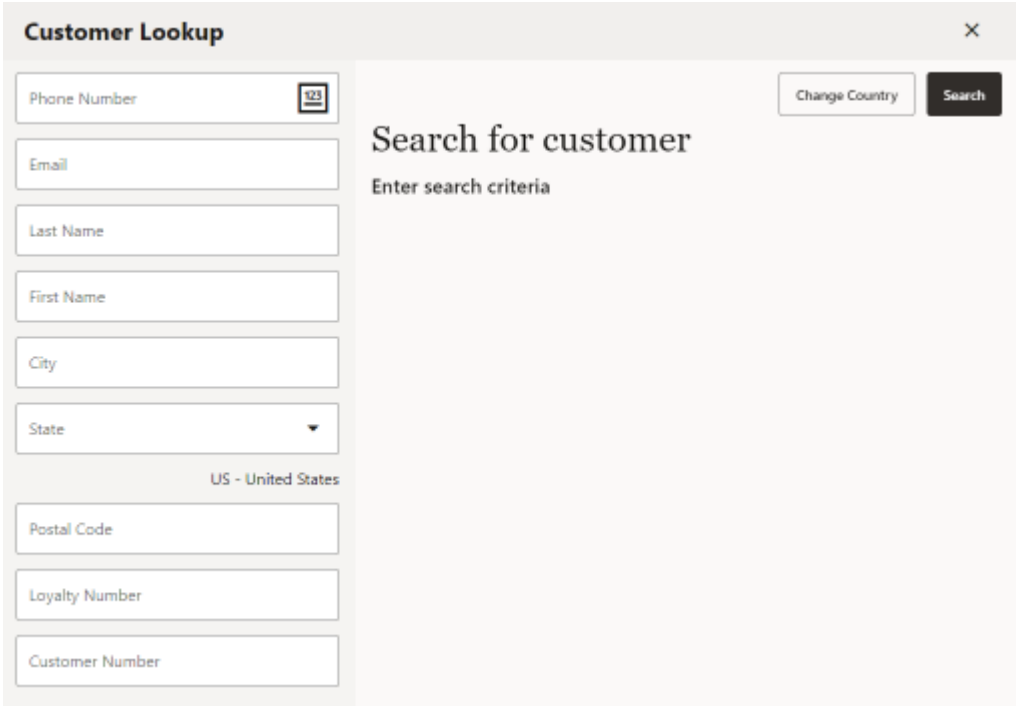
If you select the **Return Item** menu option from the Sales screen. See Figure 1-3, perform the following steps to create a verified return.

Figure 5-1 Return Item



1. Depending upon your system's configuration, you may be prompted for customer information if a customer has not been associated with the current transaction. Enter the customer's information and select **Search**. When the customer information is found or added, the customer record is associated with this transaction.

Figure 5-2 Customer Lookup Form

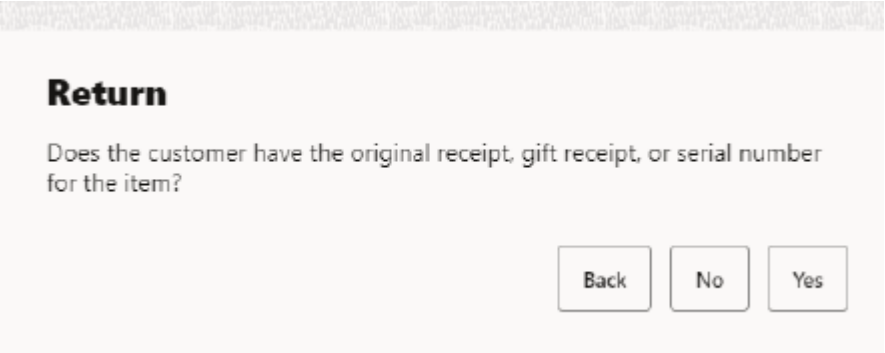


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> **Note**
>
> For more information about the **Change Country** option on the **Customer Lookup** form, see Change Country.

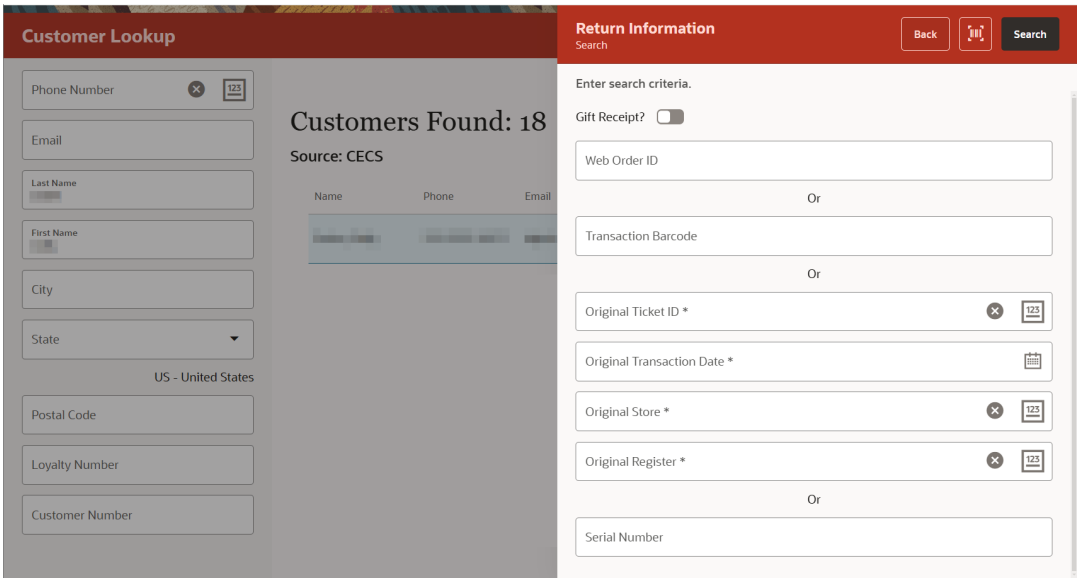
2. The system displays a prompt asking if the customer has the original receipt, gift receipt or serial number for the item. Select **Yes**.

Figure 5-3 Original Receipt Prompt



3. The system displays a prompt asking for the original transaction information for the return item. Scan the transaction barcode on the receipt, or manually enter the required receipt information and select **Search** to continue.

Figure 5-4 Original Transaction Return Information



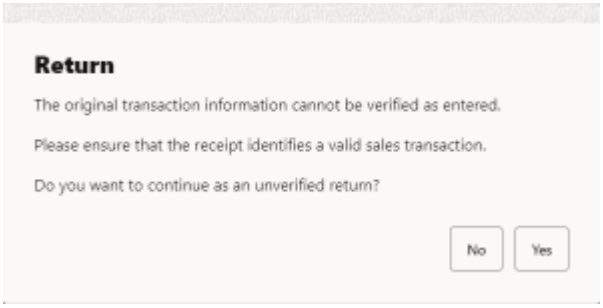
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> **Note**
>
> What happens if the original transaction is not found or is missing data
>
> If your store accepts cross-channel returns (for example, items purchased on your website and returned in your store), a field on the Original Transaction Return Information form displays where you can enter the Web Order ID in order to perform a verified return.
>
> The customer must present a shipping document to process the return. If the customer does not have the shipping document for the web purchase, or the shipping document cannot be verified, you must perform a blind or unverified return. Freight, handling, or other delivery changes are not returnable.

4. Xstore POS displays the original item information.
   - If you entered the receipt information, Xstore POS displays the original item information.

   If the original receipt is not found in the database, this prompt displays.

Figure 5-5 Original Transaction Information Not Found Prompt



   - Select **No** to enter/scan the receipt information again.
   - Select **Yes** to process the return as an unverified return.

   See Entering Returns without Original Receipt for processing information.

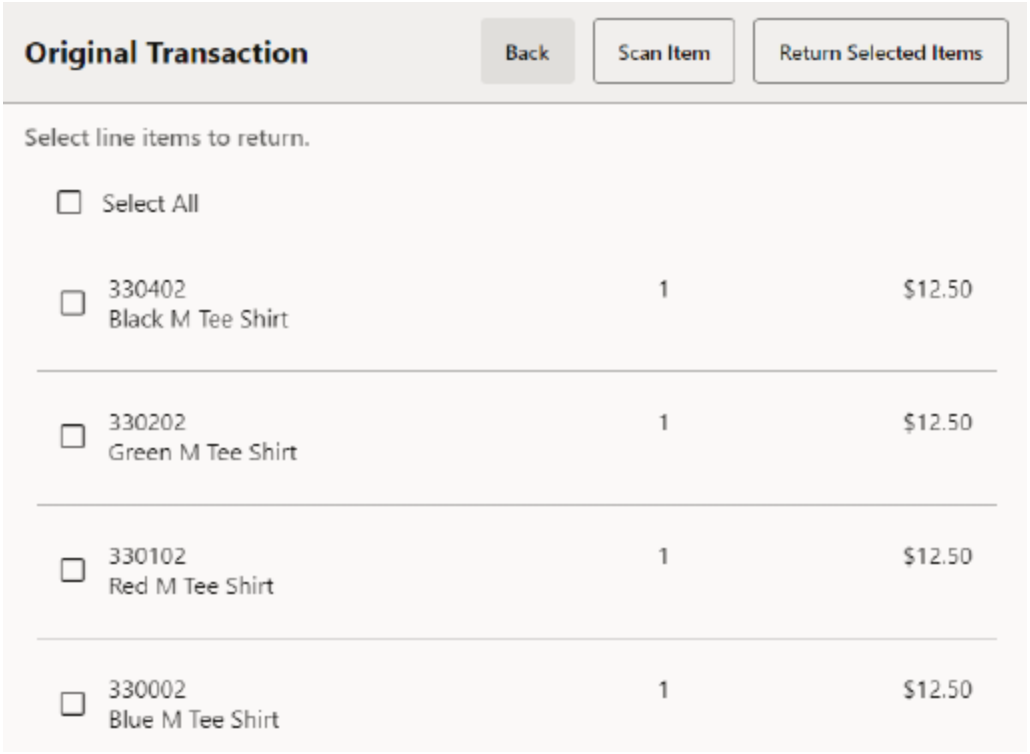
   If the original receipt is found in the database but is missing any data required to process the return, a message displays indicating the transaction must be processed as an unverified return.

   See Entering Returns without Original Receipt for processing information.

5. With the original transaction information displayed, select the return item from the list and then select either the **Select All** or the **Return Selected Item(s)** option. You can also scan or type the item ID for the return item.

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Figure 5-6 Xstore POS Original Transaction Information

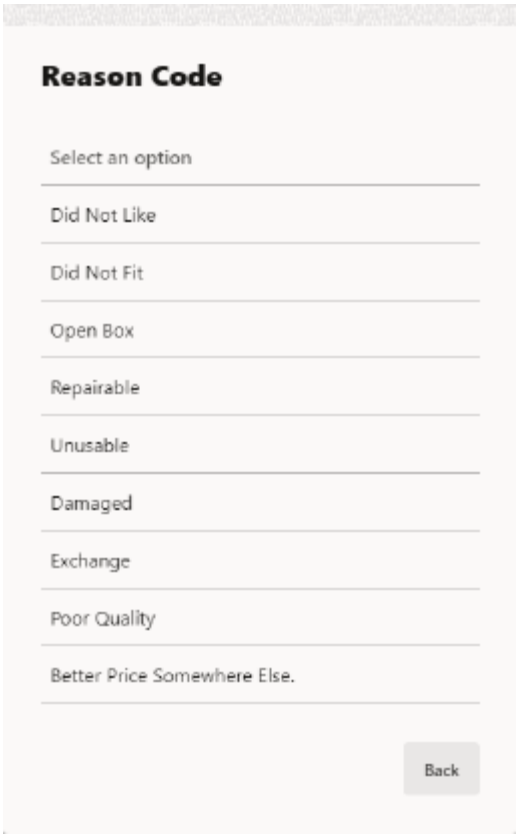


> **Note**
>
> Depending upon your system's configuration and the number of items in the transaction, you may be prompted for the item quantity to be returned. If prompted, enter the quantity and select **OK** to continue.
>
> Serialized items within a kit can be exchanged. See Exchanging Serial Numbers for more information.

6. Xstore POS prompts for a reason for the return. Select a reason for the return.

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Figure 5-7 List of Return Reasons



7. Depending upon the return reason you chose, you may be prompted for additional information. Enter the required information and select **OK** to continue.

Figure 5-8 Xstore POS Return Comment Form



8. If you are prompted for a serial number, enter the serial number and select **OK** to continue.

> **Note**
>
> If you the item being returned is a kit that includes one or more serial numbers, you will be prompted for a serial number for each serialized item in the kit.

9. If the return item is a Kit composed of multiple items, all items that make up the kit must be returned. You may be prompted with a list showing all items that make up the Kit. See Figure 5-11.

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If prompted, choose **No** if all component items are not available. The current return item entry is cancelled and the system goes back to the return item prompt.

Choose **Yes** to continue with the return process to return all component items from the Kit.

10. Depending upon your store policy, you may be prompted with additional information about the return transaction. If prompted, select **OK** to acknowledge the message.

> **Note**
>
> Depending upon your return policy, certain items may be returned at a prorated value from their original purchase price. If so, the amount refunded for these prorated items is determined by the number of days between the original date of purchase and the date of return. For example, some store return policies offer a full refund if the item is returned within 30 days. After 30 days, a reduced refund (declining over time following the purchase date) is calculated automatically.

11. Xstore POS returns to the Return screen. Note that the return item quantity has been decremented by the quantity returned. In the example below, the original purchase quantity was 1 and 1 item was returned; 1 - 1 = 0.
12. When all the return items are selected, perform one of the following functions to complete the process:
    - Select **Add Tenders** or select **OK** to tender the refund.
    - Select **Exit Return** to return to the Register Sale screen to continue selling items.
    - Select **New Return** if the customer would like to return additional items that do not appear on this original receipt.

When the transaction is complete, the system prints receipts.

Entering Returns without Original Receipt

This section describes the return process without the original receipt.

Blind Returns and Unverified Returns

A blind return is a return without a receipt. An unverified return is a return where the customer has a sale receipt, but it cannot be found in the database. These two return procedures are essentially the same.

If the customer does not have the original receipt for the return item, or the customer's receipt cannot be verified, perform the following procedure to complete the return transaction.

> **Note**
>
> If your store is set up to use customer purchase history to determine return item pricing, see Entering Returns without Original Receipt, Using Customer Purchase History.

1. Select the **Return Item** option from the Main Menu of the Sales screen. See Figure 1-3. Use the following steps to perform a blind (or unverified) return.

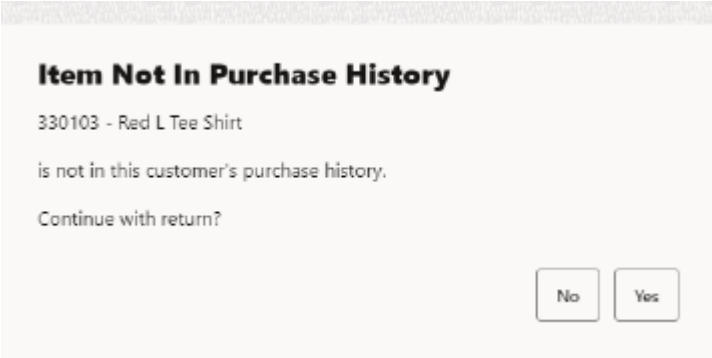
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2. Depending upon your system's configuration, you may be prompted for customer information if a customer has not been associated with the current transaction. Enter the customer's information and select **Search**. See Figure 5-2.
3. A prompt displays asking if the customer has the original receipt or a gift receipt for the item. Select **No**. See Figure 5-3.

> **Note**
>
> Depending on your payment system, original credit card may not be listed as an option.

4. Scan the item's barcode or enter the item ID manually and then select **Enter**.
5. If prompted for the quantity, enter the item quantity and then select **Enter**.
6. If prompted that the item was not found in the customer's purchase history, select **Yes** to continue with the blind return.

Figure 5-9 Item Not in Customer's Purchase History Prompt



Go to step 7 below.

If the item is found in the customer's purchase history, select the transaction from the lis to create a verified return. Continue with step 6 of With Original Receipt or Credit Card.

<OR>

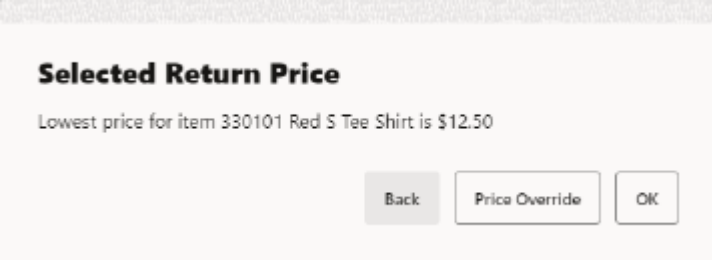
Select **Blind Return** and continue with the blind return. Go to step 7 below.

7. Select a reason for the return. See Figure 5-7.
8. Depending upon the return reason you chose, you may be prompted for additional information as shown in Figure 5-8. Enter the text of your comment.
9. Depending upon your system's configuration:
   - You may be prompted with additional information about the return transaction. Select **OK** to acknowledge the message.
   - The price history window may display a list of previous promotional prices. Select the correct price for the return item to continue.
   - A prompt may appear stating that a restocking fee has been added based on the item returned. This amount is deducted from the amount of the refund. select **OK** to continue.

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- The lowest price for the item may display. To override the price, select Price Override. A manager will need to enter an Associate ID and Password to override.

Figure 5-10 Lowest Price for Item Prompt

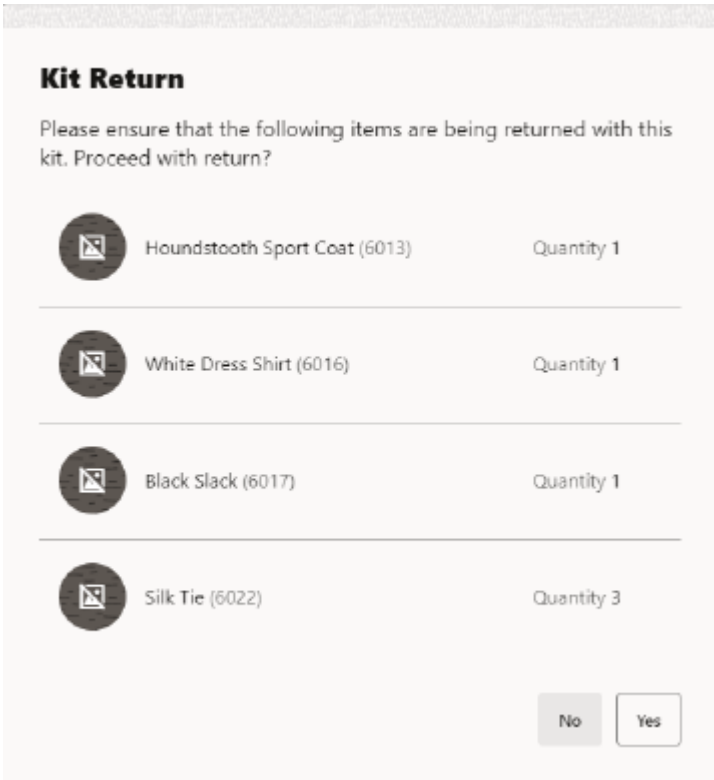


10. If you are prompted for a serial number, enter the serial number and Select **Enter** to continue.

> **Note**
>
> If you the item being returned is a kit that includes one or more serial numbers, you will be prompted for a serial number for each serialized item in the kit.

11. If the return item is a Kit composed of multiple items, all items that make up the kit must be returned. You may be prompted with a list showing all items that make up the Kit.

Figure 5-11 Kit Return Screen



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If prompted, choose **No** if all component items are not available. The current return item entry is cancelled, and the system goes back to the return item prompt.

Choose **Yes** to continue with the return process to return all component items from the Kit.

12. When all return items have been entered, perform one of the following functions to complete the process:
    - Select **Add Tenders** or select **Enter** to tender the refund.

      > **Note**
      >
      > Note: Your store may have a blind return threshold. If the amount of the return exceeds this threshold, a Blind Return Threshold Amount security prompt displays. A manager will need to enter an **Associate ID** and **Password** to override. If your store does not allow overrides, you will be unable to complete the return.

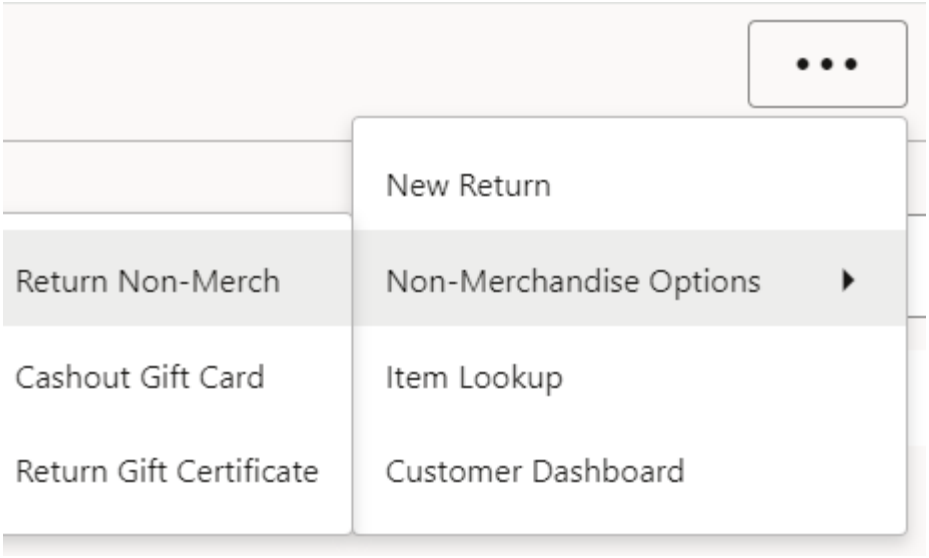
    - Select **Exit Return** to return to the Sale screen to continue selling items.
    - Select **Return Item** if the customer would like to return additional items (for example, items that appear on an original receipt).
    - Select **Change Item** to modify an item. You may change quantity, change price, change tax, void line, modify discount (if the item was discounted), or change the commissioned associate. Refer to Modifying a Transaction for more information about these options.
    - Select **Add Discount** if the return item is on sale at the time it is returned. Then select a type of discount from a list and select the specific item that is discounted. The discount you apply may be a percentage discount or a dollar amount discount. This ultimately reduces the amount due to the customer when the return is tendered.
    - Select **Return Non-Merch** to return a non-merchandise item.
    - Select **Item Lookup** to find the Item ID for the return item. Refer to Searching for Items Using Item Lookup for more information about looking up item information.

Returning Non-Merchandise Items Without a Receipt

1. Select **Return Item** from the **Shopping Cart Menu**. The system prompts you to specify whether the customer has a receipt or serial number for the return item.
2. Respond to the prompt by selecting **No**. After confirming that the customer does not have the original receipt, select the **Header Overflow Menu** and then select, **Non-Merchandise Options** , and then select, **Return Non-Merch**.

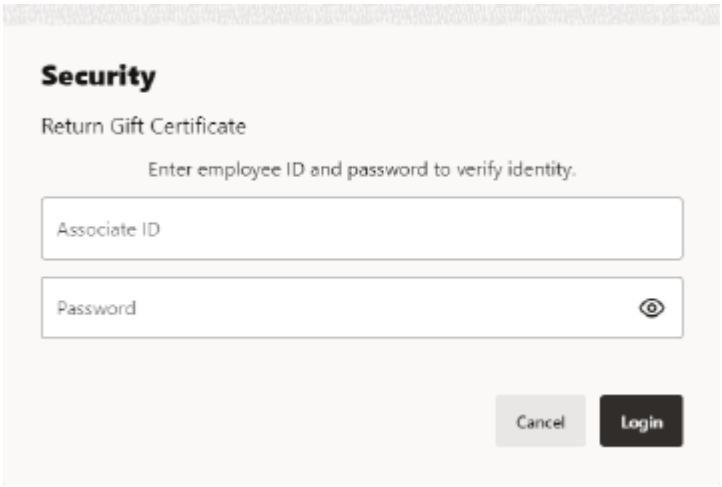
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Figure 5-12 Overflow Menu Options



3. Select the **Non-Merchandise Item** to be returned from the list.
4. The options to return a gift card or a gift certificate may require a security login, depending on store policy. To perform those two options, you must have the required security level. Enter your login ID and password when prompted and select **OK**.

Figure 5-13 Security Verification Prompt



5. Enter the appropriate information when prompted. For example, the voucher ID for a Gift Certificate, the Gift Card number for a gift card, or the item price. The prompts vary, depending on the item selected.
6. You may be prompted to select a reason for returning the non-merchandise item. If so, select a **Reason Code**, then add a **Comment**. Select **OK** to proceed.
7. Select **Done**.
8. When all return items have been selected, choose one of the following functions to complete the process:
   - Select **Add Tenders** or select **Enter** to tender the refund. Return tenders are the tendering types used when money is owed to the customer. The tender types available for sales may be different than those available for refunds.

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- Select **Return Item** if the customer would like to return additional items (for example, items that appear on an original receipt).
- Select **Return Non-Merch** if the customer would like to return additional non-merchandise items (for example, non-merchandise items that appear on an original receipt).
- Select **Change Item** to modify an item: change quantity, change price, change tax, void line, modify discount (if item was discounted), or change the commissioned associate. Refer to Modifying a Transaction for more information about these options.
- Select **Add Discount** if the non-merchandise return item is on sale at the time it is returned. You must select a type of discount from a list, and then select the specific item that to be discounted. The discount you apply may be a percentage discount or a dollar amount discount. This ultimately reduces the amount due to the customer when the return is tendered.

Entering Returns without Original Receipt, Using Customer Purchase History

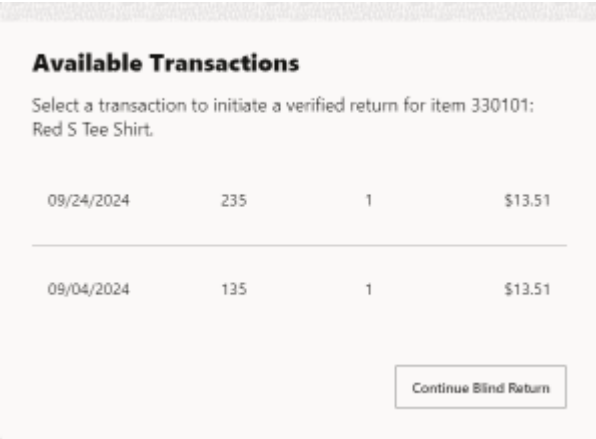
If a customer does not have the original receipt, or the receipt cannot be verified, the return item price may be determined from the customer's purchase history, when available.

- If the return item(s) can be found in the customer's purchase history record, the transaction is processed like a verified return as described in With Original Receipt or Credit Card.
- If the item(s) cannot be found in the customer's purchase history record, the transaction is processed like a blind return as described in Entering Returns without Original Receipt.

1. At the Sale screen, select **Return Item** from the Context Menu.
2. If a customer has not been associated with the current transaction, look up the customer's information when prompted and select **Search**.
3. When prompted if the customer has the original receipt or a gift receipt for the item, select **No**.
4. At the item prompt, scan or enter the return item ID:
   - Item Found:

     If the item is found in the customer's purchase history, the system lists the customer's previous transaction(s) that include the return item.

Figure 5-14 Available Transactions



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This Available Transaction list shows the following information for each transaction:

- **Date**: The original transaction date.
- **Transaction ID**: The original transaction ID number.
- **Quantity Available**: The item quantity available for return from the original transaction.
- **Transaction Total**: The original transaction total amount.

To use the customer's purchase history record for return pricing, select a transaction from the list. Go to step 5 to complete the return.

To use Blind Return processing rather than selecting the item from the customer's purchase history record, select **Continue Blind Return** and go to step 5 to complete the return.

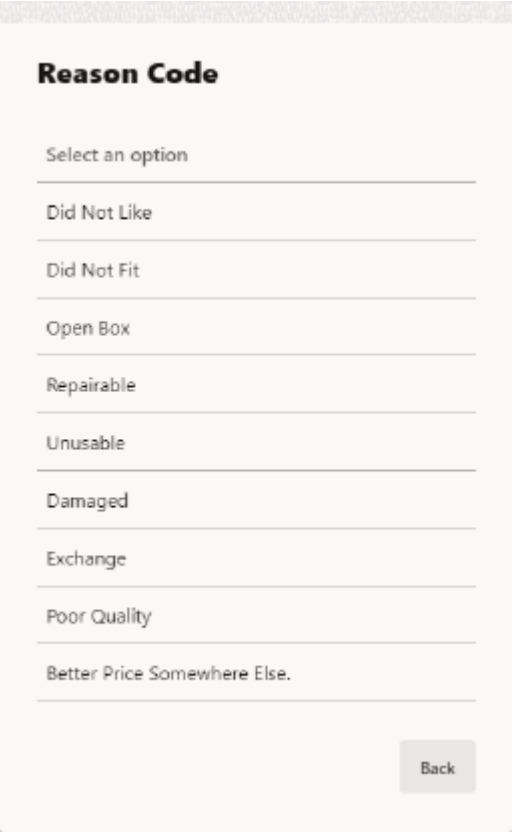
- Item Not Found:

  If the item is not found in the customer's purchase history, the **Item Not in Purchase History** prompt displays. See Figure 5-9.

  - Select **Yes** to continue with a blind return. Go to step 5. (This option may be controlled by security permissions. If so, you may be prompted for a manager override to continue).
  - Select **No** to cancel the return from customer's purchase history process. The system returns to the **Scan or Enter the Return Item** prompt in return mode.

5. Select a reason for the return.

Figure 5-15 List of Return Reasons



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6. Enter a comment and select **OK**.

Figure 5-16 Return Comment Form



7. Select **Done** and then tender the transaction.

Entering Returns when in Offline Mode

If connection to all mobile servers is lost, it is possible to enter in return transactions manually in Xstore POS, if your system is configured to do so.

1. Select **Change Server** from the Connectivity Problem screen.
2. Select **Offline POS** from the Change Server screen.

See Offline Transactions for more information.

Select **New Transaction** from the Offline POS screen.

Two options are available:

- **Add Item** - goes to the manual sales transaction entry screen. See Offline Sales Transactions for more information on performing sales in offline mode.
- **Add Return** - goes to the manual return screen to prompt for receipt data.

Perform an Offline Return Transaction

To perform a return transaction:

1. Select **Add Return**.
2. Select the barcode icon in the top left and scan a receipt, or manually enter the details.

   Optionally, add a comment for the return item.
3. Select **OK**.
4. Repeat the steps above as needed to add each item.
5. When done, select **Add Refund**.
6. Select a tender type from the drop-down list. Not all tender types are available.
7. Enter the amount and authorization code.

   Optionally, add a comment for the refund.
8. Select **OK**.
9. Select **Complete Transaction** and enter an e-mail address for the receipt.

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10. Enter e-mail address for the receipt.
11. Select **Save**.

    The UUID QR code is printed.
12. Ask the customer to take a picture of the code with their mobile phone.

    This UUID QR code can be used to get a transaction receipt. See Printing a Transaction Receipt for more information.
13. Select **OK**. The UUID QR code is printed.

    Ask the customer to take a picture of the code with their mobile phone or to write down the receipt code.

    This UUID QR code can be used to get a transaction receipt when the store is back online. See Printing a Transaction Receipt for more information.

See Reviewing Offline Transactions when the mobile server is back online to approve or reject the transactions performed whilst offline.

> **Note**
>
> All offline transactions need approving/rejecting before store close.

Taxes For Return Items

Taxes for return items are determined by the original store number entered in the original Receipt Information form.

> **Note**
>
> If an original store number is not entered (because the customer does not have the original receipt), the return store's tax rate is used.

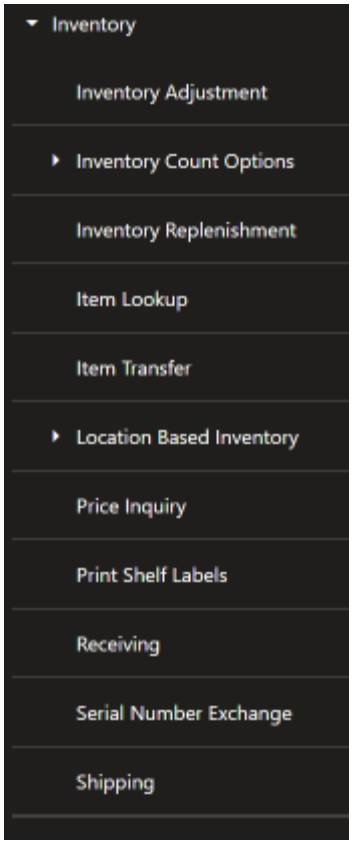
You can change the tax on the return item using the **Change Item** option on the menu. Refer to Changing Item Taxes for more information about changing taxes.

Exchanging Serial Numbers

This option allows a serialized item to be exchanged and the new serial number to be linked with the old transaction. Blind or unverified returns are not supported.

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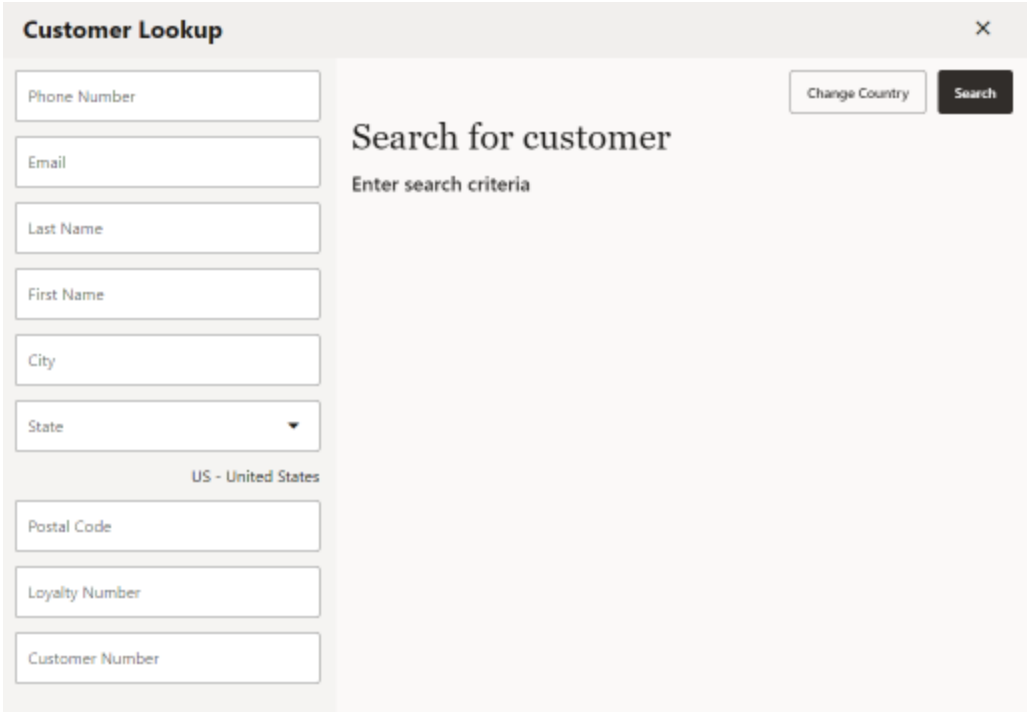
Figure 5-17 Inventory Menu



1. Select the Global Navigation menu, and then select **Serial Number Exchange** from the **Inventory** menu.

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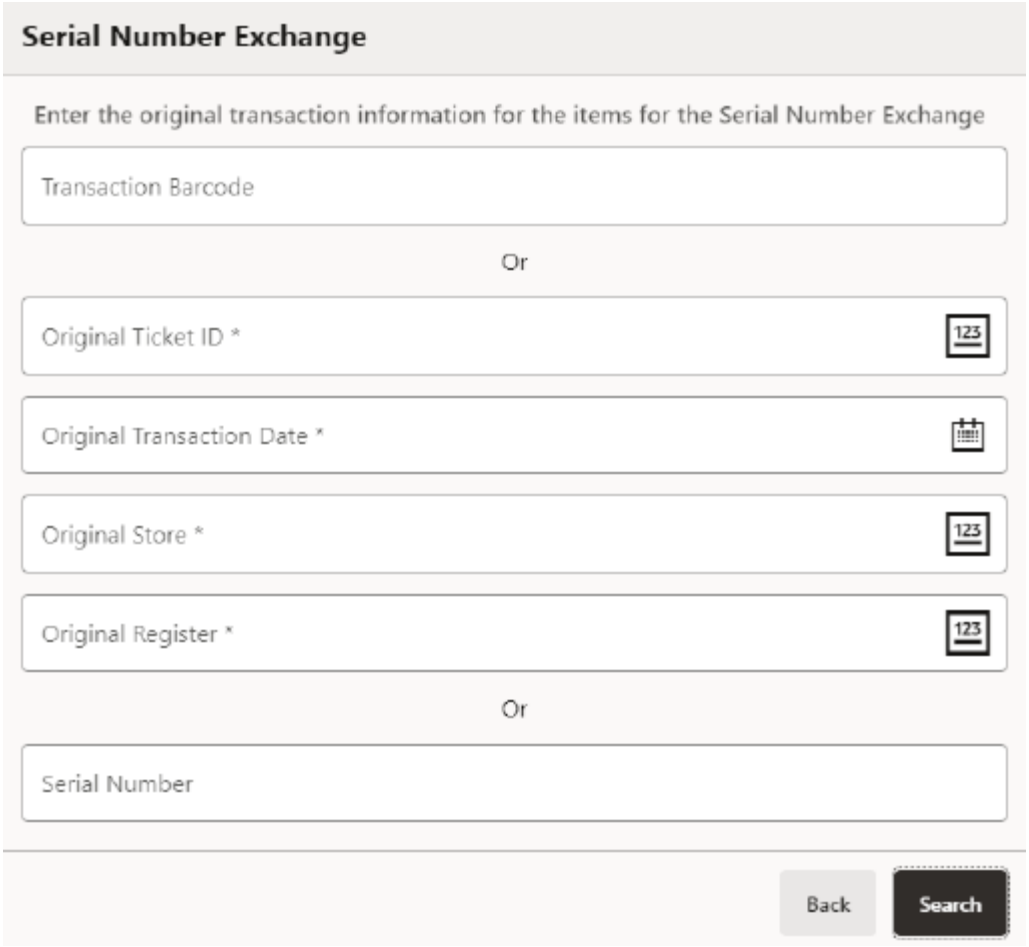
Figure 5-18 Customer Search



2. Enter the criteria to search for the customer.

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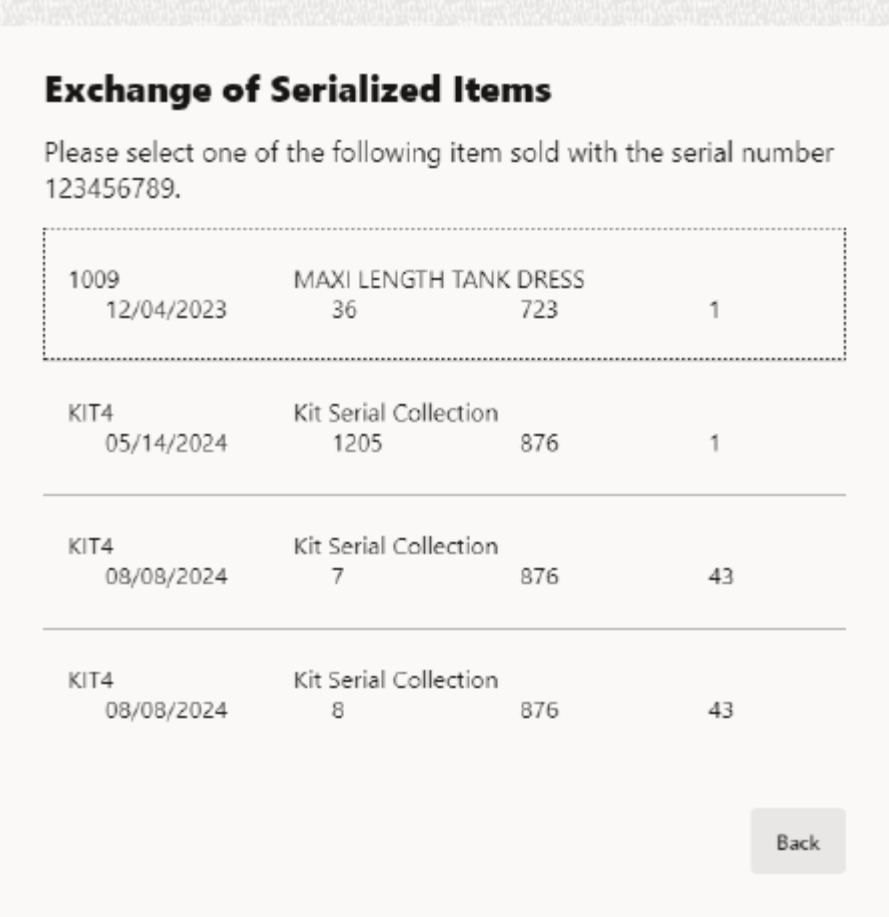
Figure 5-19 Transaction Search



3. Scan the receipt or manually enter the receipt information to bring up the transaction. When the receipt has one or more serialized items in the transaction only those serialized items will display as a list.

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Figure 5-20 Serialized Items



4. Select an item from the list to exchange the serial number listed with the new serial number.

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Figure 5-21 Xstore POS Serial Number Exchange Reason Code List



5. Select a reason code from the list.

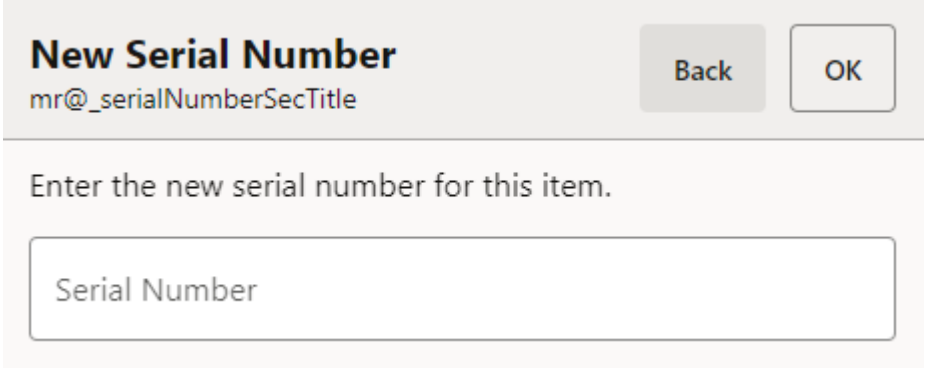
Figure 5-22 Xstore POS Serial Number Exchange Comment Prompt



6. Enter a comment as to why the exchange is required and select **OK**.

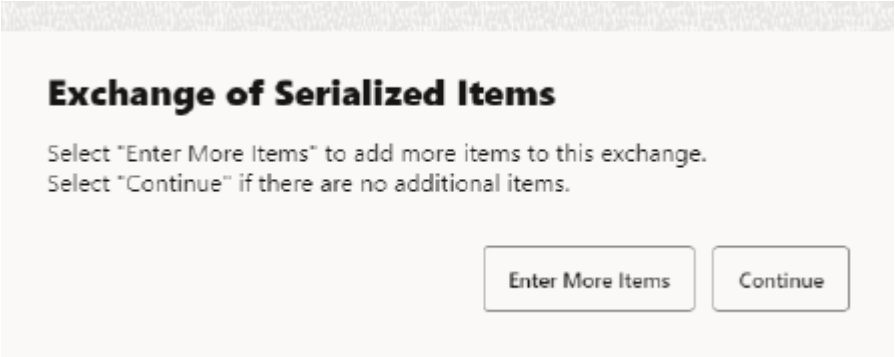
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Figure 5-23 New Serial Number Prompt



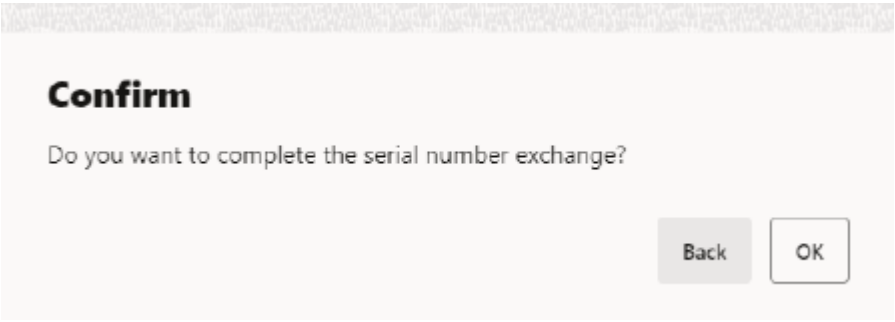
7. Scan or enter the new serial number.

Figure 5-24 Serial Number Exchange More Items Prompt



8. When there is more than one item to exchange, select the option **Enter More Items** and repeat steps 4 to 7, otherwise select **Continue**.

Figure 5-25 Complete Serial Number Exchange Prompt



9. Select **OK** to complete the serial number exchange.

   A receipt ticket prints listing each item exchanged and the new serial number for each item. Only the items that have new serialized numbers will print on the ticket.

> **Note**
>
> If a customer decides to return a serialized item, that had been exchanged, the system will have the latest serial number on file for that item.

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Courier Returns

Xstore Point of Service can be configured to enable Courier Returns. This process requires a retailer to use a third party service that would allow a driver to return an order to the store. Then the associate in the store would be able to accept and return the items into the store using Xstore. This section explains the functionality available for this process.

Use Order Search in Xstore. There are two scenarios possible when processing a courier return:

Scenario 1 - Associate scans the QR Code that is found by the system and the customer has already booked a courier to pick up the returns at a date/time convenient, and the courier takes the return to a specified store/return center.

- Select **Customer**.
- Select **Order**.
- Select **Courier Return**. The Courier Return Order View displays.
- Scan the **QR Code**.
- Select **one or more items** from the list to return, then select **Return Selected Items**. If all items are returned, select **Return All**.
- Select **Yes** to process the return. Select **No** to return to the previous screen.

Scenario 2 - Associate needs to perform an Order Search for a Courier Return Orders that will not scan, and the customer has already booked a courier to pick up the returns at a date/time when convenient, and the courier takes the return to a specified store/return center.

- Select **Customer**.
- Select **Order**.
- Select **Courier Return**. The Courier Return Order View displays.
- Scan the **QR Code**.
- Enter the **Delivery ID**.
- Select **one or more items** from the list to return, then select **Return Selected Items**. If all items are returned, select **Return All**.
- Select **Yes** to process the return. Select **No** to return to the previous screen.

> **Note**
>
> A notification appears indicating if the return was processed successfully.

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6

Processing Tenders

Tendering is the last step that occurs just before completing a sale. You must select a form of payment or refund, and it may involve check or credit card authorizations, if any of these tender types are selected.

For all tender types, you must select or enter two basic items of information:

1. Form of payment (also called tender type; that is, cash, check, credit card, and so on)
2. Amount paid for each selected tender type

Depending upon the form of payment and your system's requirements, you may have to enter or select additional information, for example:

- Additional tender types if the first tender type did not pay the total due
- Additional forms of customer ID (driver's license number, birth date, credit card number, hotel guest's room number, or other ID)
- Customer name
- Customer address
- Security approval for large sales or refunds

This section covers the following topics:

- Selecting Tenders
- Sale Tenders
- Return Tenders
- Splitting Tenders
- Void a Tender
- Change Tender Amount
- Currency Rounding

Selecting Tenders

The exchange of tender for merchandise or the remitting of a tender for a return is the final step in a transaction. To select a tender for a transaction:

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Figure 6-1 Amount Due

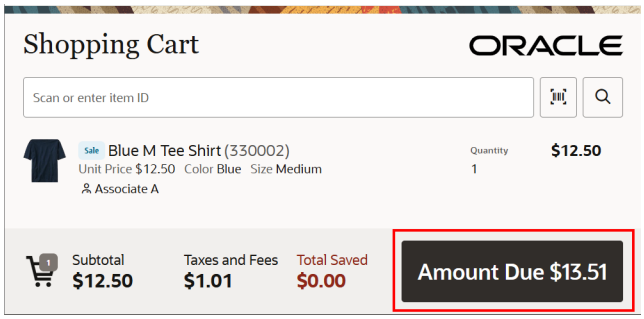
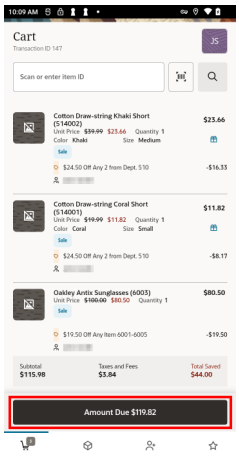


Figure 6-2 Amount Due - Handheld



When you are ready to complete the transaction, select **Amount Due** to list the tenders that are available for the type of transaction you are processing.

Sale Tenders

The following tender types are available on the Xstore POS:

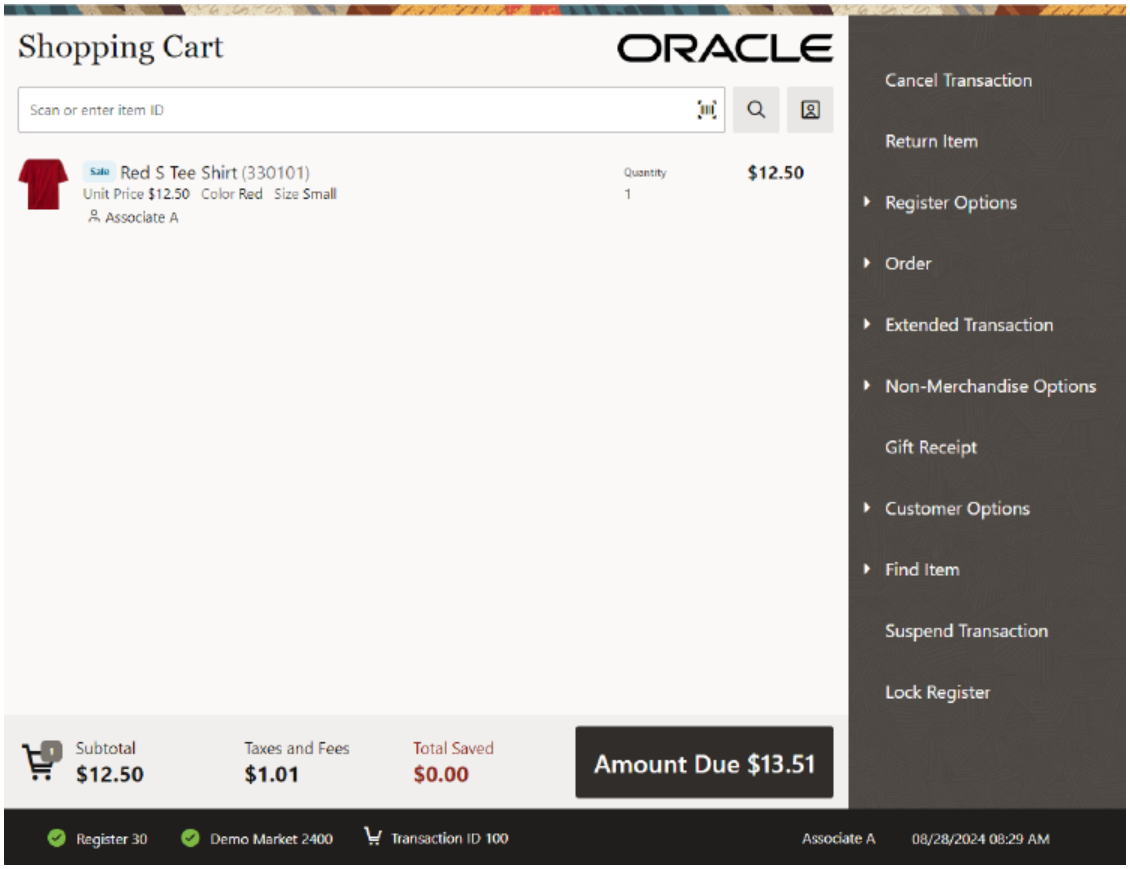
- Cash
- Credit Card
- Digital Wallet
- Check (Personal)
- Gift Card
- Gift Certificate
- Redeem Store Credit
- Redeem Merchandise Credit Card
- Traveler's Check
- Foreign Currency
- House Account

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- Coupon
- Room Charge Tender
- Customer Not Present Payments

To tender a transaction:

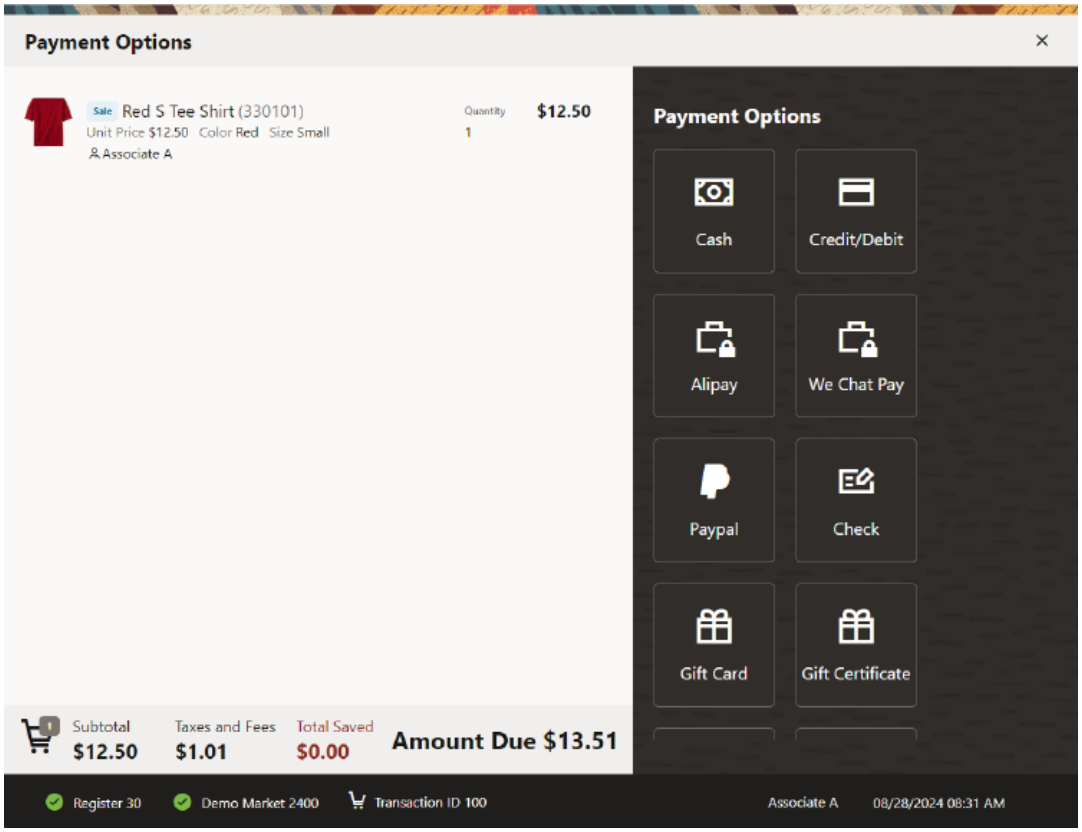
Figure 6-3 Sale Screen



1. Select the **Amount Due** area to begin transaction tendering.

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Figure 6-4 Tender Options



> **Note**
>
> Your tender list may be different form the example shown here.

2. Select the proper tendering method. To tender a sale, refer to the section for the appropriate tender type as indicated below:

Table 6-1 Tender Types

Tender Type	Refer to
Cash	Cash
Credit	Credit/Debit
Digital Wallet	Digital Wallet
Check	Check (Personal)
Gift Card	Gift Card
Gift Certificate	Gift Certificate
Redeem Store Credit	Redeem Store Credit
Redeem Merch Credit Card	Redeem Merchandise Credit Card
Travelers Check	Traveler's Check
Foreign Currency	Foreign Currency

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Table 6-1 (Cont.) Tender Types

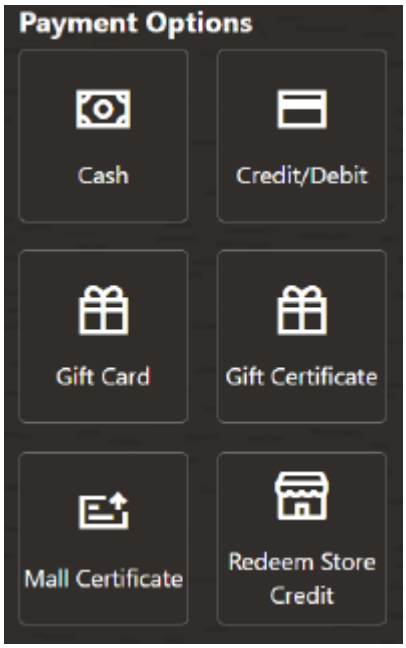
Tender Type	Refer to
House Account	House Account
Coupon	Coupon
Customer/Card Not Present	Customer Not Present Payments

Cash

Cash is one type of tender that can be exchanged for merchandise. Networked cash drawers are available and requires you to scan the drawer to confirm you are in front of the cash drawer. Scanning the cash drawer is required when the drawer will need to open as in collecting cash.

1. When all items have been entered or scanned, select **Amount Due**.

Figure 6-5 Payment Options



2. From the Payment Options, select **Cash**.

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Figure 6-6 Cash Tender



> **Note**
>
> Depending upon the configuration of your system, the Cash Amount Due prompt may default to the total amount owed for the transaction.

3. Enter the amount of cash presented by the customer and then select the **Enter** button.

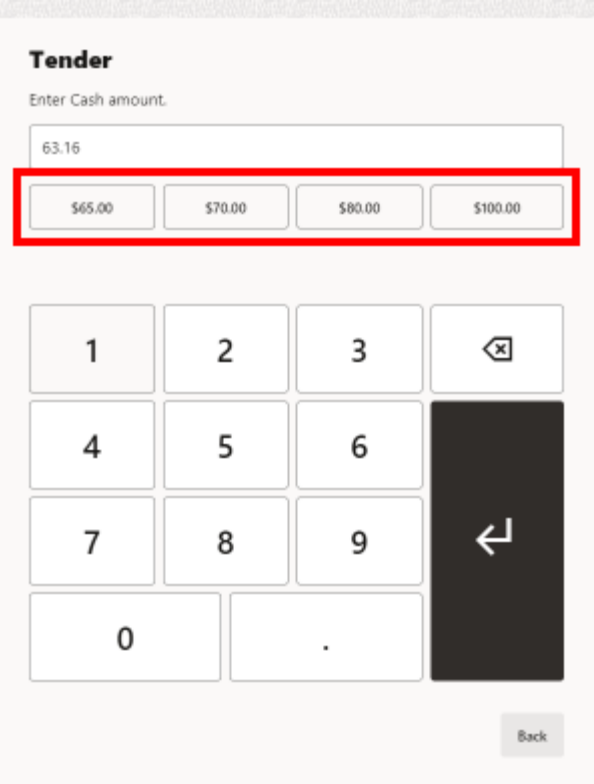
   Enter dollar amounts.

   <OR>

   Choose one of the Quick Cash options.

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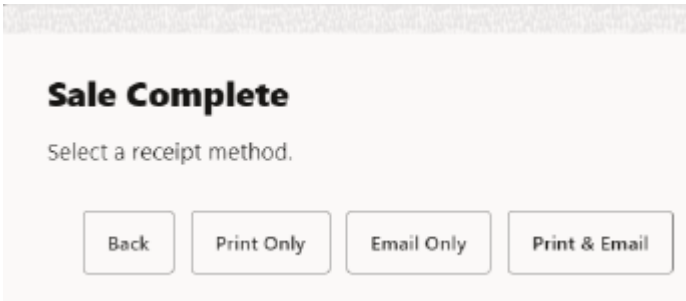
Figure 6-7 Quick Cash Options



A prompt may display asking if the sale is complete.

4. Select the method for providing the receipt:

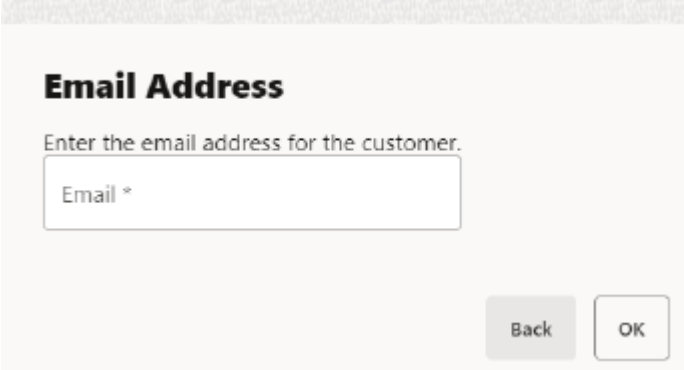
Figure 6-8 Receipt Options



- Click **Back** to return to the Payment Options.
- Click **Print Only** to provide only a printed copy. The transaction ends.
- Click **Email Only** to email the receipt.
- Click **Print & Email** to email the receipt and, also provide a printed copy.

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Figure 6-9 Email Address Prompt



5. If you selected an email receipt, enter the customer's email address.
6. When you complete the sale, Xstore POS opens the cash drawer. You can accept money from the customer, place it in the cash drawer and return the change due amount, if the total of all tenders exceeds the amount due.

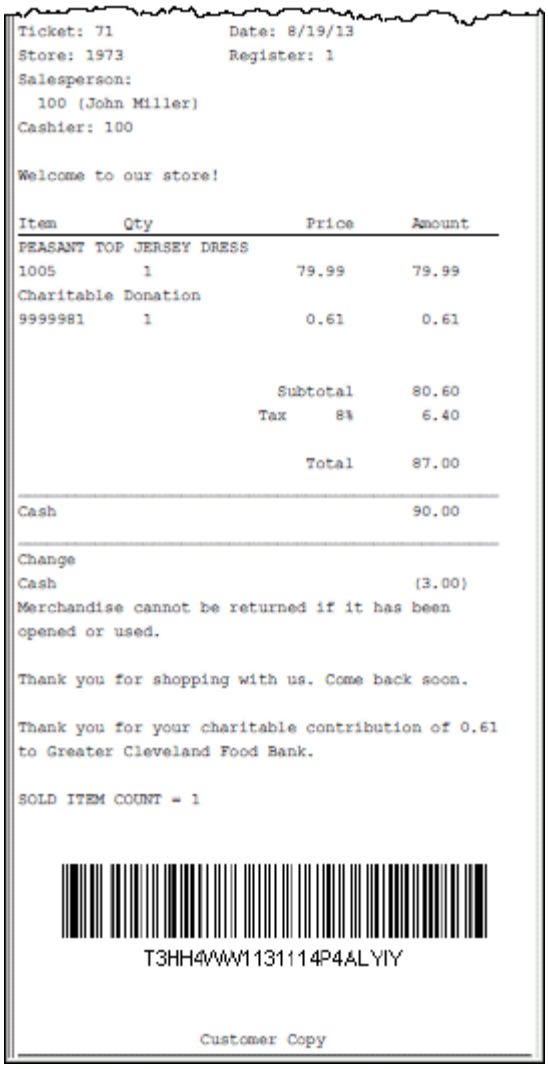
   Xstore POS supports networked cash drawers. Scanning the cash drawer is required when the drawer will need to open as in collecting cash. This confirms you are in front of the cash drawer when it opens.

   If configured, a prompt displays reminding you to close the cash drawer. After the cash drawer has been closed, the sale receipt is printed, and the system is ready for the next transaction.

   The receipt indicates that the purchase was paid with cash, shows the amount tendered, the change amount, and the tender type received.

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Figure 6-10 Customer Sale Receipt - Cash Tender Example



Credit Card

> **Note**
>
> This section applies to Credit, Debit and Private Label Credit Cards (PLCCs). All three are supported by Oracle Retail EFTLink. PLCC and Debit Card can also exist as explicit tenders in their own right, and when selected, will instruct the PED to only accept PLCC or Debit Card depending on the tender selected.

Payment Terminals

You can read credit, debit and Private Label Credit Cards on a PIN Entry Device (PED) payment terminal. The entry modes available are governed by the payment terminal capabilities and payment processor, plus also the transaction amount. The possible entry modes on the payment terminal include:

- Dip (Insert) the card: Chip and PIN (or Chip and Signature)

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- Card Swipe in the MSR (Magnetic Stripe Reader)
- Tap the card: NFC Tap & Go

> **Note**
>
> NFC enabled smartphones can also be used to perform an NFC Tap payment if the payment terminal allows, using payment apps such as ApplePay, SamsungPay and GooglePay.

Figure 6-11 Card Read Prompt



> **Note**
>
> The payment terminal itself will decide on the authentication required, and can be influenced based on:
>
> - the country
> - the card type
> - the card entry mode
> - the recent card usage
> - other criteria as determined by the payment provider

When card payments are made using Dynamic Currency Conversion (DCC) on the payment terminal, that is when the payment terminal allows you to pay in foreign currency instead of local currency, the foreign currency information such as foreign currency amount and foreign currency exchange rate is captured.

QR Code

You may need to select a payment terminal if multiple PEDs are in use in the store.

Selection is either by:

- scanning the QR code on the front of the payment device or,

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- use your device camera or,
- by selecting from a list of PED devices.

If only one PED is available, no selection of payment terminal is required and the scanning QR code functionality configuration should be disabled.

To select a payment terminal from a QR code:

1. Select a tender type requiring a need of a payment terminal that is authorized by Oracle Retail EFTLink such as a credit/debit card.
2. From the prompt 'Please scan the payment device':
   - Scan the QR code on the front of the payment terminal or,
   - Select the barcode icon (shown on the top left of the PED Selection list to open the device camera and scan the QR code on the front of the payment terminal.

   Xstore will send a card service request to EFTLink specifying the PED to use and payment is completed at the scanned PED.

> **Note**
>
> Retailers are responsible for creating QR codes for the payment terminals and placing them on the appropriate device. They are also responsible for configuring available PEDs.

Tendering

To tender a transaction with a credit card:

1. Select **Credit** from the list of Sale tenders. See Figure 6-4.

   Select a payment terminal to use, if required.

Figure 6-12 Credit



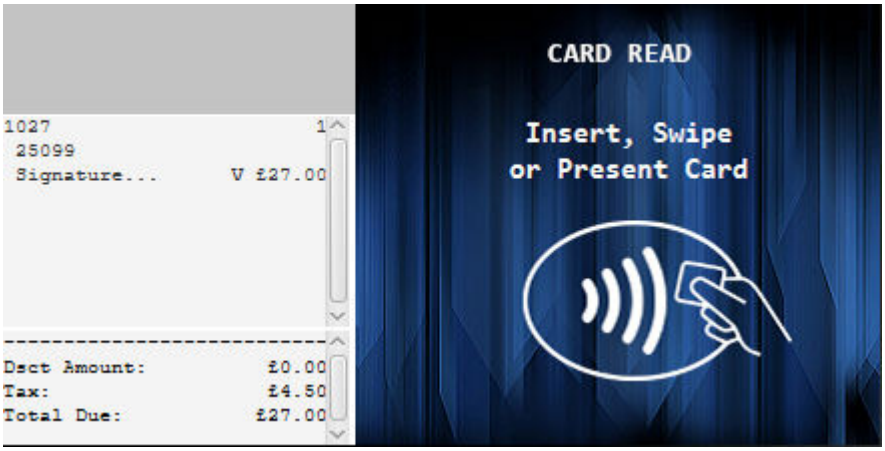
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2. Enter the tender amount. Default value is the total for the transaction.
3. Select **OK**.

> **Note**
>
> When tendering a transaction with a prepaid credit card, if the amount remaining on the customer's prepaid card is less than the amount owed, the transaction is credited with the remainder of the prepaid card balance. Another tender is then required to complete the sale. If the transaction is canceled, the original amount is returned to the prepaid card.

4. The tender amount is displayed onto the Payment Terminal.

Figure 6-13 Payment Terminal



5. The customer will present the payment card using the desired method.
6. Payment Terminal attempts to authorize the tender.
   - If authorization is successful, continue the transaction.
   - If authorization fails, either use a different tender, or continue with Tender Authorization.
7. The customer may be prompted by the Payment Terminal to authenticate the card payment:
   - If necessary, wait for the customer to enter their PIN.
   - If necessary, wait for the customer to sign the signature capture device.
   - If necessary, verify the customer signature.
8. After the customer signs, select **Accept**.

> **Note**
>
> If your store issues email receipts, additional/different prompts display. Refer to Basic Transaction Entry, Basic Transaction Entry, for more information about E-mail Receipt Options.

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9. If necessary, ask the customer to sign the receipt.
10. If there is still an outstanding balance to pay, then the **Sale Tender Options** screen is re-displayed for the cashier to select another tender.
11. Select the method for providing the receipt:
    - Click **Email** to email the receipt and, if necessary, also provide a printed copy.
    - Click **Print Only** to provide only a printed copy. The transaction ends.
12. If you selected an email receipt, enter the customer's email address.

The transaction is complete.

Digital Wallet

Digital Wallets are new payments methods typically implemented using digital wallet apps on smartphones. PayPal, Alipay, and WeChat Pay are three of the largest providers, but numerous other brands also exist.

Xstore POS supports Digital Wallet payments such as PayPal, Alipay, and WeChat Pay, including the ability to void and refund these Digital Wallet payments. This functionality is supported in the OPI core of Oracle Retail EFTLink.

> **Note**
>
> Paypal can also be supported using direct integration to PayPal, via the PayPal core of Oracle Retail EFTLink.

The actual Digital Wallet types available to be selected, is determined by the types that the Payment Provider supports, and what types are required by the retailer.

To tender a transaction with an Digital Wallet tender:

1. Select **Digital Wallet** in the menu of tenders. See Selecting Tenders.
2. Depending on the number of wallet types available, you may be prompted to select the required Digital Wallet type such as PayPal, Alipay, and WeChat Pay and so on.
3. Xstore prompts the cashier to scan the QR Code displayed on the shopper’s phone.
4. If the customer has a QR Code displayed in the Digital Wallet app on their phone, then the cashier will scan the QR Code.

> **Note**
>
> An advantage of this flow is that the customer's phone does not need to have an internet connection in order to work.

If not, then the cashier will select to **Skip Scan**.

> **Note**
>
> For this method, the customers phone must have an internet connection.

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5. Confirm the amount to be tendered (usually the full transaction amount) or key a different amount.

   If the cashier selected to **Skip Scan**:

   - The Payment Terminal will display the amount to pay, and a QR Code and prompt the customer to scan the Digital Wallet QR Code, on their mobile phone.
   - Wait for the customer to scan the QR Code.

     The customer then completes the payment using the Digital Wallet app on their mobile phone.

   The Payment Terminal either Approves or Rejects the payment.

6. If there is still an outstanding balance to pay, then the **Sale Tender Options** screen is re-displayed for the cashier to select another tender.
7. The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.
8. The cashier can select to email or to print the receipts as the Xstore configuration dictates.

   Xstore completes the transaction.

Check (Personal)

A personal check is a type of tender that can be exchanged for merchandise. Depending upon your store policy, the prompts for additional tender information may be different from the prompts shown here. These prompts display when a MICR is not available, or if your store policy requires additional information for check processing.

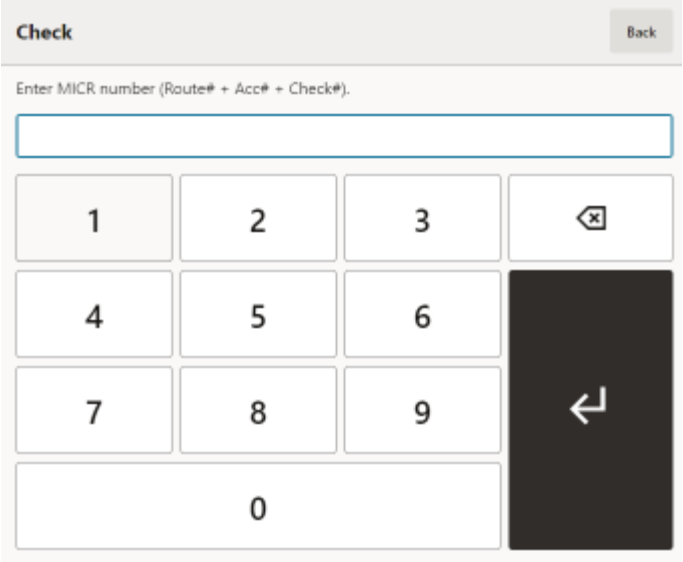
1. After all items have been entered or scanned, select the **Check** option and then select **OK**.

   > **Note**
   >
   > Note: After selecting the **Check** option from the Sale Tender list, the system may automatically prompt you to place the check in the MICR device. After the system gets the required information from the check, other on-screen prompts may follow, depending on your system's configuration. If the MICR fails to read the check information, the system may display a prompt that allows you to reinsert the check and try again or disable the device and enter the information manually. Disabling a device may require a particular security level.

2. If prompted, enter the check's MICR number (Route number + Account number + Check number) and then select **OK**.

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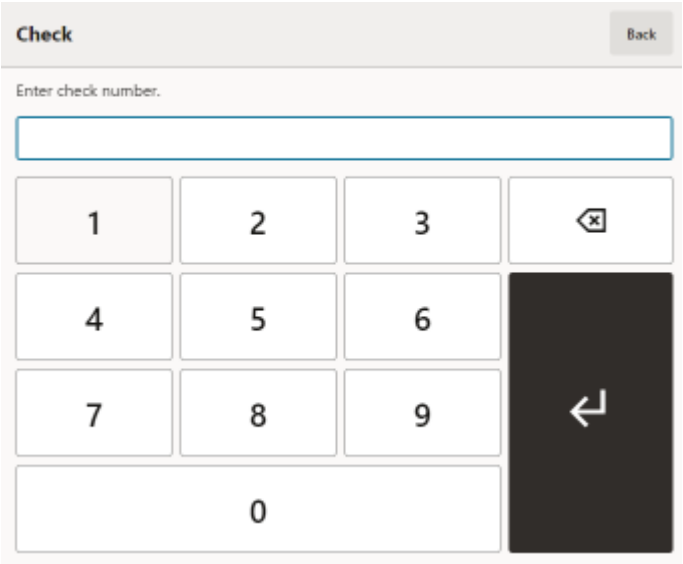
Figure 6-14 Xstore POS Check MICR Number Prompt



> **Note**
>
> The entry must consist of a single string of characters with no other embedded spaces or additional characters.

3. If prompted, enter the check number and then select **OK**. It must be the same check number that you entered when the system prompted for the MICR number.

Figure 6-15 Check Number Prompt

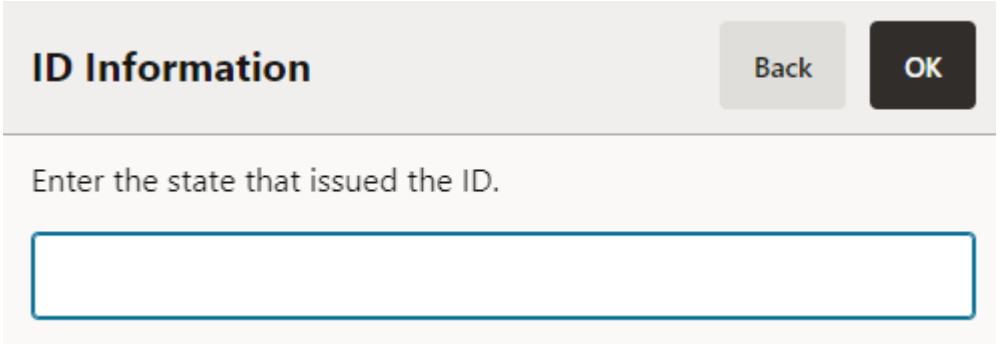


4. If prompted, enter the state from which the customer's ID was issued and then select **OK**.

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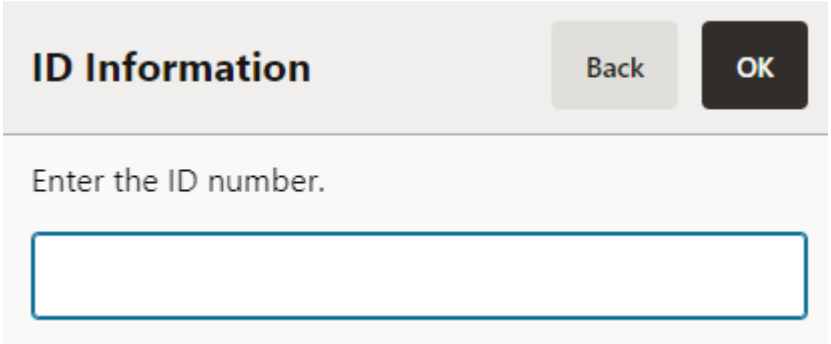
> **Note**
>
> Enter only the two-letter abbreviation for the state.

Figure 6-16 Tender State Prompt



5. If prompted to enter the customer's driver's license number, a credit card number, or other form of ID, enter the ID number and then select **OK**.

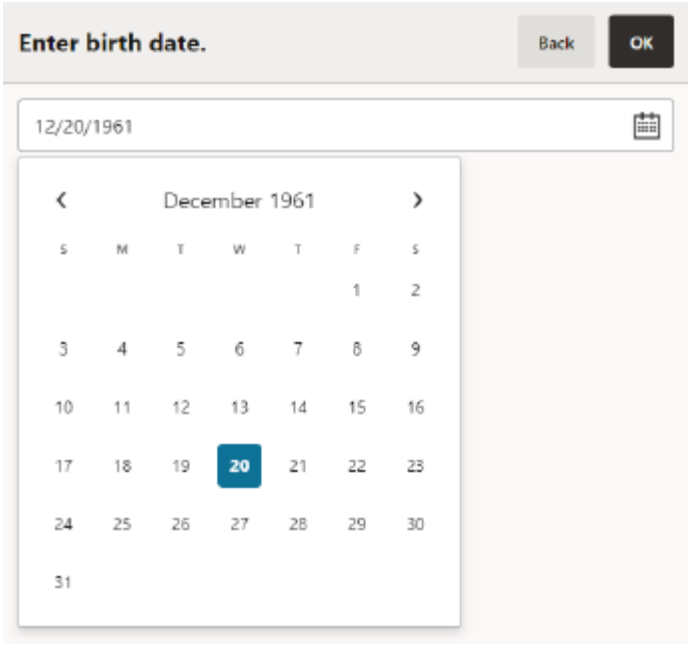
Figure 6-17 ID Prompt



6. If prompted, enter the customer's birth date (as printed on the state-issued ID card) in the MM/DD/YYYY format and then select **OK**.

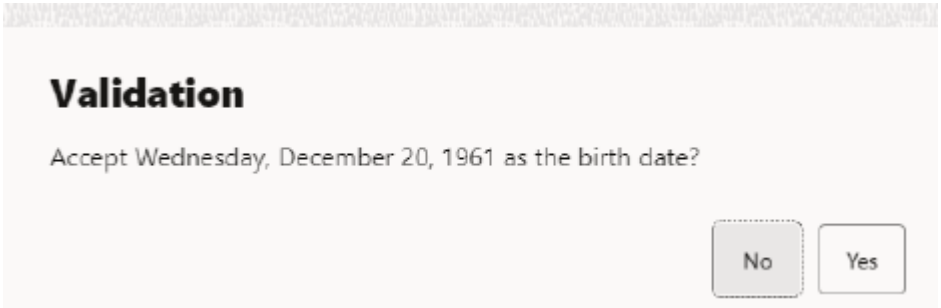
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Figure 6-18 Check Birth Date Prompt



Select **Yes** to validate the birth date.

Figure 6-19 Birth Date Validation



7. Enter the check amount, or accept the default amount for the total due, and select **OK**.

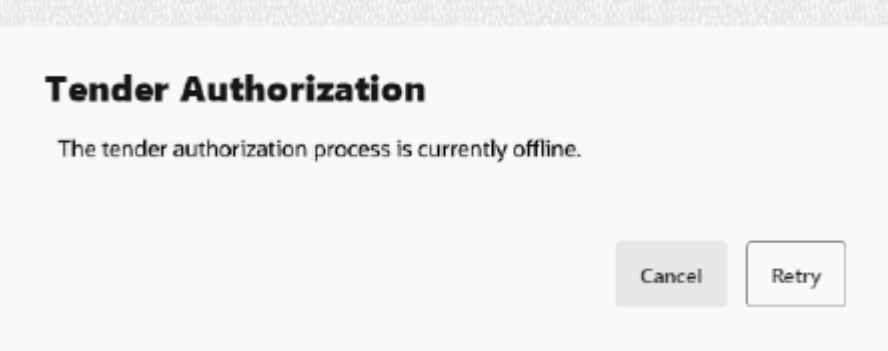
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Figure 6-20 Check Amount Prompt



8. If the tender authorization is currently offline, a message displays prompting you to perform one of the following activities:

Figure 6-21 Tender Authorization Offline Prompt



- Select **Cancel** to re-tender with another tender type. Xstore POS returns to the tender list where you can select a different tender type.
- Select **Retry** to attempt to process the check again.
- Select **Manual** to begin the manual authorization process.

If you chose to authorize the card manually, follow the instructions on the prompt and enter the authorization number in the Authorization Number field. Select **OK** to continue.

9. After the information is processed, the system displays a prompt asking if the sale is complete. Select **Y** for Yes to continue and complete the sale. If you select **N** for No, Xstore POS returns to the Sale Tender screen.

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> **Note**
>
> If your store issues e-mail receipts, additional/different prompts display. Refer to Basic Transaction Entry, Basic Transaction Entry, for more information about E-mail Receipt Options.

Gift Card

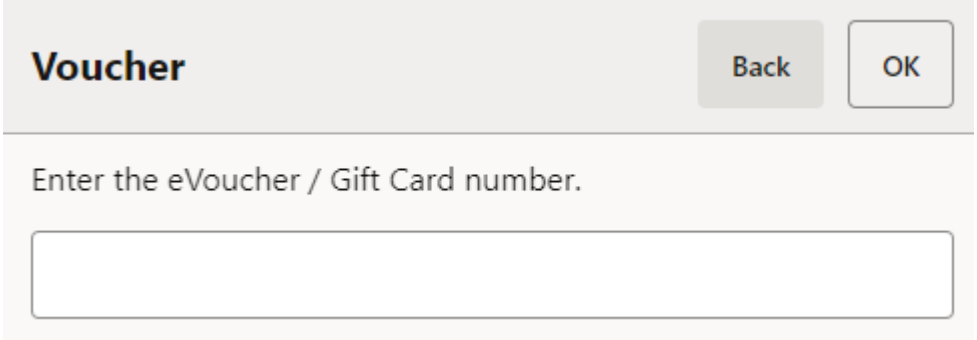
To tender a transaction with a gift card

1. Select **Gift Card** from the list of Sale tenders. See Figure 6-4.

   Enter the card information by doing one of the following:

   Swipe the card on the Xstore POS device or enter the card manually. See Manual Entry.

Figure 6-22 Gift Card



2. If necessary, change the amount to tender on the gift card.
3. Select **OK**.

   Xstore POS attempts to authorize the tender.

   - If authorization is successful, continue the transaction.
   - If authorization fails, either use a different tender, or continue with Tender Authorization.

> **Note**
>
> If your store issues email receipts, additional/different prompts display. Refer to Basic Transaction Entry, Basic Transaction Entry, for more information about E-mail Receipt Options.

The transaction is complete. Return to the Main Menu.

Manual Entry

To enter a card manually:

1. Enter the card number.
2. Select **OK**.

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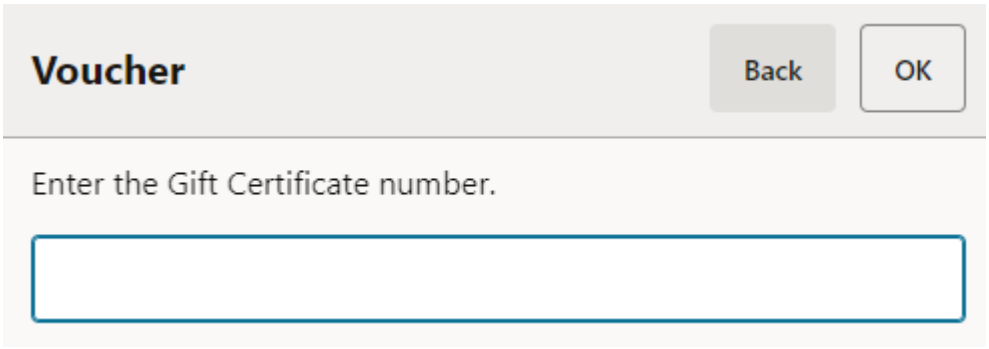
Continue the transaction.

Gift Certificate

To tender a transaction with a gift certificate:

1. Select **Gift Certificate** from the list of Sale tenders. See Figure 6-4.

Figure 6-23 Gift Certificate Tender



Enter the gift certificate number information by doing one of the following:

Swipe the certificate on the Xstore POS device or enter the gift certificate number.

2. Enter the amount to tender.
   - If the gift certificate value is less than the total due, return to the tender selection screen to select another tender.
   - If the gift certificate is worth more than the amount of the purchase, a store credit, gift card, cash, or other tender is issued as change for the remaining balance, depending upon your store's policy.

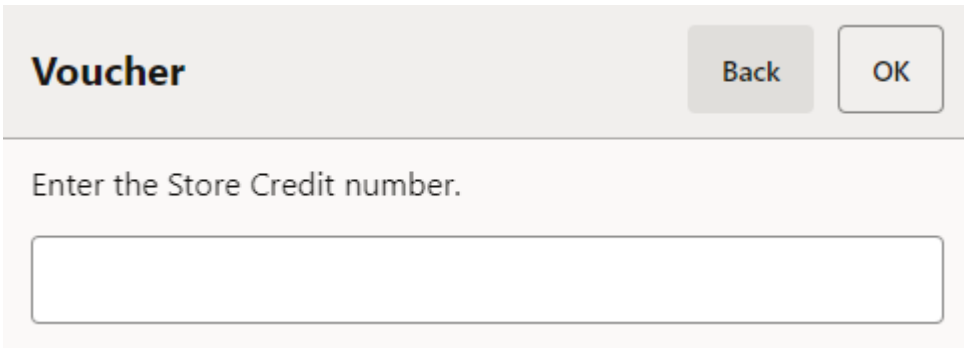
The transaction is complete. Return to the Main Menu.

Redeem Store Credit

To tender a transaction by redeeming store credit:

1. Select **Redeem Store Credit** from the list of Sale tenders. See Figure 6-4.

Figure 6-24 Store Credit



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2. Scan the store credit receipt or enter store credit number.
3. Select **OK**.
4. Select the method for providing the receipt.
   - Click **Email** to email the receipt and, if necessary, also provide a printed copy.
   - Click **Print Only** to provide only a printed copy.
5. If you selected an email receipt, enter the customer's email address.

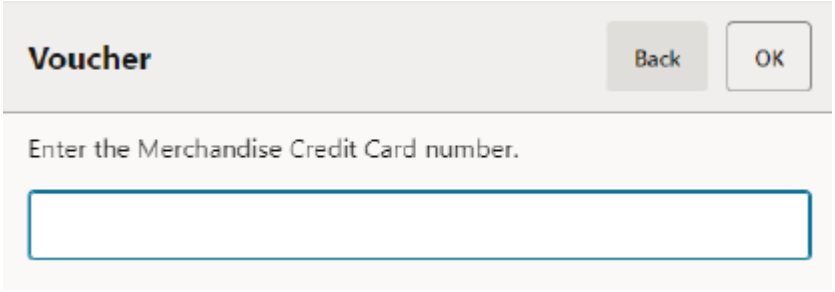
The transaction is complete. Return to the Main Menu.

Redeem Merchandise Credit Card

To redeem a merchandise credit card:

1. Select **Redeem Merch Credit Card** in the menu of tenders.

Figure 6-25 Merchandise Credit Card Tender



2. Enter the merchandise credit card number:
   - Scan the merchandise credit card or,
   - Enter the merchandise credit card number.
3. If prompted, select **Yes** to complete the transaction.

Traveler's Check

A traveler's check is a type of tender that is issued to an individual by a financial institution and can be exchanged for merchandise. Traveler's checks are issued in set denominations.

1. Select **Traveler's Check** in the menu of tenders.

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Figure 6-26 Traveler Check Tender



2. Enter the traveler's check amount and select **OK**.

> **Note**
>
> Traveler's checks are issued in specific and pre-determined denominations. The system displays a message if you enter an invalid amount for this tender type.

- If the traveler's check value is less than the total due, return to the tender selection screen.
- If the traveler's check is worth more than the amount of the purchase, a store credit, gift card, cash, or other tender is issued as change for the remaining balance, depending upon your store's policy.

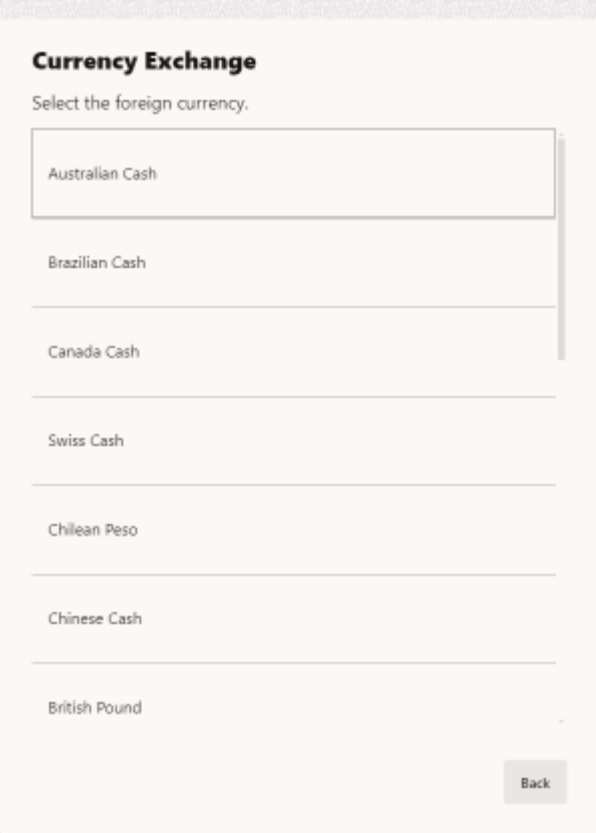
Foreign Currency

When sales are tendered in a foreign currency, the amount entered is automatically converted to your local currency. Any change due to the customer displays in local currency. This is known as Dynamic Currency Conversion (DCC).

1. Select **Foreign Currency** in the menu of tenders. Xstore POS prompts for the type of foreign currency.

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Figure 6-27 Foreign Currency Tender



2. Select the foreign currency.
3. Enter the currency amount or use one of the Quick Cash buttons. The foreign currency amount is converted to local currency for display in the View Port.
4. If prompted, select **Yes** to complete the transaction.
5. If prompted, scan the cash drawer you are using. The cash drawer opens. If configured, a prompt displays reminding you to close the cash drawer.
6. Close the cash drawer. After the cash drawer has been closed, the sale receipt prints, and the system is ready for the next transaction.

House Account

To tender a transaction with a house account:

1. Select **House Account** in the menu of tenders.
   - If there is no customer assigned to the transaction, you are prompted to add one. Click **Yes** if prompted.
   - If the customer does not have an active house account set up, this tender will not be available.
   - If a house account payment is part of the sales transaction, the House Account tender option will not be available.
   - If the customer's house account has been closed, this tender is not available.
   - If the customer's house account is on hold, this tender is not available.

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Xstore POS displays a list of authorized buyers associated with this house account.

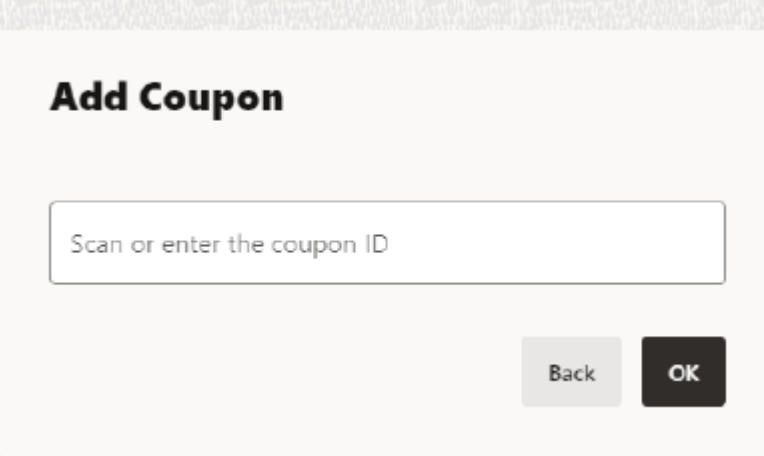
2. Select the authorized buyer from the list.
3. If necessary, change the amount to tender on the house account.
4. If the amount to tender exceeds the account limit:
   - If the amount is within the override limit, Xstore POS opens a prompt. Click **Yes** to use the house account tender and continue the transaction.
   - If the amount exceeds the account limit and is greater than the override limit, the transaction cannot be tendered for the full amount using the house account. Click **OK** to close the prompt and change the amount to apply to the house account.
5. If prompted, ask the customer to sign on the PIN pad device.
6. Verify the customer's signature.
7. If prompted, select **Yes** to complete the transaction.

Coupon

To redeem a coupon tender:

1. Select **Coupon** in the menu of tenders.
2. Enter the coupon ID:

Figure 6-28 Scan Coupon ID



   - Scan the serial number or,
   - Enter the serial number.
3. Depending upon the coupon type, you may be prompted to enter the coupon value. If prompted, enter the coupon amount.

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Figure 6-29 Coupon Amount



4. Xstore POS applies the coupon to the transaction:
   - If the coupon is worth more than the amount of the purchase, a store credit, gift card, cash, or other tender is issued as change for the remaining balance, depending upon your store's policy.
   - If the coupon does not cover the entire amount of the purchase, the screen automatically returns to the tender selection screen.
5. If prompted, select **Yes** to complete the transaction.

Room Charge Tender

A room charge is a tender type used in hotels. Select the Room Charge tender option in a sale transaction to apply the total of the transaction to the guest's room bill.

1. Select **Room Charge** in the menu of tenders. A Guest Lookup form opens.
2. Enter lookup information in any one of the fields:
   - **Room #**: Guest room number
   - **Guest Name**: Full name of the guest.
   - **Guest #**: ID number for the guest.
3. Select **Process**. Xstore POS displays a list of customers matching the search information.
4. Select the guest's name in the list.
5. If necessary, change the amount to the charged to the guest's room bill.
6. If prompted, ask the guest to sign for the room charge and complete the sale transaction.

   The receipt will indicate that the purchase was charged to the guest's room bill and shows the amount tendered.

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Customer Not Present Payments

Customer/Card not present (CNP) payments allows for customers to make card payments over the phone, which can be useful for accepting telephone orders at the store. Three different methods can be available, if configured:

- Credit/Debit Card Not Present
  - Customer speaks their card details over the phone to the cashier
  - Cashier manually keys the card details into the payment terminal
- Saved Payment Cards
  - If customer has payment card details saved against their customer account, then these payment cards can be used
  - The customer must be attached to the transaction for this payment method to be available
  - The customer must have selected to **Save Payment Cards for future use** in Customer Maintenance
  - The payment provider must be configured to return **Card Tokens** to Xstore, when the customer makes card payments, and these card tokens have been saved against the customer account in Xstore
  - This method is faster, more secure and less error prone than the first method above
- Pay By Link (Customer Not Present)
  - Customer is emailed a PBL link, which they click and complete the payment on the Payment Providers secure web checkout page
  - The customer can select any payment method offered by the payment provider, and could include Digital Wallets, Gift Cards, BuyNowPayLater, On-line banking, as well as the traditional Credit/Debit cards
  - The payment provider sends a notification to Xcenter with details of the payment made by the customer
  - Xstore periodically collects these payment details from Xcenter, and updates the payment details against the customer's order/account
  - Note that this payment method could complete minutes, hours or even days later, and is currently only available in Send Sale Transactions and Local Inventory Orders. The transactions tendered with PBL that are awaiting payment or are automatically voided due to the PBL expiring, are listed in the Messages Tab on the home screen.
  - Again, this method is more secure than the first method above, and also provides a large number of payment options for the customer

The tenders may be held within a Customer and Card Not Present sub-menu of tenders or may alternatively be in the top-level tenders menu.

Credit/Debit Card Not Present

1. Select **Credit/Debit Card Not Present** tender. Select a payment terminal to use, if required.
2. Select a reason for using this tender.
3. Confirm the tender amount. Default value is the total for the transaction.

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4. Enter the card data requested into the payment terminal. Firstly, the primary account number, and then the card expiry date, and finally, the CVV.
5. Confirm the purchase amount and the card payment is authorized (or declined) by the payment terminal.

Saved Payment Cards

1. Select **Saved Payment Cards** tender.
2. Confirm the payment card that the customer wishes to use.
   a. The cashier should ask the customer for the **Card Type** and last four digits.
   b. Only the **Card Type** and last four digits of the card number will be displayed, and if a matching saved payment card is found, then the cashier should select this card.
3. Select a reason for using this tender.
4. Enter the tender amount. Default value is the total for the transaction.
5. Xstore sends the request to pay by the selected cards **Card Token** to EFTLink.
6. The payment terminal authorizes (or declines) the payment.

Pay By Link (Customer Not Present)

Only available in Send Sale Transactions and Local Inventory Orders. This tender type allows for customers not physically in the store that would like to purchase items, pay for them in full without giving their card details over the phone, and either pick up (Local Inventory Orders) the items or have them shipped (Send Sales).

1. Select **Pay By Link (Customer Not Present)** tender.
2. Select a reason for using this tender.
3. Confirm the tender amount. Default value is the total for the transaction and this value cannot be changed, since split tendering cannot be performed when using Pay By Link (Customer Not Present).
4. Xstore sends a message to EFTLink to request a PBL link (url) from the Payment Provider. A PBL link is returned to Xstore.
5. Xstore sends an email to the customer, containing the order details and amount, plus the PBL link for making the payment. Also included is the expiry date/time of the link, after which the customer can no longer make the payment.
6. Xstore completes the PBL payment and sets the status of the order/account to **Awaiting Payment**.
7. The customer clicks the link in the email and completes the payment at their leisure, on the payment providers secure checkout webpage, using their selected payment method.

   The transaction cannot be processed (send sale can't be shipped and local inventory order can't be picked/reserved) until the payment has been made by the customer using PBL. The customer is given a set amount of time to make the payment and if the payment is not made before the expiration date, Xstore is informed, and the transaction is automatically voided.

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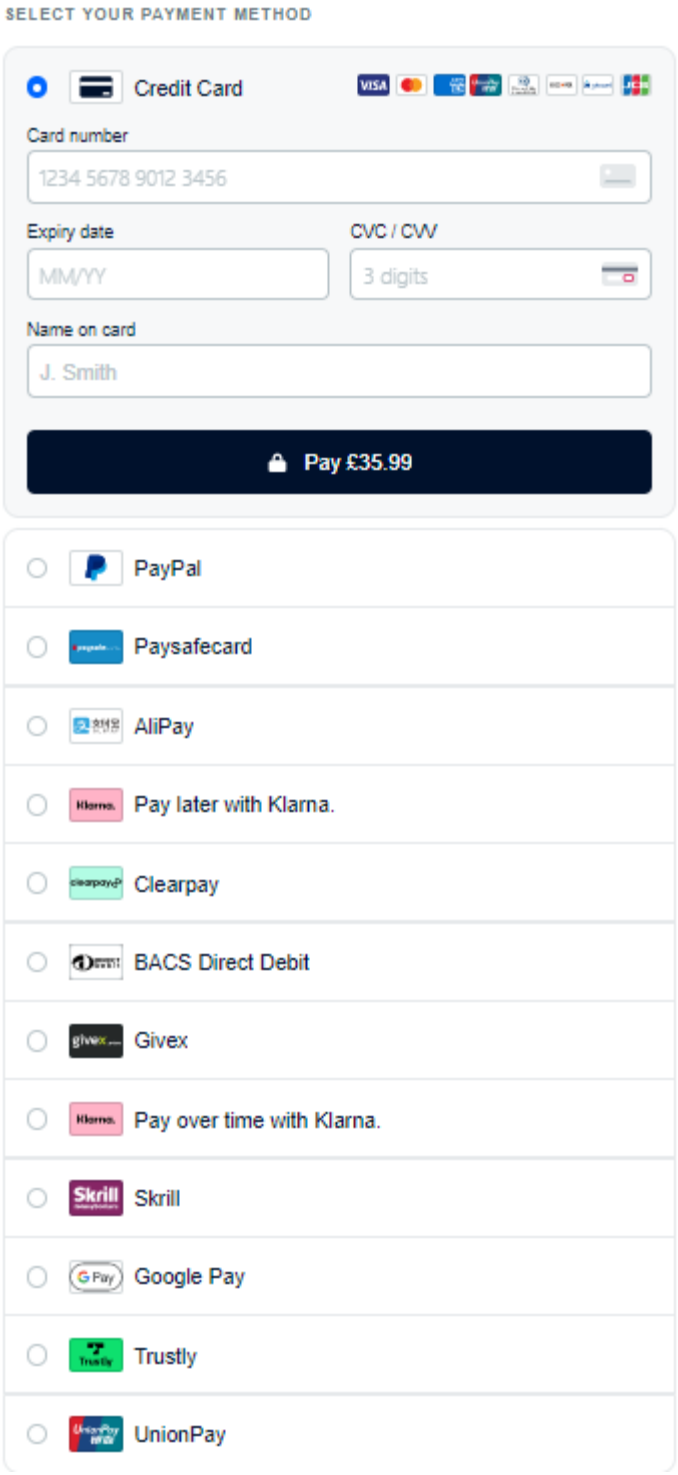
> **Note**
>
> Please be aware that the void process is not supported in fiscal countries.

The **Awaiting Payment** status is used when the transaction has not yet been paid for by the customer. A send sale in this status will not be available for creating the shipping documents for shipping and the local inventory order cannot be picked/reserved in this status.

Voided and Awaiting Payment notifications can be found in the Messages Tab on the home screen in Xstore.

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Figure 6-30 Payment Methods



8. Xstore periodically retrieves completed PBL payments from Xcenter and sets the order/account to be completed.

- It's also possible for PayByLink to be configured to execute on the payment terminal, for customer present payments
- This tender is called Pay By Link

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- The customer is in the store and requests to pay using an on-line payment method (that is accepted using the PayByLink on the payment terminal)
- Note that whilst this can provide some additional payment methods for the customer to use, there are some limitations with this form of PayByLink
  - The available payment methods are likely to be a lot less than for the PBL (Customer Not Present)
  - It will likely increase the time at the checkout
  - It will not be available if the customer does not have an internet connection on their mobile phone
  - It does not support tipping and currency conversion

Pay By Link (Customer Present)

1. Select **Pay By Link** tender.
2. Confirm the tender amount. Default value is the total for the transaction.
3. Payment terminal displays QR code representing the PBL link.
4. Customer scans the QR code with their mobile phone, which takes the customer to the payment providers secure checkout webpage.
5. Customer completes payment using their preferred payment method.
6. On completion of payment, the payment terminal shows Approved (or Declined), and Xstore completes the tender.

Tender Authorization

If an attempt to authorize a tender fails, perform one of the following procedures to continue with the same tender:

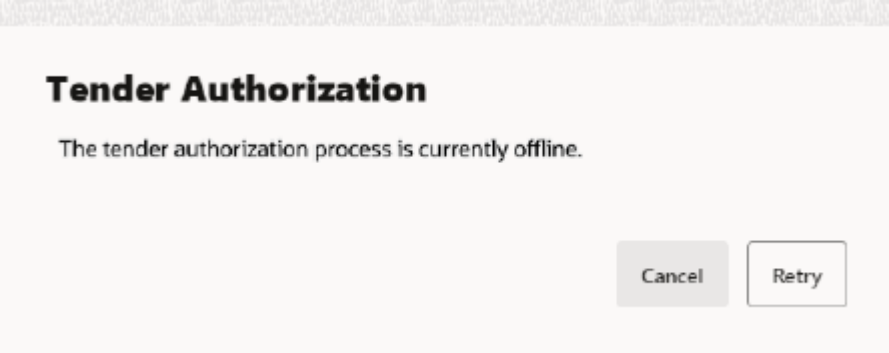
Retry Authorization

To attempt the authorization again:

Troubleshoot the connection to the authorizer.

- Check the network connection for the Xstore POS server.
- Check whether the Xstore POS server can connect to the internet.

Figure 6-31 Tender Authorization Offline Prompt



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1. Select **Retry**.

If the retry is successful, continue the transaction.

If the retry fails, either perform another retry, or continue with Manual Authorization.

Manual Authorization

It's possible that the Payment Terminal will sometimes request a "manual authorization" from the cashier on the POS.

> **Note**
>
> Call the appropriate authorization provider to manually authorize a tender. Xstore POS does not provide manual authorization numbers.

To enter manual authorization information:

1. Select the **Manual** button.
2. Enter the authorization number.
3. Select **OK**.

Continue the transaction.

Return Tenders

To select a return tender for a refund transaction:

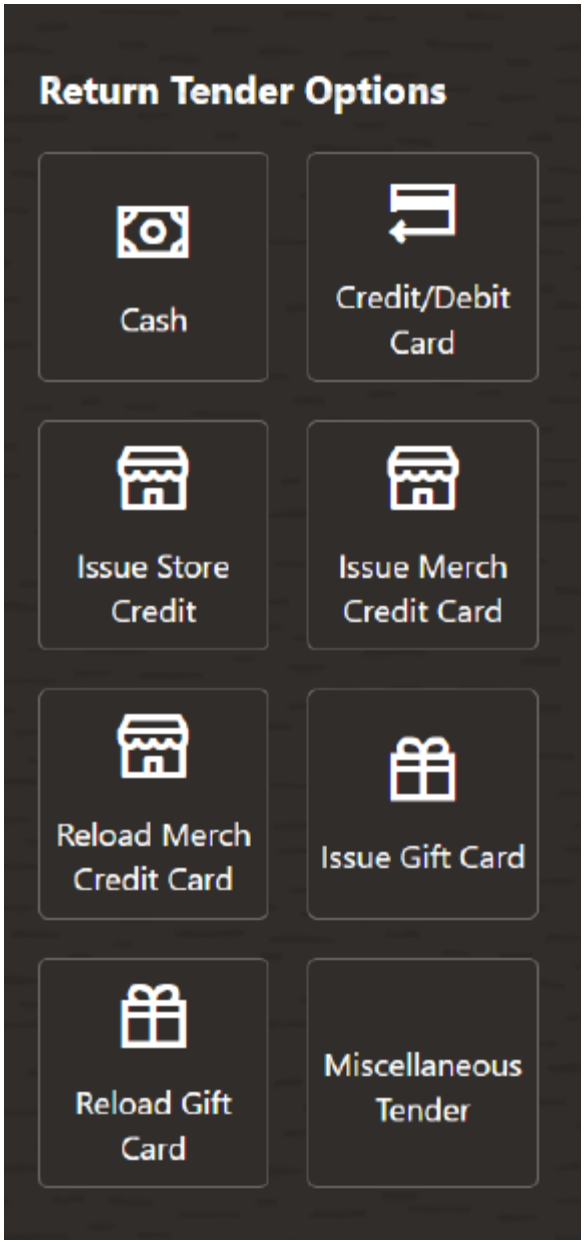
1. Click **Add Tenders** when you are ready to complete the transaction.

   Xstore POS displays a list of return tender types. The list of return tenders available for issuing refunds will be determined by type of return (verified or unverified / blind return) and the Xstore configurations for return tenders.

   Over tendering a refund is not allowed.

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Figure 6-32 Return Tender Options



Examples of return tender types:

- Cash
- Credit/Debit Card
- Digital Wallet
- Gift Card
- Gift Certificate
- Store Credit
- Merchandise Credit Card
- House Account

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- Room Charge
- Customer Not Present

2. To tender a refund, select the tender required.

Cash

To tender a return transaction in cash:

1. Select **Cash** in the menu of tenders.
2. Enter the amount of cash to be returned to the customer and click **OK**:

Figure 6-33 Cash Return



3. If prompted to complete the transaction:
   - Click **Yes** to complete the transaction.

     The transaction completion process begins.
   - Click **No** to return to the tender selection screen. See Selecting Tenders.
4. If prompted, scan the cash drawer you are using.

   The cash drawer opens. If configured, a prompt displays reminding you to close the cash drawer.
5. Take the cash from the cash drawer and return it to the customer.
6. Close the cash drawer.

   After the cash drawer has been closed, the sale receipt prints, and the system is ready for the next transaction.

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Credit/Debit Card

The procedure for tendering a return on a credit/debit card will change depending upon whether the card is selected from the Selecting Tenders list, or if it is automatically selected by a verified return:

- Select from the List of Tenders
- Automatically Selected Credit Card

Select from the List of Tenders

To tender a return with a Credit Card selected from the Selecting Tenders list:

1. Select **Credit/Debit** in the menu of tenders. See Selecting Tenders.
2. Confirm the amount to be refunded (usually the full transaction amount) or key a different amount.

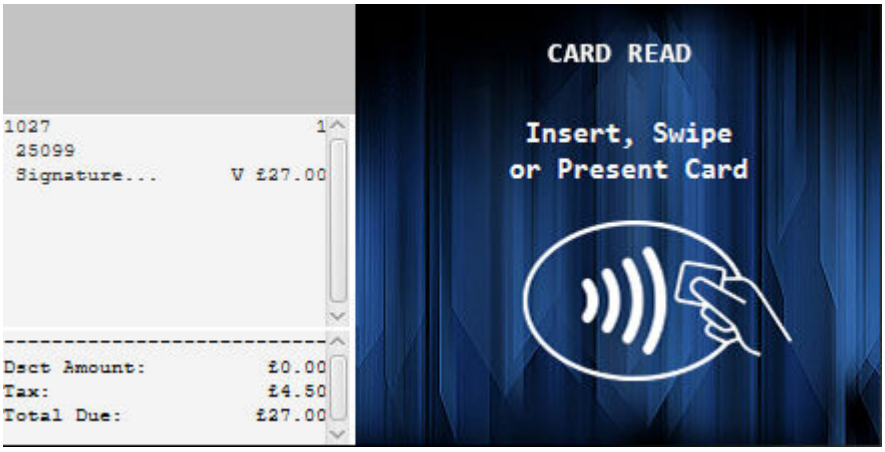
Figure 6-34 Credit Return



3. The tender amount is displayed onto the Payment Terminal.

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Figure 6-35 Payment Terminal



4. The customer will present the payment card using the desired method.
5. It's possible that the Payment Terminal will sometimes request a "manual authorization" from the cashier on the POS.
   - Call the authorizing agent to request and receive an authorization code.
   - Enter the authorization code.
   - Click **OK**.

     The Manual Authorization code is transmitted to the Payment Terminal for approval.
6. The customer may be prompted by the Payment Terminal to authenticate the card payment:
   - If necessary, wait for the customer to enter their PIN.
   - If necessary, wait for the customer to sign the signature capture device.
   - If necessary, verify the customer signature.
7. If necessary, ask the customer to sign the receipt.
8. The Payment Terminal either Approves or Rejects the refund.
9. If there is still an outstanding balance to refund, then the **Return Tender Options** screen is re-displayed for the cashier to select another tender.
10. The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.
11. The cashier can select to email or to print the receipts as the Xstore configuration dictates.

    Xstore completes the transaction.

Automatically Selected Credit Card

Automatically displays the credit card information for the original transaction when you tender a verified return. To tender the return:

1. Select the return tender:
   - Click **OK** to apply the tender to the card used in the original transaction. This is called a tokenized refund and uses the saved transaction token on Xstore from the original card payment, and thus the customer does not need to re-present the card. Continue with Step 2.

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- If the original card is not suitable to be used, for example it has expired, or a different card or tender is required, click **Back** to change tenders. Continue with Selecting Tenders.

2. Confirm the amount to be refunded or key a different amount (cannot refund a higher amount that was originally tendered on this card).
3. If necessary, ask the customer to sign the receipt.
4. The Payment Terminal either Approves or Rejects the refund for the verified refund.
5. If there is still an outstanding balance to be refunded, then the **Return Tender Options** screen is re-displayed for the cashier to select another tender.
6. The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.
7. The cashier can select to email or to print the receipts as the Xstore configuration dictates.

   Xstore completes the transaction.

Digital Wallet

The procedure for tendering a return on an Digital Wallet tender is like that with a Credit / Debit card, that was used as payment on the original sale transaction. It is not possible to perform a blind return to an Digital Wallet tender, it can only be selected from the original tenders on a verified return.

Automatically Selected Digital Wallet Tender

Xstore automatically displays the Digital Wallet information for the original transaction when you tender a verified return. To tender the return:

1. Select the return tender:
   - Click **OK** to apply the tender to the Digital Wallet used in the original transaction. This is called a tokenized refund and uses the saved transaction token on Xstore from the original Digital Wallet payment, in order to refund to the original Digital Wallet account. Continue with Step 2.
   - If the original Digital Wallet is not suitable to be used, for example it has expired, or a different tender is required, click **Back** to change tenders. Continue with Selecting Tenders.
2. Confirm the amount to be refunded or key a different amount (cannot refund a higher amount that was originally tendered on this card).
3. If necessary, ask the customer to sign the receipt.
4. The Payment Terminal either Approves or Rejects the refund for the verified refund.
5. If there is still an outstanding balance to be refunded, then the **Return Tender Options** screen is re-displayed for the cashier to select another tender.
6. The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.
7. The cashier can select to email or to print the receipts as the Xstore configuration dictates.

   Xstore completes the transaction.

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Gift Card

To issue or reload a gift card:

1. Select **Issue Gift Card** or **Reload Gift Card** in the menu of tenders. See Selecting Tenders.

> **Note**
>
> Select the **Issue Gift Card** option to issue a new gift card. Select the **Reload to Gift Card** option to put the refund value onto the customer's current gift card.

2. Enter the gift card number:
   - Scan the gift card.
   - Enter the gift card number.
3. If necessary, change the amount to refund.

Figure 6-36 Return Gift Card Amount



4. If prompted to complete the transaction:
   - Select **Yes** to complete the transaction.

     The transaction completion process begins.
   - Select **No** to return to the tender selection screen. See Selecting Tenders.

Gift Certificate

To issue a gift certificate:

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1. Select **Gift Certificate** in the menu of tenders. See Selecting Tenders.
2. Enter the gift certificate amount.
3. If necessary, change the amount to refund.
4. If prompted to complete the transaction:
   - Click **Yes** to complete the transaction.

     The transaction completion process begins.
   - Click **No** to return to the tender selection screen. See Selecting Tenders.

Store Credit

To issue store credit:

1. Select **Issue Store Credit** in the menu of tenders. See Selecting Tenders.
2. If necessary, change the amount of store credit to issue.

Figure 6-37 Return Store Credit Prompt



> **Note**
>
> If the total return amount is greater than the maximum allowed value of store credit to issue, will show the maximum allowed value of store credit.

3. Click **OK** if prompted sign the store credit voucher.
4. If prompted to complete the transaction:
   - Click **Yes** to complete the transaction.

     The transaction completion process begins.

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- Click **No** to return to the tender selection screen. See Selecting Tenders.

5. If necessary, sign the store credit voucher.
6. Give the customer the store credit voucher along with the receipt.

Merchandise Credit Card

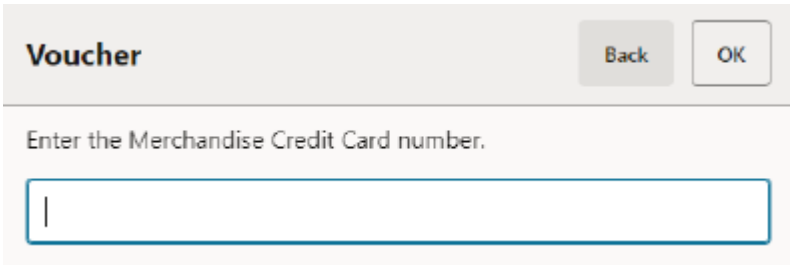
To issue or reload a merchandise credit card:

1. Select **Issue Merch Credit Card** or **Reload Merch Credit Card** in the menu of tenders. See Selecting Tenders.

> **Note**
>
> Select the **Issue Merch Credit Card** option to issue a new merchandise credit card. Select the **Reload Merch Credit Card** option to put the refund value onto the customer's current merchandise credit card.

2. Enter the merchandise credit card number:
   - Scan the merchandise credit card.
   - Enter the merchandise credit card number.

Figure 6-38 Return Merchandise Credit Card Numbers



3. If necessary, change the amount to refund.
4. If prompted to complete the transaction:
   - Click **Yes** to complete the transaction.

     The transaction completion process begins.
   - Click **No** to return to the tender selection screen. See Selecting Tenders.

House Account

To tender a transaction with a house account:

1. Select **House Account** in the menu of tenders. See Selecting Tenders.
   - If there is no customer assigned to the transaction, you are prompted to add one. Click **Yes** if prompted.
   - If the customer does not have an active house account set up, this tender will not be available.
   - If a house account payment is part of the sales transaction, the House Account tender option will not be available.

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- If the customer's house account has been closed, this tender is not available.
- If the customer's house account is on hold, this tender is not available.

A list of authorized buyers associated with this house account is displayed.

2. Select the authorized buyer from the list:
   - Click the buyer.
3. If necessary, change the amount to return on the house account.
4. If the amount to tender exceeds the account limit:
   - If the amount is within the override limit, opens a prompt:
     - Click **Yes** to use the house account tender and continue the transaction.
     - Click **No** to either use a different tender or apply a smaller amount to the house account and use a different tender for the remainder.
   - If the amount exceeds the account limit and is greater than the override limit, the transaction cannot be tendered for the full amount using the house account.

     Click **OK** to close the prompt and change the amount to apply to the house account.
5. If prompted, ask the customer to sign on the PIN pad device.
6. Verify the customer's signature.
7. If prompted to complete the transaction:
   - Click **Yes** to complete the transaction.

     The transaction completion process begins.
   - Click **No** to return to the tender selection screen. See Selecting Tenders.
8. If prompted, ask the customer to sign the receipt.

Room Charge

A room charge is a tender type used in hotels. Select the **Room Charge** tender option to remove the total of the transaction from the guest's room bill.

1. Select **Room Charge** in the menu of tenders. See Selecting Tenders.

   A Guest Lookup form opens.
2. Enter lookup information in any one of the fields:

   > **Note**
   >
   > Any additional information you enter into another field is ignored.

   - **Room #:** Guest room number.
   - **Guest Name:** Full name of the guest.
   - **Guest #:** ID number for the guest.
3. Click **Process**.

   displays a list of customers matching the search information.
4. Select the guest's name in the list:

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- Click the customer.

5. If necessary, change the amount to the charged to the guest's room bill.
6. If prompted to complete the transaction:
   - Click **Yes** to complete the transaction.

     The transaction completion process begins.
   - Click **No** to return to the tender selection screen. See Selecting Tenders.
7. When prompted, ask the customer to sign the receipt for the room charge.

Customer Not Present

There are times when customers require a refund but are not present in the store and are likely to be on the phone with the cashier arranging the return/refund.

This can occur in several scenarios, such as:

- The customer has received damaged, faulty or missing goods and wants to receive a refund over the phone to their Credit/Debit card, without having to visit the store
- If part of a customer’s order that's has been paid for in full, was due to be received into store for a customer pickup, but either never arrived in store, or perhaps was taking too long, and the customer decided to cancel the item(s)

The refund to a Credit/Debit card may then be required, if for example:

- The verified refund to the original payment card used on the sale, is failing for some reason, such as the payment card having expired, or the time duration since the payment is longer than that accepted by the payment provider
- The original sale perhaps did not use a Credit/Debit card, but another form of payment such as cash, check or Gift Card

Credit/Debit (Card Not Present)

1. Select **Credit/Debit (Card Not Present)** in the menu of tenders.
2. Select a reason as to why the customer is not present.
3. Confirm the amount to be refunded (usually the full transaction amount) or key a different amount.
4. Xstore sends a card refund request to EFTLink, indicating that the cardholder is not present.
5. The tender amount is displayed onto the Payment Terminal.
6. The payment terminal prompts the cashier to key the required data such as Card Number, Expiry Date and CVV on the payment terminals keypad.
   a. Note that the required data could be different dependent on the payment provider and the region / country
7. Request the required data from the customer over the phone.
8. Key the requested data into the payment terminal.

   The Payment Terminal either Approves or Rejects the refund.

   The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.

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The cashier can select to email or to print the receipts as the Xstore configuration dictates.

Xstore completes the transaction.

Saved Payment Card

- If customer has payment card details saved against their customer account, then these payment cards can be used
- The customer must be attached to the transaction for this refund payment method to be available
- This method is quicker and more secure than the previous method

1. Select **Saved Payment Card** in the menu of tenders.

   Note that this tender may require supervisor security privilege.

2. Xstore displays a list of **Saved Payment Cards** and cashier asks customer if they want the refund to one of these cards.

   Only the Card Type and last four digits of the card number will be displayed.

3. Select the required **Saved Payment Card** from the list displayed.
4. Select a reason as to why the customer is not present.
5. Confirm the amount to be refunded (usually the full transaction amount) or key a different amount.
6. Xstore sends a card refund request to EFTLink, indicating the Card Token of the selected saved payment card.
7. The Payment Terminal either Approves or Rejects the refund.

   The **Sale Complete** prompt is displayed, and the cashier is prompted to select a receipt method.

   The cashier can select to email or to print the receipts as the Xstore configuration dictates.

   Xstore completes the transaction.

Splitting Tenders

A customer may use multiple tenders when paying for an item. To use multiple tenders:

1. Select a method of payment. See Selecting Tenders.
2. Enter the amount to apply to the tender.
3. Follow all prompts for the tender.
4. Repeat Steps 1 to 3 for each tender to apply to the transaction.

> **Note**
>
> The tender list will continue to display if there is an outstanding balance. You may select as many tender types as necessary to satisfy the balance.

Each tender is listed in its own line.

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Figure 6-39 Split Tenders



Void a Tender

To void a tender:

1. Select the tender line of the currency to void. The **Return Tender Options** display.

Figure 6-40 Return Tender Options



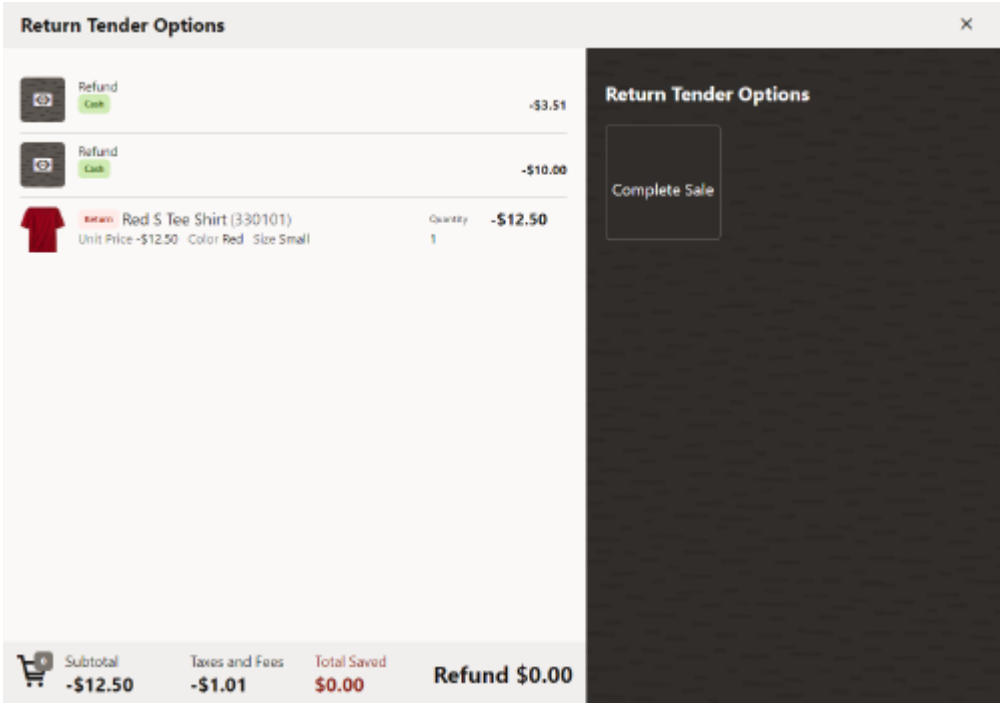
2. Click **Void Tender**.

   The tender is removed from the transaction. Continue to select tenders until the balance is zero.

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3. When balance is zero, click **Complete Sale**.

Figure 6-41 Complete Sale



The receipt method prompt is displayed.

> **Note**
>
> Your system may print receipts without prompting you to confirm that the sale is complete. In that case, the system prints receipts as soon as the total of all tenders selected equals or exceeds the amount due.

Change Tender Amount

To change a tender amount:

1. Select the tender line of the currency to change. The **Return Tender Options** display.

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Figure 6-42 Return Tender Options



2. Click **Change Tender Amount**.
3. prompts for the new tender amount. Enter the new amount to apply to the tender.

Figure 6-43 Change Tender Amount

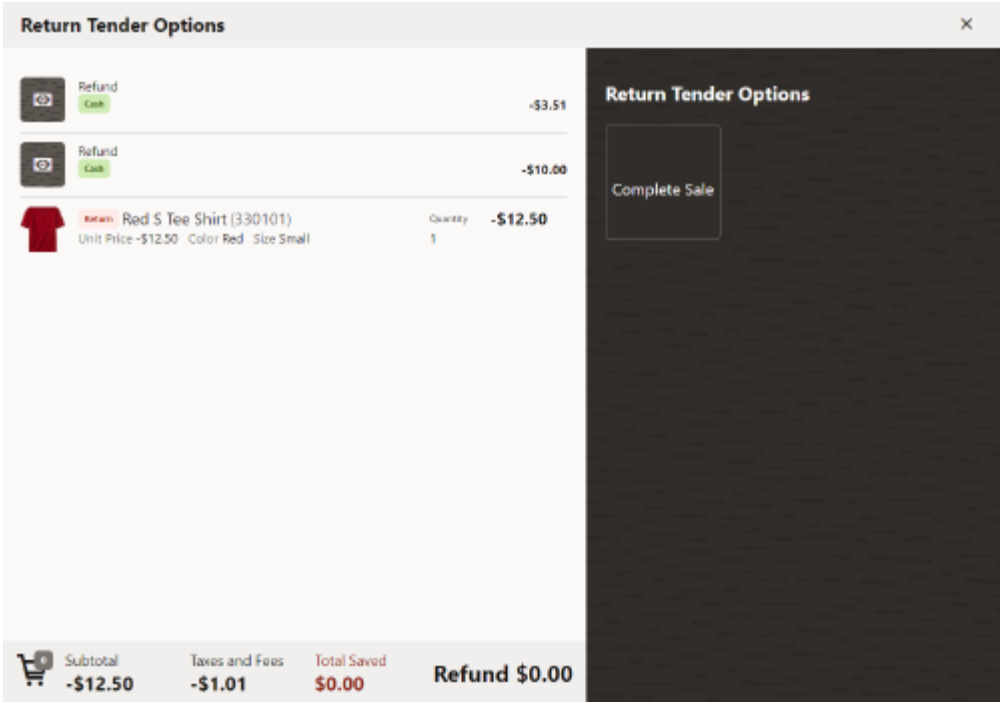


4. Click **OK**.

   Continue to select tenders until the balance is zero.
5. When balance is zero, click **Complete Sale**.

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Figure 6-44 Complete Sale



The receipt method prompt is displayed.

> **Note**
>
> Your system may print receipts without prompting you to confirm that the sale is complete. In that case, the system prints receipts as soon as the total of all tenders selected equals or exceeds the amount due.

Currency Rounding

Currency rounding refers to the process of rounding the cost of a purchase (which is to be paid for in cash) to the nearest multiple of the smallest denomination of currency.

Low denomination coins in some currencies were removed from circulation and are no longer available. Because it may not be possible to make exact change for a cash purchase, amounts must be rounded to the lowest available denomination of coinage. For these currencies, automatically applies rounding rules that enforce the minimum denomination value that can be accepted or refunded.

For example, in Australia, the 5-cent coin is the smallest-valued denomination currently in circulation. Because of this, all transaction amounts using Australian currency must be multiples of 5 cents.

When currency rounding is in use, a Cash Total is displayed below the transaction Subtotal. The Cash Total is rounded to the nearest multiple of the Minimum Cash Denomination Value for the currency.

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For example, a tender with a Minimum Cash Denomination Value of 5 cents ($0.05) results in the following totals in a sale transaction:

- If the Transaction Total=$161.44, then the Cash Total is $161.45 (rounded up).
- If the Transaction Total=$236.51, then the Cash Total is $236.50 (rounded down).

If your system is configured to default to the Amount Due when prompting for a tender amount, the Cash Total amount appears in the Enter Cash Amount text field, where it may be accepted or edited. However, tenders can only be accepted (and refunded in return transactions) in amounts that are even multiples of its Minimum Cash Denomination Value.

These values are also printed on the receipt.

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7

Searching for Items

During a transaction you may need to search for a particular item.

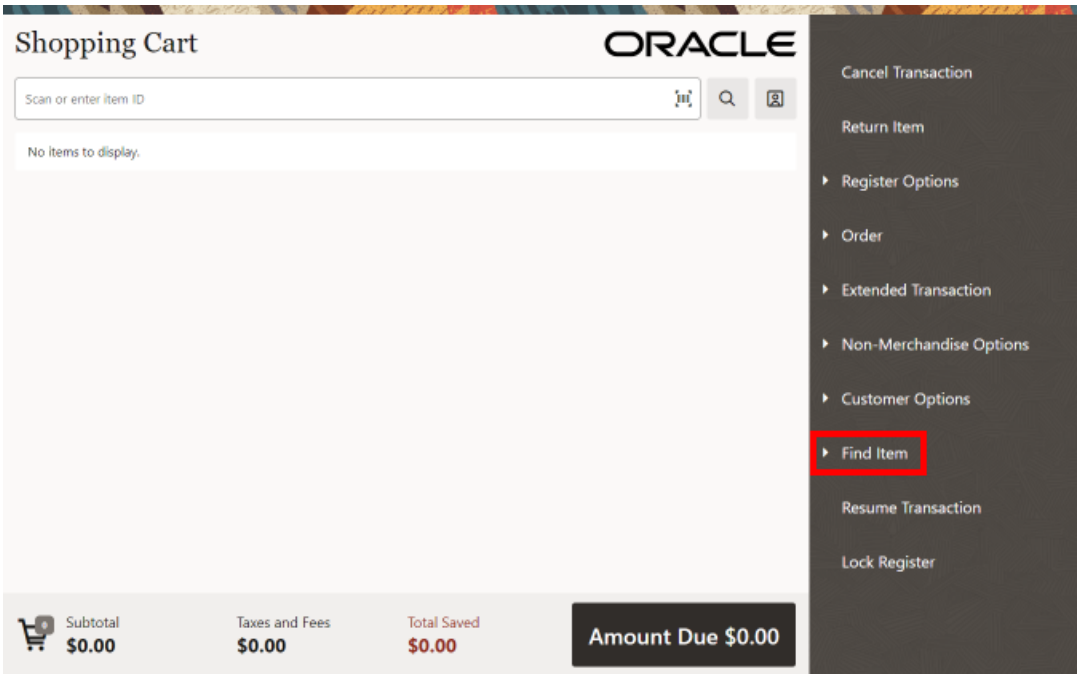
- To search your store inventory, see Searching for Items Using Item Lookup below.
- To search other stores, see Locating Items: Inventory Lookup.
- To print a Rain Check, see Print a Rain Check.

Searching for Items Using Item Lookup

Use the item lookup function to search for an item based on many criteria (SKU, style, department, and so on) and retrieve detailed information about the item. For kits, you can use item lookup to view the component items that make up the kit. If item lookup is initiated from a sale, you can add the item to the sale directly from the lookup screen if all eligibility parameters have been met.

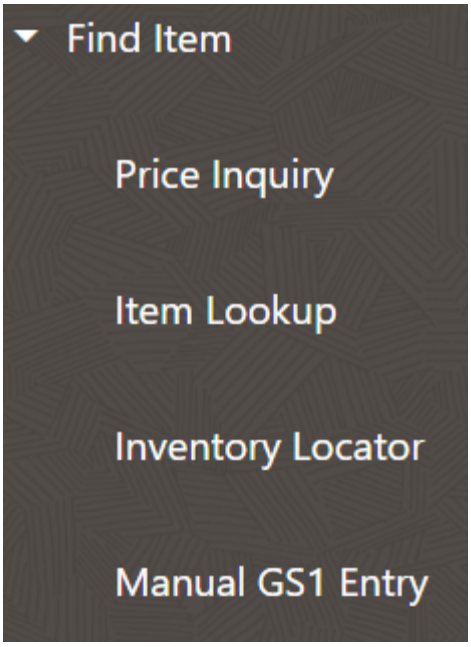
1. Select **Find Item** from the Main Menu:

Figure 7-1 Shopping Cart - Find Item



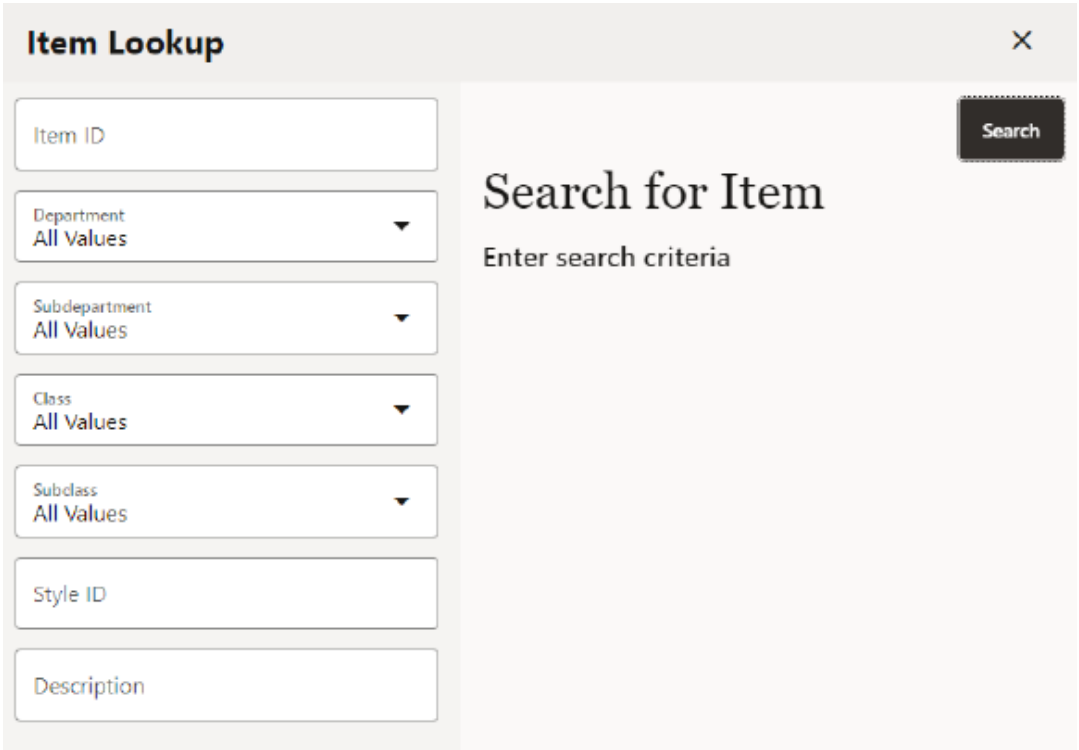
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Figure 7-2 Find Item Menu



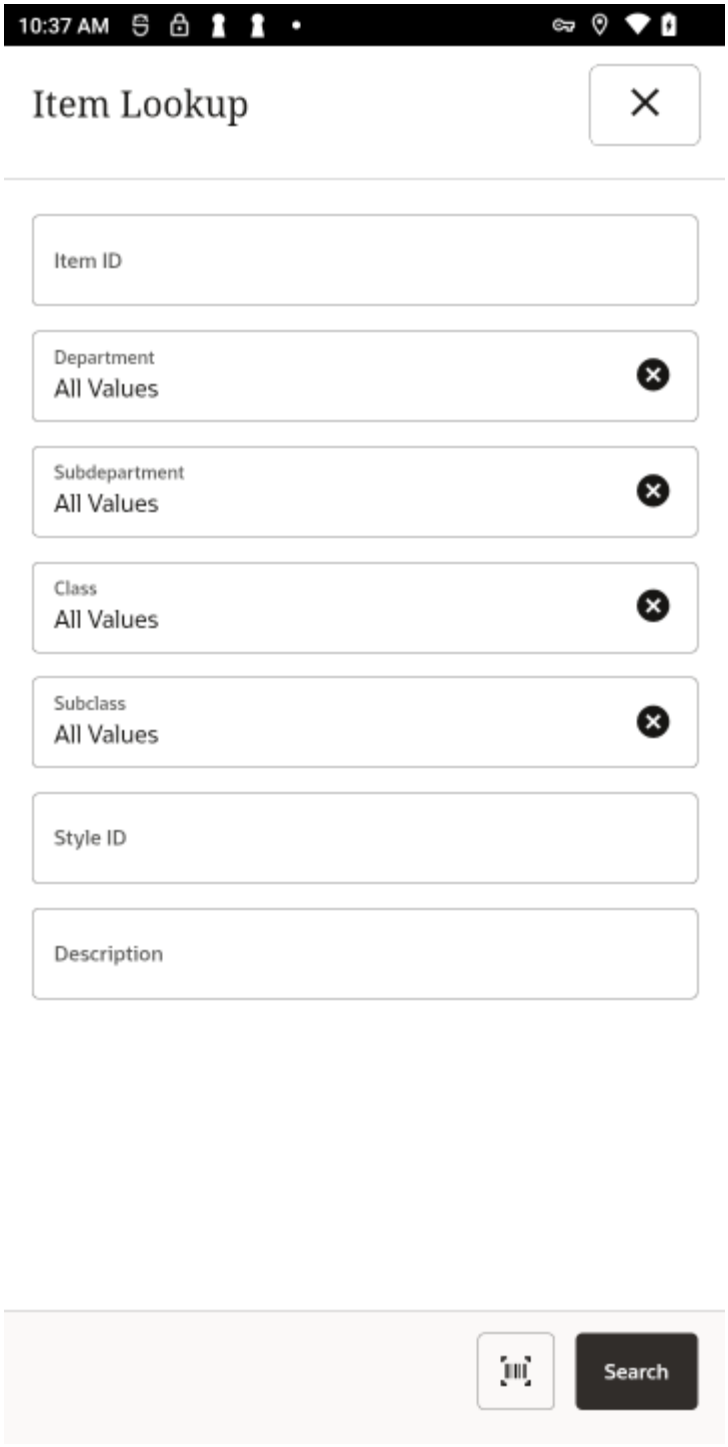
2. Select **Item Lookup** in the Find Item menu.

Figure 7-3 Item Lookup Criteria



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Figure 7-4 Item Lookup Criteria - Handheld



3. Enter the item search criteria:
   - **Item ID:** ID of the item.
   - **Department:** Department to which the item belongs.
   - **Subdepartment:** Subdepartment to which the item belongs.
   - **Class:** Class to which the item belongs.
   - **Subclass:** Subclass to which the item belongs.

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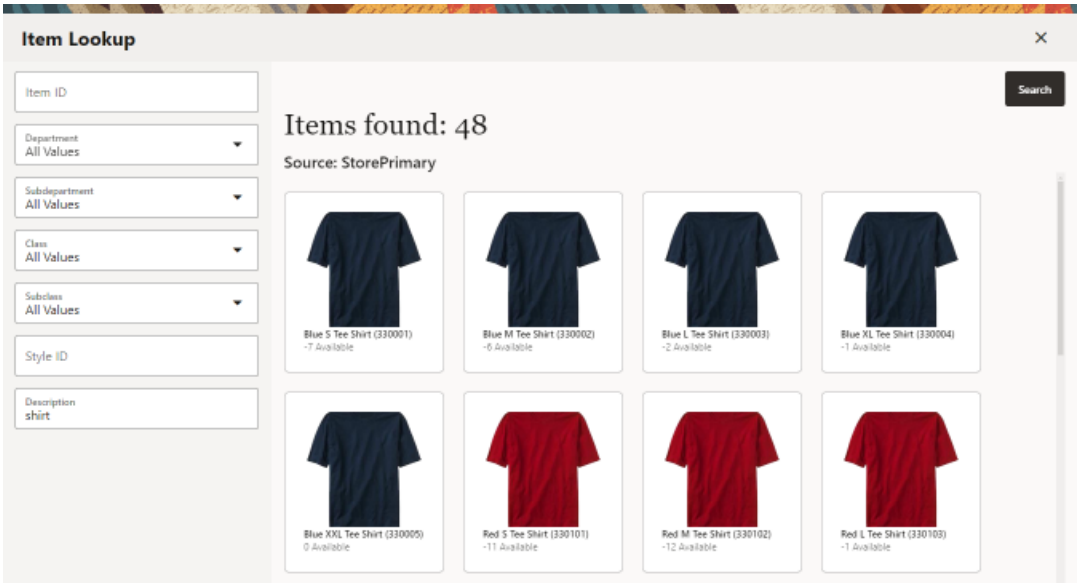
- **Style ID:** ID of the style assigned to the item.
- **Description:** Content in the description of the item.

  If advanced search options are configured on your Xstore POS system, use the advanced options to further refine the search such as specifying season, gender, material, line, and so on:
- Select the value for any search criteria you are using.
- Select **Exclude** for any unused search criteria.

4. After you have entered your search criteria, select **Search** to continue.

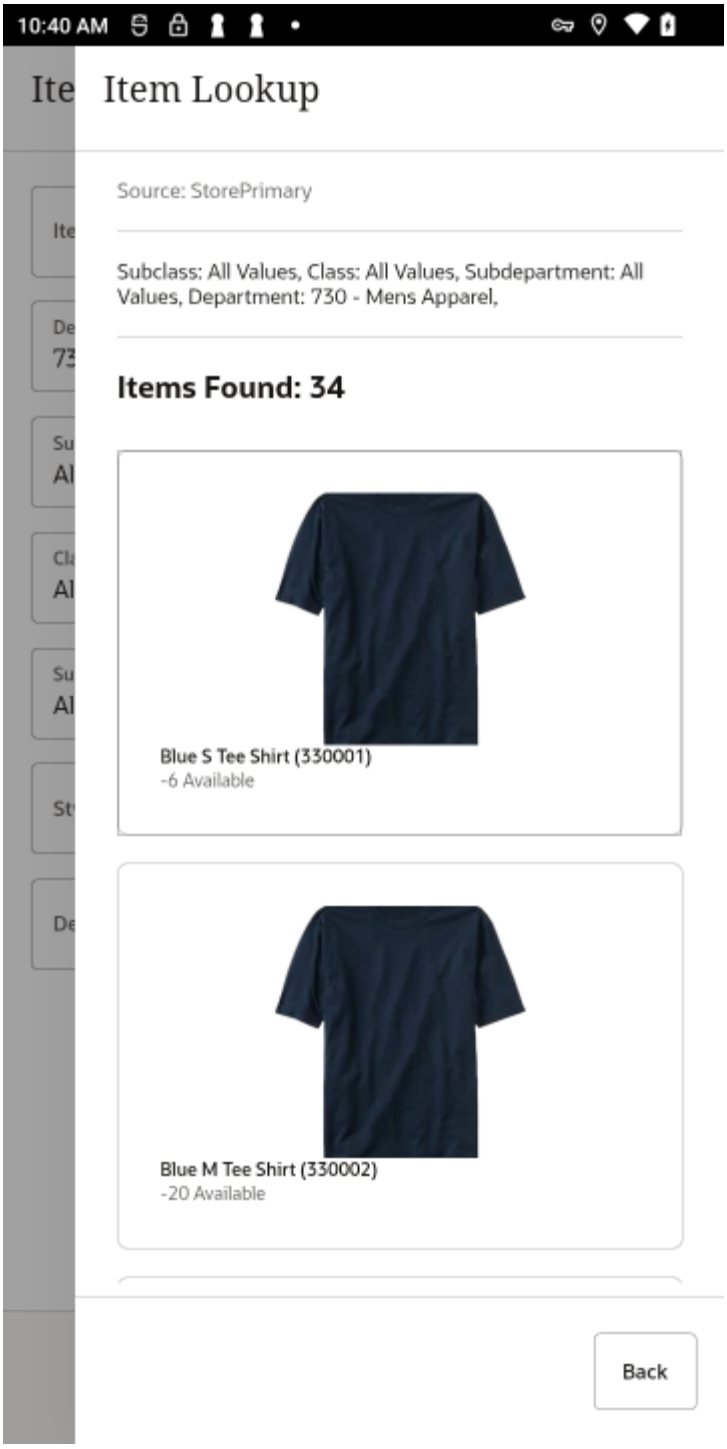
> **Note**
>
> If you enter only a few lookup criteria, the result will be a longer list of items. Entering more criteria narrows the scope of the search and results in fewer items being listed. You do not have to make an entry in every criteria field.

Figure 7-5 Item List



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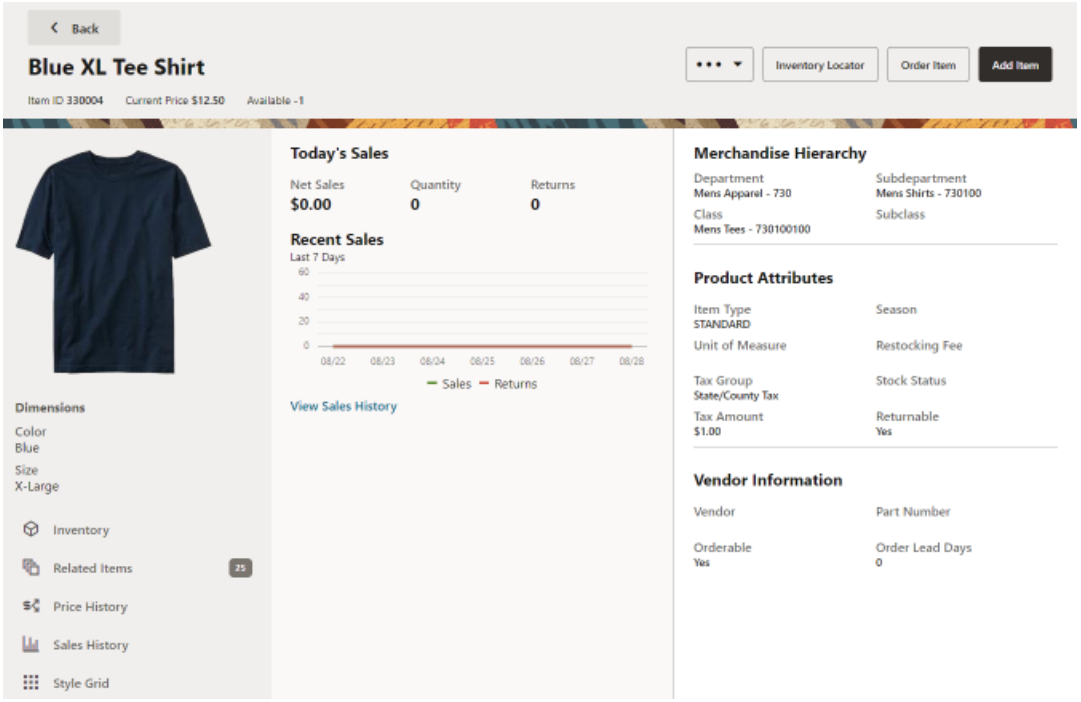
Figure 7-6 Item List - Handheld



5. If several items match the criteria you entered, select an item in the list.
6. Xstore POS displays detailed information about the selected item in the Item Viewer.

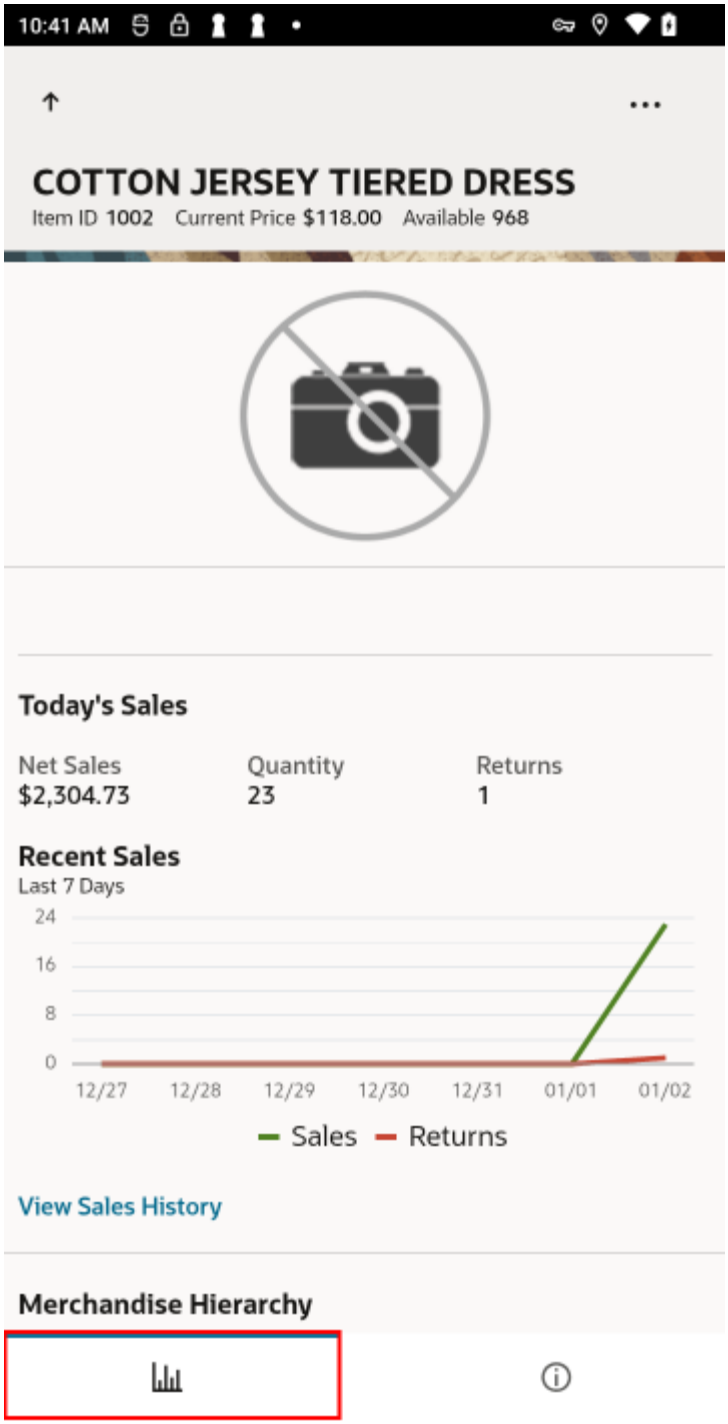
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Figure 7-7 Item Viewer



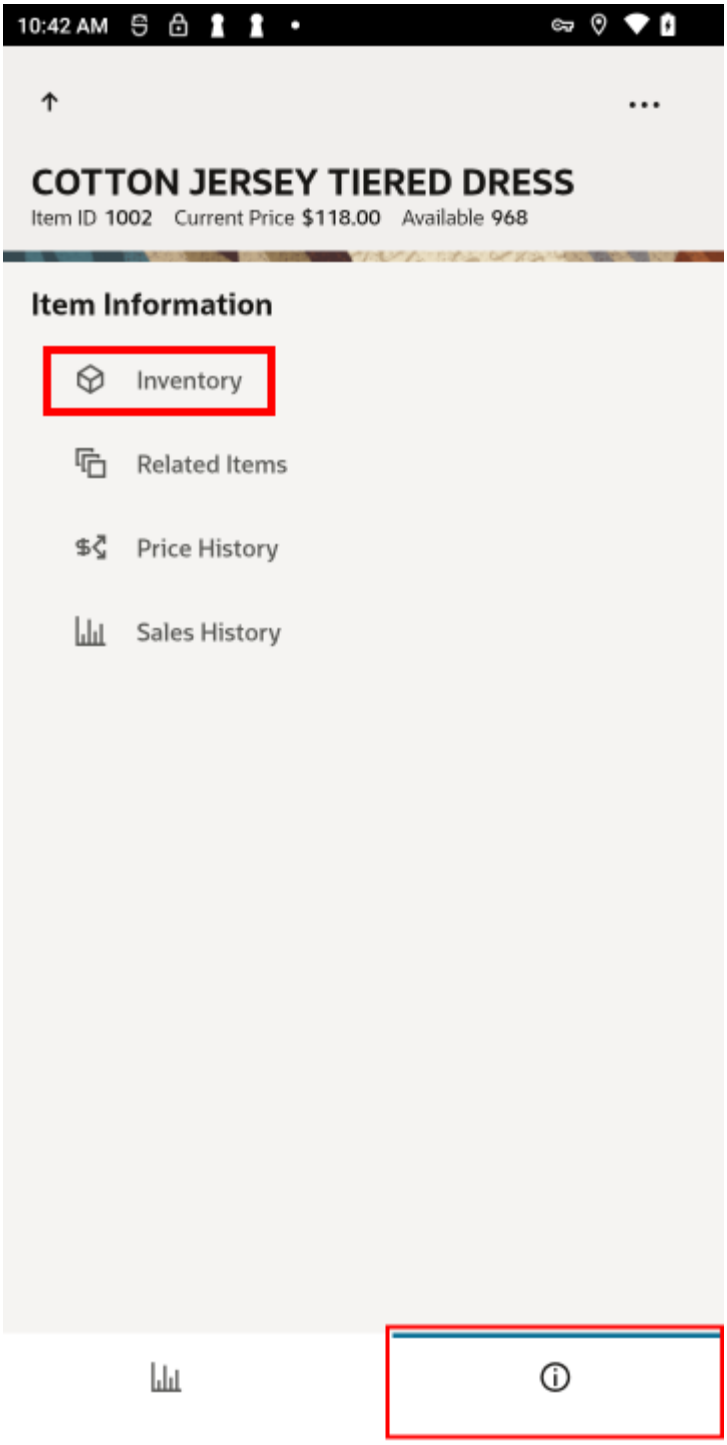
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Figure 7-8 Item Dashboard (Handheld) - Item Overview



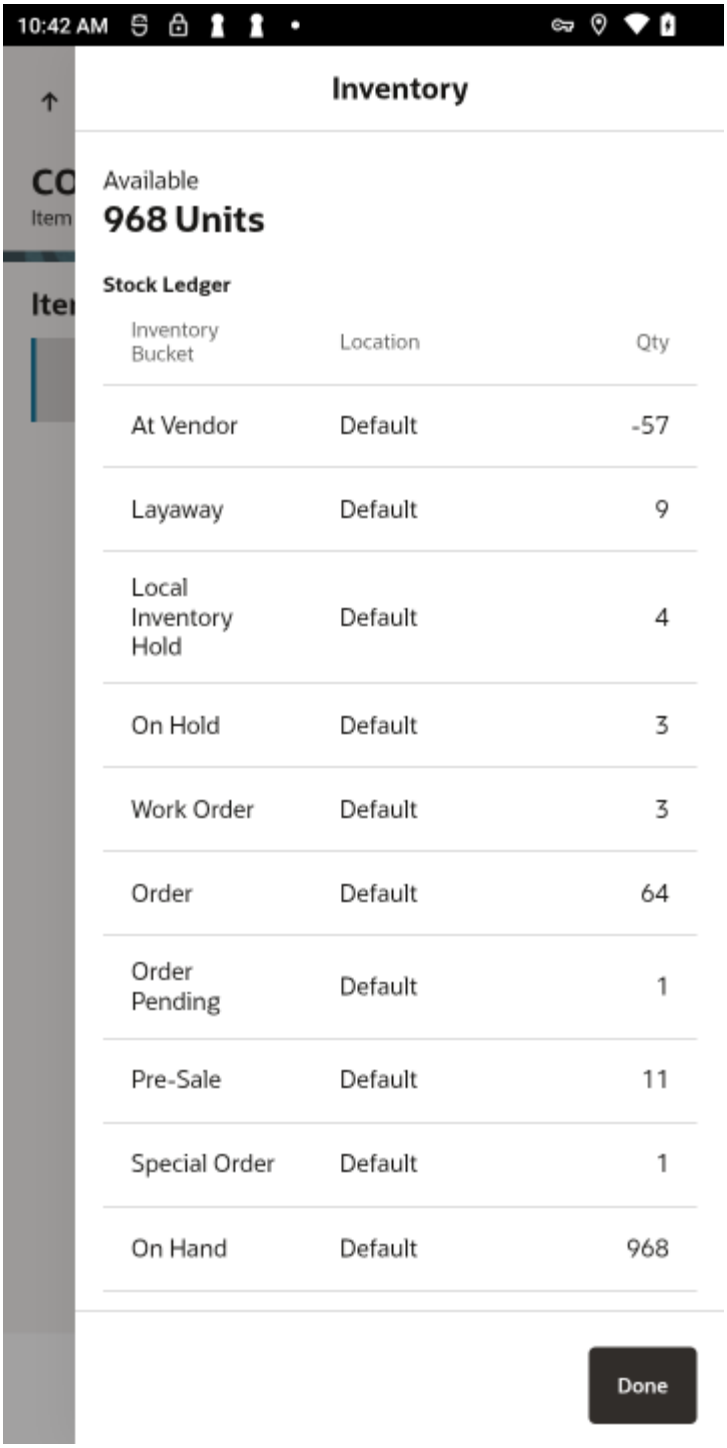
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Figure 7-9 Item Information Navigation - Handheld



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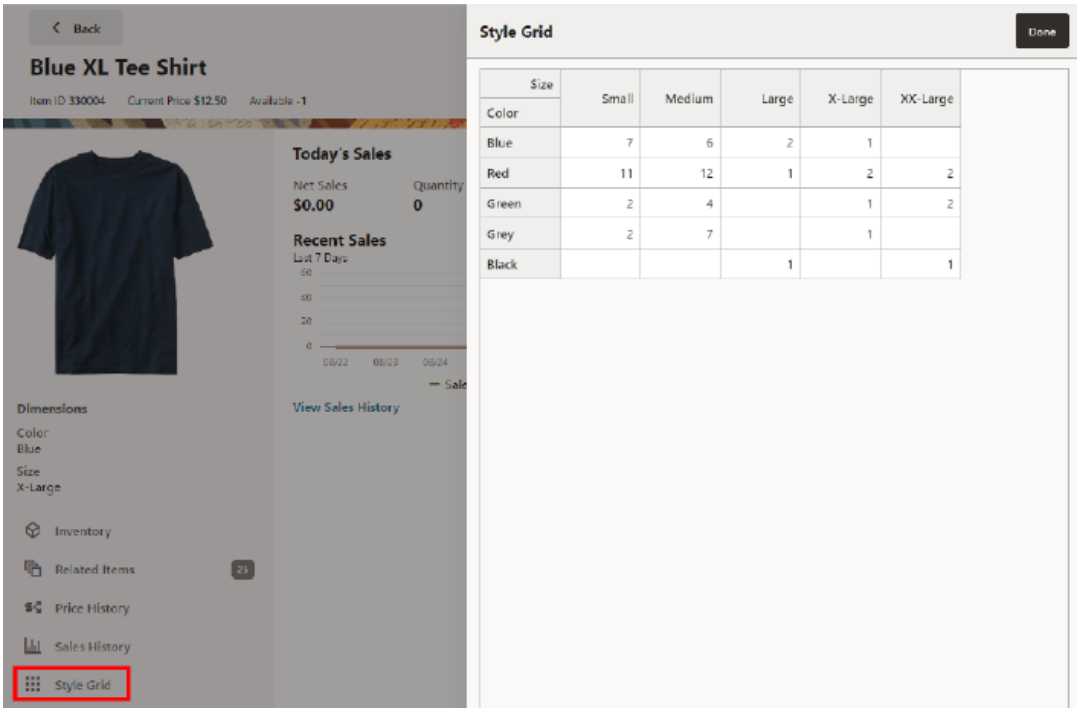
Figure 7-10 Item Information Navigation Example (Handheld) - Inventory



7. Select any Product Information option. The corresponding drawer appears.

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Figure 7-11 Product Information Options



Select **Done**, and then select **Back** to return to the sale screen.

<OR>

Select **Done** and then select another option to find more about the product information. See Item Viewer for detailed information.

<OR>

Continue with the appropriate procedure:

- **Add Item**: You can add the displayed item to the current sale in progress. This option is only available if item lookup was accessed from a sale transaction and not in conjunction with **Exit to Scan** functionality. See Add Item to Transaction.
- **Return to Cart**: When selected you are taken to the sales screen to scan the item to add it to the transaction. This option is configurable (on by default) and is used as loss prevention method to make sure the item being added to the transaction is the item in front of the customer/sales associate. See Add Item to Transaction.
- **Order Item**: You can place an order for the displayed item. This option is only available for items that can be ordered and if item lookup was accessed from a sale transaction. See Order Transactions Through Order Broker Cloud Service for more information.
- **Print Rain Check**: If available, you can print a rain check to purchase out of stock items for the same price later. See Print a Rain Check.
- **Special Order**: You can place a special order for the displayed item. This option is only available for items that can be special ordered and if item lookup was accessed from a sale transaction.
- **Layaway Item**: You can create a layaway account for the displayed item or place it on an existing account. This option is only available for items that are eligible for layaways and if item lookup was accessed from a sale transaction.

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- **Inventory Locator**: You can search for stores with the item in stock.

Add Item to Transaction

To add the searched-for item to a transaction:

1. **Figure 7-12 Add Item**



Select **Add Item** or **Return to Cart** .

The item is either added to the transaction or scan the item to add it to the transaction.
Result: Returns to the Shopping Cart.

Item Dashboard

The Item Dashboard provides information about an item. The Item Dashboard displays the following information along the top of the screen:

- Name of the item.
- **Item ID**: ID of the item.
- **Current Price**: Current price of the item.
- Quantity of the item currently in stock.

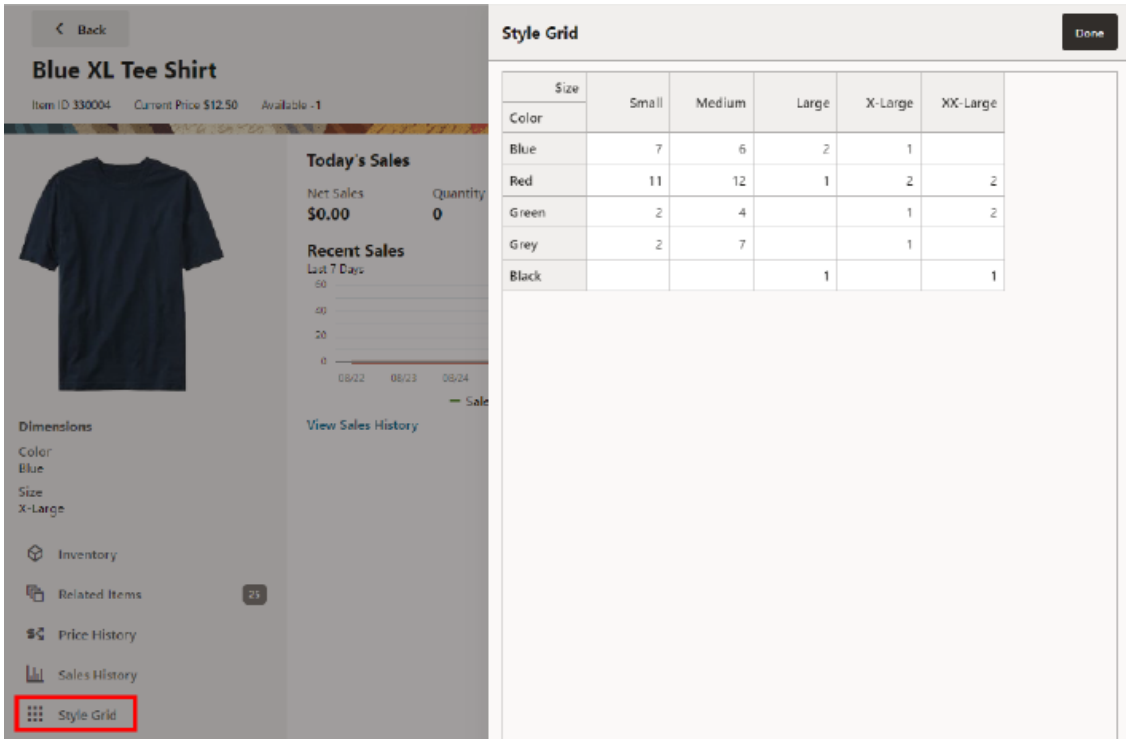
The Item Dashboard has the following options:

- Product Information: Information about the item.
- Inventory Stock: Current inventory information for the item.
- Related Items: Information about items related to the selected item.
- Style Grid: Grid showing on-hand quantities of the item with on dimension cross-referenced with another dimension.
- Price History: Past prices for the item.
- Sales History: Past sales data for the item.

You can also Print a Rain Check from the Item Dashboard Menu or locate stock of the item via the Inventory Locator. See Locating Items: Inventory Lookup.

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Figure 7-13 Product Information Options



If available, you can print a rain check to purchase out of stock items for the same price later. See Print a Rain Check.

Product Information

The Product Information screen, (see Figure 7-7), displays the sections that display information about an item:

- A picture of the item (if available).
- Today's Sales: Sales information for the item on the current day.

> **Note**
>
> The Today's Sales area also contains the View Sales History link. This is the same drawer view when you select Sales History option in Product Information Options.

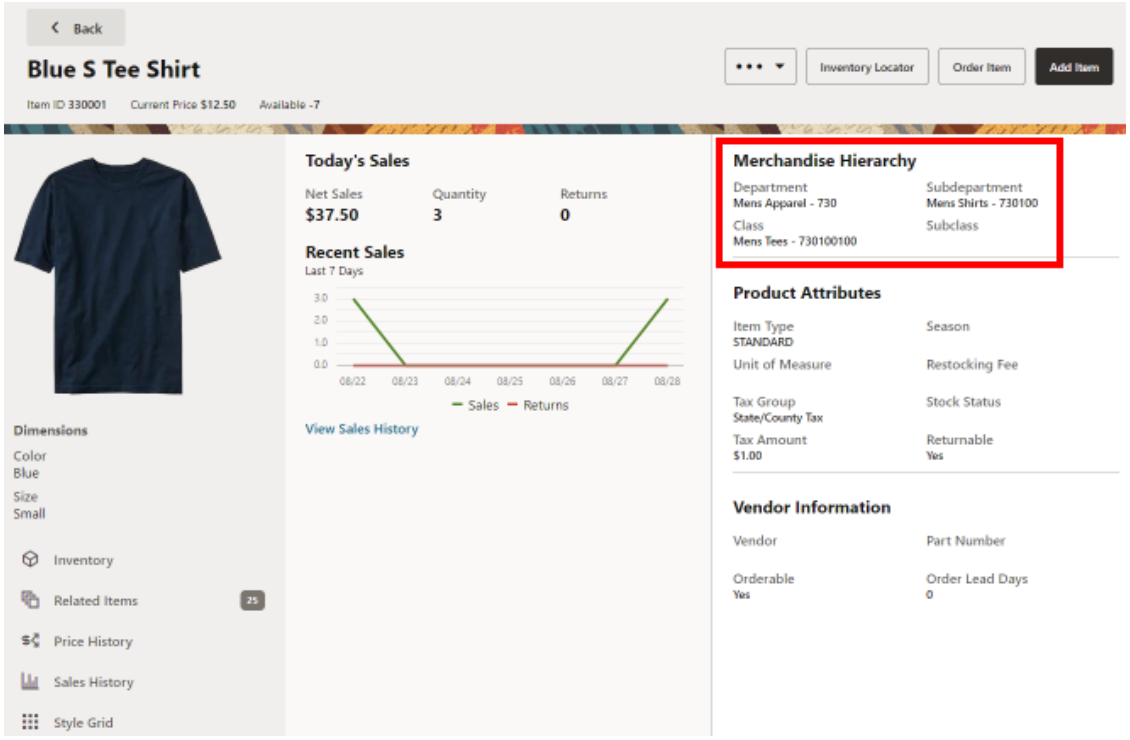
- Merchandise Hierarchy: Merchandise hierarchy to which the item is assigned.
- Product Attributes: Attributes of the item.
- Vendor Information: Vendor that provides the item.
- Inventory: Displays the Inventory Bucket, Location, and Quantity.

Merchandise Hierarchy

The Merchandise Hierarchy section displays the following information:

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Figure 7-14 Merchandise Hierarchy



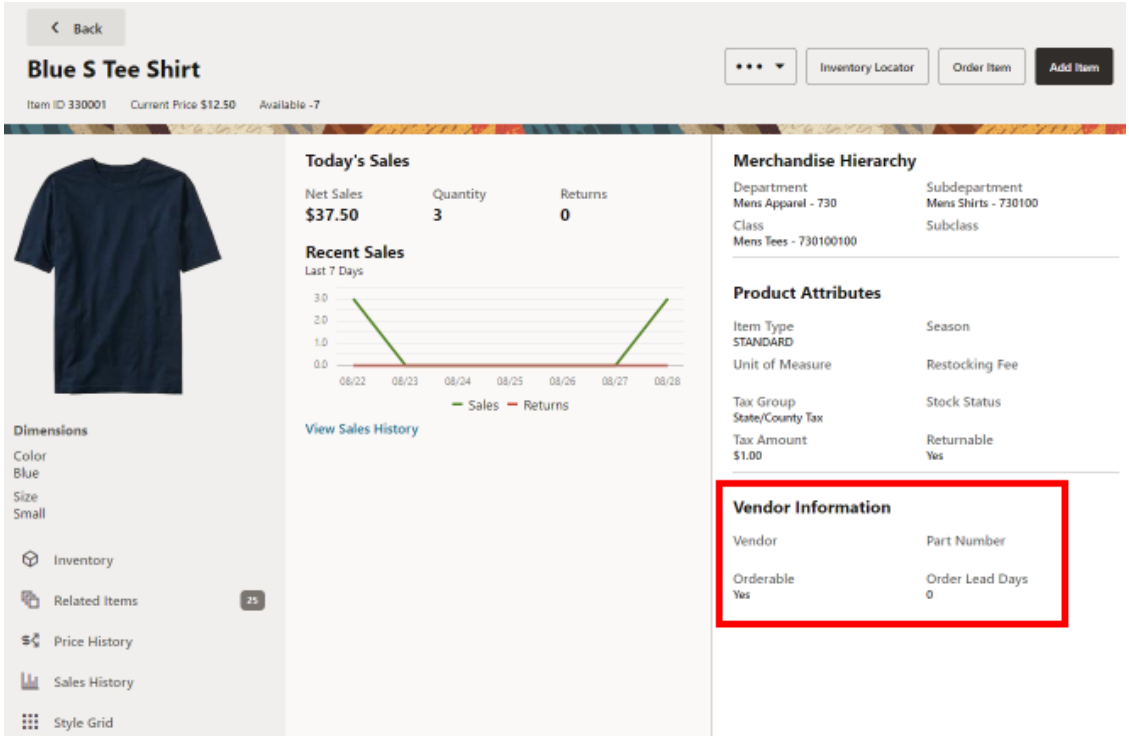
- **Department**: Item department.
- **Subdepartment**: Item subdepartment.
- **Class**: Item class.
- **Subclass**: Item subclass.
- **Style ID**: ID of the style for the item (if available).
- Dimension information for the item (if available).

Vendor Information

The Vendor Information section displays the following information about the items:

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Figure 7-15 Vendor Information



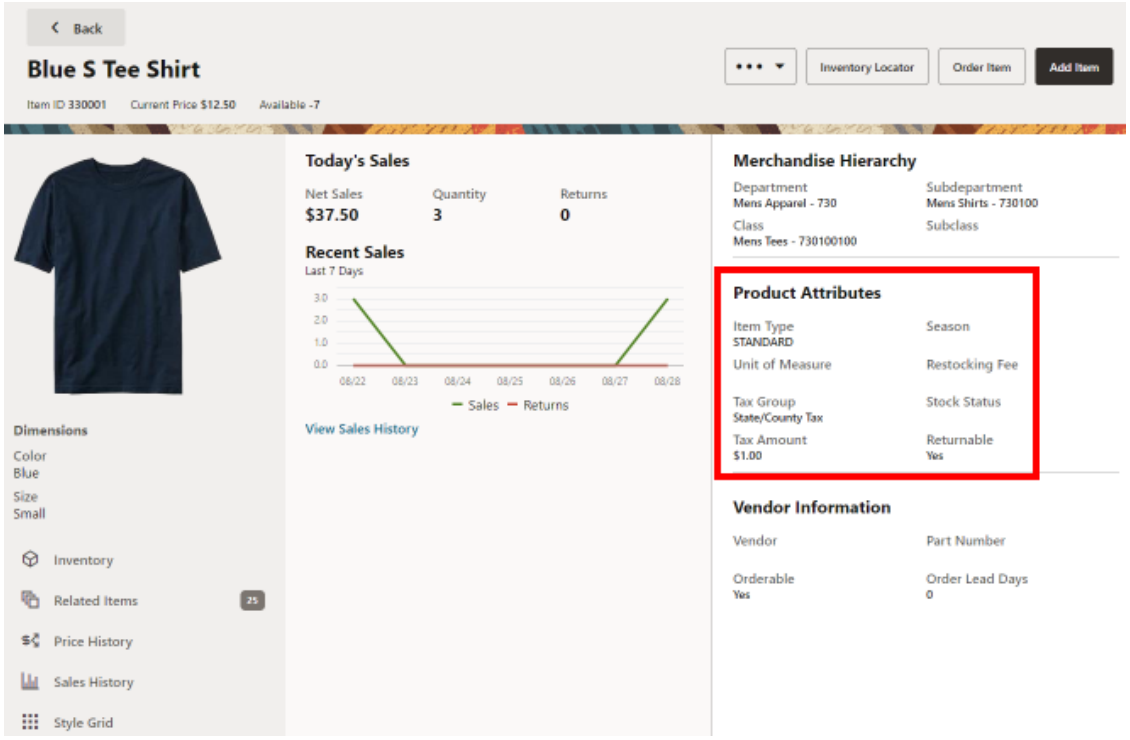
- **Vendor**: Name of the vendor.
- **Orderable**: Indicates whether the item can be ordered.
- **Part Number**: Part number used by the vendor.
- **Order Lead Days**: Number of lead days required when ordering the item.

Product Attributes

The Product Attributes section displays the following information:

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Figure 7-16 Product Attributes



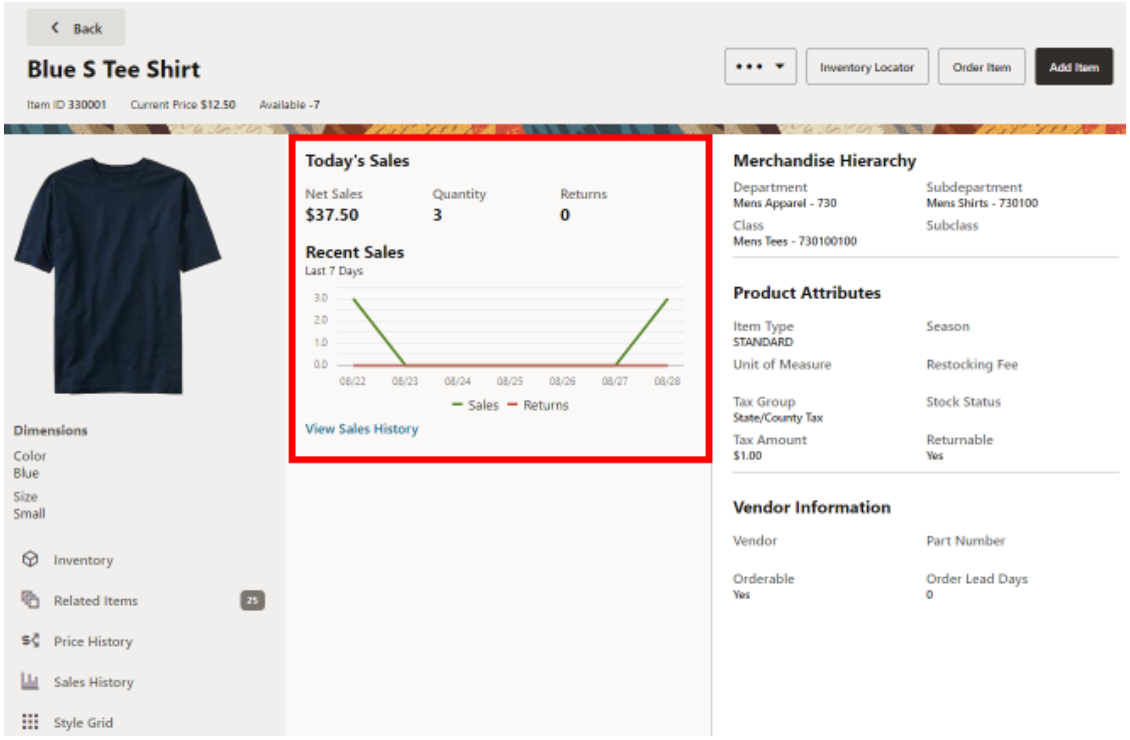
- **Item Type**: Type of item.
- **Season**: Season for the item.
- **Unit of Measure**: Unit used to measure the item (if applicable).
- **Restocking Fee**: Restocking fee applied to the item when it is returned (if applicable).
- **Tax Group**: Tax group for the item.
- **Stock Status**: Current stock status.
- **Tax Amount**: Amount of tax applied to the item.
- **Returnable**: Indicates whether the item can be returned.

Today's Sales

The Today's Sales section displays the following information:

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Figure 7-17 Today's Sales



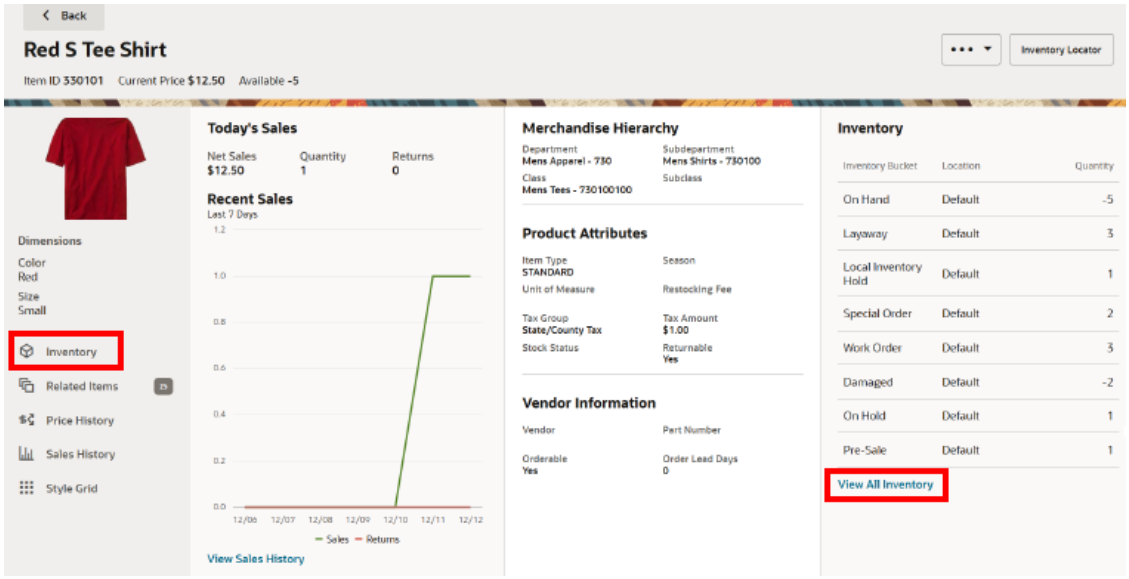
- **Net Sales**: Net amount of sales minus returns for the item on the current day.
- **Quantity**: Number of items sales of the item on the current day.
- **Returns**: Number of returns of the item on the current day.
- **Recent Sales**: This area is a graph that show the last seven days of Sales and Returns of that specific item.

Inventory Stock

Inventory details are available in the Item Dashboard. The Inventory panel displays the Inventory Bucket, Location, and Quantity of the current item in view. To see more information do the following:

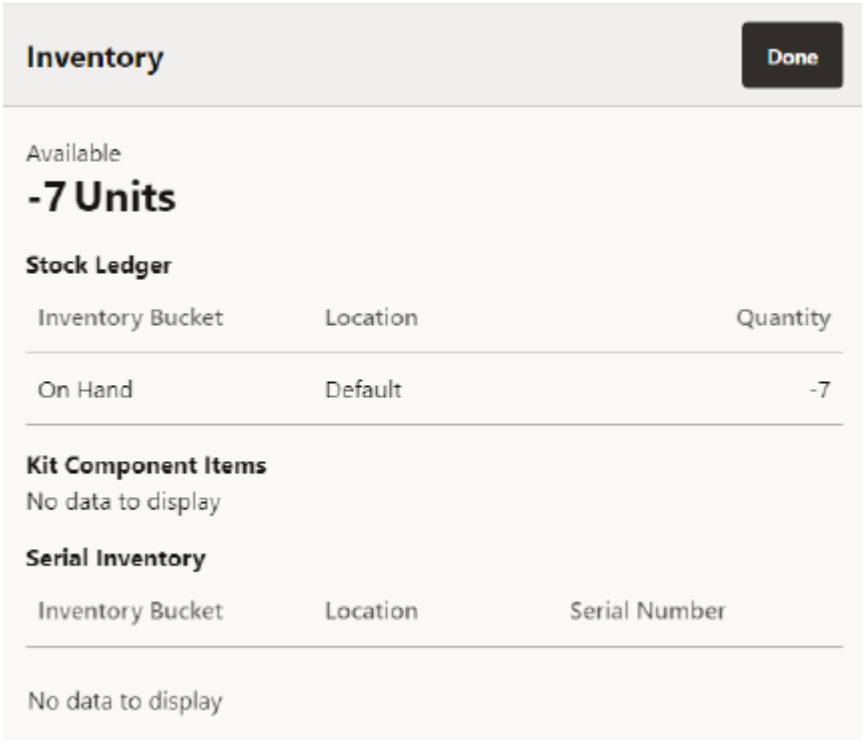
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Figure 7-18 Item Dashboard



1. Select **Inventory** or **View All Inventory** to display the Inventory drawer. The Inventory drawer appears. The Inventory Stock contains the following areas:

Figure 7-19 Item Dashboard - Inventory



2. The drawer displays the following information:
   - Stock Ledger
   - Kit Component Items

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- Serial Inventory

3. When finished. Select **Done** to return to the Item Dashboard main screen.

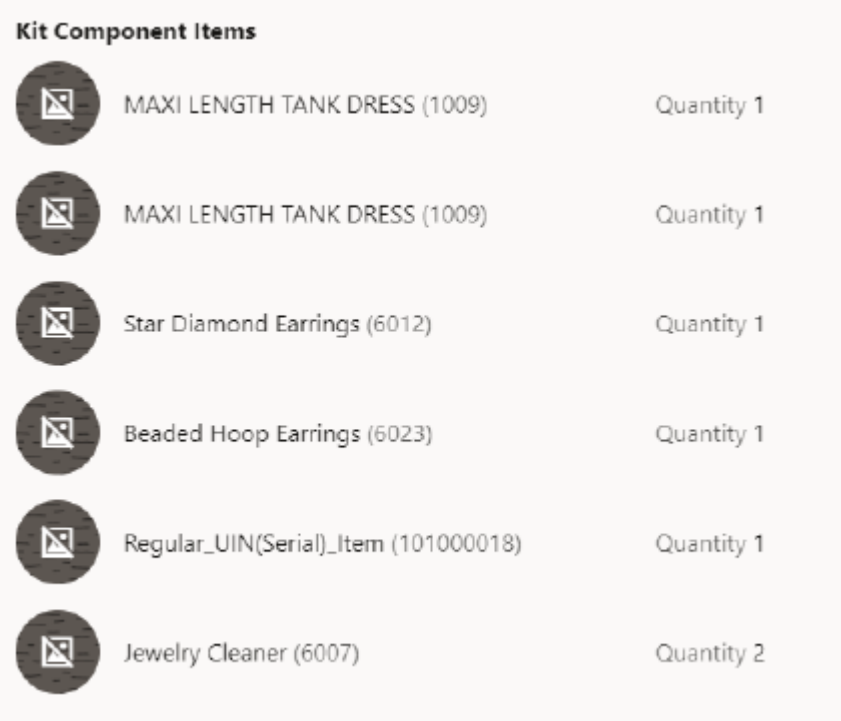
Stock Ledger

The Stock Ledger table displays the following information for each inventory bucket in which the item is located:

- **Inventory Bucket**: Inventory bucket in which the item is located.
- **Location**: Location of the item.
- **Quantity**: Quantity of the item in the inventory bucket.

Kit Component Items

Figure 7-20 Kit Component Items



If the item is a kit, this table displays information about each item in the kit:

- **Description**: Description of the kit item.
- **Item ID**: ID of the kit item.
- **Quantity**: Quantity of the item included in one kit.

Serial Inventory

If the item is a serialized item, the Serial Inventory table displays the following information about each serial number:

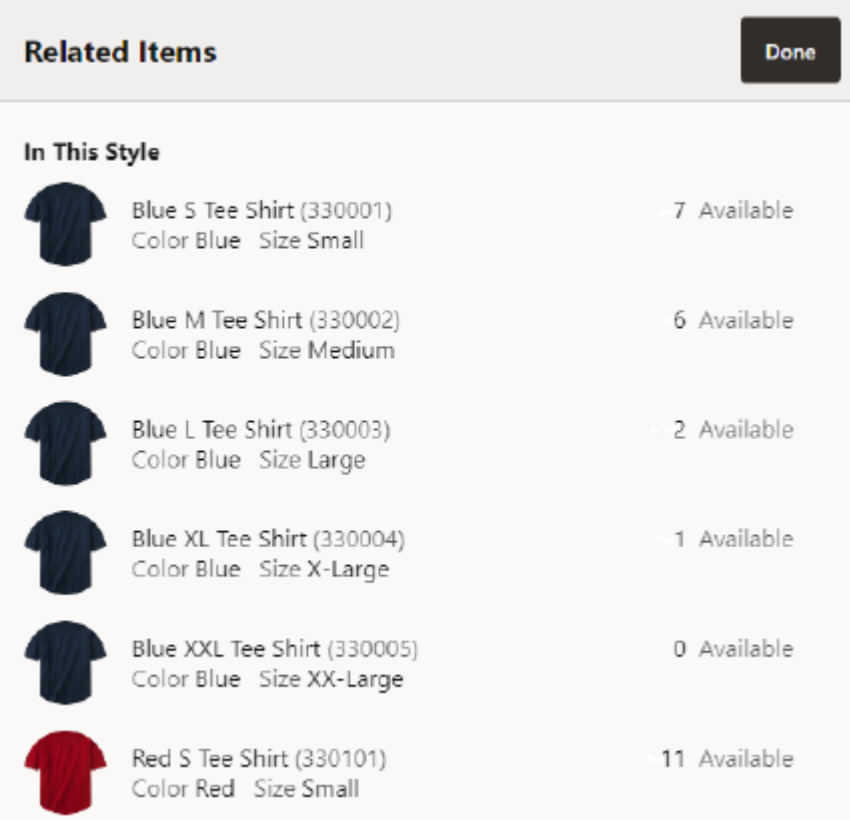
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- **Inventory Bucket**: Inventory bucket in which the serialized item is located.
- **Location**: Location of the item.
- **Serial Number**: Serial number.

> **Note**
>
> No item quantity is displayed. For all items with one item ID, only one of those items will be assigned an individual serial number.

Related Items

Figure 7-21 Item Viewer - Related Items



The Related Items drawer includes information about items like the selected item.

The following tables display information about related items:

- In This Style: Displays information about items assigned to the same style as the selected item.
- Cross Reference Numbers: Displays information about items cross-referenced with the selected item.
- Substitute Items: Displays information about items indicated to be substitutes for the selected item.

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In This Style

The In This Style table displays the following information about each item that has the same style ID as the selected item:

- **Description**: Name of the item
- **Item ID**: ID of the item.
- **Dimensions**: Values of the dimension attributes configured for the item.
- **On Hand**: Count of the item on-hand.

Cross Reference Numbers

The Cross Reference Numbers table displays the following information about items cross-referenced with the selected item.:

- **UPC**: UPC for the item.
- **Manufacturer**: Manufacturer that produces the item.

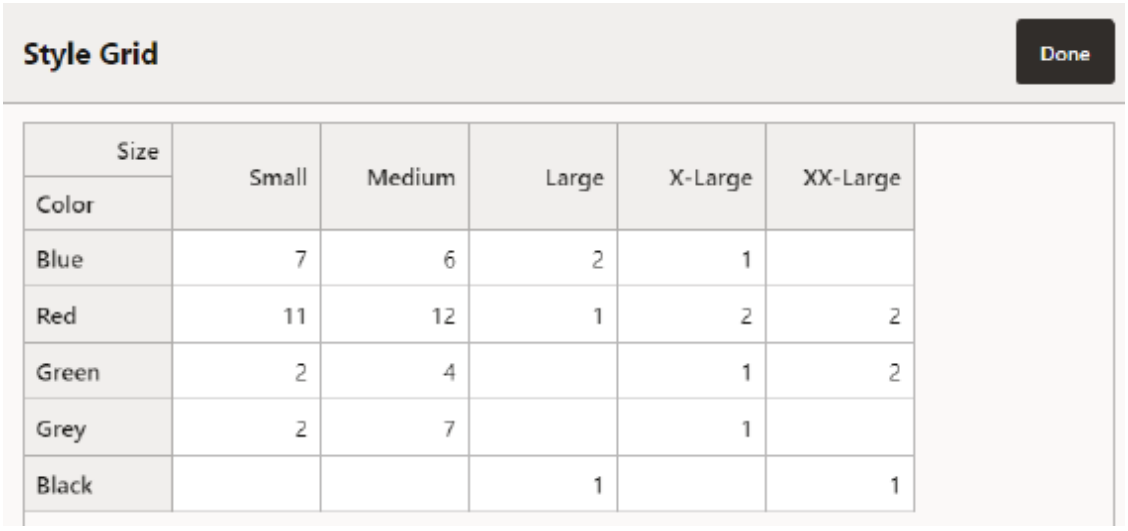
Substitute Items

The Substitute Items table displays the following information about items that are indicated to be substitutes for the selected item:

- **Item ID**: ID of the substitute item.
- **Description**: Description of the item.

Style Grid

Figure 7-22 Item Viewer - Style Grid

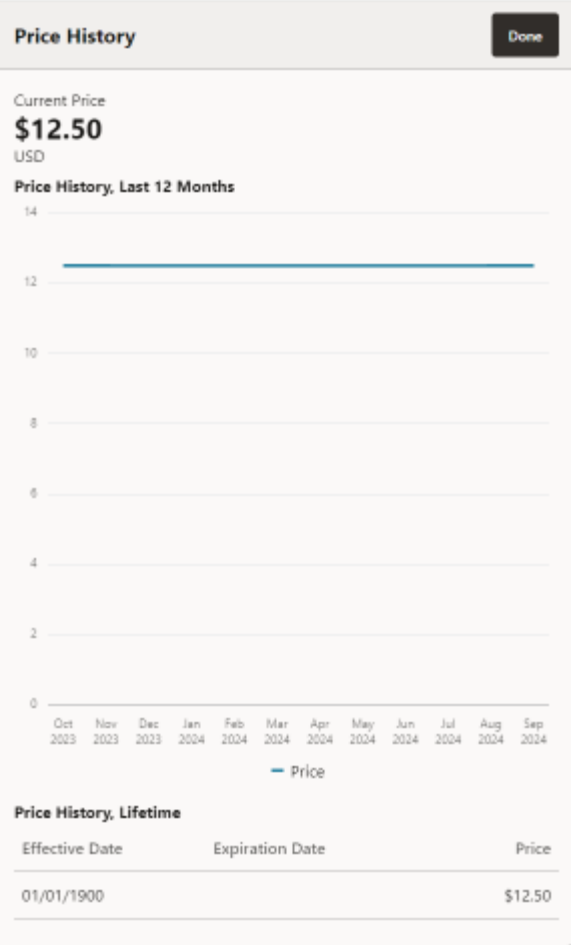


The Style Grid displays a grid showing the grid that shows the on-hand quantity of items with one dimension cross-referenced with another dimension.

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Price History

Figure 7-23 Item Viewer - Price History



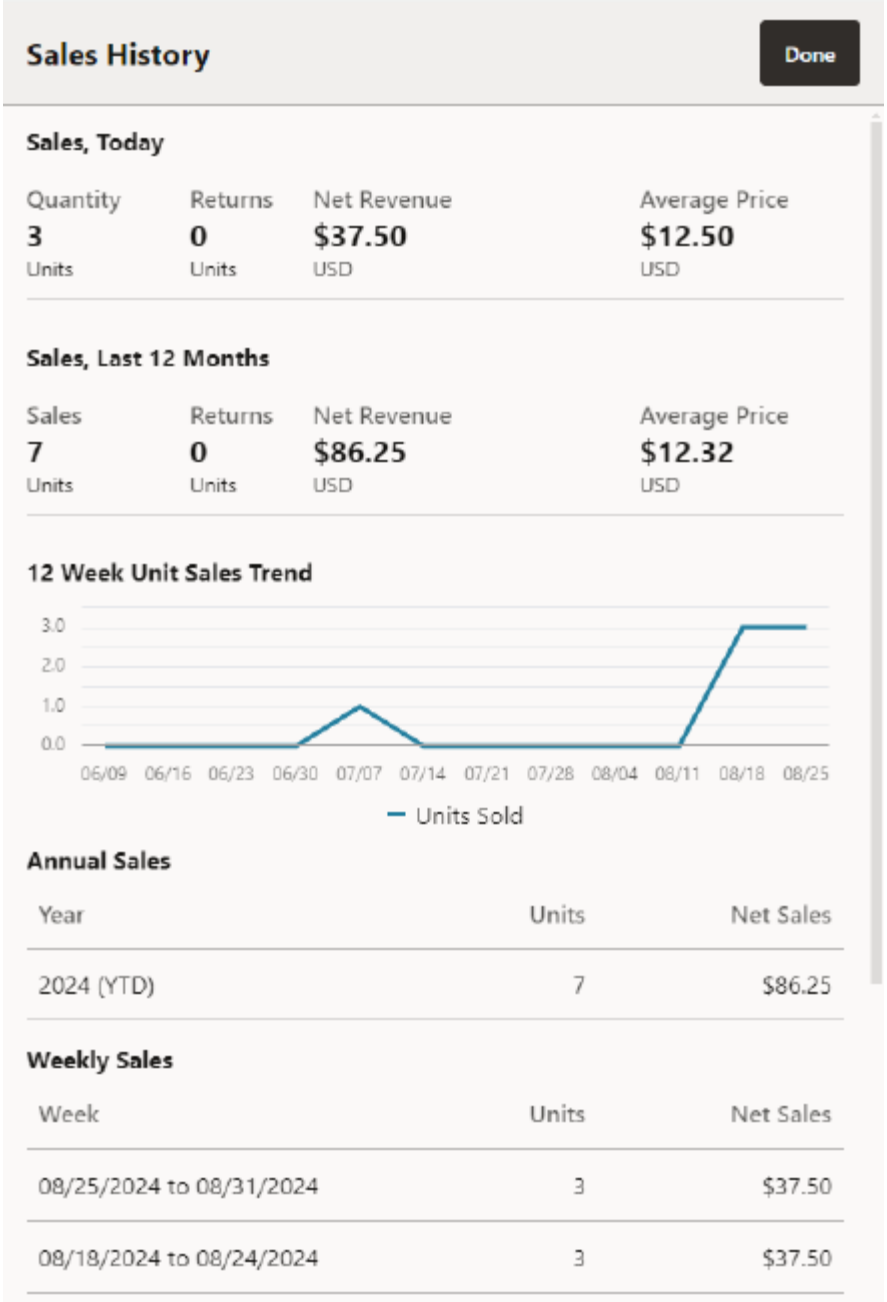
The Price History option shows the history of all prices that have been assigned to an item. The Price History shows the following information for each of the past prices:

- **Effective Date**: Date on which the price first became effective.
- **Expiration Date**: Date on which the price was not longer valid. This field will be blank for the current price.
- **Price**: Price for the item from the Effective Date up to the Expiration Date.

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Sales History

Figure 7-24 Item Viewer - Sales History Drawer



The Sales History drawer displays sales data for the item. The Sales History drawer displays the following information:

- Sales, Today: The Quantity, Returns, Net Revenue, and Average Price for that item today.
- Sales, Last 12 Months: The Sales, Returns, Net Revenue, and Average Price for that item for the last twelve months.

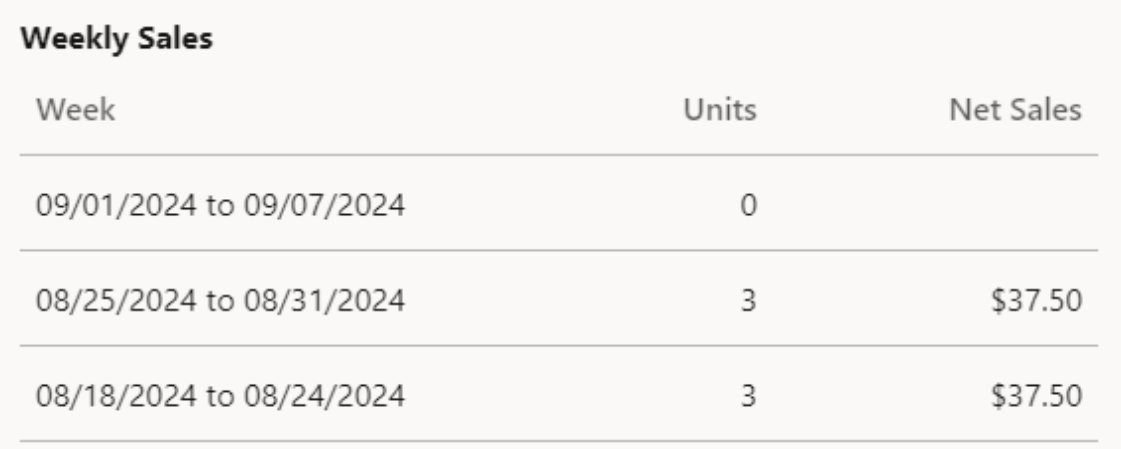
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- 12 Week Unit Sales Trend: Graph of weekly sales data over the past twelve weeks.
- Annual Sales: Table of annual sales data for the item.
- Weekly Sales: Table of weekly sales data for the item.

Weekly Sales

Displays sales data for the item by week. This table displays the following sales information for each week:

Figure 7-25 Weekly Sales



Weekly Sales

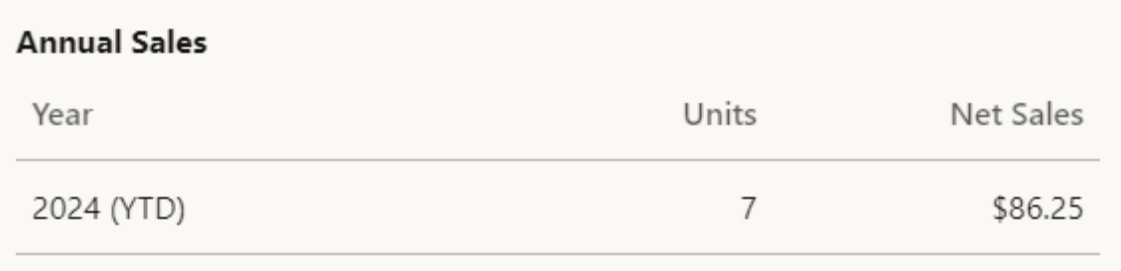
Week	Units	Net Sales
09/01/2024 to 09/07/2024	0	
08/25/2024 to 08/31/2024	3	$37.50
08/18/2024 to 08/24/2024	3	$37.50

- **Week**: Date range for the week.
- **Units**: Net quantity of the item sold.
- **Net Sales**: Net amount of all sales and returns of the item.

Annual Sales

Displays sales data for the item by year. This table displays the following sales information for each year:

Figure 7-26 Annual Sales



Annual Sales

Year	Units	Net Sales
2024 (YTD)	7	$86.25

- **Year**: Year of the data.
- **Units**: Net quantity of the item sold.

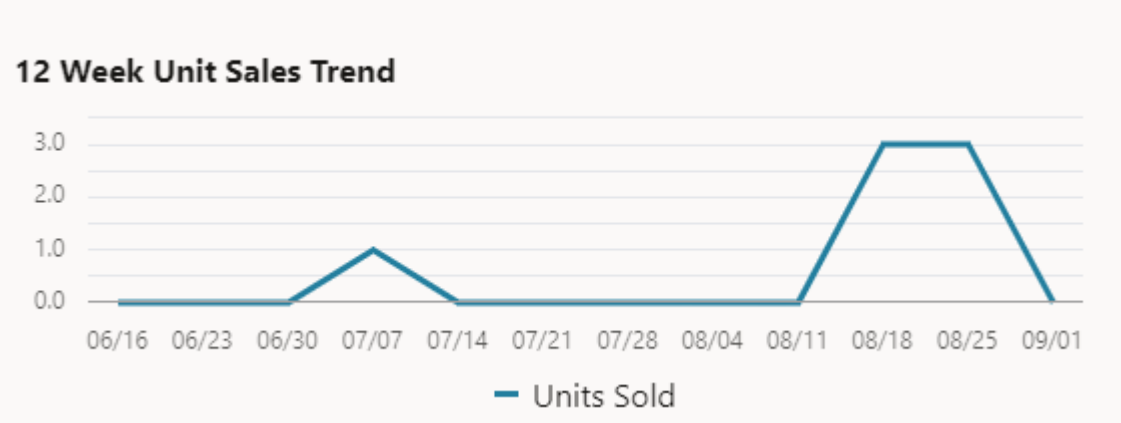
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- **Net Sales**: Net amount of all sales and returns of the item.

12 Week Unit Sales Trend

Graph displaying week-by-week net sales data for the item over the past twelve weeks. This graph has the following axes:

Figure 7-27 12 Week Unit Sales Trend



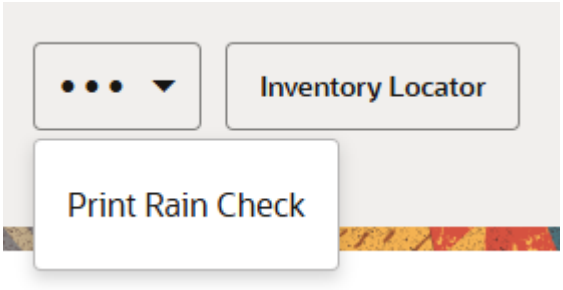
- Start date for the week.
- Number of items sold.

Print a Rain Check

A Rain check is an optional feature that allows customers to purchase out of stock items for the same price later. To print a rain check for the item:

1. Select the **Header Overflow Menu**.

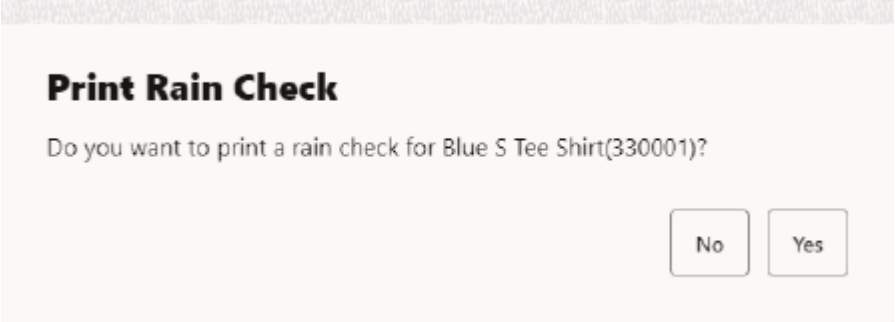
Figure 7-28 Print Rain Check



2. Select **Print Rain Check**.

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Figure 7-29 Print Rain Check



3. Select **Yes** to confirm the rain check.

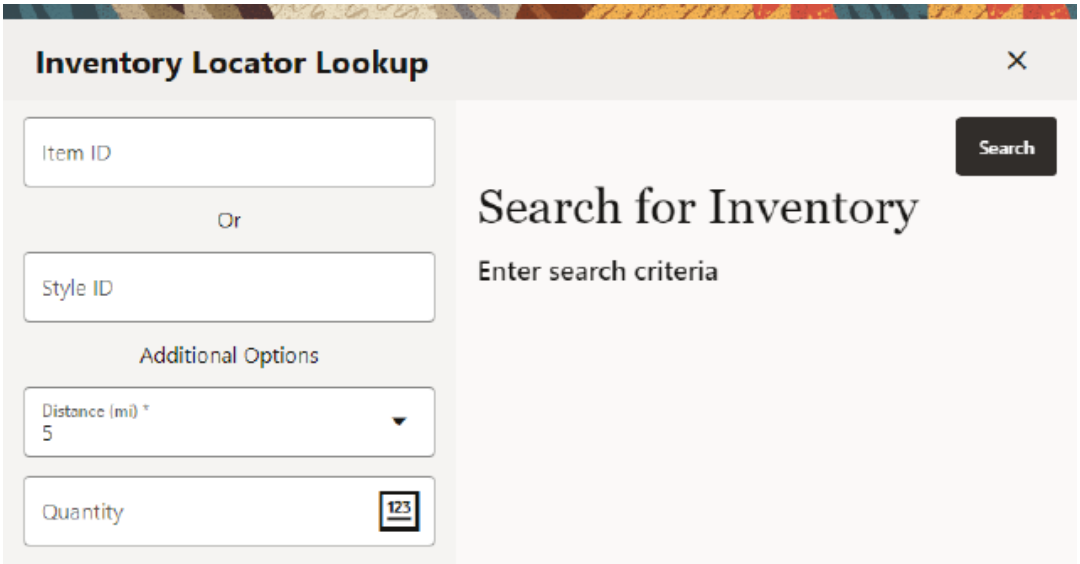
   The rain check prints and Xstore POS returns to the Shopping Cart.

Locating Items: Inventory Locator Lookup

Occasionally an item may not be available in your store inventory, but the customer would like to see which stores in your chain have the item in stock. You can use the inventory lookup process to search a centralized database to locate these items within a set parameter range. For example, you could locate a specified item at a store within 25 miles of your location that has at least three of the specified items on hand.

1. At the Register Sale screen, select the **Find Item** button from the Register Sale menu.
2. At the Item Finder menu, select **Inventory Locator**. The system prompts for the Inventory Locator criteria.
3. Enter the information as needed and select **Search** to perform the inventory locator search:

Figure 7-30 Inventory Locator Lookup



REQUIRED Information:

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- **Item ID or Style ID:** You must enter either an item ID or a style ID.
- **Distance:** Select the distance from your store (for example, all locations with this item in stock within 25 miles of the current store).

OPTIONAL Information

Quantity: Enter the minimum quantity of the item that the target store has in stock. For example, you may use this option if the customer needs a specific quantity of this item.

4. Xstore POS returns a list of locations matching the search criteria.

Figure 7-31 Inventory Lookup Results



This list includes the quantity of this item in stock at each store, the address and telephone number for the store, and the distance from this store to each target location.

5. Select **X** to close the Inventory Locator.

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8
Discounts

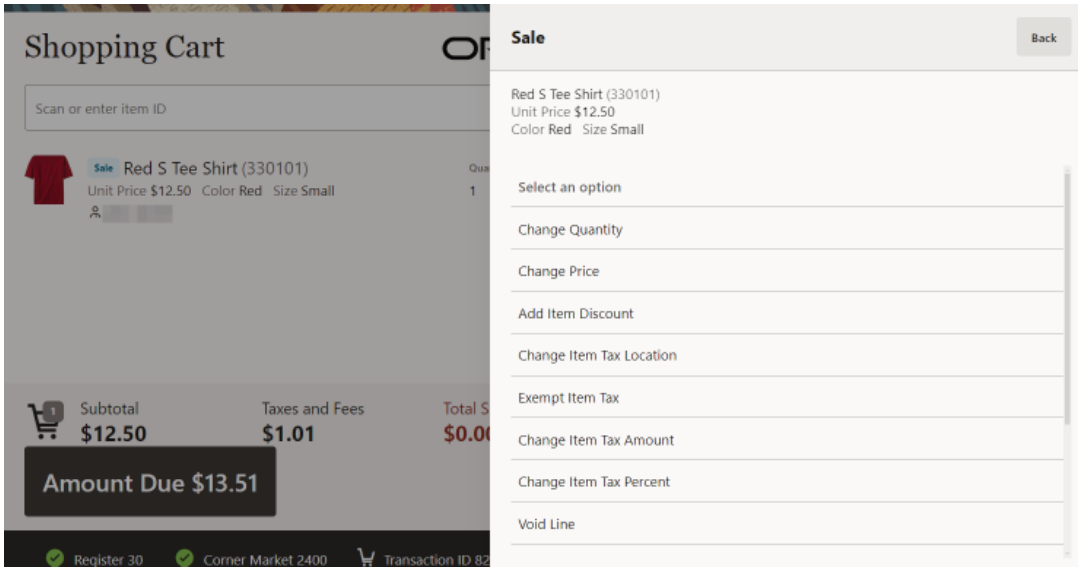
A transaction discount is applied equally to each eligible item in the transaction, and a group discount is applied to a group of selected items in a transaction. Discounts may be specified as either amount (for example, $5.00 off) or percentages (for example, 10% off) for both item and transaction discounts.

See Discount an Item to add a discount to a line item.

Adding a Discount to a Transaction or Group of Items

1. After adding an item or items at the Register Sale screen, select the **Item** , then select **Add Item Discount** from the **Sale** drawer.

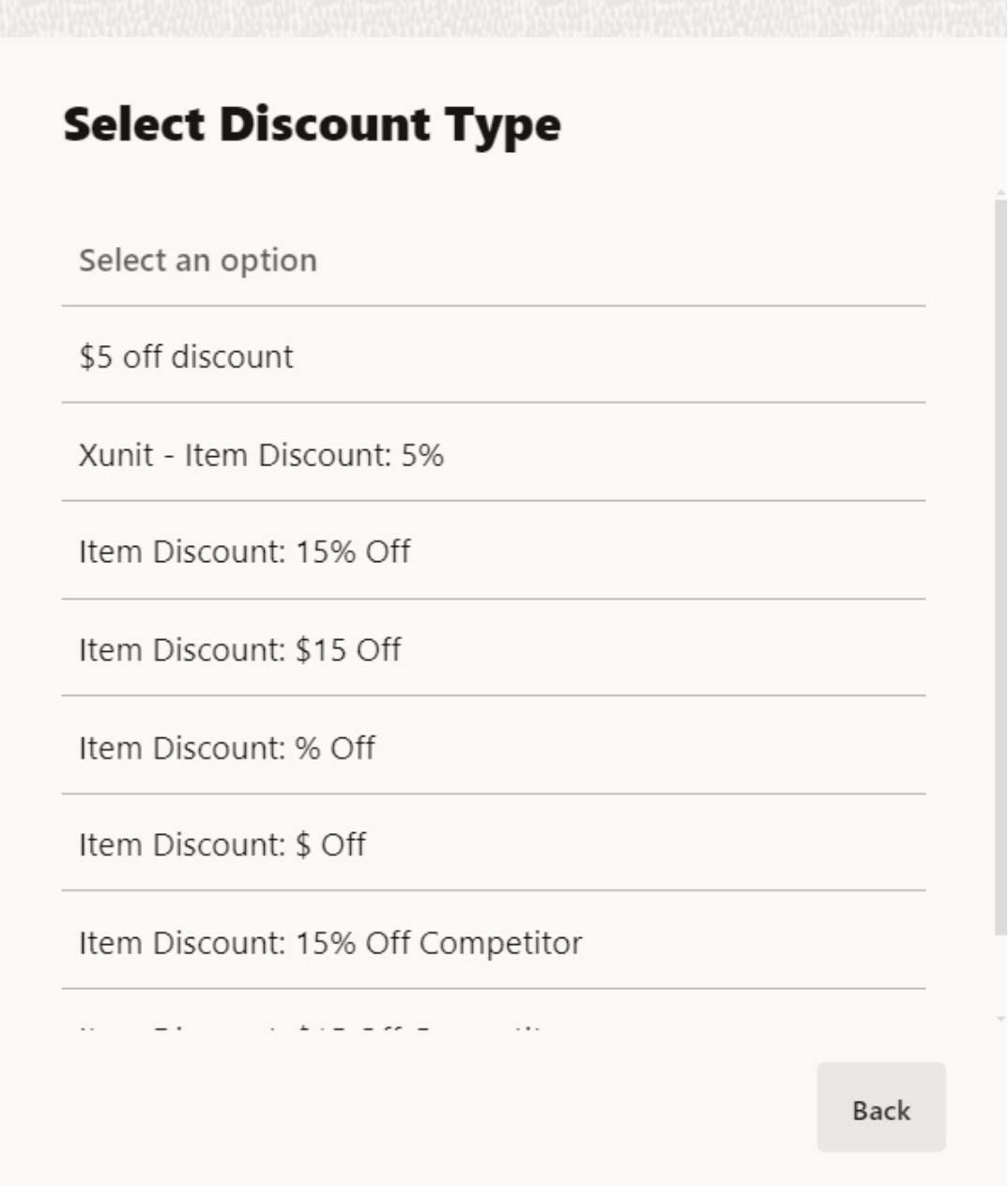
Figure 8-1 Add Item Discount



2. Select the discount type:

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Figure 8-2 Discount Type Options



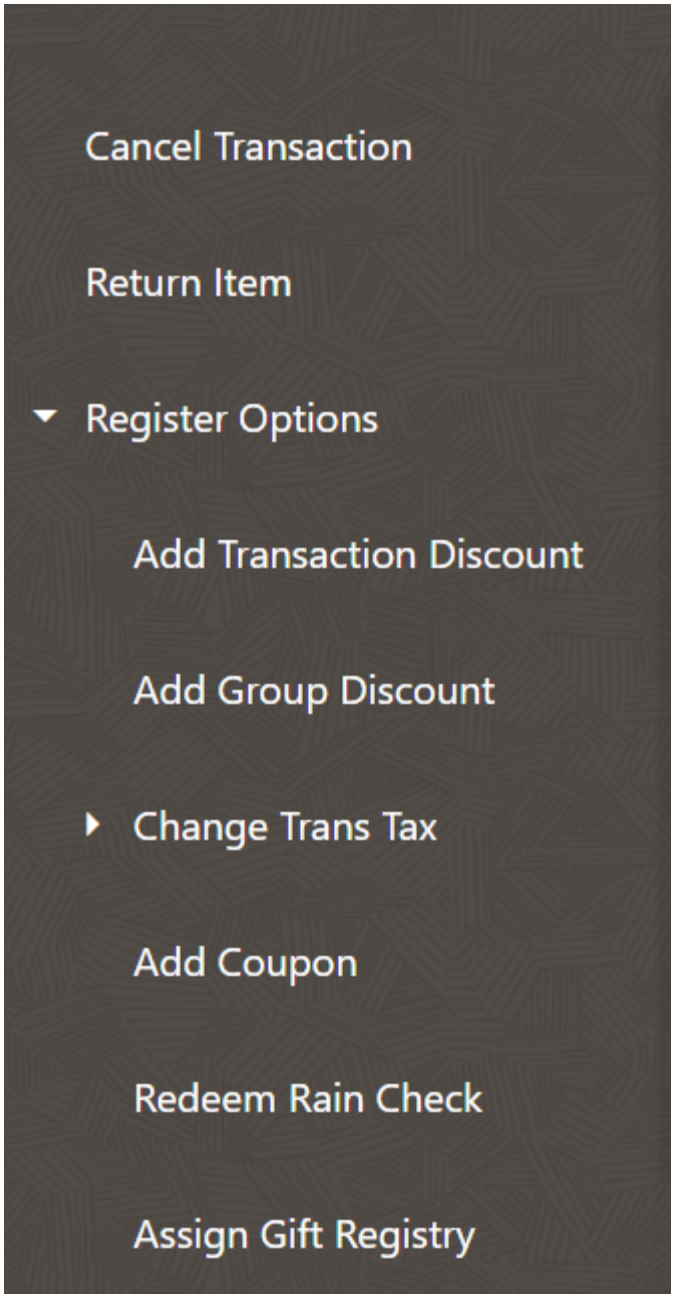
- If you chose a transaction discount, continue with Transaction Level Discounts, step 1.
- If you chose a group discount, continue with Group Discounts, step 1.

> **Note**
>
> Because each Xstore POS menu is configurable, the discount options shown on your system may be different than the options shown here.

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Transaction Level Discounts

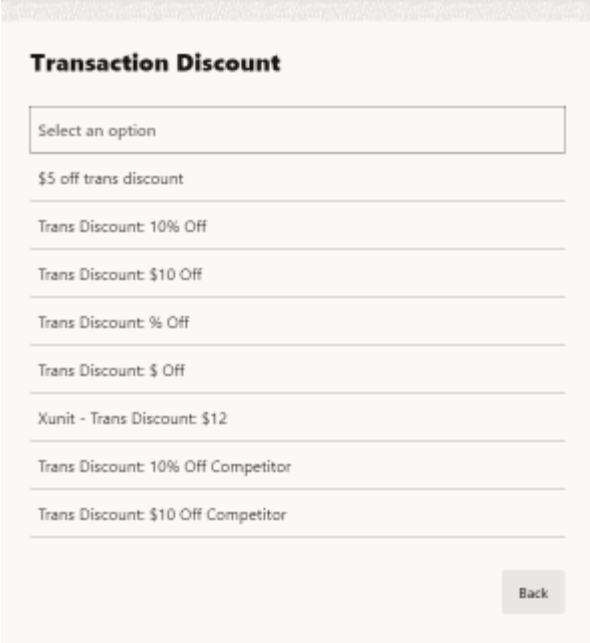
Figure 8-3 Register Options



1. Select **Register Options**.
2. Select **Add Transaction Discount**.

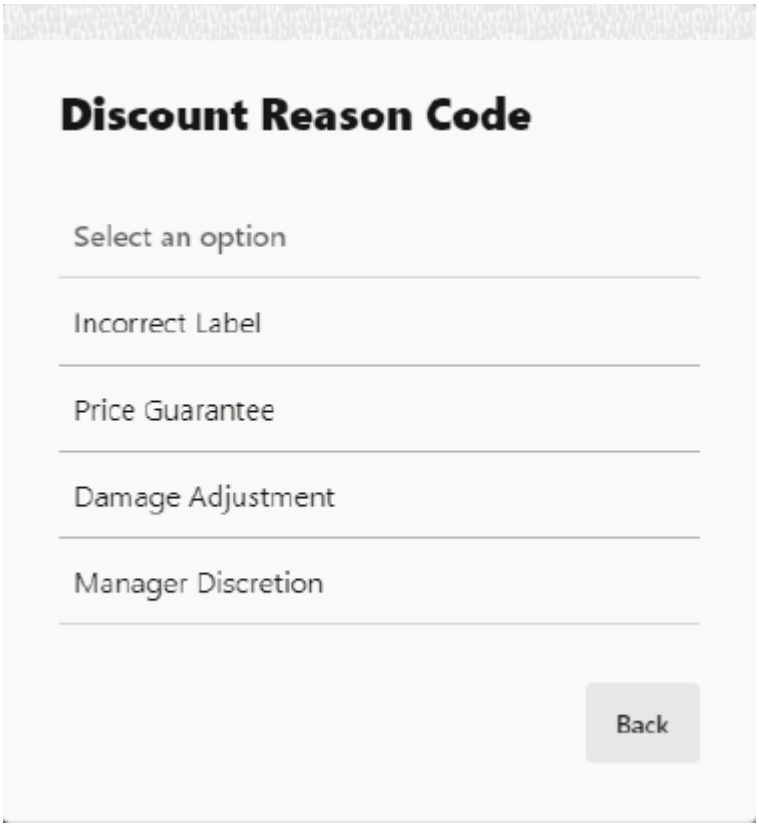
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Figure 8-4 Select Transaction Discount Menu



3. Select the discount to apply. Scroll down to view more discounts.

Figure 8-5 Reason Code List



4. Select the reason for applying the discount.

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Figure 8-6 Enter Discount Amount

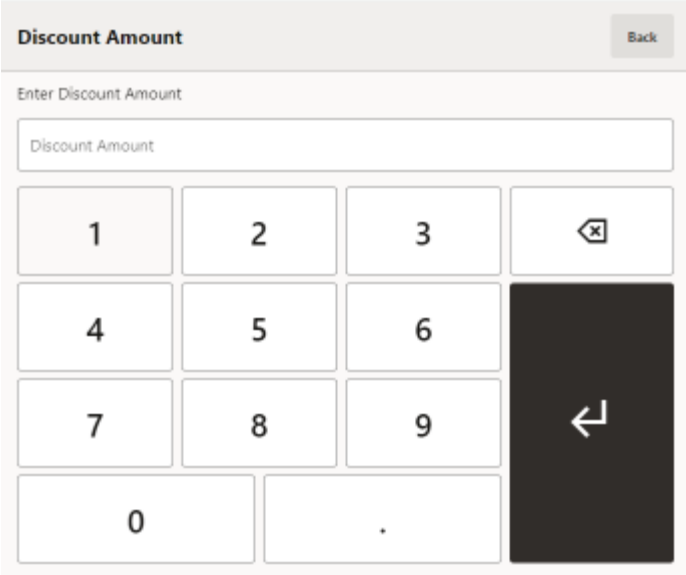
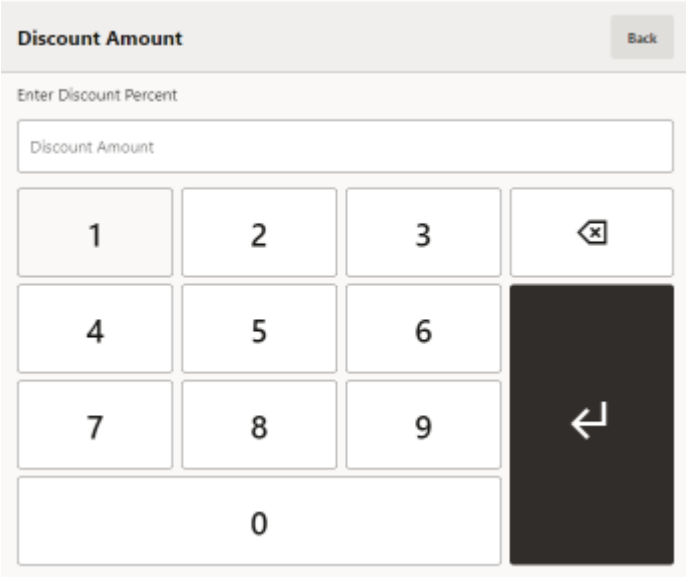


Figure 8-7 Enter Discount Percent



5. If the discount is not fixed, enter the amount or percentage of the discount.
6. Select **OK**.

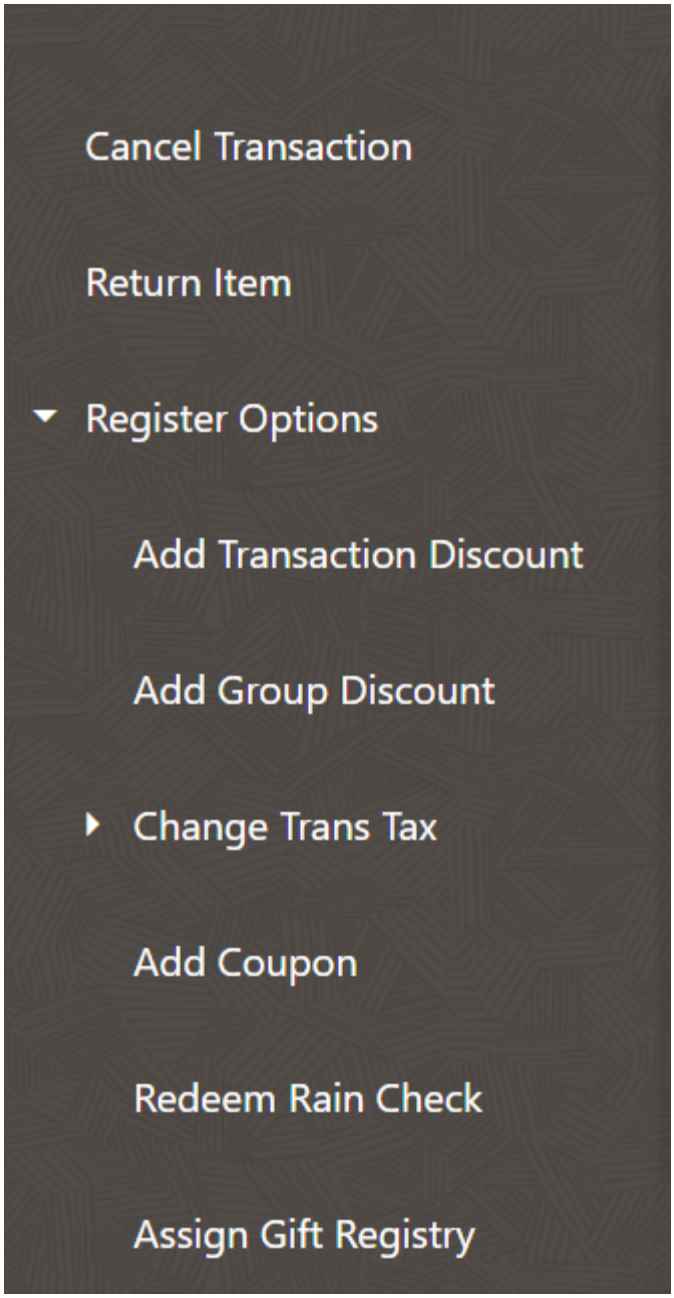
   The discount is applied to the transaction. Return to the sale screen.

Group Discounts

A Group Discount can be applied to a group of selected items in a transaction. The customer purchases these grouped items and receives a price that is less than the retail price of the items if they were sold singly.

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Figure 8-8 Register Options

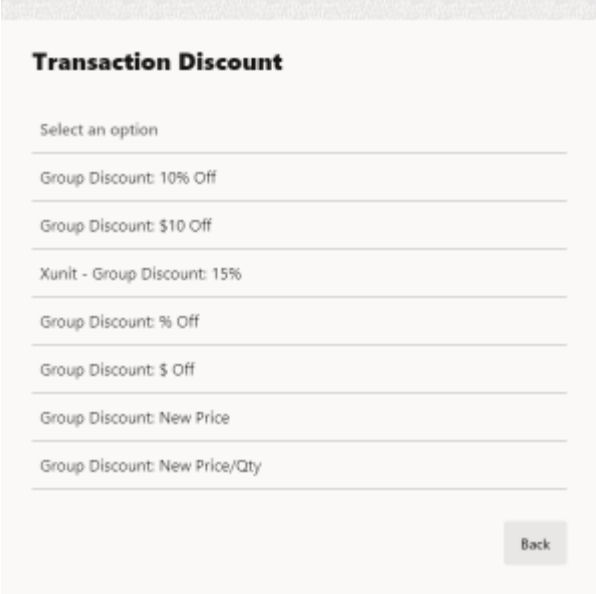


To add a discount to a group of items in a transaction:

1. Select **Register Options**.
2. Select **Add Group Discount** from the Add Discount menu.

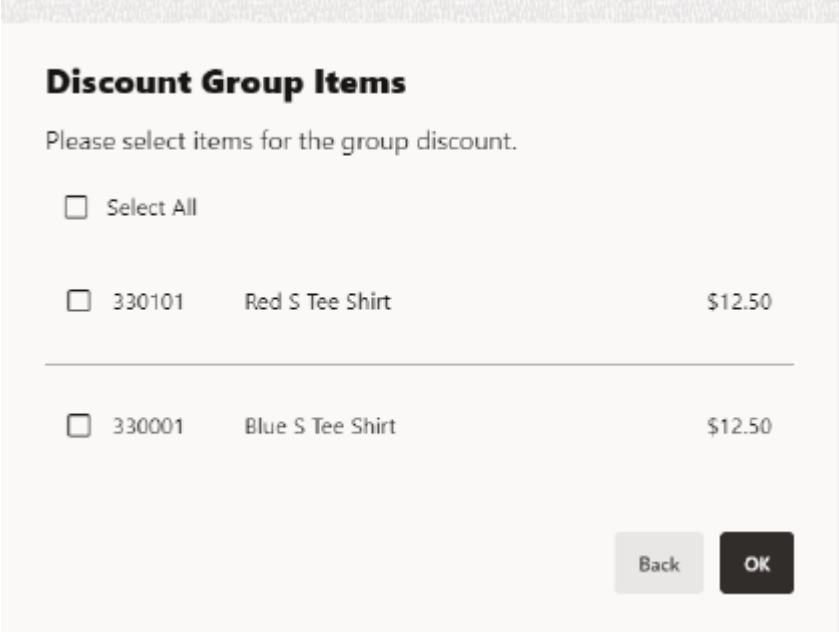
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Figure 8-9 Select Group Discount



3. Select the discount to apply.

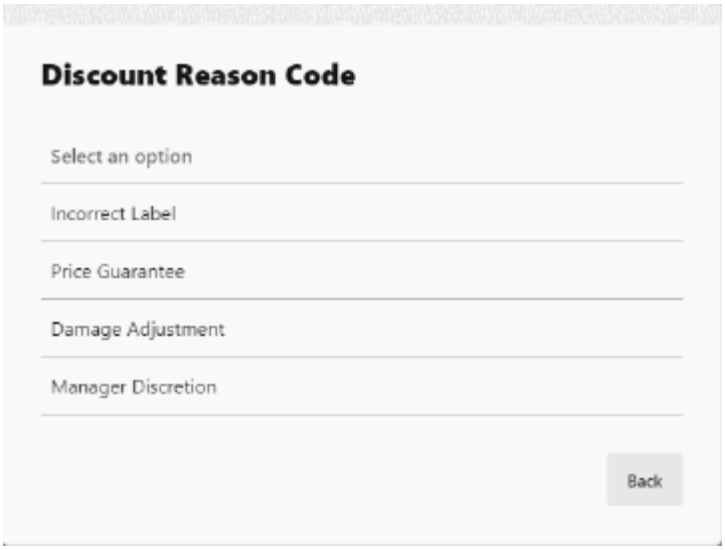
Figure 8-10 Items Eligible for Group Discount



4. Xstore POS displays a list of the items on the transaction that are eligible for a group discount. Select the items to include in the group.
5. Select each item to be included in the group discount, or select, **Select All** to include all items in the list.
6. When you have selected all the items for the group discount, select **OK** to continue.

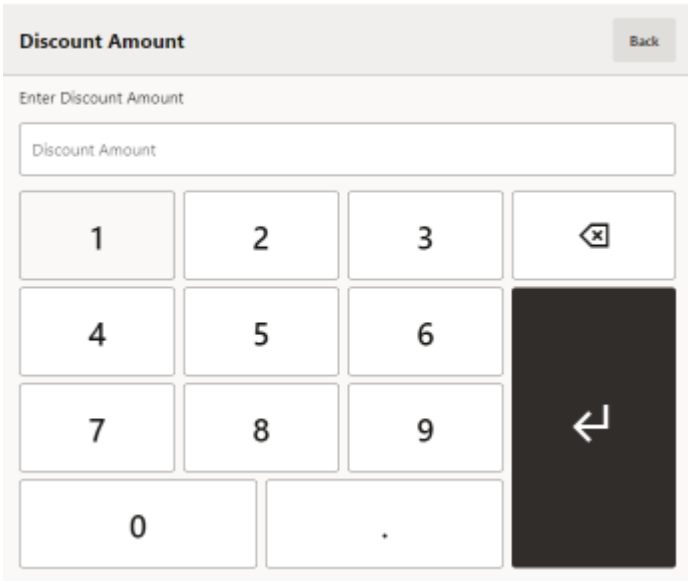
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Figure 8-11 Reason Code List



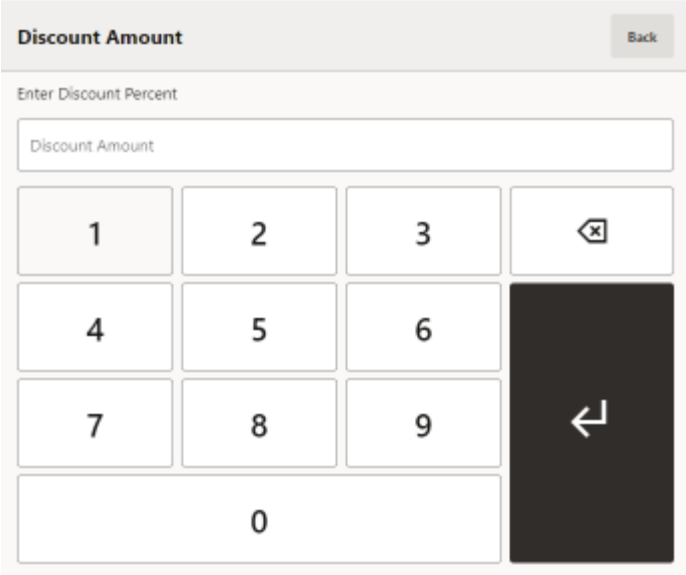
7. If prompted, select the reason for applying the discount.

Figure 8-12 Enter Discount Amount



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Figure 8-13 Enter Discount Percent



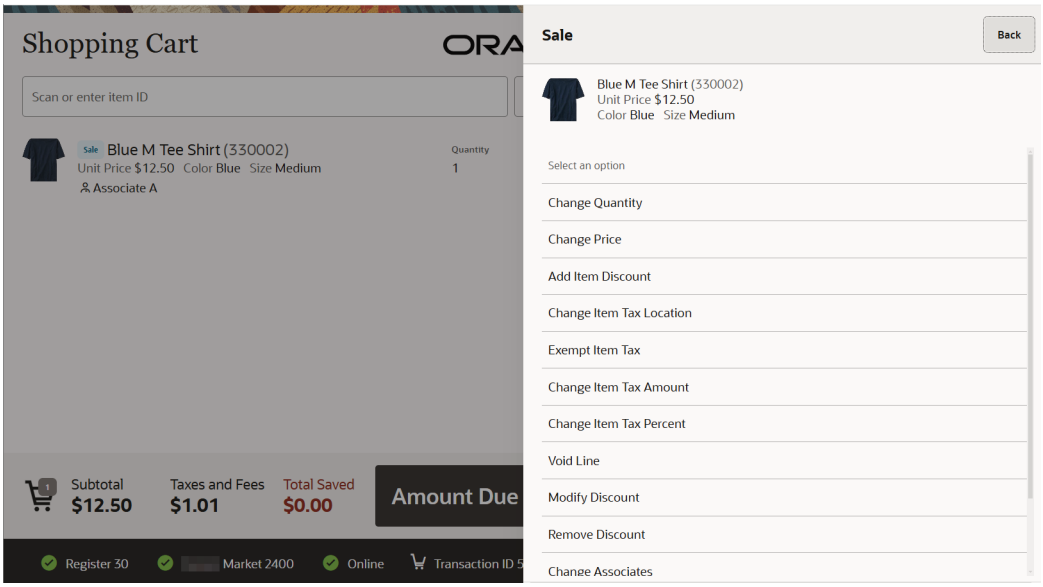
8. If the discount is not fixed, enter the amount or percentage of the discount.
9. Select the **Enter** key.

   The discount is applied to the items. Return to the sale screen.

Modifying Discounts

This option is only available when a discount is on the transaction. After selecting this option, you are prompted to select the discount you want to change. To change the discount on a selected item (see Adjusting an Item):

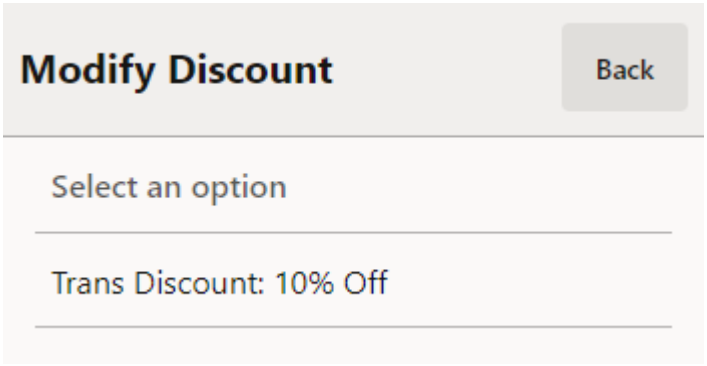
Figure 8-14 Item Adjustment Menu



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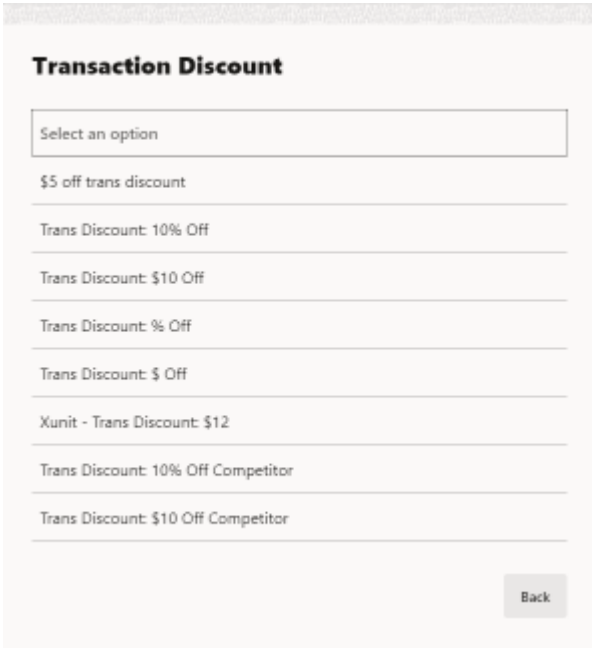
1. Select **Modify Discount** .
2. Select the discount to modify.

Figure 8-15 Select Discount



3. Select the proper discount.

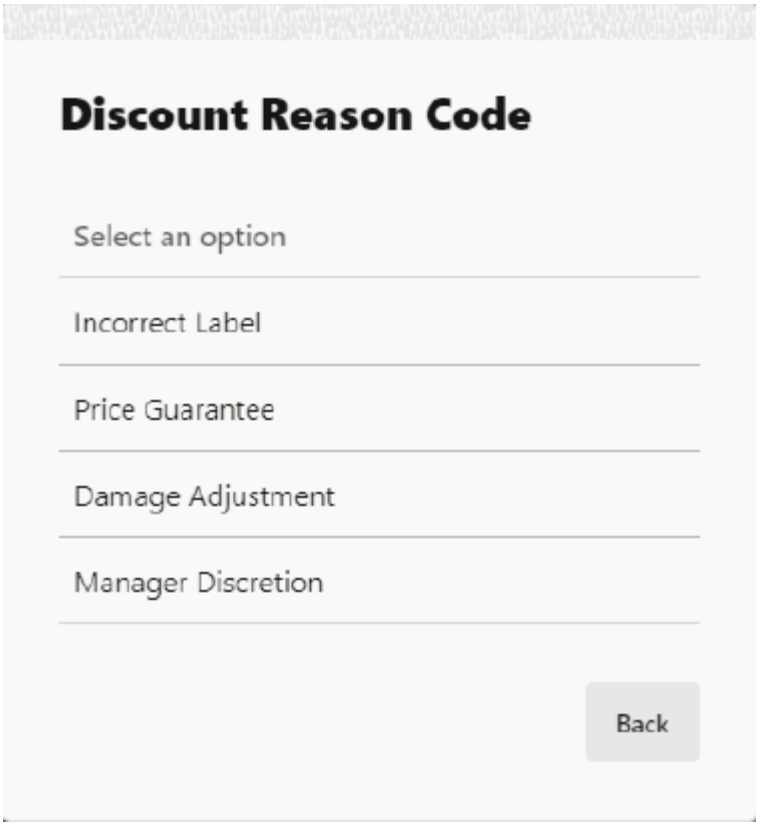
Figure 8-16 Select Transaction Discount Menu



4. Select the proper reason for the discount.

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Figure 8-17 Reason Code List



5. If prompted to enter an amount, enter the discount amount.
6. Select the **Enter** key.

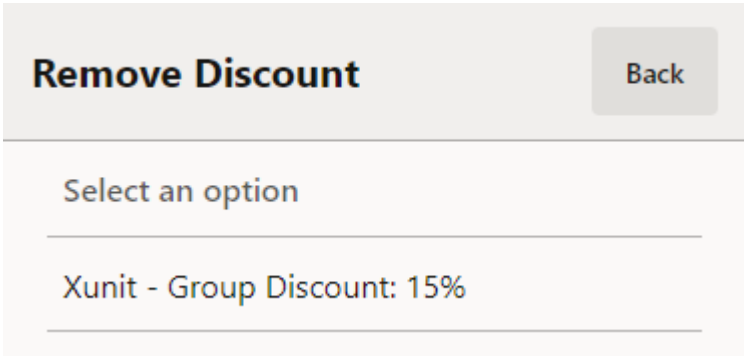
   The discount is modified and Xstore POS returns to the item entry screen.

Removing Discounts

To remove a discount on a selected item (see Adjusting an Item):

1. Select **Remove Discount**. See Figure 8-14.

Figure 8-18 Discount List



2. Select the discount to remove.

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The discount is removed and Xstore POS returns to the sale screen.

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9

Customer Options

For customer accounts such as orders, layaways, special orders, gift registry and work orders, it is necessary to have customer details in order to complete a transaction.
For maintenance of these accounts, see Maintaining Customer Information.

This section covers the following topics that can be performed:

- Searching for a Customer Record
- Associating a Customer with a Transaction
- Customer Information Consent
- Add a New Customer Record
- View/Edit Customer Information
- Edit Customer
- Loyalty Registration
- Removing a Customer
- Changing Country
- Balance Inquiry
- Engagement Activity

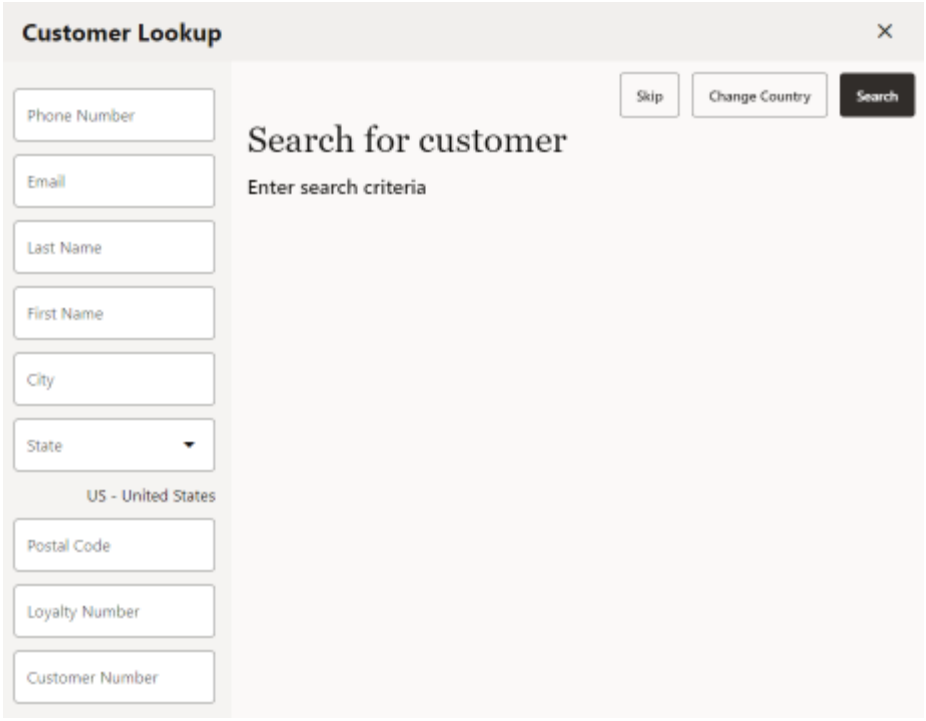
Searching for a Customer Record

When you want to assign a customer to the sale during a transaction, the database is searched to see if the customer record already exists. If the record is found in the database, you may want to view the information or confirm that it is correct. If the record is not found in the customer database, you can create a new customer record and enter the information provided by the customer.

1. From the Customer Search window, enter your search criteria and then select **Search**.

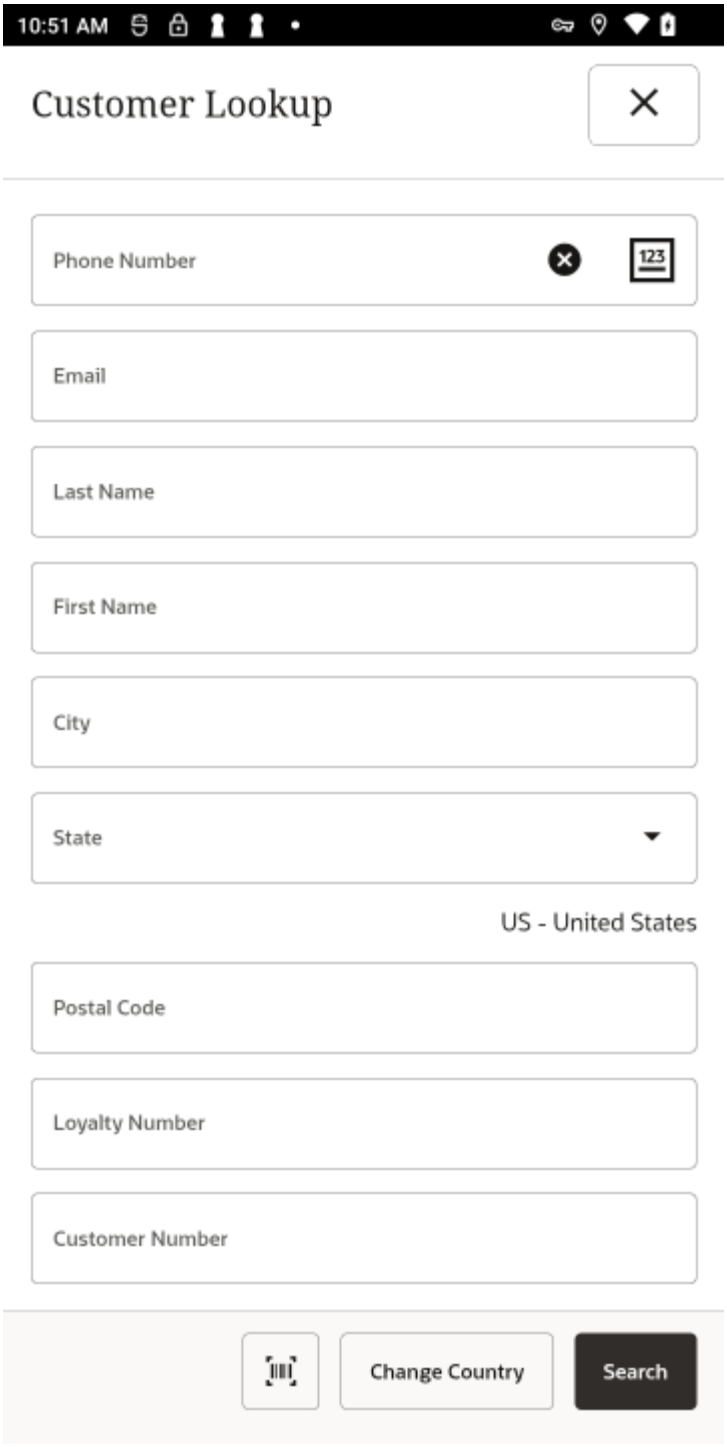
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Figure 9-1 Customer Search Criteria



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Figure 9-2 Customer Lookup - Handheld



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> **Note**
>
> Enter as much information as possible in the Customer Search form to limit the number of customer records that are returned. You may enter partial names in the Last and First name fields.
>
> The maximum number of returned records is configurable. If your search results exceed that number, you may see a message indicating there are too many results. Select **OK** to close the message.

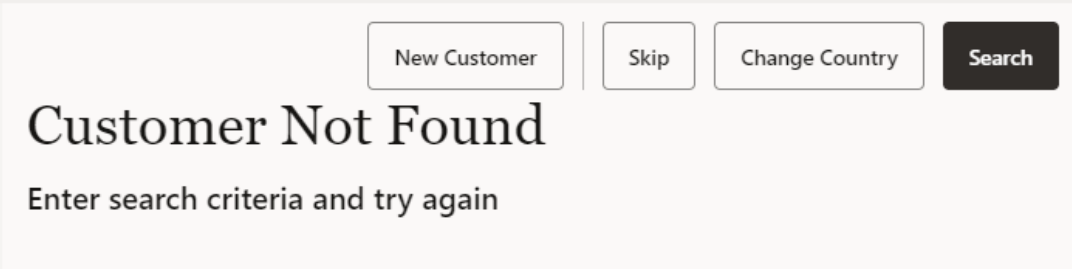
- **Phone #** - Phone number associated with the customer.
- **Email** - Customer email address.
- **Last Name** - Customer last name.
- **First Name** - Customer first name.
- **City** - Customer city.
- **State/Province/County** - Selections based on Customer Country. Example: Customer state.
- **Postal Code** - Postal or zip code.
- **Loyalty Number**- Loyalty number.
- **Customer Number** - Customer number.

To change the states/provinces/county in the State search menu, see Change Country.

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

   If no customer record matches the criteria, Xstore POS displays a message indicating that no customer records have been found. Select **New Customer** to Add a New Customer Record or return to Step 1.

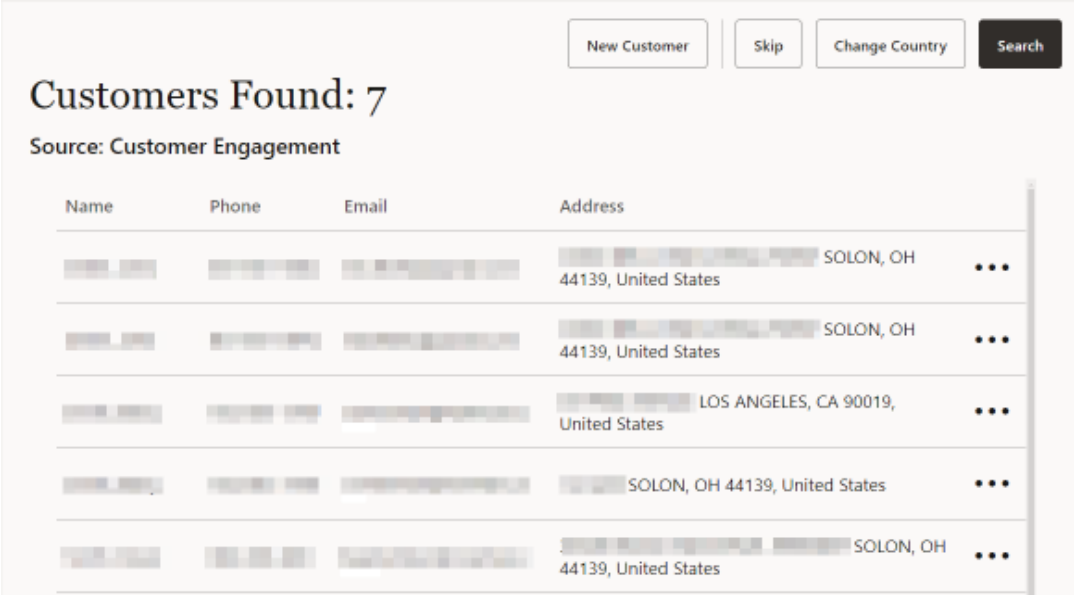
Figure 9-3 Customer Search No Results



If more than one customer record matches your search criteria, select a customer from the list by selecting the line.

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Figure 9-4 Customer Search Results



> **Note**
>
> The Source field below the header **Customer Lookup** indicates the data source from which this information was retrieved. The data source depends upon your system's configuration. If your system is integrated with the Oracle Retail Customer Engagement Cloud Services application and the customers are found there, Customer Engagement is indicated as the source. Customers may also be found in other configurable sources such as the Xstore POS database or Xcenter.

3. Choose one of these options:
   - **Back** - Returns to the Customer Search form.
   -
   - **New** - Displays a form for adding a new customer record to the customer database. See Add a New Customer Record.

Associating a Customer with a Transaction

Depending upon your system's configuration, you may be prompted for customer information so that a customer may be assigned to the transaction.

> **Note**
>
> To continue the transaction without adding a customer, select the **Skip** button.

To assign a customer to a transaction:

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1. Enter search information in the Customer Lookup form. Select **Search** . See Searching for a Customer Record for detailed steps.
2. If a list of matching customer records, who met the criteria of the search, is found, select a customer from the list by touching the line.

   Continue the transaction with either:

   Loyalty Registration <OR>

   Adding an Item

Customer Information Consent

Xstore allows retailers to capture a customer's consent for collecting their personal information.

If this functionality is enabled, when creating a new customer record or by accessing the customer record in the transaction, you are automatically prompted with a Consent Preferences pop up. If the customer has already given consent and the terms and conditions are current, then they will not be prompted again. However, if the terms and conditions have been updated, the customer will be prompted to update their consent preferences.

The terms and conditions are provided by the retailer. Xstore provides the ability to configure multiple consent check boxes for the customer to select.

Once the customer has agreed to the terms and conditions and the consent boxes have been checked, select the **Accept** button.

If the customer declines consent, the consent captured date is cleared and it may impact the ability to perform some specific transaction types depending on the retailer's configurations.

After selecting the **Accept** button, the terms and conditions may be reviewed and signed electronically by the customer.

Customers and employees may ask the retailer to remove their personal information by anonymizing or deleting it from their records. If a customer or associate requests to remove their data, a check is made to ensure that the customer or associate is eligible to be removed from the application. For example, customers with any open transactions would not be eligible for data removal. Open transactions include open orders, a house account balance, or open layaway transactions, and so on.

Add a New Customer Record

If you search for a customer name and it is not found in the customer database, you can create a new record for the customer. The system displays a message if there is no current record.

1. Select **New Customer** at a customer prompt.

   > **Note**
   >
   > The information you entered in the Customer Search form automatically populates the appropriate fields on the Customer Maintenance screen.

   If customer information consent functionality is not enabled, continue at step 4.

   If customer information consent functionality is enabled, a terms and conditions screen opens showing consent preferences and requesting that the customer accepts or declines

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to the terms and conditions listed. See Customer Information Consent for more information.

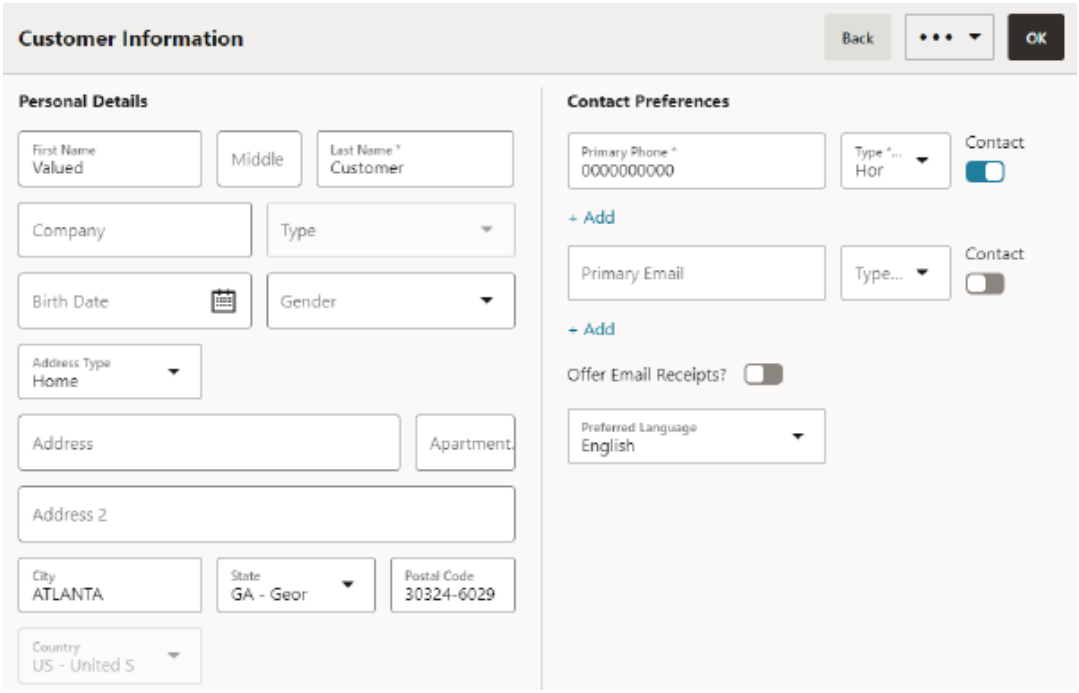
Select the relevant check boxes if the customer agrees to accept the terms and conditions, and consent preferences.

To refuse consent, select **Decline** to return to the previous screen.

2. Select **Accept**. Ask the customer to electronically sign the signature capture on the device to acknowledge they are accepting the terms and conditions displayed on the previous screen.
3. Select **Accept** to confirm the customer has acknowledged the terms and conditions and signed the receipt. The customer's acceptance is associated to the customer record.

   A confirmation screen is displayed indicating that the customer's consent selections have been updated in the system. Select **OK** to continue. The customer maintenance screen opens with editable fields.
4. Enter customer contact information. Any of the fields may be designated as a required entry (per your store policy).

Figure 9-5 Customer Record - Edit Mode



Any field that requires an entry is marked with an asterisk..

Any field that has a selectable list of options displays a down arrow on the right side of the field.

> **Note**
>
> When you enter a valid postal code for the customer, the system automatically enters the city and state information.

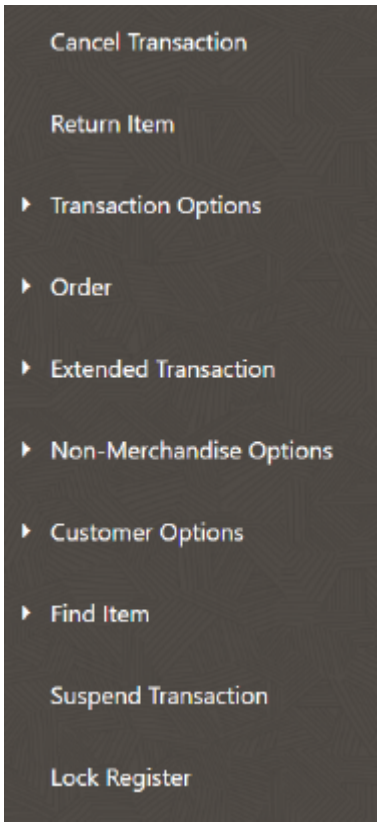
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5. Select **OK** to save the information to the database. Select **Back** if you decide not to keep the changes you made.

View/Edit Customer Information

To view or edit information about the customer assigned to a transaction:

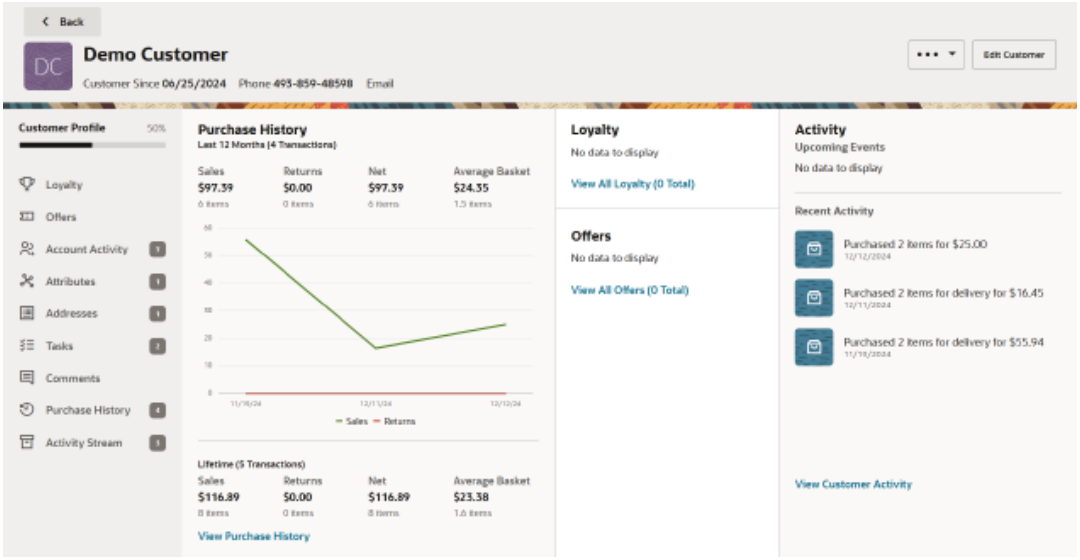
Figure 9-6 Menu - Sale Mode



1. Select **Customer Options**.
2. Select **Customer Dashboard**.

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Figure 9-7 Customer Dashboard



Do one of the following:

- Select **Back** to return to the sale screen.
- Select **Edit Customer** to edit the customer information. See Edit Customer.
- Select the **Overflow Menu** to perform the following options:
  - New Customer - Create a new customer. See Add a New Customer Record.
  - Print Customer - Select a printer from the list to submit the print job.
  - Select **Enroll in Loyalty** to assign a loyalty card to the customer. See Loyalty Registration.
  - Tax Exemptions - Enter the **required information** and select **OK** to save, or **Back** to close without saving.
  - Create House Account - Enter a credit limit **amount** and select **Return**, or select **Back** to close without creating a House Account.

Edit Customer

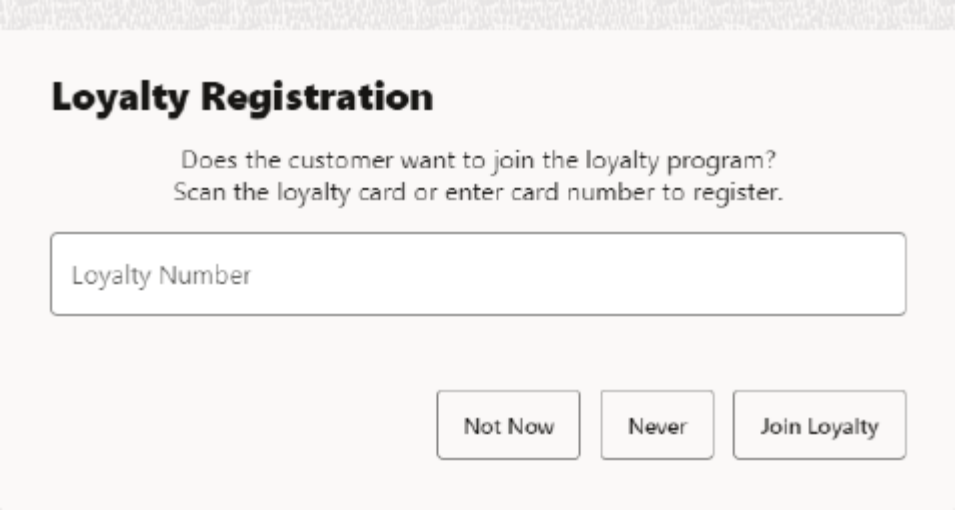
1. In the Context Menu, select **Edit Customer** to activate the fields on the window.
2. Select the field you want to change and replace the old entry by typing over it with the new information.
3. In the Context Menu, select **Save Changes** to save the information to the database. Select **Undo Changes** if you decide not to keep the changes you made.

Loyalty Registration

If a customer is not registered with a loyalty program, Xstore POS prompts to add a loyalty card. You can select **Not Now**, **Never**, or **Join Loyalty.**

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Figure 9-8 Loyalty Registration



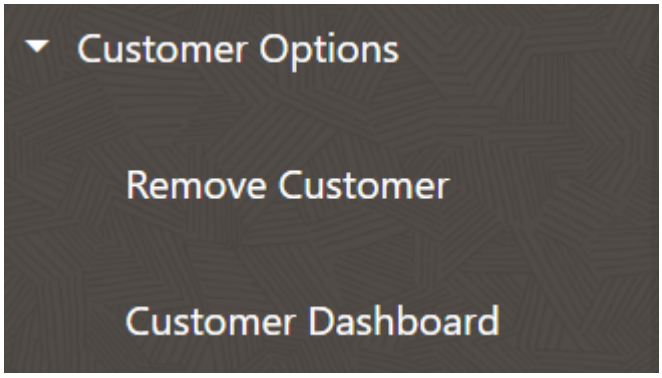
Do one of the following:

- Register a Card - Swipe a loyalty card or enter the card number and select **Process** .
- Enter a unique Loyalty Number and select **Join Loyalty**.
- Continue without adding a Card, Select **Not Now** .
- Never ask again about a Card , select **Never** .

Removing a Customer

To remove a customer from a transaction:

Figure 9-9 Customer Options - Remove Customer



1. Whilst in the transaction, select **Customer Options** .
2. Select **Remove Customer**.

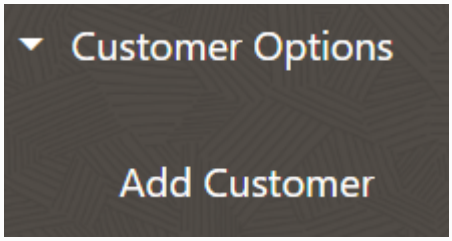
   The customer is removed from the transaction. Return to the sale screen.

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Note

To add a different customer to the transaction, select **Customer Options** then select, **Add Customer**.

Figure 9-10 Customer Options - Add Customer

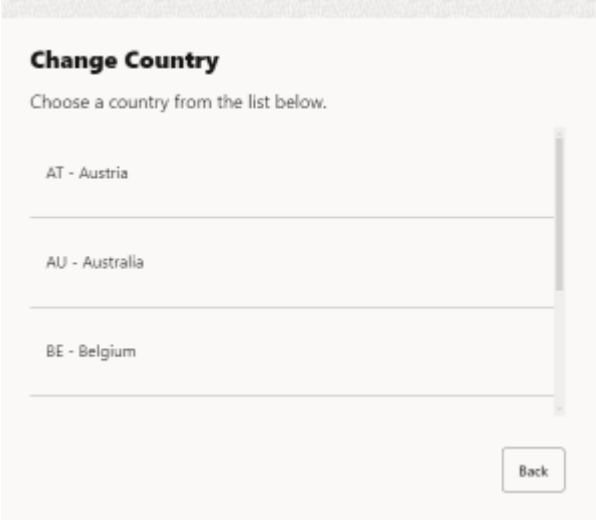


Changing Country

To change the states/provinces in the State field (if present) to those of a different country:

1. Select the **Change Country** .

Figure 9-11 Change Country



2. Select the proper country.

   Optional: Return to Associating a Customer with a Transaction.

Balance Inquiry

Gift cards and store credit vouchers may be used as a tender until the total value of the account has been used. Since the amount left on a card or voucher cannot be visibly seen, this function electronically checks the account record and tells you about the remaining value on

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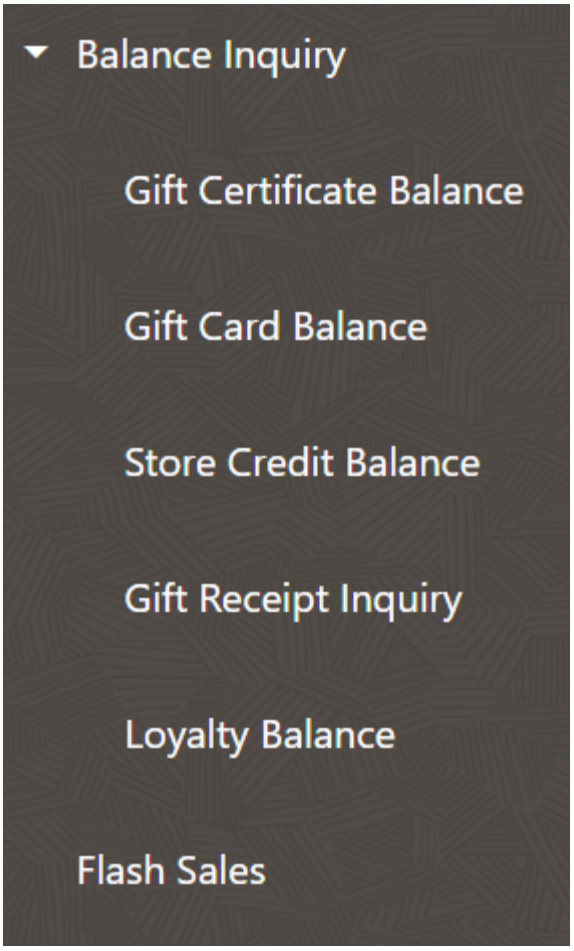
the account. You can also use Balance Inquiry to look up an encoded item's price on a gift receipt.

Use the balance inquiry process to check the amount remaining on a customer's store credit voucher, gift card or gift certificate, and an item's price from a gift receipt.

> **Note**
>
> Depending upon the configuration of your system, this option may be available from several different locations.

1. Select **Balance Inquiry** from the menu on the home screen or from within a sale, to view the inquiry functions available in your store.

Figure 9-12 Home Screen Menu



2. Select the type of inquiry you want to perform by selecting the appropriate option from the Balance Inquiry menu.
   - **Gift Certificate Balance**: Shows the redemption amount of a gift certificate.
   - **Gift Card Balance**: Shows the remaining balance on a gift card.
   - **Store Credit Balance**: Shows the remaining store credit balance.

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- **Gift Receipt Inquiry**: To view the encoded item's price on a gift receipt.
- **Loyalty Balance**: Shows the loyalty point balance.

3. At the prompt, enter the information as prompted: a card number, account number, or gift receipt information.

> **Note**
>
> The information required here varies according to the type of balance inquiry you are performing. Enter the applicable information and select **OK** to continue.

4. The system retrieves the account balance/gift receipt information and displays the information on the screen.
   - If applicable, select **Yes** to print a receipt for this balance information.

     <OR>

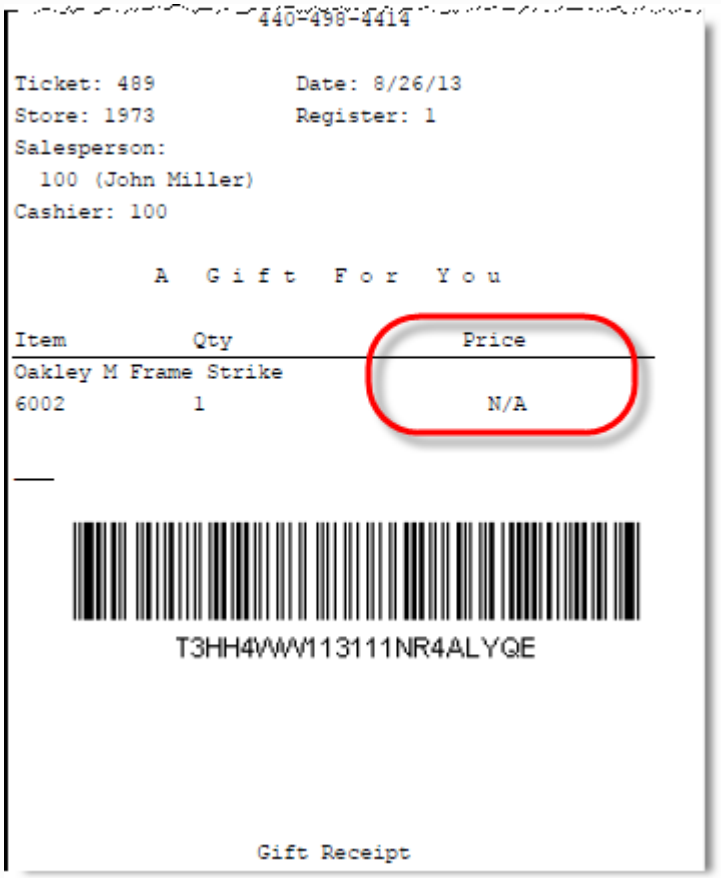
   - If applicable, select **No** if you do not need a printed receipt for this balance information.
   - If the option to print a receipt is not available, select **OK** to close the prompt.

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Note

The system displays a message if the account is closed or cannot be located.

If a deal or discount was applied to the gift item at the time of purchase, you cannot use Balance Inquiry to look up the price. No item price code is printed on the receipt.

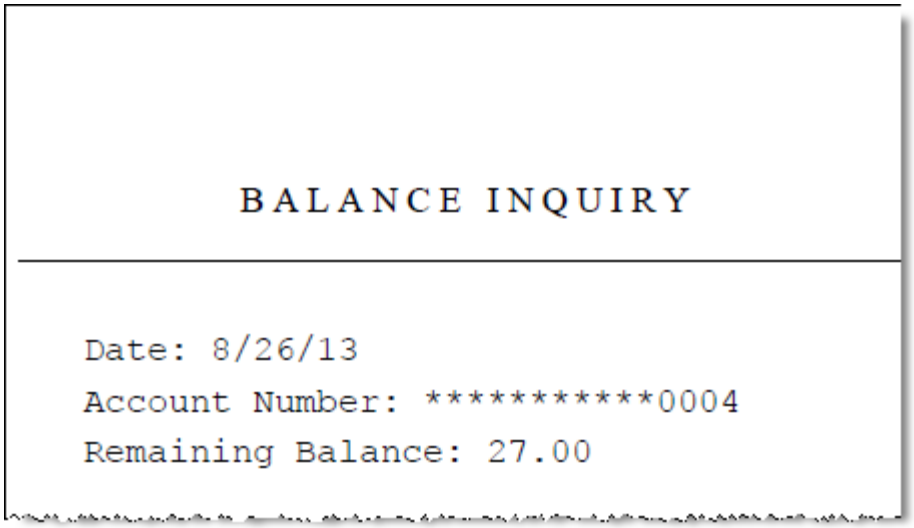


When a balance inquiry for a store credit or gift certificate is performed, Xstore POS first determines which currency the store credit or gift certificate is in. If this currency is different than your store's local currency, then the foreign tender amount of the store credit or gift certificate is automatically converted to the local tender and amount using the current exchange rate on file. This localization is shown on the screen and on the receipt, if printed.

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

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Figure 9-13 Sample Balance Inquiry Receipt



Engagement Activity

> **Note**
>
> Requires Xstore to be integrated with Oracle Retail Customer Engagement (ORCE).

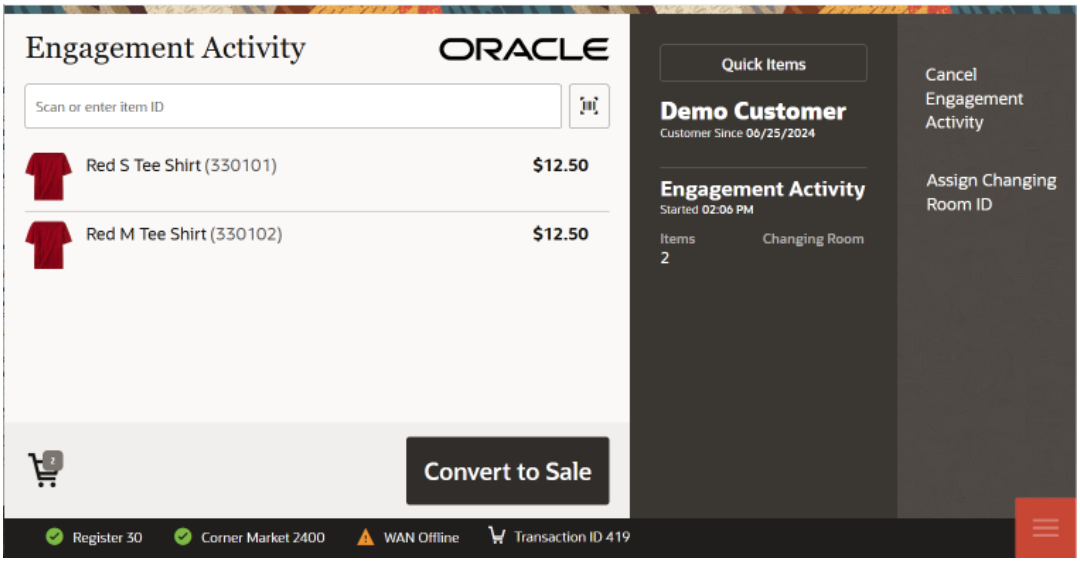
Customer Engagement can be used by fashion retailers to track and capture activities pre transaction such as which items are tried on and the changing room used. From here you can convert to a sale or save to a personal wish list (items that a customer has expressed an interest in).

Upon selecting **Engagement Activity** , you are taken to the Customer Search functionality. See Searching for a Customer Record for more information.

1. Associate a customer with this activity.
2. Scan or enter an item number.

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Figure 9-14 Engagement Activity - Items Added



3. Add further items or select an option to continue:
   - Assign Changing Room ID
   - Convert to Sale
   - Exit Engagement Activity
   - Remove Items from Engagement Activity

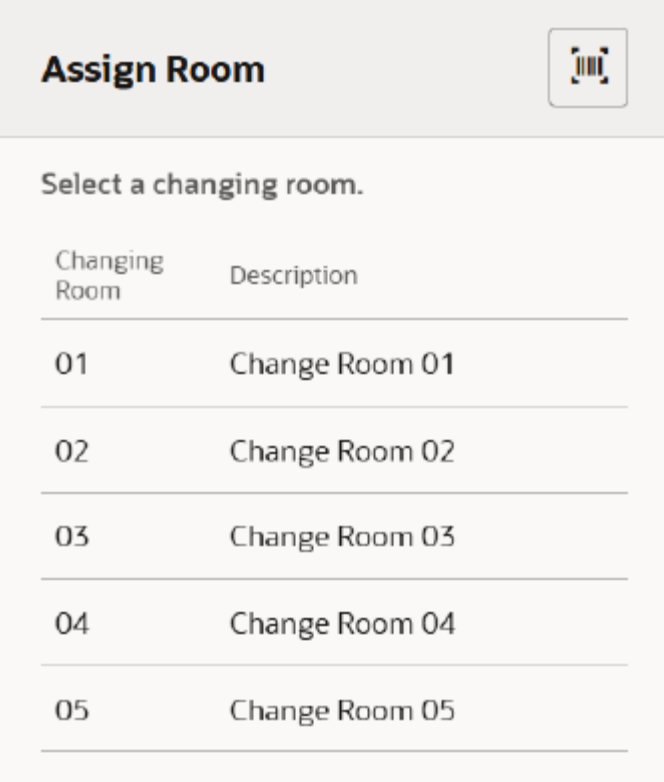
Assign Changing Room ID

To assign or release a changing room during an Engagement Activity:

1. Select **Assign Changing Room ID**.

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Figure 9-15 Assign Room



2. Scan (by selecting the barcode icon first) or select a changing room.

   After assigning the Room ID, the **Assign Changing Room ID** button is updated to **Release Changing Room**.

   The assigned changing room ID, number of items, and start time of the Engagement Activity are displayed upon assigning the changing room is displayed in the Information area.

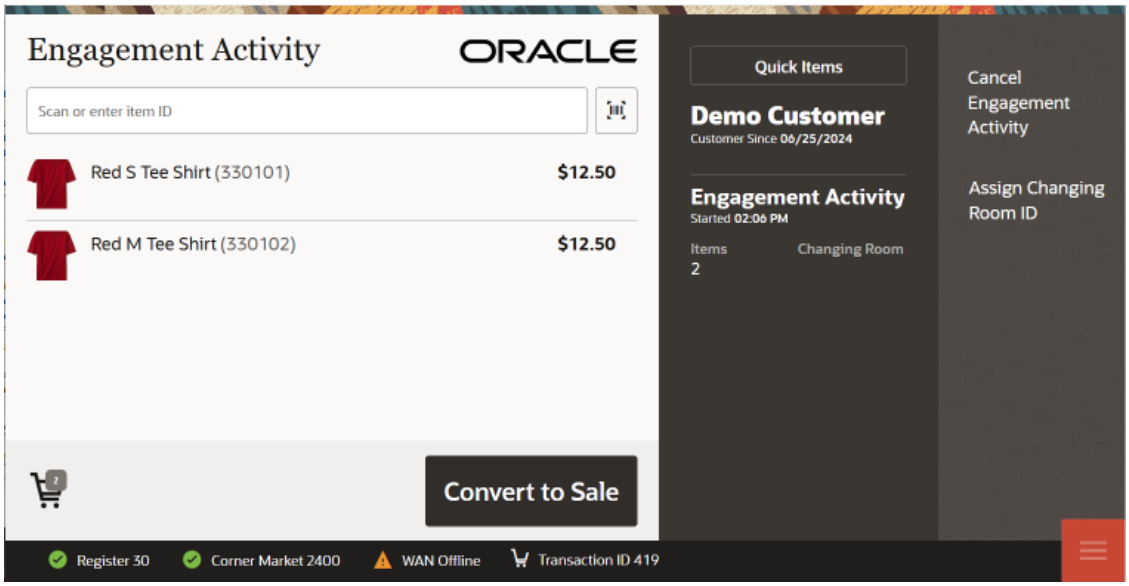
3. To release the changing room, select **Release Changing Room**. Once the changing room is released, you can assign a new changing room to the engagement activity.

Convert to Sale

If a customer wishes to purchase any items, select **Convert To Sale**. Xstore POS refreshes the Sale screen to complete the transaction.

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Figure 9-16 Engagement Activity Options - Convert to Sale

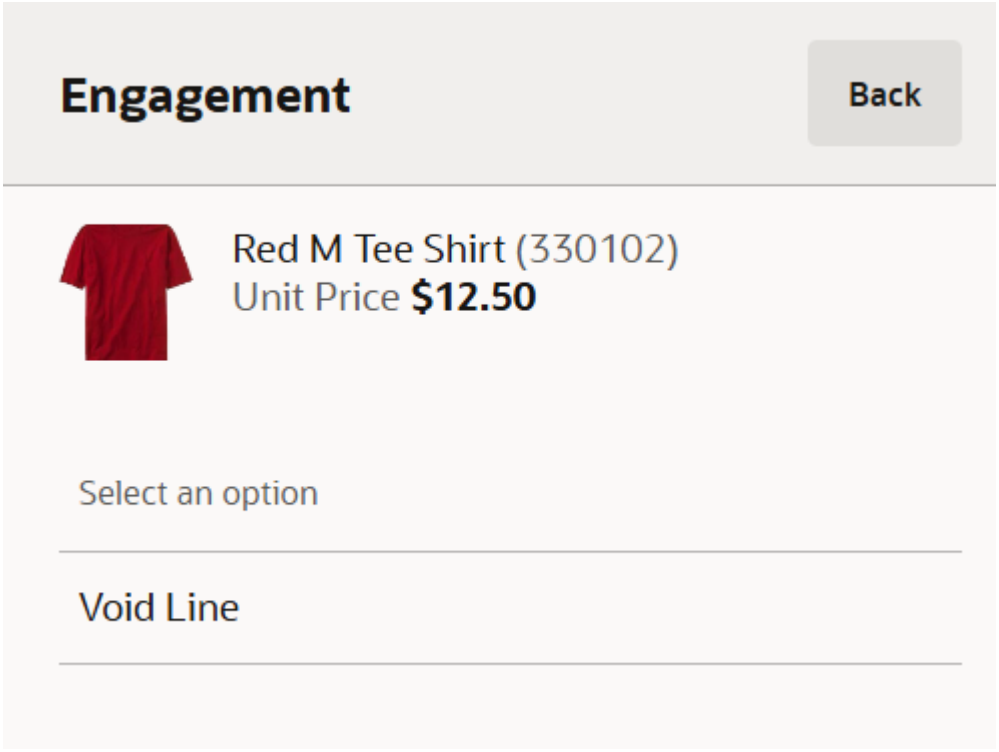


Remove Items from Engagement Activity

You can remove items from the Engagement Activity list at any time. You need to select a reason for the removal of an item. Options below are determined by your business.

- Select an **Item**. The Engagement drawer opens.

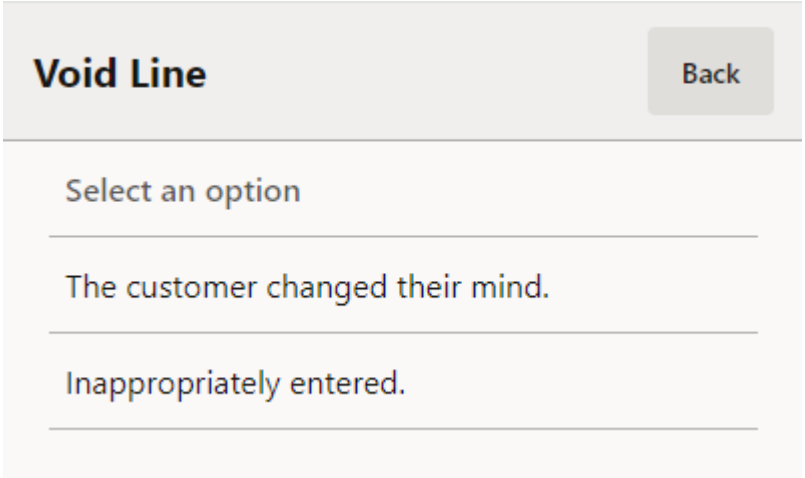
Figure 9-17 Engagement Drawer - Void Line



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- Select **Void Line**.
- Select an **option**. The item is removed from the shopping cart.

Figure 9-18 List of Reason Codes



Cancel Engagement Activity

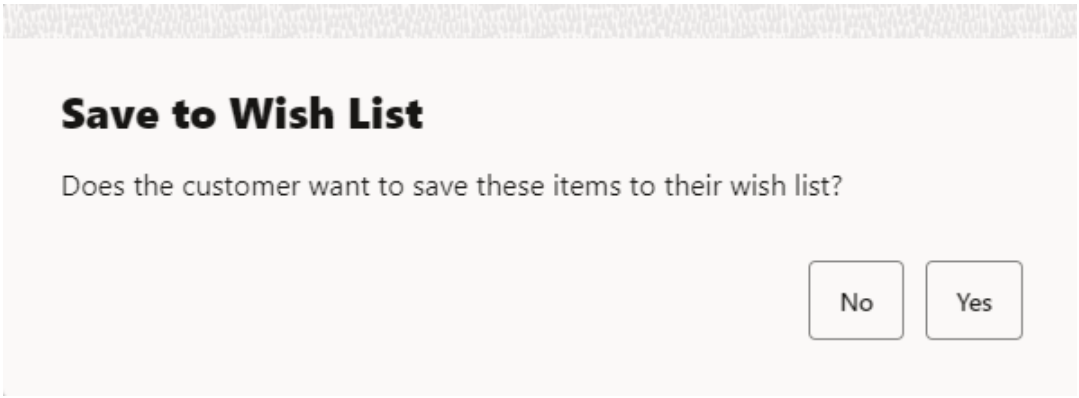
If none of the items are to be purchased at that point of time, they can be saved to the customer's personal wish list to be purchased later.

> **Note**
>
> Only items valid in Oracle Retail Customer Engagement can be saved.

To save the items to their wish list.

1. Select **Cancel Engagement Activity**. You are prompted to save the items.

Figure 9-19 Save to Wish List

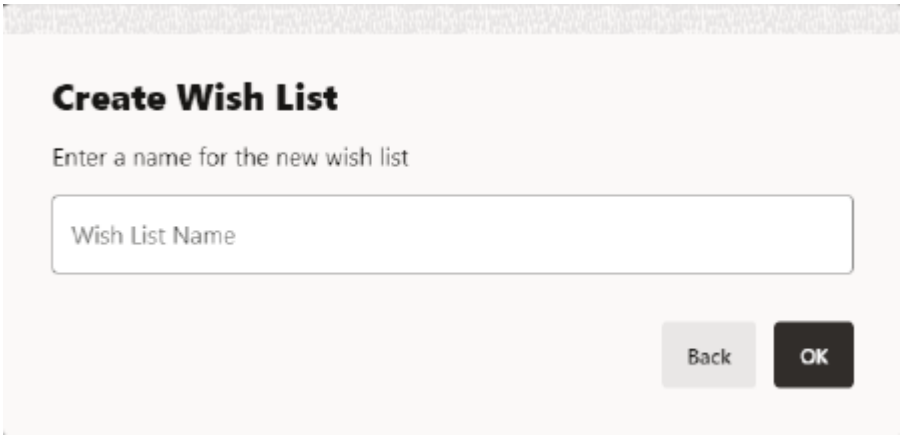


2. Select **No** to exit, or **Yes**, to add the item(s) to the customer's wish list.

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3. If no wish list exists or the customer would like to create a new wish list, you are prompted to a new wish list for the customer.

Figure 9-20 Create Wish List



   a. Enter a Wish List name.
   b. Select **Save**.

Upon sending the items to the wish list, Xstore receives a confirmation from Oracle Retail Customer Engagement that they have received the wish list items.

The customer's wish list can be viewed on the Wish List located within the Customer Maintenance screen. See Wish List.

Private Label Credit Card (PLCC) - Account Lookup

Xstore allows associates to perform a Private Label Credit Card (PLCC) Account Lookup, so that the PLCC can be verified as a valid card for the retailer, and the customer can be informed about their current account balance and total available credit. Xstore provides two account lookups:

- PLCC Account Lookup by Card
- PLCC Account Lookup Card not Present

PLCC Account Lookup by Card

To look up a Private Label Credit Card (PLCC) account by card:

1. Select **PLCC Account Lookup by Card**.
2. The customer is prompted to present the PLCC on a PIN Entry Device (PED) payment terminal. The system verifies the card.
3. If successful, Xstore displays the Card Holder, the Available Credit and the Credit Balance of the account.

> **Note**
>
> When completing the transaction with PLCC, the tender completes automatically, without the customer needing to present their PLCC card again.

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- If not successful, Xstore displays an error message.

4. Select **OK** to return to the Sale screen.

PLCC Account Lookup Card Not Present

To look up a Private Label Credit Card (PLCC) when there is no card present:

1. Select **PLCC Account Lookup Card Not Present**.
2. The customer is prompted to enter personal information, for example, SSN, DOB, Postal Code. The system verifies the entries.
3. If successful, Xstore displays the Card Holder, the Available Credit and the Credit Balance of the account.

> **Note**
>
> When completing the transaction with PLCC, the tender completes automatically.

- If not successful, Xstore displays an error message.

4. Select **OK** to return to the Sale screen.

Private Label Credit Card (PLCC) Payment on Account

Xstore allows customers to perform a Payment On Account on their PLCC card, so that they can reduce their interest payments, and ensure they stay within their credit limit.

Possible tenders are:

- Debit Card
- Gift Card
- Check
- Cash

However, the available tenders are determined by the PSP in conjunction with the retailer.

If a PLCC Account Lookup has not yet taken place during this transaction, Xstore instructs the associate to perform a PLCC Account Lookup, so that the PLCC can be verified and the account information can be retrieved.

The Credit Balance, for example $500, and is the amount of credit owed on the PLCC card, and is thus the maximum amount that can be paid off by the customer. The customer can make as many different payments as they wish.

> **Note**
>
> The Payment On Account can only take place in its own separate transaction, and cannot be mixed with other line items within the same transaction.

To make a payment on the PLCC account:

1. Select **Private Label Credit Card**, then select **PLCC Payment on Account.**

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- If there are any items added to the current transaction, you receive an error message to remove them.
- If a PLCC Account Lookup has not yet taken place, you are prompted to perform a PLCC Account Lookup.

2. If a successful PLCC Account Lookup has already taken place, the non-merchandise item PLCC Payment On Account is added to the transaction.
3. You are prompted for the amount the customer would like to pay.
4. After entering the amount, Xstore starts the tendering process. For more information, refer to Processing Tenders.

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10

Modifying a Transaction

After items have been added to a sale transaction, adjustments can be made to the items through the Sale drawer.

About This Chapter

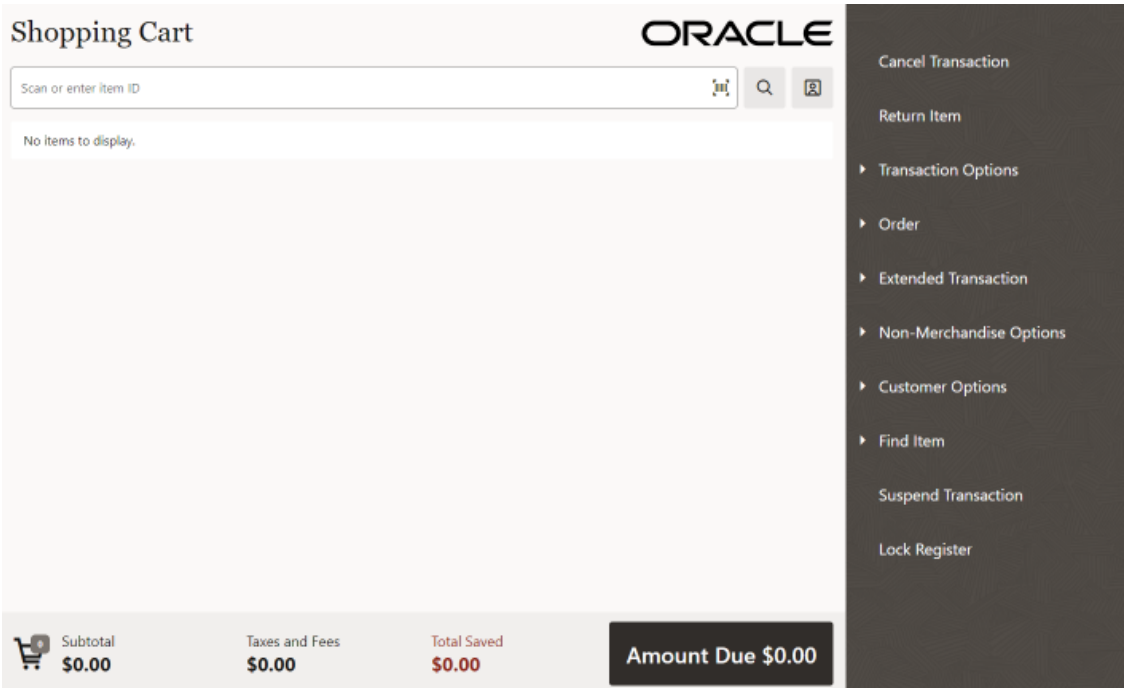
After selecting an item in the sale screen (see Basic Transaction Entry), the following options are available:

- Modifying Customer Information
- Modifying Line Items in a Sale
  - Changing the Item Quantity - Change the quantity of an item in a transaction.
  - Changing the Item Price - Change the price of an item.
  - Discount an Item - Add a discount to an item.
  - Changing Item Taxes - Change the tax on an item.
  - Voiding an Item - Remove an item from a transaction.
  - Changing the Commissioned Associate - Change the associate who receives the commission on an item.
  - Adding/Editing a Line Item Comment - Add/remove a comment to a line item.
- Changing Transaction Taxes
- Suspending/Resuming a Transaction

> **Note**
>
> Changes made to individual lines and items may require supervisor or manager privileges, along with reason codes.

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Figure 10-1 Menu - Shopping Cart



Modifying Customer Information

Perform the following steps to remove the customer from a transaction:

1. From the Sale screen, select **Customer Options** in the Sales Screen Menu.
2. Select **Remove Customer**. The transaction sale screen displays with the customer removed.

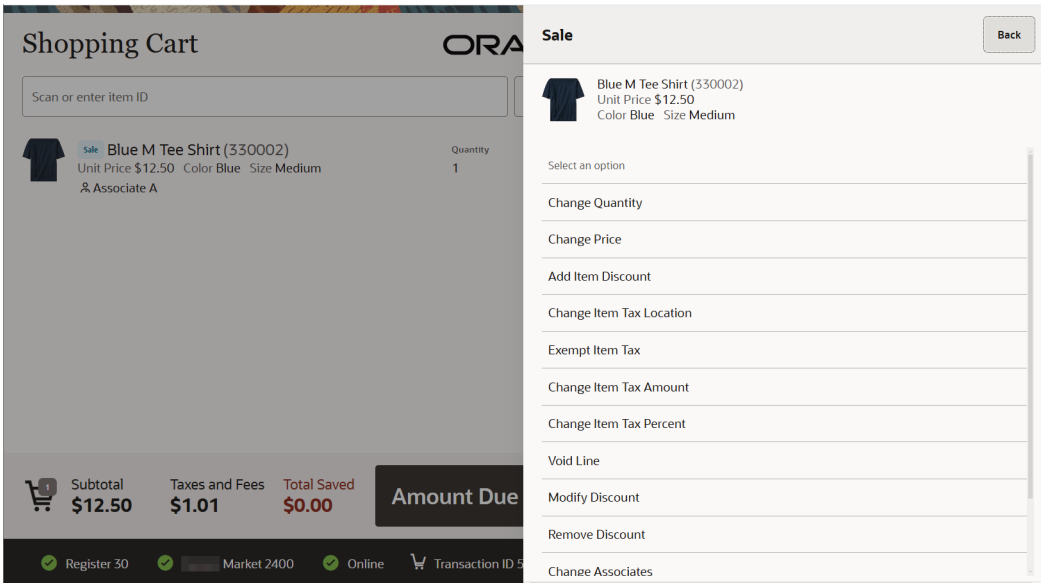
> **Note**
>
> To add a different customer to the transaction, select **Customer Options** and then **Add Customer**.

Modifying Line Items in a Sale

1. From the sale menu, select an item line to change or modify a line item.

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Figure 10-2 Item Adjustment Menu



2. Select an option from the menu.

   The following options are available:

   - Change the item quantity - See Changing the Item Quantity.
   - Change the item price - See Changing the Item Price.
   - Add a discount to an item - See Discount an Item.
   - Change the item tax - See Changing Item Taxes.
   - Void a line item - See Voiding an Item.
   - Modify Discount - This option is only available when a discount is on the transaction. After selecting this option, you are prompted to select the discount you want to change. See Adding a Discount to a Transaction or Group of Items.
   - Remove Discount - See Removing Discounts.
   - Change the commissioned associate - See Changing the Commissioned Associate.
   - Add/Edit line item comments - See Adding/Editing a Line Item Comment.

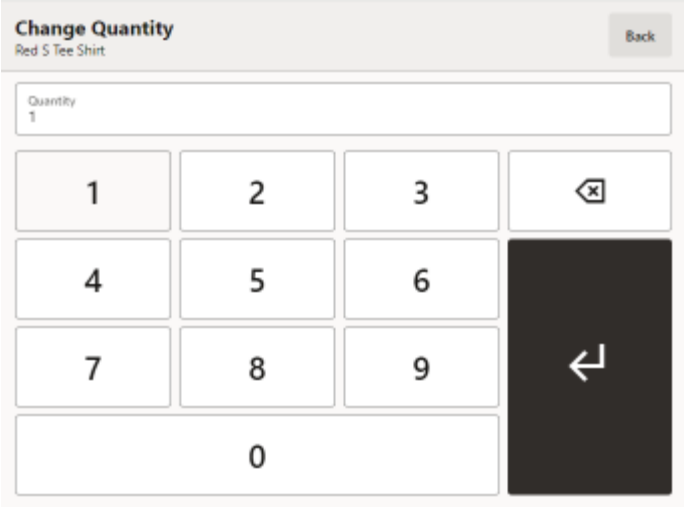
Changing the Item Quantity

To change the quantity of a selected item (see Adjusting an Item):

1. Select **Change Quantity**. See Figure 10-2.

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Figure 10-3 Enter Quantity Prompt



2. Enter the new quantity for the item.
3. Select **Return**.

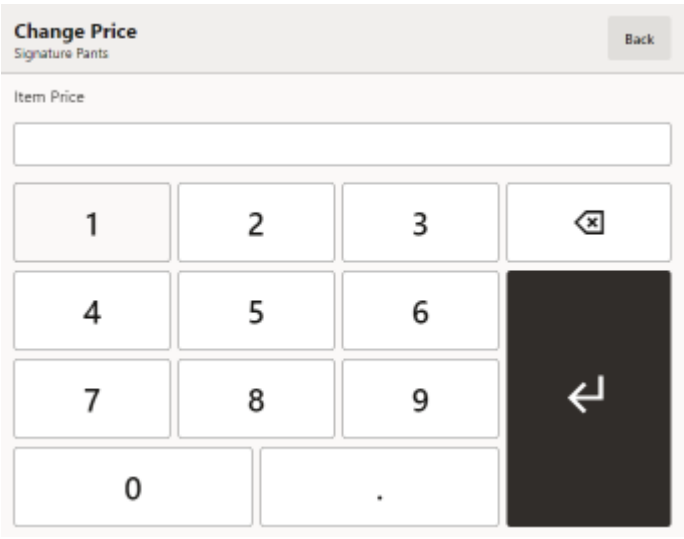
   Return to the transaction screen.

Changing the Item Price

To change the price of a selected item (see Adjusting an Item):

1. Select **Change Price**. See Figure 10-2.

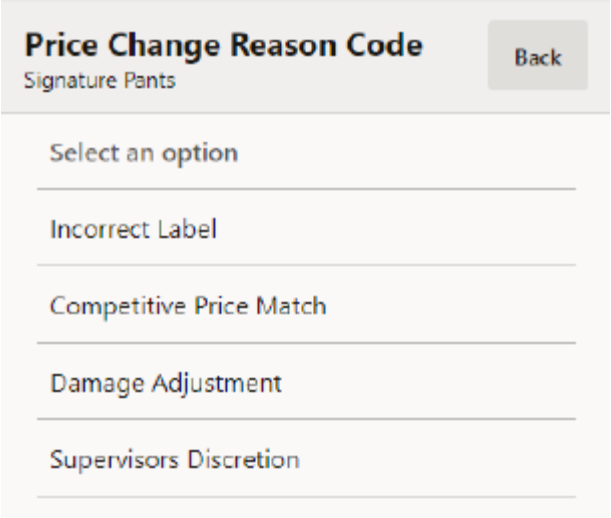
Figure 10-4 Enter Price Prompt



2. Enter the new price for the item.
3. Select **OK**.

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Figure 10-5 Reason Code List



4. Select the proper reason for the price change.

   Return to the transaction screen.

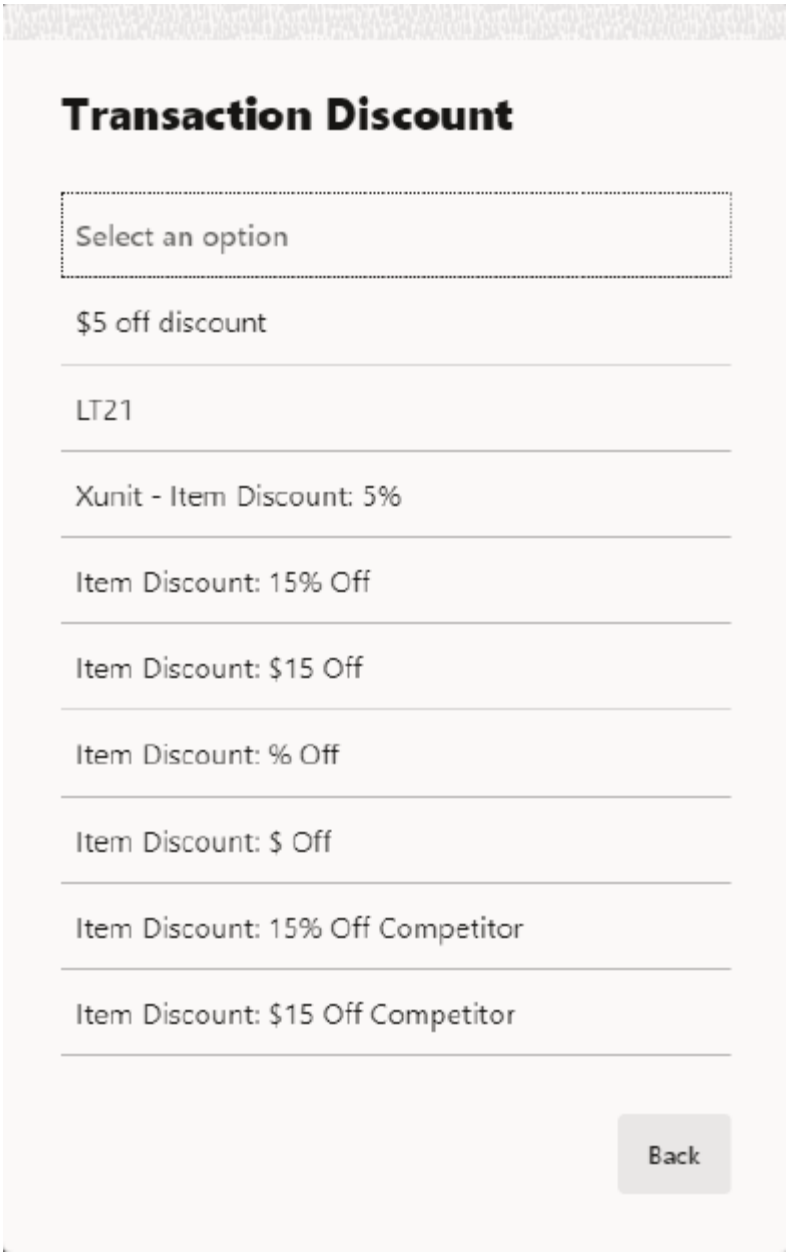
Discount an Item

To add a discount to a selected item (see Adjusting an Item):

1. Select **Add Item Discount**. See Figure 10-2.

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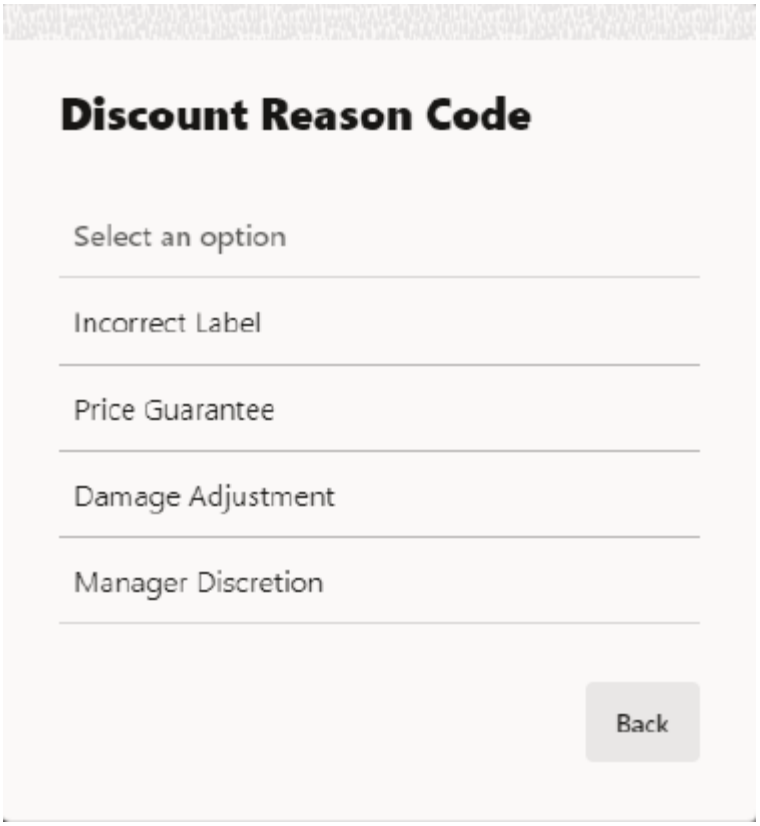
Figure 10-6 Discount List



2. Select the proper discount.

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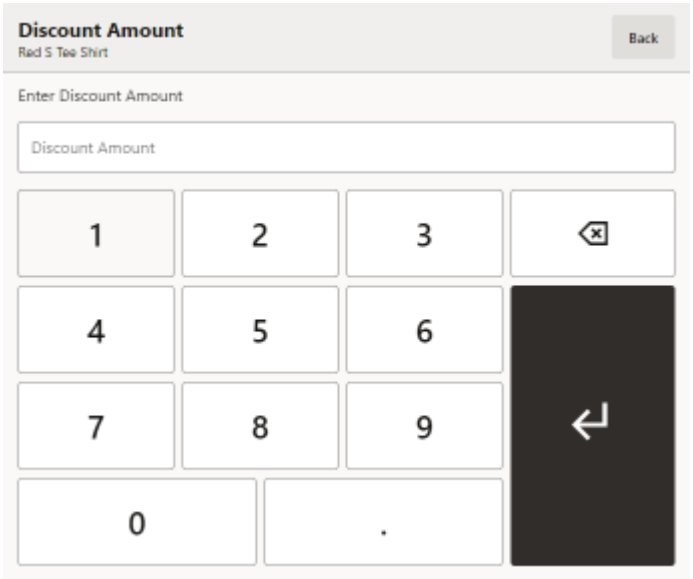
Figure 10-7 Discount Reason Code List



3. Select the proper reason for the discount.

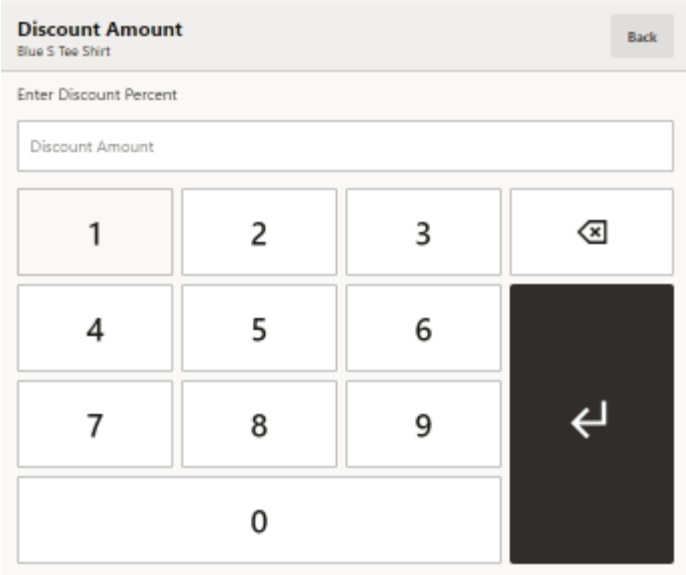
   If prompted to enter an amount:

Figure 10-8 Discount Amount Prompt



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Figure 10-9 Discount Percent Prompt



4. Enter the discount amount or percentage.
5. Select **OK**.

   Return to the transaction screen.

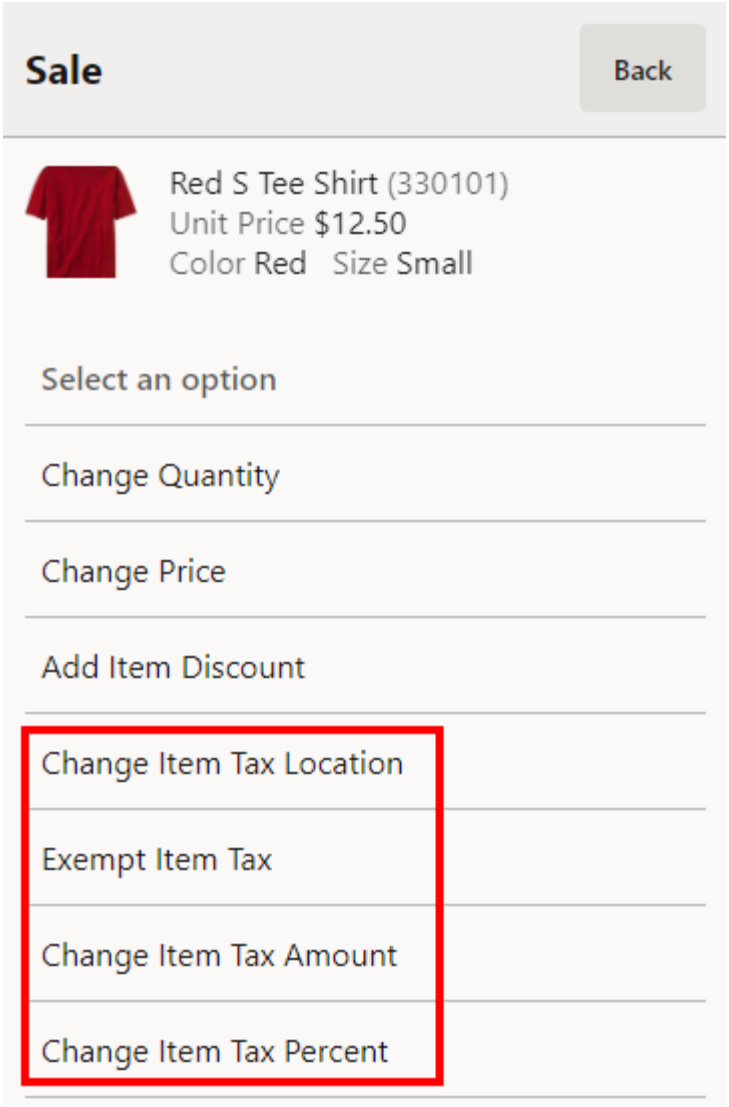
Changing Item Taxes

To change the tax on a selected item (see Adjusting an Item):

1. Select the item. The Sale drawer appears. See Figure 10-2.

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Figure 10-10 Change Item Tax Options



Continue with the proper procedure:

- Changing the Item Tax Location
- Exempting an Item from Tax
- Changing the Item Tax Amount
- Changing the Item Tax Percentage

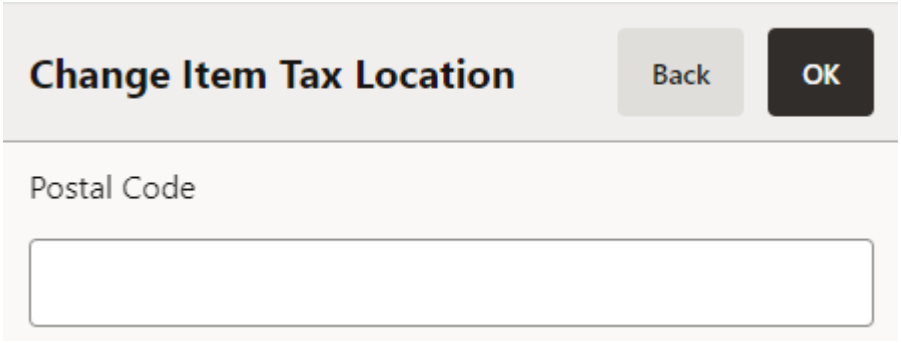
Changing the Item Tax Location

To change the location used to determine the tax on an item:

1. Select **Change Item Tax Location** in the Change Item Tax menu. See Figure 10-10.

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Figure 10-11 Enter Postal Code



2. Enter the postal/zip code for the new location.
3. Select **OK**.

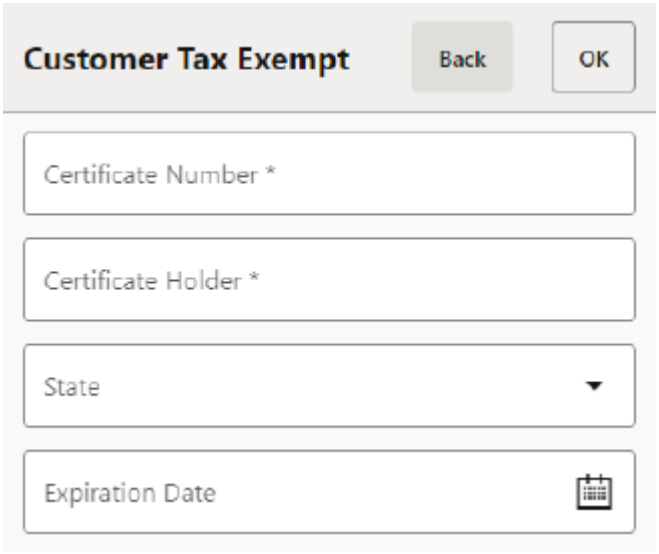
   The tax location for the item is changed and Xstore POS returns to the item entry screen.

Exempting an Item from Tax

To exempt an item from tax:

1. Select **Exempt Item Tax** in the Change Item Tax Menu. See Figure 10-10.

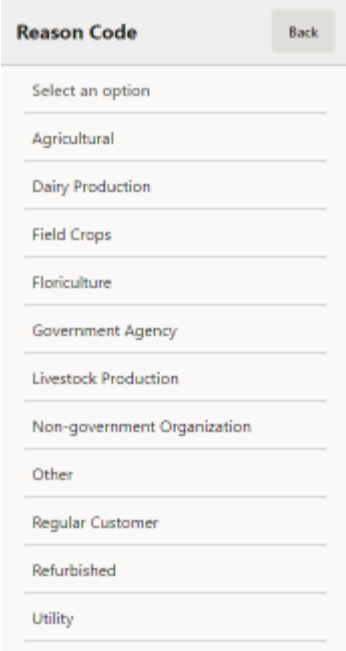
Figure 10-12 Customer Tax Exempt Entry Form



2. Enter the information about the customer's tax exemption certificate.
3. Select **OK**.

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Figure 10-13 Reason Code List



4. Select the reason for the tax change.

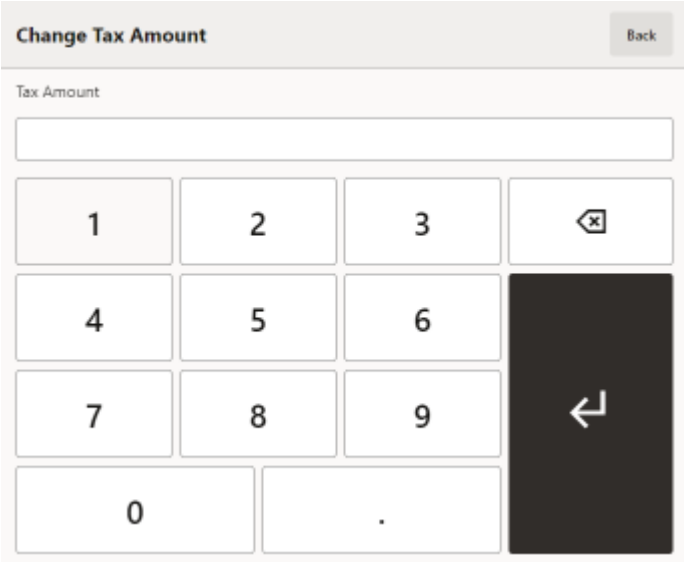
   The tax exemption is applied to the item and Xstore POS returns to the item entry screen.

Changing the Item Tax Amount

To change the amount of the item tax:

1. Select **Change Tax Amount** in the Change Item Tax Menu. See Figure 10-10.

Figure 10-14 Enter Tax Amount

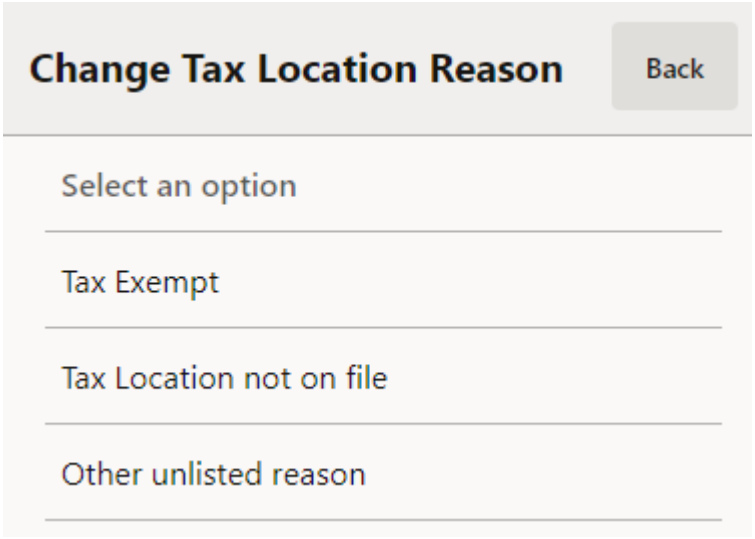


2. Enter new tax amount.

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3. Select **OK**.

Figure 10-15 Reason Code List



4. Select the reason for the tax change.

   The amount of the tax for the item is changed to the new value and Xstore POS returns to the item entry screen.

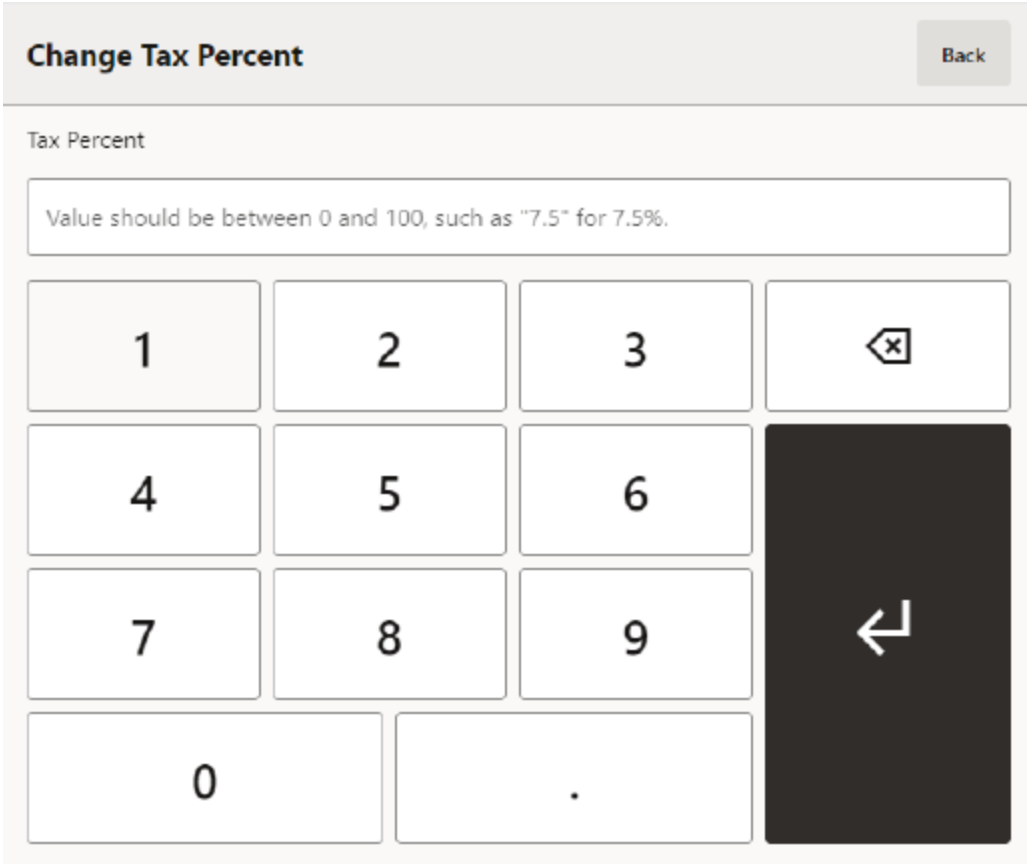
Changing the Item Tax Percentage

To change the percentage of the item tax:

1. Select **Change Item Tax Percent** in the Sale drawer. See Figure 10-10.

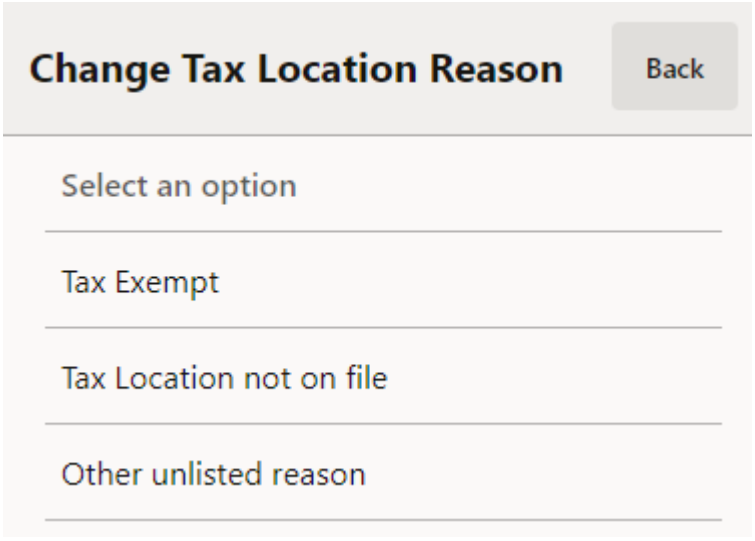
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Figure 10-16 Enter Tax Rate



2. Enter new tax percentage.
3. Select **OK**.

Figure 10-17 Reason Code List



4. Select the reason for the tax change.

   The percentage of the tax for the item is changed to the new value and Xstore POS returns to the item entry screen.

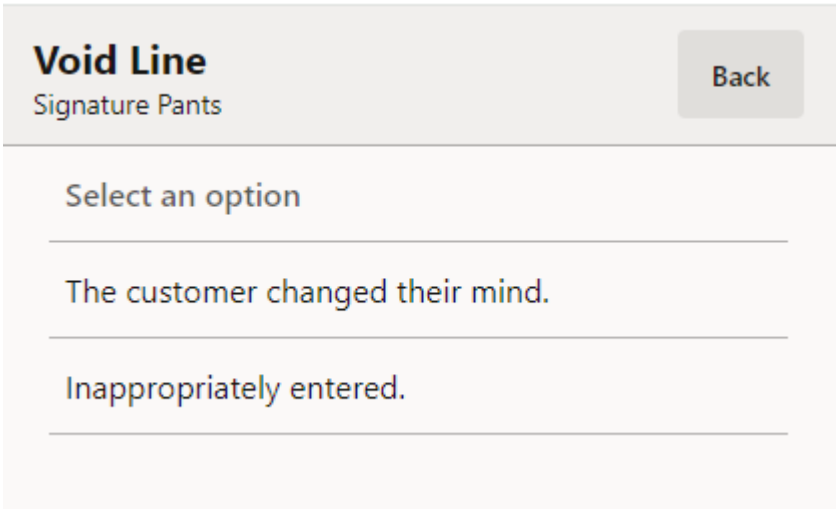
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Voiding an Item

To void a selected item (see Adjusting an Item):

1. Select **Void Line**. See Figure 10-2.

Figure 10-18 Reason Code List



2. Select the proper reason for voiding the line.

   Return to the transaction screen.

Changing the Commissioned Associate

To change the associate receiving a commission on a selected item (see Adjusting an Item), do one of the following:

- Select the Associate from a List
- Enter the ID for an Associate

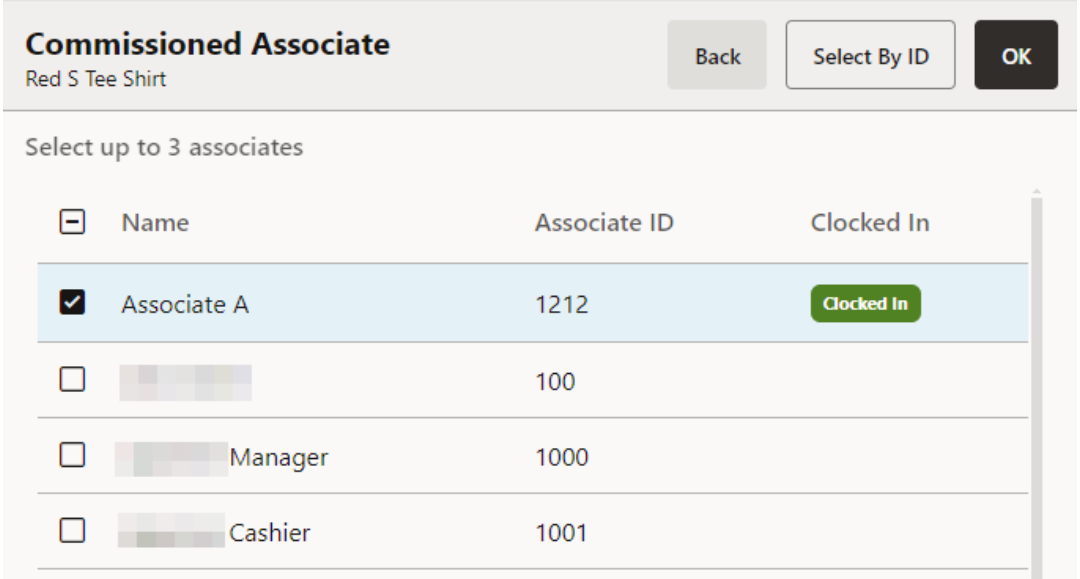
Select the Associate from a List

To select the new commissioned associate from a list of associates:

1. Select an **Item**.
2. Select **Change Associates**. See Figure 10-2.

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Figure 10-19 Associates List



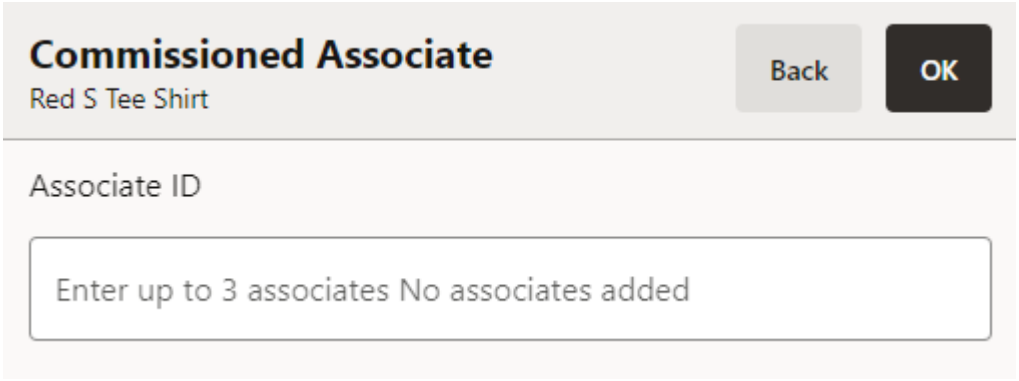
3. Perform one of the following options:
   - Select one more associate(s) in the list and proceed to the next step.
   - Select **Select By ID**. See Enter the ID for an Associate.
4. Select **OK** to save or select **Back** to close without saving.

Enter the ID for an Associate

To select the new commissioned associate by entering an associate ID, do the following:

1. Select **Change Associates**. See Figure 10-2.
2. Select the **Select By ID** button. See Figure 10-19.

Figure 10-20 Associate ID



3. Enter up to three **Associate IDs** and select **Enter** between each entry. If entering less than three associates, select **OK** to save the changes, or **Back** to close without saving.

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> **Note**
>
> The system saves automatically after a third associate is added.

Adding/Editing a Line Item Comment

This section describes how to add or edit line item comments.

Adding a Comment

> **Note**
>
> Multiple comments can be entered on one item.

To add a comment to a selected item (see Adjusting an Item):

1. Select **Add Comment**. See Figure 10-2.

Figure 10-21 Line Item Comments Entry Form



2. Enter the comment.
3. Select **OK** to save the comment, or select **Back** to close without saving.

Removing a Comment

To remove a comment from a selected item (see Adjusting an Item):

1. Select **Remove Comment**. See Figure 10-2.

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Figure 10-22 Comment List



2. Select the comment to remove.

   The comment is removed and Xstore POS returns to the transaction screen.

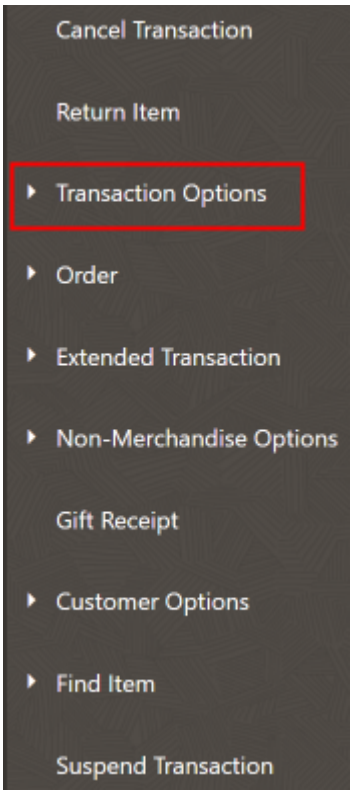
Changing Transaction Taxes

This section deals with changing transaction taxes.

To change the tax applied to a transaction:

1. Select **Transaction Options**.

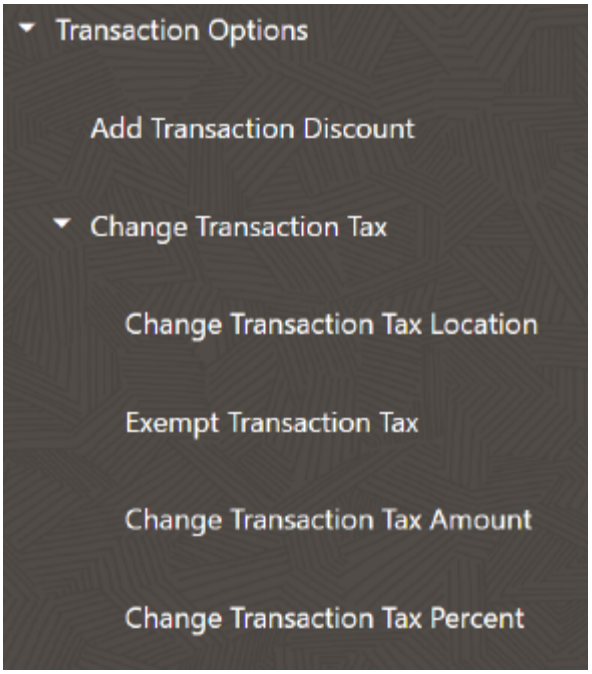
Figure 10-23 Transaction Menu



2. Select **Change Transaction Tax**.

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Figure 10-24 Change Transaction Tax Menu



Continue by selecting from the following choices:

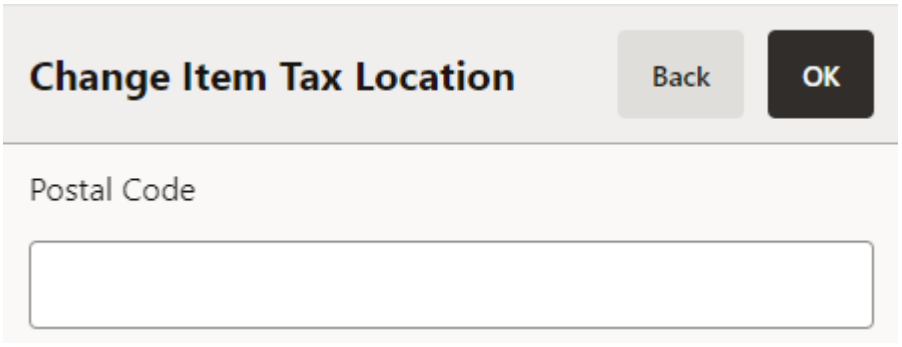
- Change Transaction Tax Location
- Exempt Transaction Tax
- Change Transaction Tax Amount
- Change Transaction Tax Percentage

Change Transaction Tax Location

To change the location used to determine the tax on a transaction:

1. Select **Change Trans Tax Location** in the Change Trans Tax menu. See Figure 10-24.

Figure 10-25 Enter Postal Code



2. Enter the postal/zip code from the new location.
3. Select **OK**.

   The transaction tax location is changed and Xstore POS returns to the item entry screen.

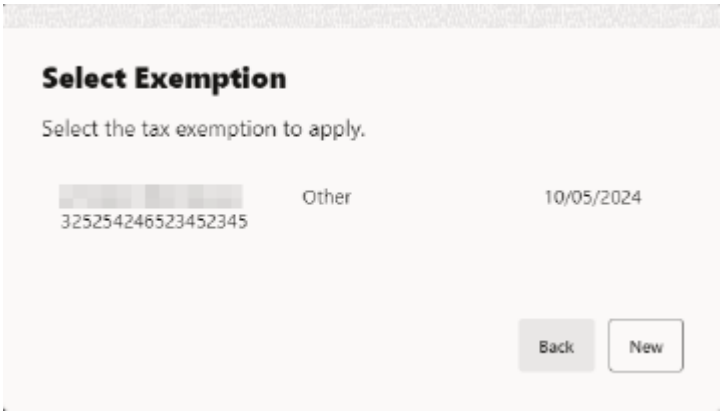
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Exempt a Transaction from Tax

To exempt a transaction from tax:

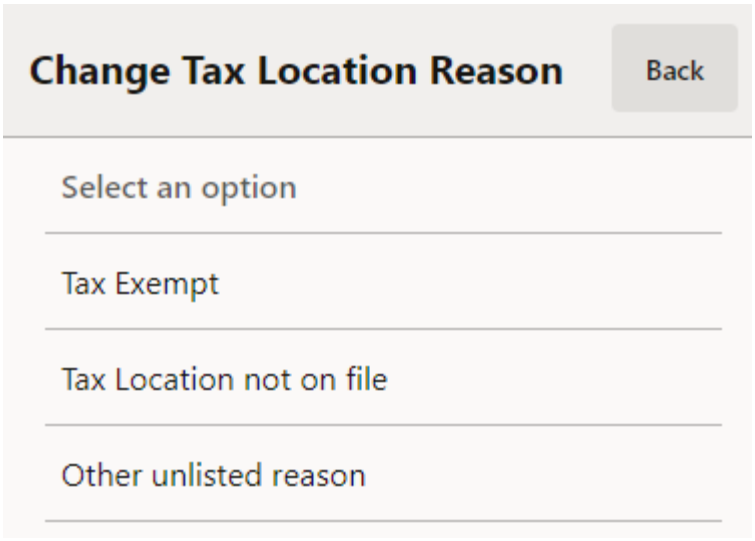
1. Select **Exempt Transaction Tax** in the Change Transaction Tax menu. See Figure 10-24.

Figure 10-26 Select Tax Exemption



2. Select the exemption or create a new customer's tax exemption certificate.
3. Select the reason for the tax change.

Figure 10-27 Select Reason Code



The tax exemption is applied to the transaction and Xstore POS returns to the item entry screen.

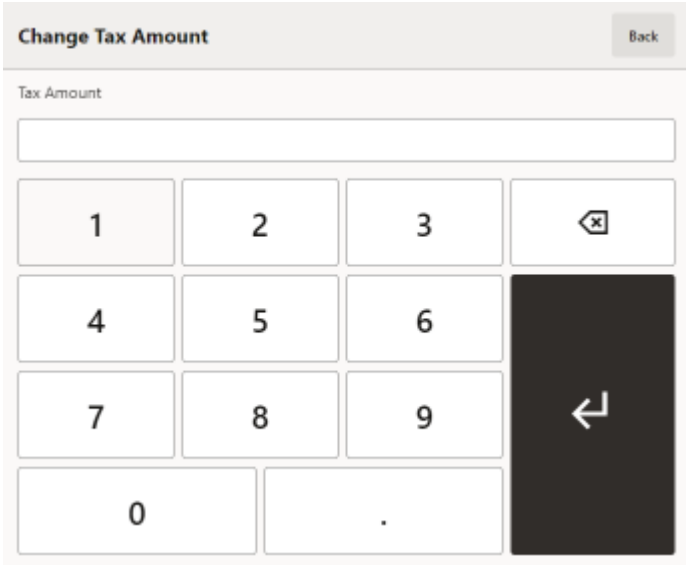
Change Transaction Tax Amount

To change the amount of the transaction tax:

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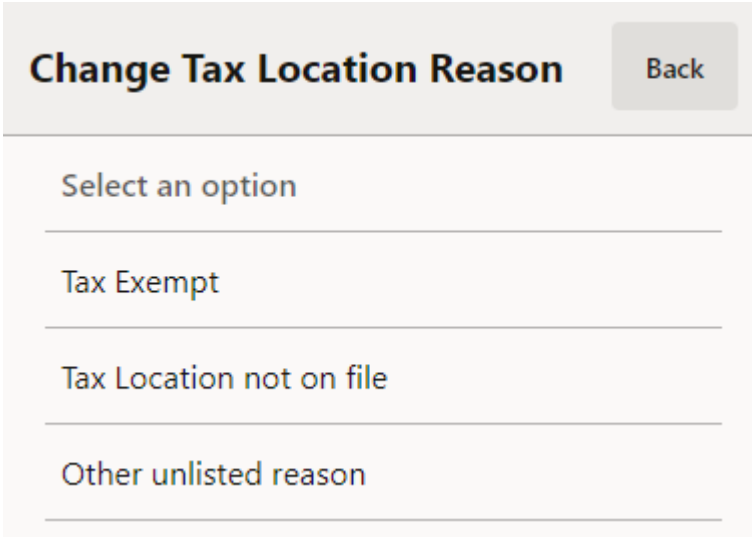
1. Select Change Tax $ in the Change Transaction Tax Menu. See Figure 10-24.

Figure 10-28 Enter Tax Amount



2. Enter new tax amount.
3. Select **OK**.

Figure 10-29 Select Reason Code



4. Select the reason for the tax change.

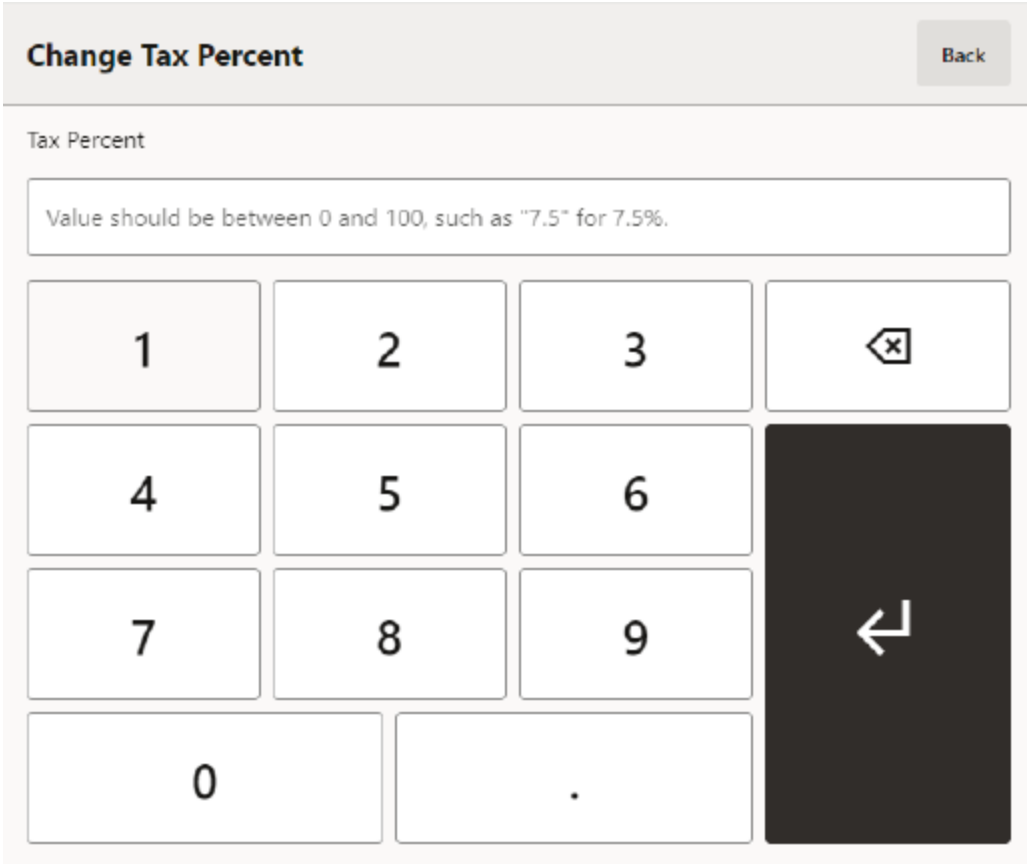
Change Transaction Tax Percentage

To change the percentage of the transaction tax:

1. Select Change Tax % in the Change Transaction Tax Menu. See Figure 10-24.

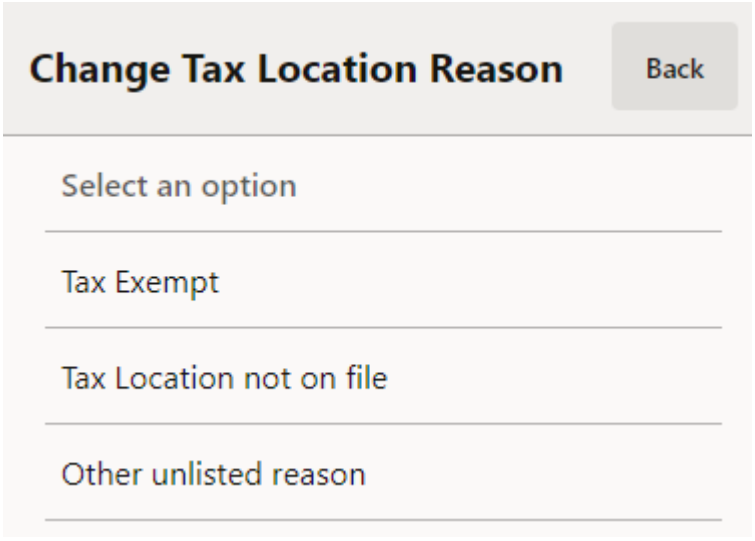
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Figure 10-30 Enter Tax Rate



2. Enter new tax percentage.
3. Select **OK**.

Figure 10-31 Select Reason Code



4. Select the reason for the tax change.

   The percentage of the tax for the transaction is changed to the new value and Xstore POS returns to the item entry screen.

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Suspending/Resuming a Transaction

This section describes how to suspend and resume a transaction.

Suspending a Transaction

To suspend a transaction:

1. During a sale, select **Suspend Transaction** in the Context Menu.

   Xstore POS returns to the Main Menu.

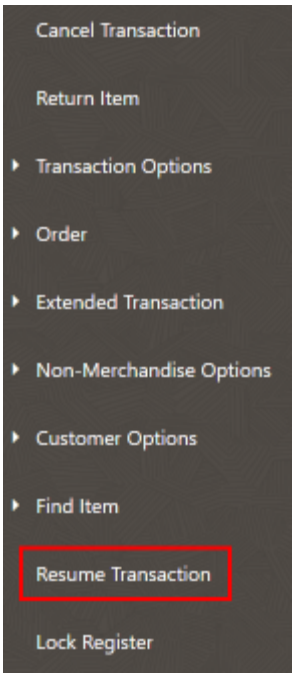
Resuming a Transaction

> **Note**
>
> A transaction must have no customer assigned and no items added for it to be used for resuming a suspended transaction.

To resume a suspended transaction:

1. Select **Resume Transaction** in the Context Menu.

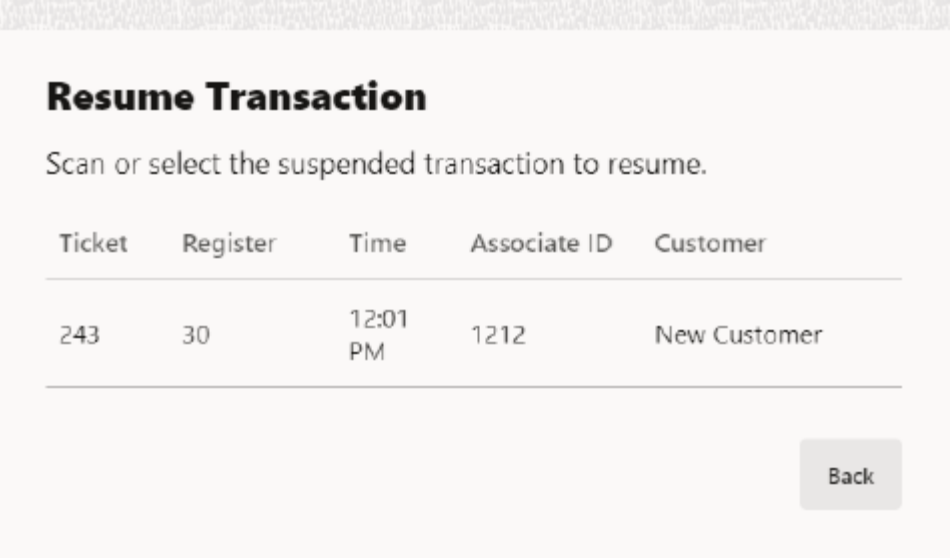
Figure 10-32 Shopping Cart - Resume Transaction



Xstore POS opens a list of suspended transactions.

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Figure 10-33 Resume Transaction List



2. Select the desired transaction to resume.

   The transaction resumes. Xstore POS returns to the sale screen.

Cancel a Transaction

To cancel a transaction:

1. At any point in a transaction, select **Back** until you return to the initial sale screen.
2. Cancel the sale:
   - Select **Cancel Sale**.

     If there are items in the sale, Xstore POS prompts whether to cancel the sale.

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11

Send Sale Transactions

A send sale item is an item that must be shipped to a customer-specified off-site location after it is purchased.

Send sales are like special orders and orders because each of these transaction types may involve the direct shipment of a purchased item to a customer or third party. A send sale, however, implies that the item is in the store's saleable inventory when the purchase is made and is available at the time of purchase.

Send Sales tendered with Pay By Link (Customer Not Present) that are awaiting payment or are voided due to the PBL expiring, are listed in the Messages Tab on the home screen.

> **Note**
>
> A special order can be set up if an item is not available in the store's inventory when the purchase is made. A special order may allow a flexible payment structure between the time of purchase and receipt of the merchandise, but a send sale item must be paid in full when it is purchased.
>
> An order can be set up if an item is not available in the store's inventory when the purchase is made; however, the item must be available at another location within the store chain or warehouse.

- To create a send sale the user enters the ship-to address and selects a shipping method (if required) during the sale transaction. After the sale is completed, a shipping document is created automatically and must be processed as a separate step in Send Sale Shipping handled outside of the sale.

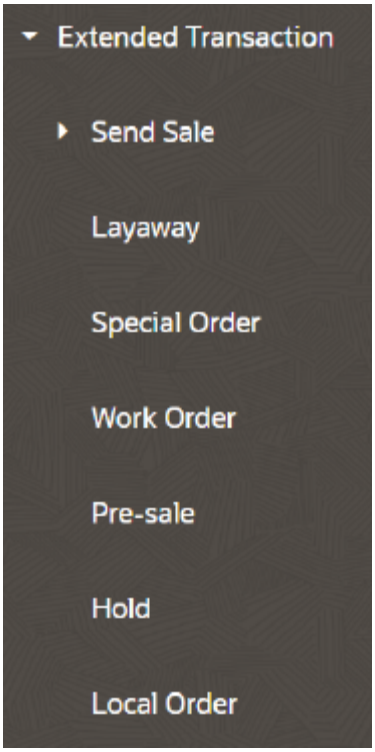
  Refer to the Send Sale Shipping chapter located within the **Customer** option for more information about completing the shipping document.

Adding Send Sale Items to a Sale

1. Select **Extended Transaction** in the Menu.
2. From the Extended Transaction menu, select the **Send Sale** option. You must have security privileges to add a send sale to a transaction.

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Figure 11-1 Send Sale Option



3. Select **Add to Send Sale** .
4. Create a new send sale:
   - If a customer is not assigned to the sale, the **Customer Lookup** form displays so that you can search for a customer to assign to the transaction.

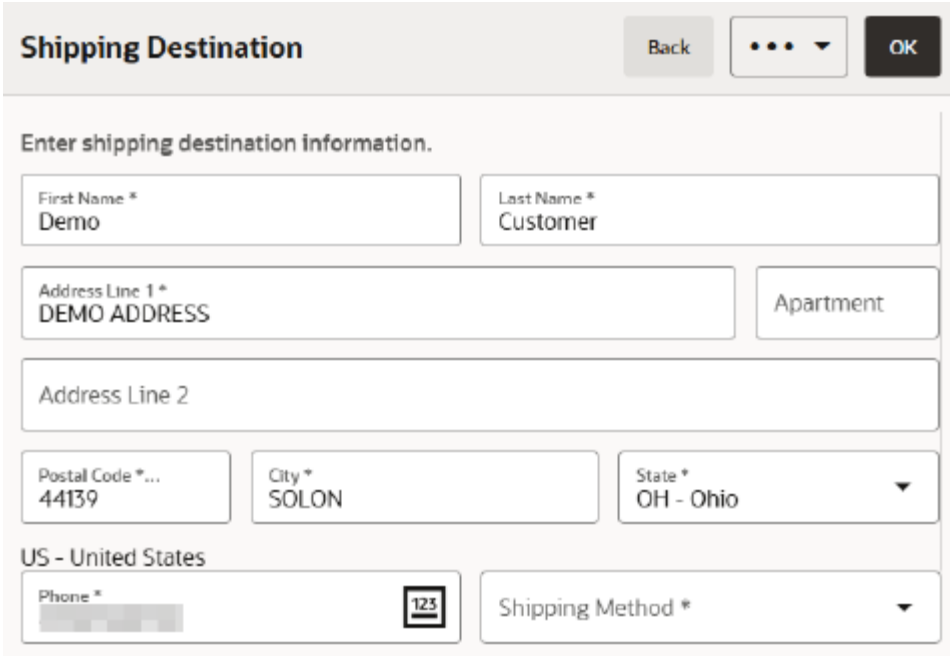
     Enter your search criteria on the form and select **Search** to find a customer to associate with the transaction and continue with the send sale process.

     This **Customer Search** information applies to the customer purchasing the items, not necessarily the send sale recipient. However, the customer purchasing the item may also be the recipient. Continue with step 6.
   - If a customer is assigned to the sale, the shipping destination prompt is displayed. Continue with step 6.
   - If the customer associated with the transaction has shipped items using the send sale process previously, a list of past recipients is displayed.
   - If the recipient of the items in this new send sale is listed, select the name from the list.
   - If the recipient is not listed, select **Skip**.

     Continue with step 6.
5. By default, the system may display the address information for the customer assigned to the current transaction on the shipping destination form. This allows you to quickly associate the purchasing customer's shipping address with the send sale item. If no customer is associated with the transaction, the shipping destination form fields will be blank.

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Figure 11-2 Shipping Destination I Auto-populated Customer Info



6. You have the following options on this form:
   - You can edit any of the address fields on the shipping destination form and then select **OK**.
   - Depending upon the configuration of your system, you may have a first line of address, or postal code field.
     a. Enter address information into this field to quickly look up an address.
     b. Select the address from a list of results to automatically populate the customer address fields.
   - You can accept the information without making changes by selecting the **OK**.
   - You can search for another send sale recipient by selecting the **Ship To Customer Search** option.

> **Note**
>
> If the **Address Lookup** button is enabled, the **Ship To Customer Search** button will not be displayed.

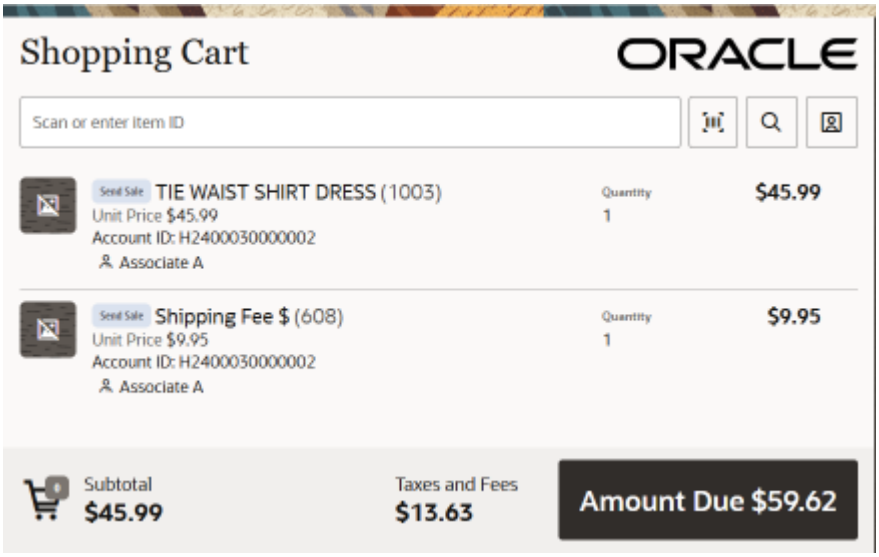
   - Depending upon your store policy, you may be required to enter additional shipping information:
     – If your system is set up for enhanced send sale processing, you are required to select a **Shipping Method**.
     – If your system is not set up for enhanced send sale processing, the **Shipping Method** field will not be active.

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

7. When the system returns to the item-entry screen, enter or scan an item ID.

Figure 11-3 Send Sale Item Entry Screen



- The system validates every item to ensure that it meets the requirements for send sale items. Continue until you have added all the send sale items to the transaction.
- Depending on your store policy, you may be prompted for an originating inventory location.

  If prompted, select the inventory location from which the item originated, or leave the inventory location blank to leave the location pending. Select the **Search** option.

> **Note**
>
> Send Sale Item options may include the following:
>
> - Select **Item Lookup** to look up items or styles if you do not know the item ID.
> - Select **Edit Ship To Address** to change the shipping address.
> - Select **Add Discount** to add a discount to an item.
> - Select **Add Comment** to associate a comment with the send sale account.
> - Select **Sell Non-Merchandise** to add non merchandise items to the send sale.

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> **Note**
>
> Select the item if you want to change any of the information (quantity, price, tax, and so on) about an item after you have added it. The procedures for each send sale menu option shown above can be found in Modifying a Transaction.

8. Verify that the information on the screen is correct before proceeding. Check to see that any item comments are associated with the correct item.

   At this point you may still edit the recipient and shipping address information by selecting the **Edit Ship To Address** option.

9. When you are finished adding send sale items, you have the following options to complete the transaction:

   - Select the **Add Tenders** option or select **Enter** to tender and complete the sale.
   - Select the **Exit Send Sale** option to return to the Register Sale screen where you can continue selling items.

   Further information on Pay By Link (Customer Not Present)

   If the new tender **Pay By Link (Customer Not Present)** is used, then there will be a slightly different flow for the **Send Sale** - see Pay By Link (Customer Not Present) in the Processing Tenders chapter, for details on how to use this tender.

   If the customer is not at the store but is on the phone to the cashier creating the Send Sale, then the customer will have to tender using one of the Customer Not Present (CNP) tenders.

   The **Send Sale** cannot be part of a mixed sale transaction with regular sale items when using the tender PBL.

   When tendering with PBL no other tenders can be used. Split tenders is not allowed with PBL.

   When the **Send Sale** transaction is completed, since the customer has only been emailed a PBL link to complete the payment, and has not yet completed the payment, then the **Send Sale** is updated to a new status **Awaiting Payment** (and not to the **Closed** status). Whilst in this status, the **Send Sale** cannot be confirmed as shipped to the customer. When in this status the shipping documents cannot be processed for the send sale.

   When Xstore receives the Pay By Link payment confirmation from the payment provider, Xstore will set the status to be **Closed**, thus allowing the shipping documents to be processed and the **Send Sale** items to be shipped. See Send Sale Shipping.

   If the Pay By Link payment expires, without successful completion of the payment, then the **Send Sale** is automatically voided by Xstore.

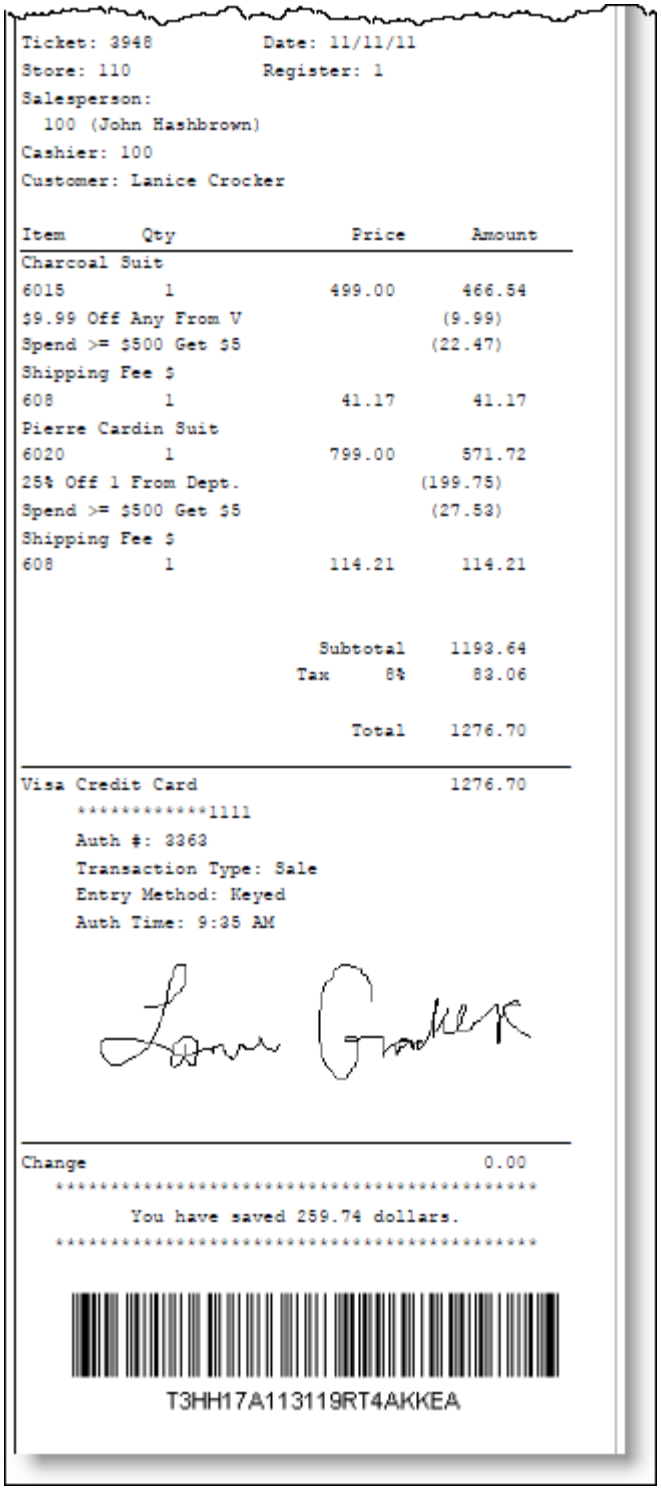
10. The system automatically performs several actions:

    - Calculates the tax to apply to each item and add it to the sale.
    - Calculates any fees that apply to an item and adds them to the sale.
    - Updates the inventory status of the item.

    When the transaction is complete, the system creates send sale receipts as determined by your store policy.

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Figure 11-4 ***Customer Receipt Sample***



Ticket: 3948 Date: 11/11/11
Store: 110 Register: 1
Salesperson:
100 (John Hashbrown)
Cashier: 100
Customer: Lanice Crocker

Item	Qty	Price	Amount
Charcoal Suit			
6015	1	499.00	466.54
$9.99 Off Any From V			(9.99)
Spend >= $500 Get $5			(22.47)
Shipping Fee $			
608	1	41.17	41.17
Pierre Cardin Suit			
6020	1	799.00	571.72
25% Off 1 From Dept.			(199.75)
Spend >= $500 Get $5			(27.53)
Shipping Fee $			
608	1	114.21	114.21

Subtotal 1193.64
Tax 8% 83.06

Total 1276.70

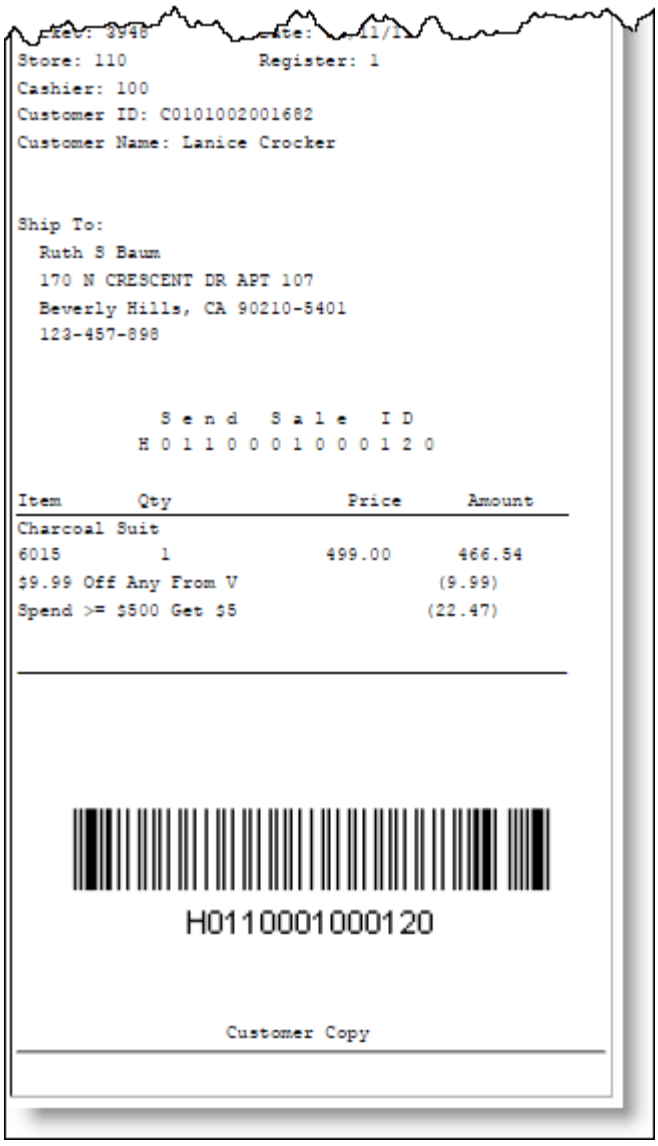
Visa Credit Card 1276.70
**********1111
Auth #: 3363
Transaction Type: Sale
Entry Method: Keyed
Auth Time: 9:35 AM

Change 0.00
****
You have saved 259.74 dollars.
****

T3HH17A113119RT4AKKEA

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Figure 11-5 Customer Send Sale Receipt Sample



Editing a Send Sale

Before tendering a transaction that includes a send sale, you have the option to edit the shipping destination and send sale information.

1. At the Sale screen, select **Extended Transaction**, **Send Sale** and then **Edit Shipping Destination**.
2. You can add edit the address information and recipient ,information as needed.
3. Select **OK** to accept the changes, or **Back** to close without saving.

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12

Layaway Transactions

A layaway item is a sale item that cannot be taken from a store when it is purchased because the customer does not pay the entire cost of the item at that time. Instead, the store reserves the item for the customer until the customer pays for the item in full.

Usually, the customer is required to fully pay for the items in a layaway within a specified time period. Once an item in a layaway has been fully paid, the customer takes possession of it from the store.

A layaway account is a customer account that includes one or more layaway items. A layaway account for which the customer does not pay the requisite amount within a given time frame is considered delinquent; the items in the layaway are restocked as saleable inventory and any non-refundable deposit or setup fees are kept by the store. Any refundable deposits or setup fees are reserved for the customer.

This chapter covers the following topics:

- Create a Layaway
- Open an Existing Layaway
- Add Items to an Existing Layaway
- Make Payment
- Edit Account
  - Add Coupon
  - Add Discount
  - Add Comment
  - View Comments
- Cancel Layaway
- Pick Up Items
- Layaway Details
  - View Layaway Payment Schedule
  - View Layaway Payment History
  - View Layaway Activity History
- View Customer
- Automatic Prompts for Accounts Requiring Attention

Layaway Maintenance on Desktop, Tablet, and Thin Client is accessible outside of a sale for editing and maintaining layaway orders.

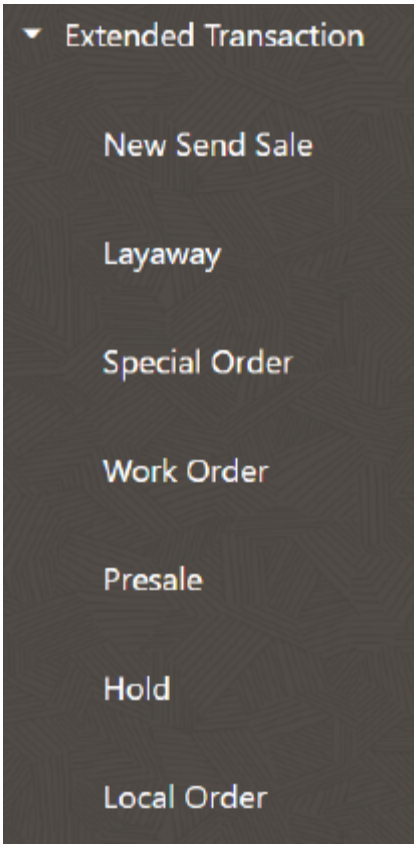
Create a Layaway

To create a layaway:

1. Click **Extended Transaction** in the Shopping Cart Menu.

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Figure 12-1 Extended Transaction Menu



2. Click **Layaway** from the Extended Transaction menu.

Figure 12-2 Layaway Search



3. Click **New Layaway** if there are no layaways associated with the customer, or no customer has been associated with the transaction.

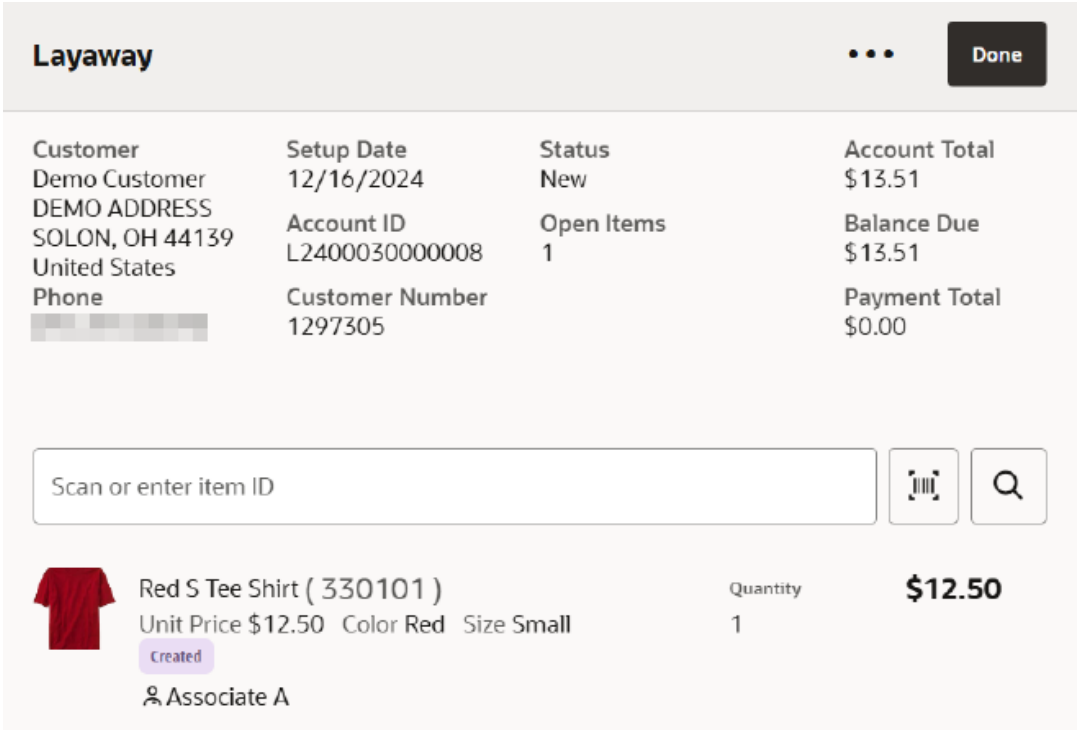
> **Note**
>
> If the customer has an existing layaway account and Xstore POS is configured for a Single layaway account, a new layaway cannot be created.

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If no customer is associated with the transaction, perform Associating a Customer with a Transaction and associate a customer with the transaction.

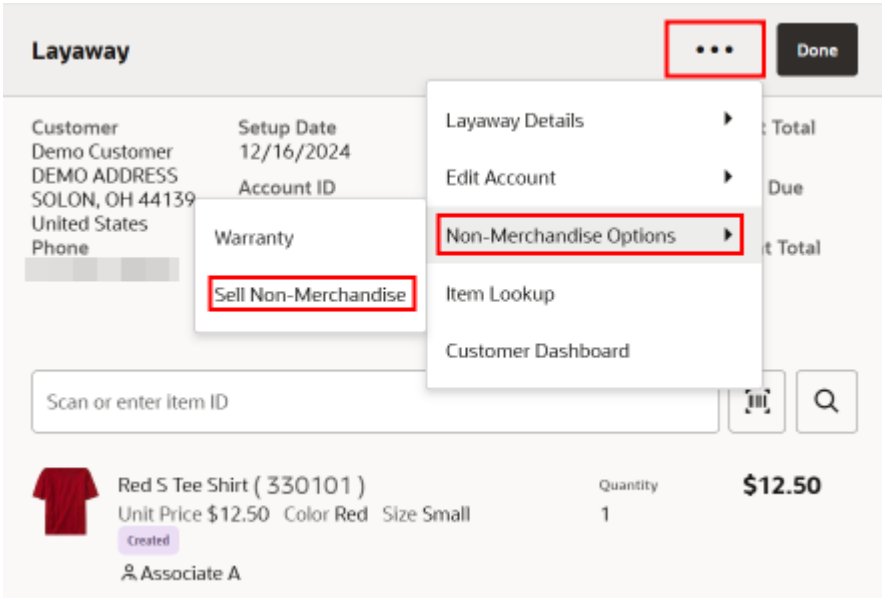
4. Add items to the transaction by searching, entering item IDs or scanning an item.

Figure 12-3 Layaway Drawer



Select the **Header Overflow Menu** and then select, **Sell Non-Merchandise** option to add non-merch items such as gift cards or gift wrapping:

Figure 12-4 Layaway Header Overflow Menu



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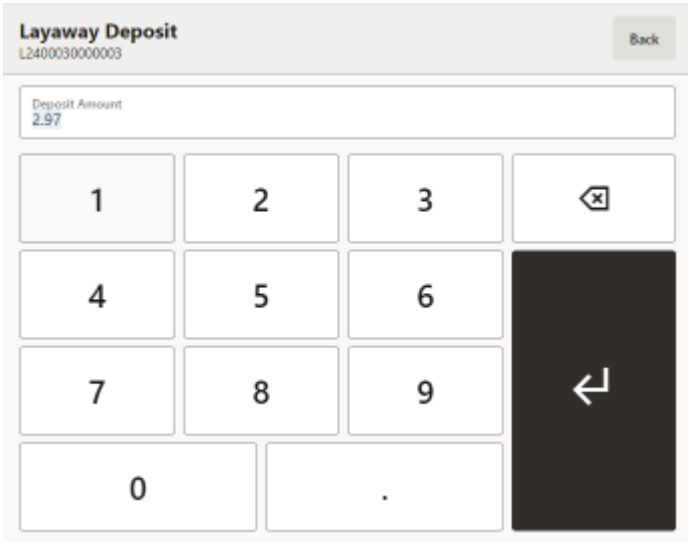
> **Note**
>
> If an item cannot be added to a layaway, the system prompts with a message or reason the item is ineligible.

While Xstore POS is in layaway mode, all items entered are entered as layaway items. The View Port only shows items and information for the current layaway transaction while in layaway mode.

> **Note**
>
> If adding an item would exceed the total amount or item quantity permitted in a layaway, Xstore POS displays a warning message. Click **OK** to confirm the message, then either complete the layaway or remove items to add additional items.

5. After entering all the items, do the following:
   - Select **Done** to exit layaway mode and perform additional transaction processing.
6. Xstore POS prompts for a deposit amount.

Figure 12-5 Deposit Amount



7. If necessary, change the layaway deposit amount.
8. Select the **Enter** key.
   - If the entered deposit amount is less than the minimum deposit amount, Xstore POS opens a warning prompt. Click **OK** and return to Step 7 to enter a larger deposit.
   - If you changed the deposit amount was changed in Step 7, Xstore POS prompts whether to continue with a deposit amount other than the default.
   - Click **Yes** to continue the transaction.
9. Click **No** to return to Step 7 and enter a new amount.

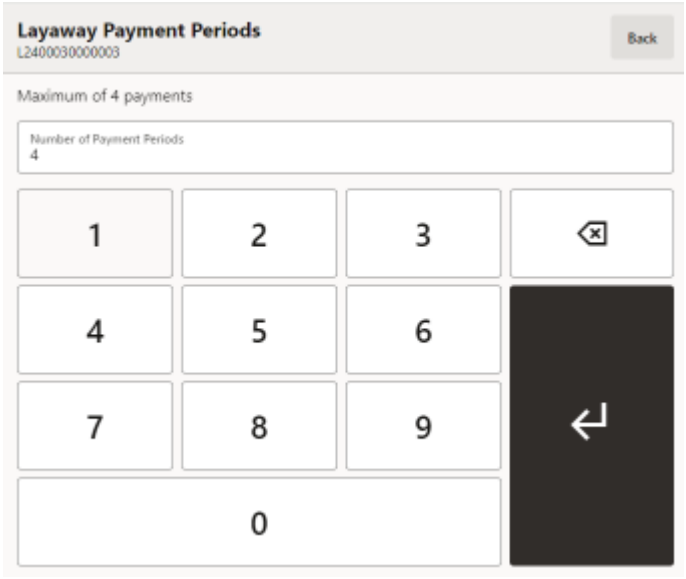
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10. If Xstore POS prompts for the number of days in the payment period:
    a. Enter the number of days in the payment period.
    b. Select **OK**.

> **Note**
>
> Xstore POS displays a confirmation prompt if the entered number exceeds to maximum payment period. Click **OK** and enter a new payment period.

11. If Xstore POS prompts for the number of payment periods:

Figure 12-6 Layaway Payment Periods



    a. Enter the number of payment periods if different to the suggested number.
    b. Select the **Enter** key to continue to Tendering.

> **Note**
>
> Xstore POS displays a confirmation prompt if the entered number exceeds the maximum number of payment periods. Click **OK** and enter a new payment period.

Open an Existing Layaway

To open an existing layaway:

1. Click **Extended Transactions** in the Shopping Cart menu.
2. Select **Layaway**.

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Xstore POS will open a prompt listing open layaways for the customer if associated already, or an indication that there are no open layaways, or to create a new layaway:

a. Select the **layaway**. Continue with Step 6.

b. **Scan** the customer's layaway receipt. Continue with Step 6.

c. Enter criteria and select **Search** to search for a layaway. Continue with Step 3.

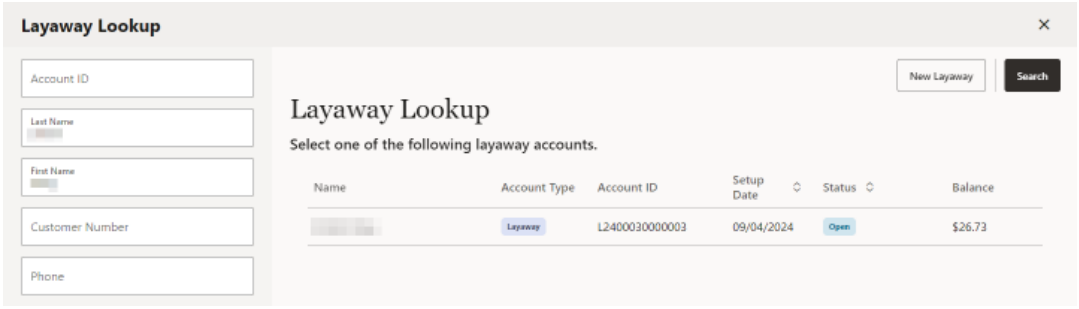
3. Enter the search criteria:

- **Account ID**: ID of the Layaway.
- **Last Name**: Last name of the customer associated with the layaway.
- **First Name**: First name of the customer associated with the layaway.
- **Customer Number**: ID of the customer associated with the layaway.
- **Phone**: Phone number of the customer associated with the layaway.

4. Select **Search**.

The system displays a list of all layaways that match the entered criteria.

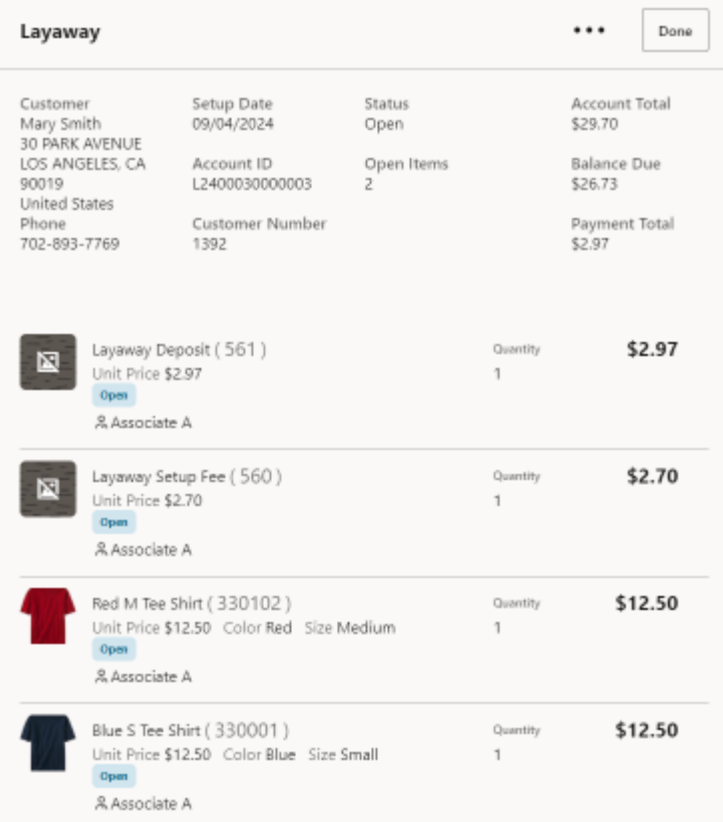
Figure 12-7 Layaway Search List



5. Select the layaway returned from the search.

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Figure 12-8 Existing Layaway



6. Add Items to an Existing Layaway or from the Context Menu, perform the appropriate action.

   Choose from one of the following options:

   - Cancel Layaway - To cancel the layaway and return the deposit made.
   - Make Payment - To make a payment between setting up the account and pick up.
   - Layaway Details - To view the layaway payment schedule, payment history and activity history for an existing layaway account.
   - Edit Account - To add a coupon, discount or comment to a layaway.
   - Pickup Item - To collect all or individual items that have been put aside.
   - View Customer - Shortcut to the Customer Maintenance screen to view customer details.

Add Items to an Existing Layaway

To add items to a layaway that was created in a previous transaction:

1. Open a Layaway, see Open an Existing Layaway.
2. Enter the items:
   a. Scan each item.
   b. Enter each item ID.
3. Select an option to continue the transaction:

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a. Click **Exit Layaway** in the Context Menu to continue adding non-layaway items to the transaction.

b. Click **Complete Transaction** to proceed to tendering.

Make Payment

Customers may need to may regular payments to their layaway account between setting up and picking up the layaway. To add a layaway payment to a transaction:

1. Open a Layaway, see Open an Existing Layaway.
2. Click **Make Payment** from the Overflow Menu.

Figure 12-9 Layaway Payment



3. Enter/change the amount of the payment.
4. Select **Return**.
   - If the entered amount is less than the recommended amount, Xstore POS prompts whether to continue the transaction.
     - Click **Yes** to continue the transaction.
     - Click **No** to return to Step 3 and enter a new amount.
   - If the entered amount is less than the minimum payment amount, Xstore POS opens a prompt indicating the amount is too low. Click **OK** to return to Step 3.

   The payment amount is added to the transaction. Continue the transaction.

Edit Account

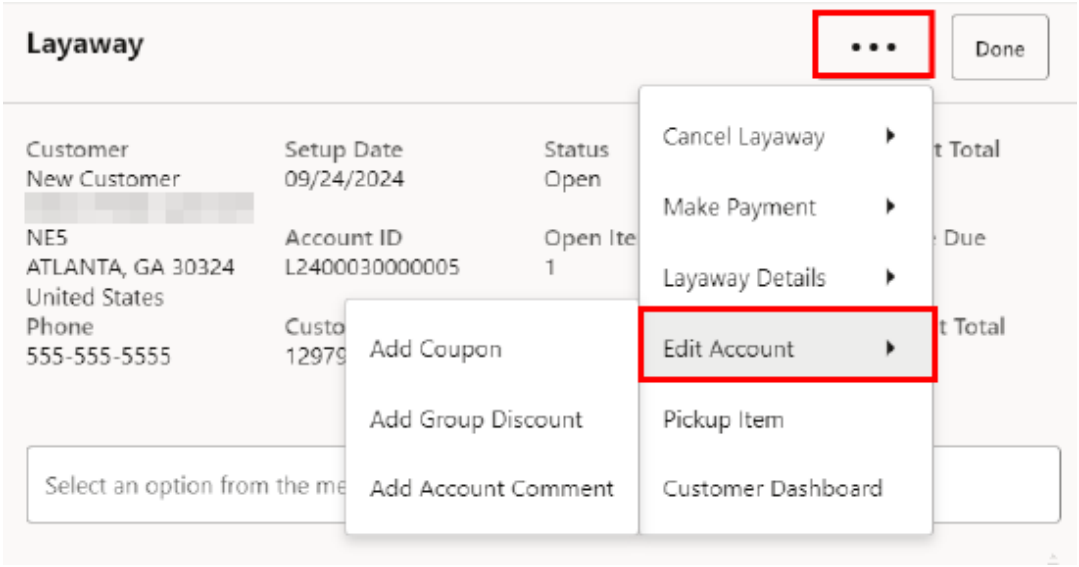
To change details of the items assigned to a layaway:

1. Open a Layaway, see Open an Existing Layaway.

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2. Click **Edit Account** in the Overflow Menu.

Figure 12-10 Edit Account Menu



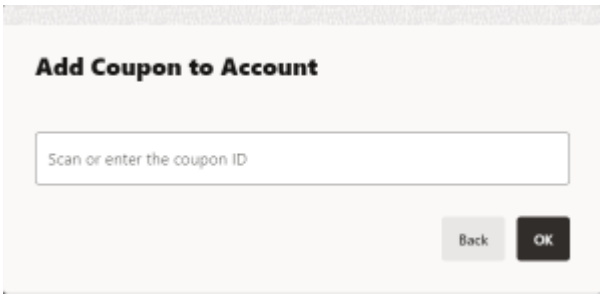
3. Perform the appropriate action:
   - Add Coupon - Add a coupon to a layaway.
   - Add Discount - Add a discount to a layaway.
   - Add Account Comment - Add a comment to a layaway.
4. Repeat Steps 2 to 3 for each action to perform.
5. Select an option to continue the transaction:
   - Click **Exit Layaway** in the Context Menu to continue adding non-layaway items to the transaction.
   - Click **Complete Transaction** to proceed to tendering.

Add Coupon

To add a coupon to a layaway:

1. Click **Add Coupon** in the Edit Account Menu Options.

Figure 12-11 Layaway Add Coupon



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2. Enter the coupon:
   a. Scan the coupon.
   b. Enter the coupon ID and select **Enter.**

      The coupon is applied to the layaway.

Add Discount

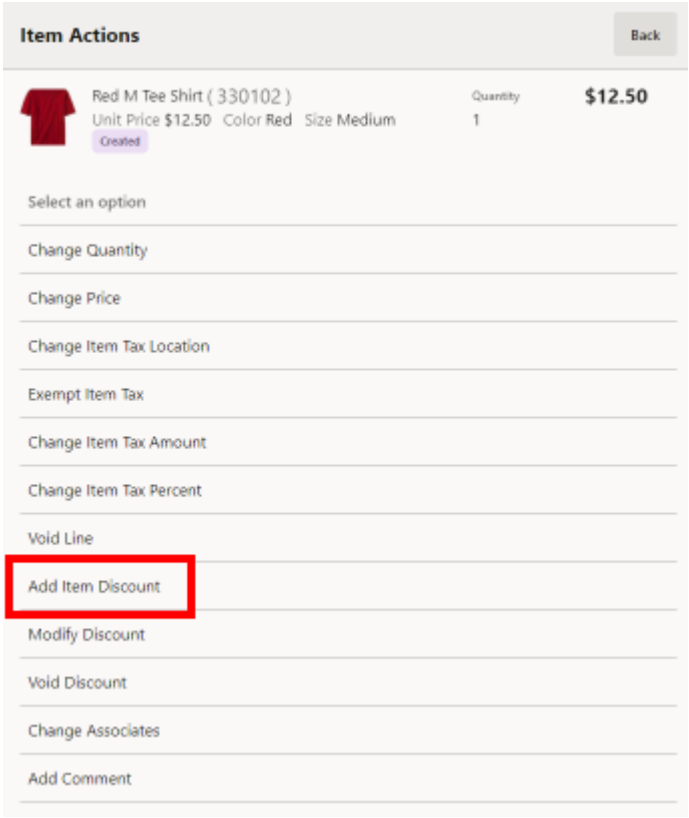
Two types of discounts can be added to a layaway:

- Add Item Discount
- Add Group Discount

To add an item discount:

1. Select the item.

Figure 12-12 Item Actions



2. Select **Add Item Discount**.
3. Continue with Discount an Item.

To add a group discount to a layaway:

1. Select **Edit Account** in the Layaway Overflow Menu.
2. Select **Add Group Discount**.
3. Continue withSelect Group Discount.

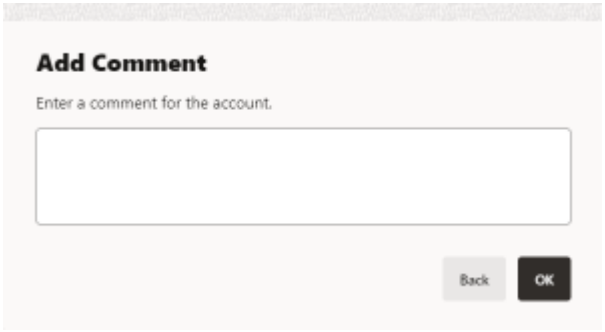
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Add Comment

To add a comment to a layaway:

1. Open a Layaway, see Open an Existing Layaway.
2. Click **Edit Account**.
3. Click **Add Account Comment**. A comment entry window opens.

Figure 12-13 Layaway Add Comment



Enter the text of the comment.

4. Select **OK**.

   The comment is added to the layaway.

View Comments

To view the comments for a layaway:

1. Open a Layaway, see Open an Existing Layaway.
2. Select **Edit Account**.
3. Select **View Account Comments**.

Figure 12-14 Account Comments



4. Select **Back** to return to the Layaway drawer.

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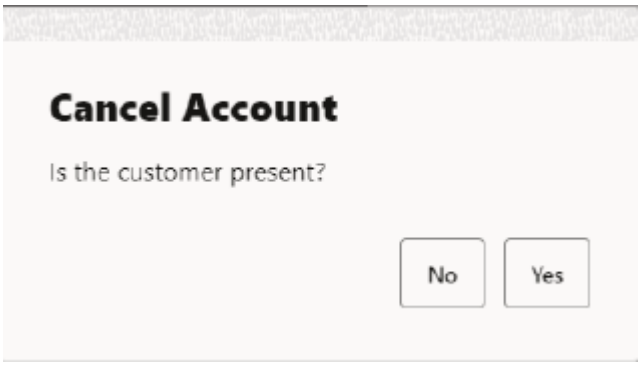
Cancel Layaway

To cancel a layaway:

1. Open a Layaway, see Open an Existing Layaway.
2. Select **Cancel Layaway**.

   A confirmation prompt opens.

Figure 12-15 Customer Present Cancel Layaway



   - Click **Yes** if the customer is present.
   - Click **No** if the customer is not present.
3. If the customer is present, a second confirmation prompt opens.

Figure 12-16 Cancel Confirmation



4. Indicate whether to cancel the layaway:
   - Click **Yes** to cancel the layaway.

     The layaway is canceled and the refund amount is applied to the transaction.
   - Click **No** to return to the layaway without canceling it.

Pick Up Items

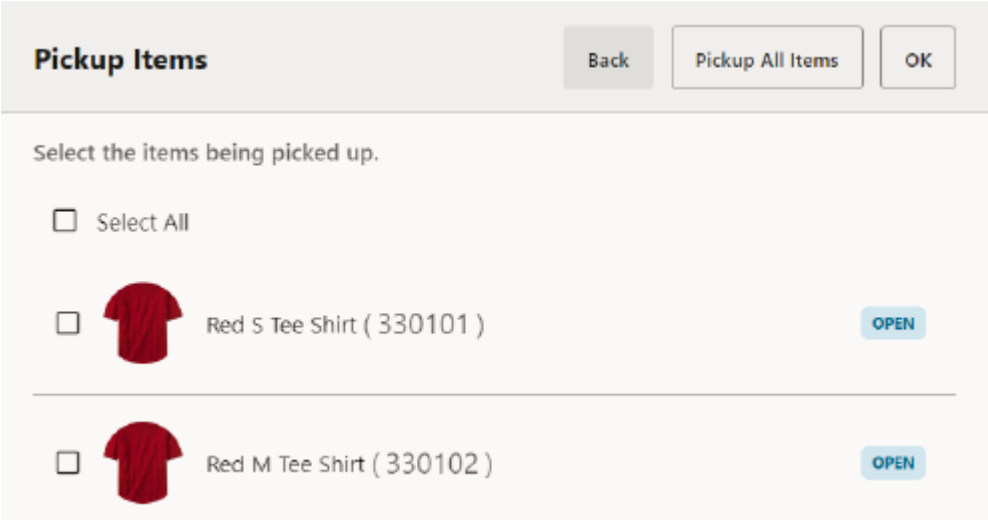
To pick up items in a layaway:

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1. Open a Layaway, see Open an Existing Layaway.
2. Click **Pick Up Item** from the Context Menu.

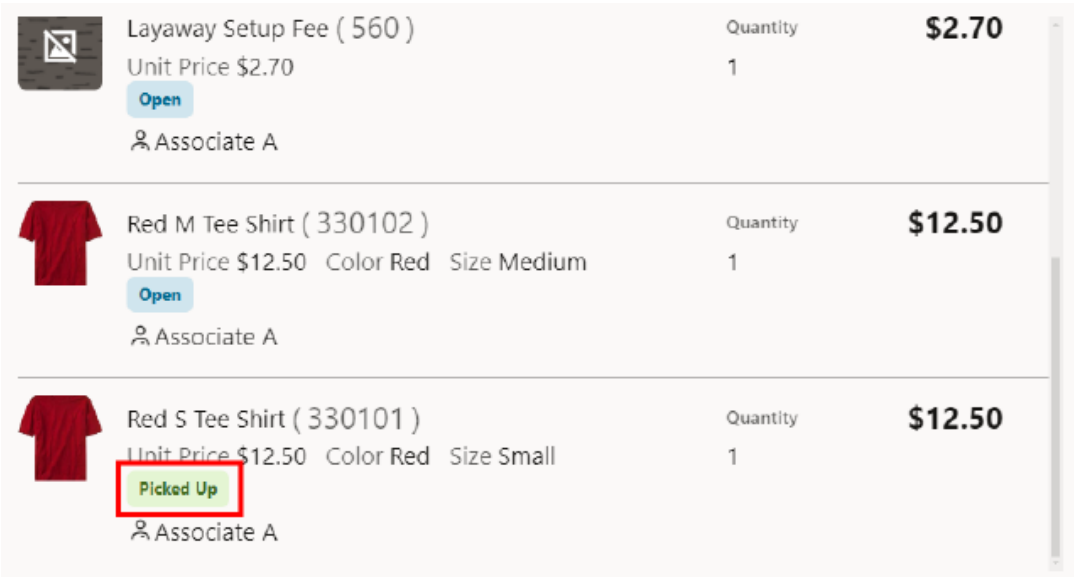
   Xstore POS displays a list of items in the transaction available to pick up.

Figure 12-17 Pickup Layaway Items



3. Select the items to be picked up:
   a. Select one or more of the individual items and then select, **OK** or,
   b. Click **Pickup All Items** to select all items to be collected.
4. Each selected item is listed as Picked Up in the item line.

Figure 12-18 Picked Up Item



5. Select **Done** to return to the shopping cart .

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Layaway Details

This option allows you to view the layaway payment schedule, payment history and activity history for an existing layaway account.

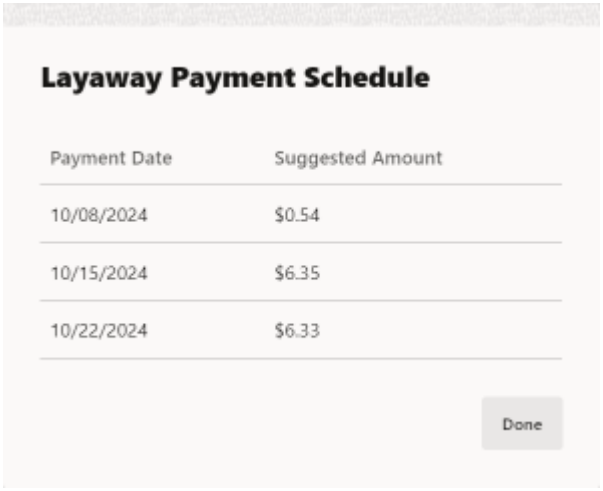
View Layaway Payment Schedule

To view the payment schedule for a layaway account:

1. Open a Layaway, see Open an Existing Layaway.
2. Select **Layaway Details**.
3. Select **View Payment Schedule**.

   Xstore POS opens a window showing the payment schedule for the account:

Figure 12-19 Layaway Payment Schedule



   - **Payment Date**: Due date for the payment.
   - **Suggested Amount**: Suggest amount for the payment.
4. Click **Done** to return to the layaway.

View Layaway Payment History

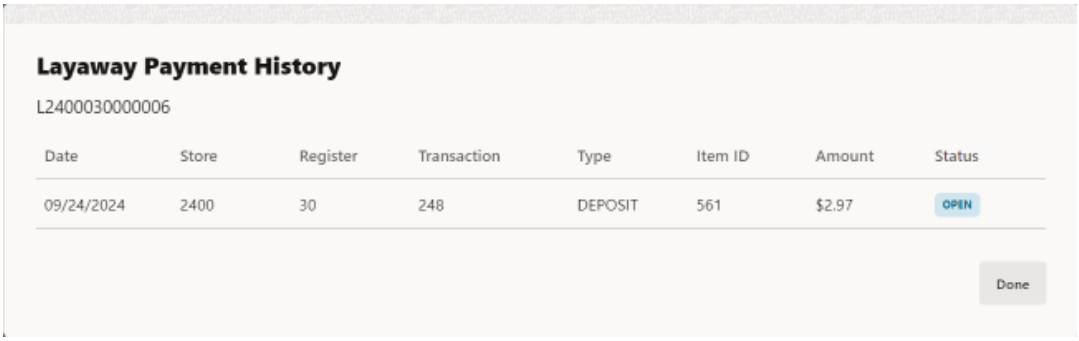
To view the payment history for a layaway account:

1. Open a Layaway, see Open an Existing Layaway.
2. Click **Layaway Details**.
3. Click **View Payment History**.

   Xstore POS opens a window showing the payment history for the account:

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Figure 12-20 Layaway Payment History



- **Date**: Date of the payment.
- **Store**: ID of the store.
- **Register**: ID of the register.
- **Transaction**: Sequence number of the transaction.
- **Type**: Type of payment.
- **Item ID**: Item ID for the payment type.
- **Amount**: Amount of the payment.
- **Status**: Status of the account when the payment was made.

4. Click **Done** to return to the layaway.

View Layaway Activity History

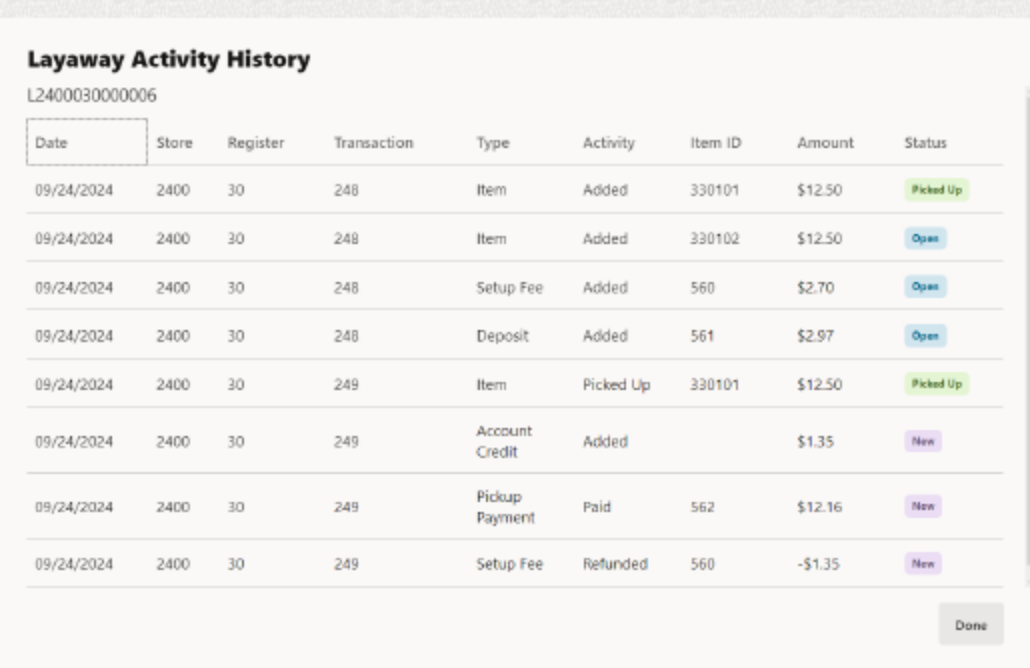
To view the activity history for a layaway account:

1. Open a Layaway, see Open an Existing Layaway.
2. Click **Layaway Details**.
3. Click **View Activity History**.

   Xstore POS opens a window showing the history of all actions performed on the account:

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Figure 12-21 Layaway Activity History



- **Date**: Date of the payment.
- **Store**: ID of the store.
- **Register**: ID of the register.
- **Transaction**: ID of the transaction.
- **Type**: Type of activity.
- **Activity** - The action performed in the activity.
- **Item ID**: Item ID for the action, or the ID of the item used in the action.
- **Amount**: Amount of the activity.
- **Status**: Status of the account when the action was performed.

4. Select **Done** to return to the layaway.

View Customer

To view the details of the customer:

1. Open a Layaway, see Open an Existing Layaway.
2. Select **Customer Dashboard**.

   Xstore POS navigates to the Customer Dashboard.

Automatic Prompts for Accounts Requiring Attention

When you associate a customer with a sale transaction, the system may determine that the customer has a layaway account that requires attention. In this case, the system may display a prompt indicating that action is required on the layaway account. These prompts can include:

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- A layaway payment is due. If this is the case, indicate whether the layaway payment should be added to the current transaction.
- A layaway payment is overdue. If this is the case, indicate whether the layaway payment should be added to the current transaction.

> **Note**
>
> This may include an overdue payment fee.

- Layaway items are available for pickup. Indicate whether the items should be picked up in the current transaction.

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13

Special Orders

A Special Order transaction is typically performed when a customer wants to purchase an item that is not currently available in the store. The item may be out of stock or unavailable for any reason. A special order item may be any saleable item from the store's inventory. Non-inventory items may also be special-ordered if your store policy permits it.

When an item is out of stock, the customer cannot take possession of the item immediately, so the store orders it from a vendor, warehouse, or another store. When the special order item arrives in the store, it is shipped to the customer or the customer is notified to pick it up at the store.

The Special Order function includes the order-entry process for a special order item, entering the related customer information, and processing any special fees that may be associated with the special order.

This chapter covers the following topics:

- Create a Special Order
- Open an Existing Special Order
- Special Order Context Menu
- Modify Special Order Items
- View Special Order History
- Pick Up a Special Order
- Cancel a Special Order

Special Order Maintenance on Desktop, Tablet, and Thin client devices is accessible outside of a sale for editing and maintaining special orders.

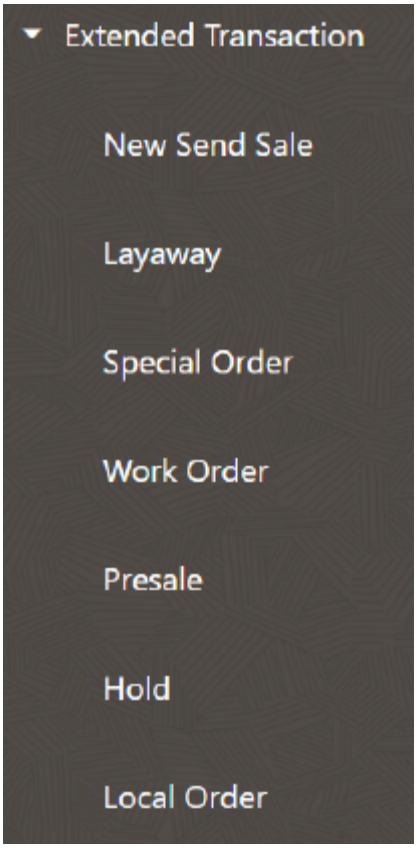
Create a Special Order

To create a new special order:

1. Select **Extended Transaction** in the Shopping Cart Menu.

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Figure 13-1 Extended Transaction Menu

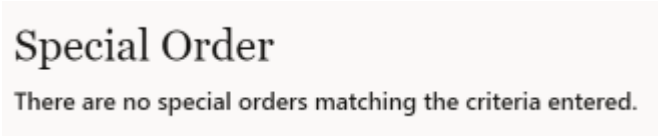


2. Select **Special Order**.
   a. If customer details have already been entered:

      Xstore will open a prompt listing open special orders for the customer (See Open an Existing Special Order),

      or an indication that there are no open special orders matching the criteria entered.

      Figure 13-2 Special Order No Matching Orders

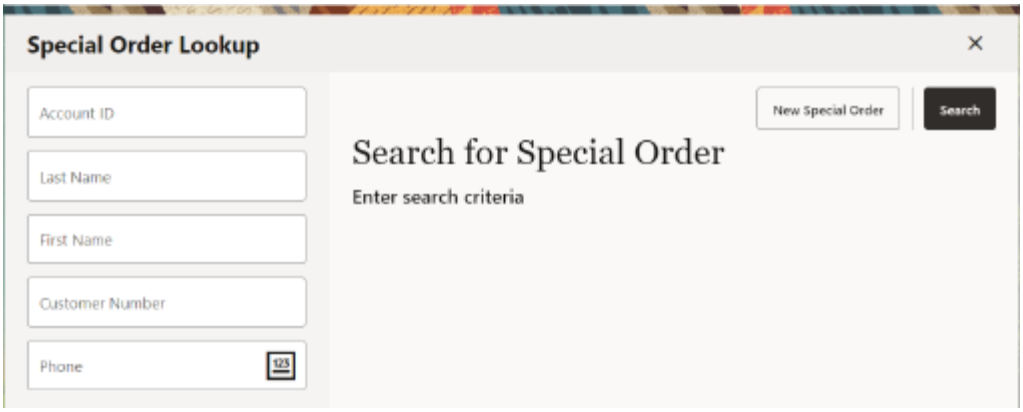
      

      Select **New Special Order** to create a new special order for this customer. Continue with Step 3.

   b. If no customer details have been entered, the Special Order Search form opens.

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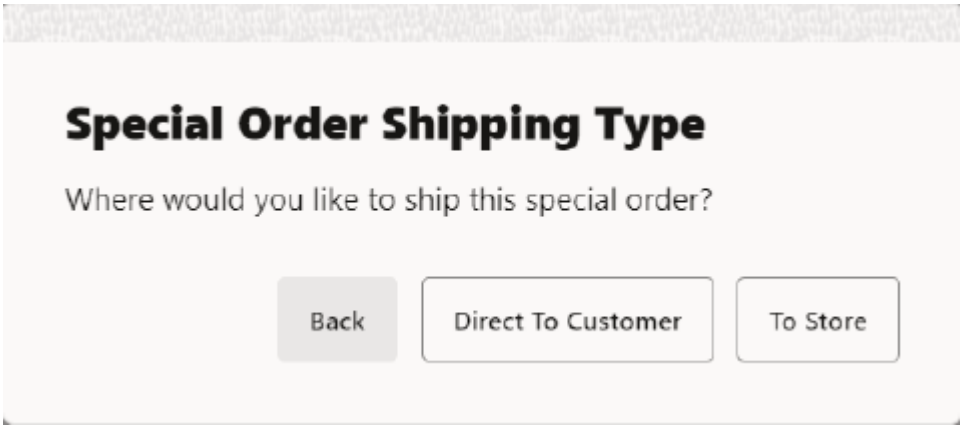
Figure 13-3 Special Order Search Form



Select **Set Up New** if no customer is associated with the transaction. See Associating a Customer with a Transaction. Continue with Step 3.

3. Select the shipping destination for the special order:

Figure 13-4 Special Order Shipping Destination

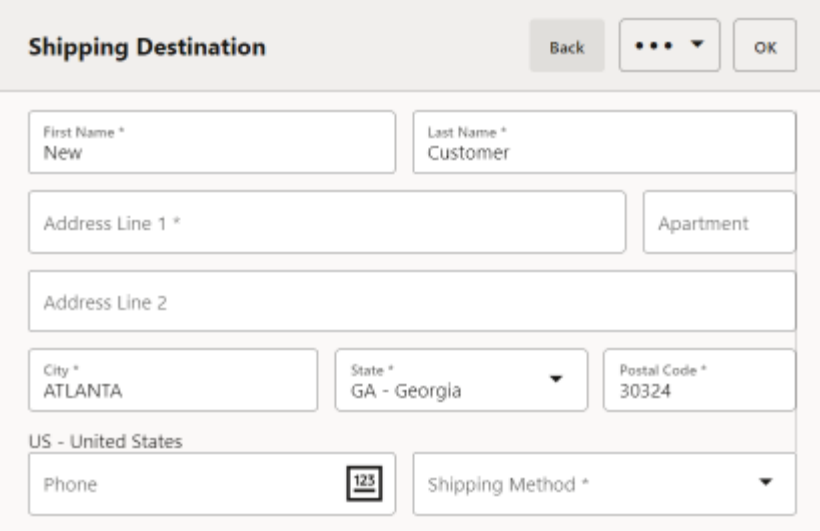


- **Direct To Customer:** Ship the order directly to the customer.

  If necessary, enter or update the shipping information for the customer:

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Figure 13-5 Special Order Shipping Destination - Customer



- **First Name:** First name.
- **Last Name:** Last name.

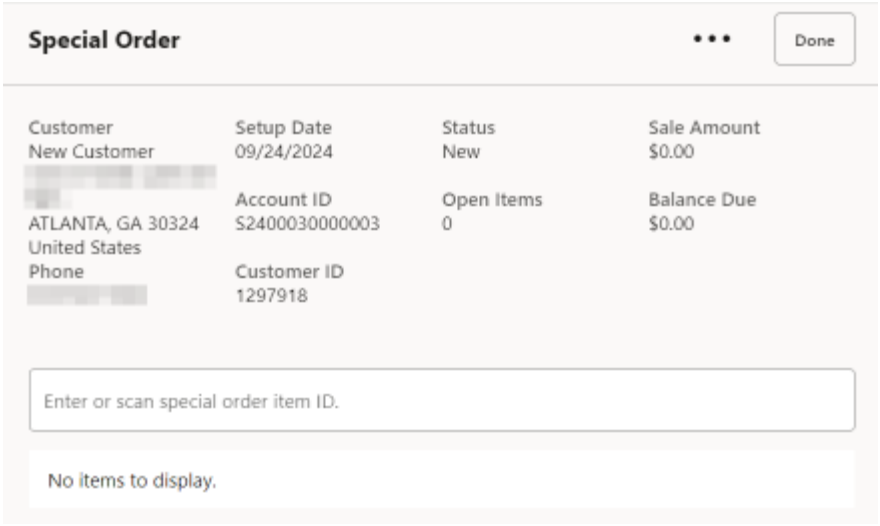
> **Note**
>
> The fields in the list below will depend upon configuration and nationality.

- **Address Line 1:** First line of the shipping address.
- **Apartment:** Apartment.
- **Address Line 2**: Second line of the shipping address.
- **City:** City name.
- **State:** State or province.
- **Zip:** Zip or postal code.
- **Country:** Country name.
- **Ship Method:** Name of the shipping company. Select the Overflow Menu and then select **Change Country** to change this value.

- **To Store:** Ship the order to the local store where the customer will pick it up.

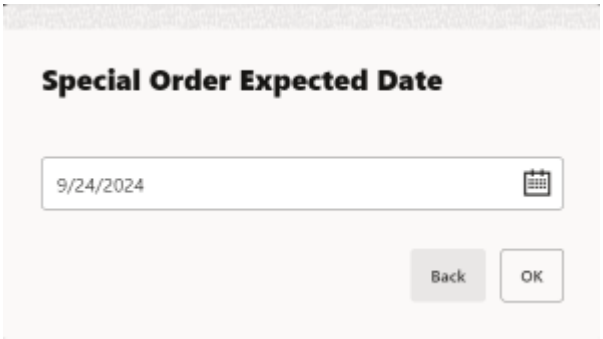
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4. **Figure 13-6 New Special Order**



5. Enter the items for the special order. See Entering Items.
6. If necessary, enter the expected date for the item, that is the date the store is expecting the item to be in stock, then select **OK**.

Figure 13-7 Item Expected Date



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7. **Figure 13-8 Special Order Item Added**

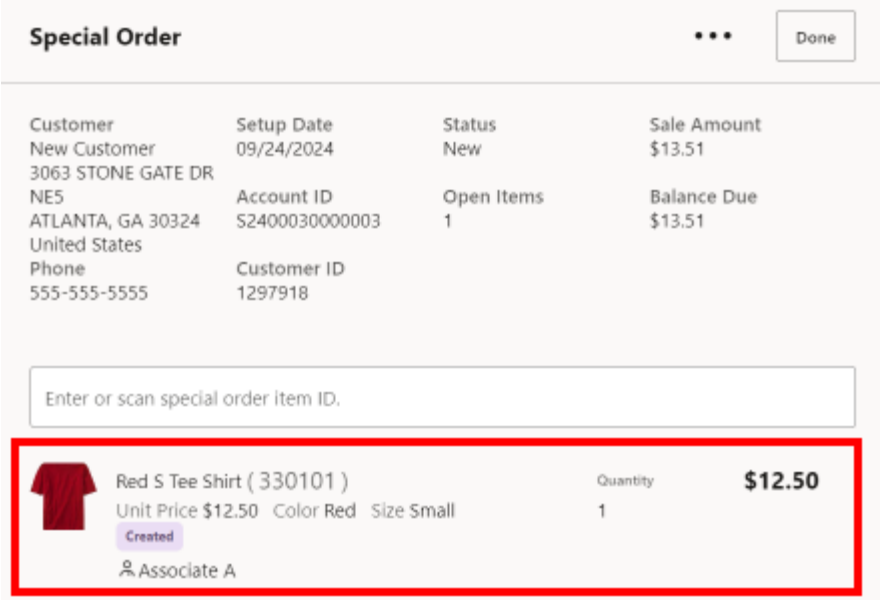
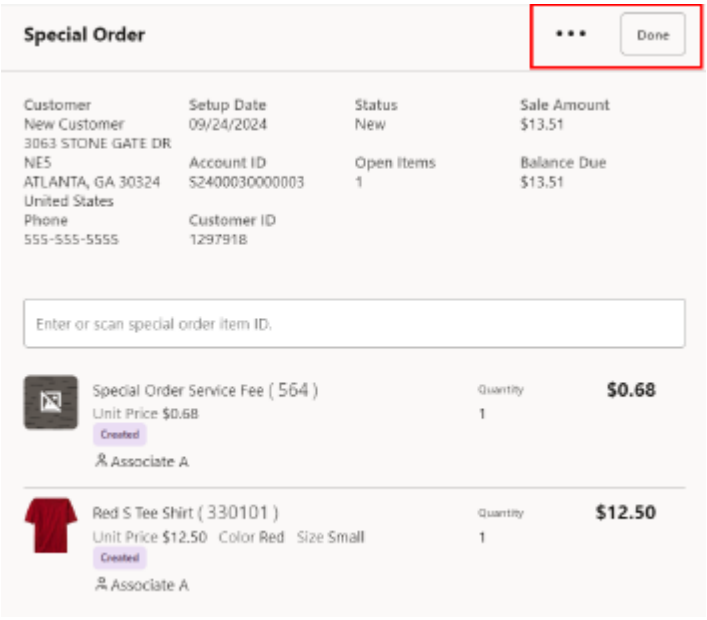


Figure 13-9 Special Order Sale Screen



8. Select the appropriate action from the Special Order Overflow Menu or select **Done** to pay a deposit for shipping to store, or the full amount if shipping to customer.

> **Note**
>
> The deposit option is only available if you clicked **To Store** in Step 3. Items that are shipped to the customer must be paid in full in the same transaction in which the order is created.

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If configured, confirm that a shipping fee or service fee has been added to the special order.

Open an Existing Special Order

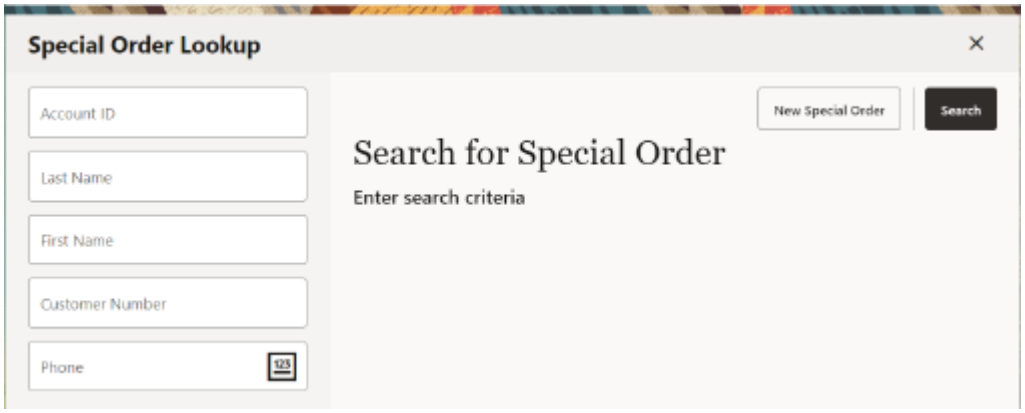
To open an existing special order:

1. Select **Extended Transactions** in the Register Sale screen Context Menu.
2. Select **Special Order**. See Figure 13-1.

   If customer details have already been entered, Xstore will open a prompt listing open special orders for the customer, or an indication that there are no open special orders.

   - To select the special order from the list, continue with Step 6.
   - To search for the special order, continue with Step 3.
3. If necessary, click **Special Order Search**.

Figure 13-10 Special Order Search Form



4. Enter the search information for the special order:

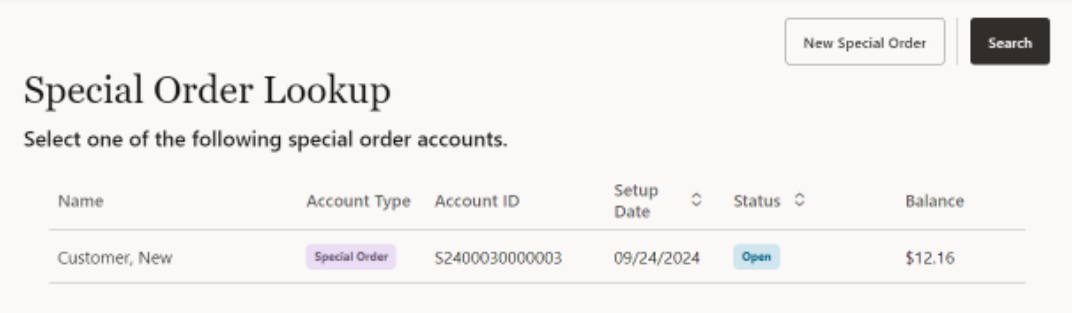
> **Note**
>
> You can also scan the receipt for the special order to open it.

   - **Account ID:** ID of the special order.
   - **Last Name:** Last name of the customer associated with the special order.
   - **First Name:** First name of the customer associated with the special order.
   - **Customer ID:** ID of the customer associated with the special order.
   - **Phone #:** Phone number of the customer associated with the special order.
5. Select **Search**.

   A list of special orders matching the entered criteria opens.

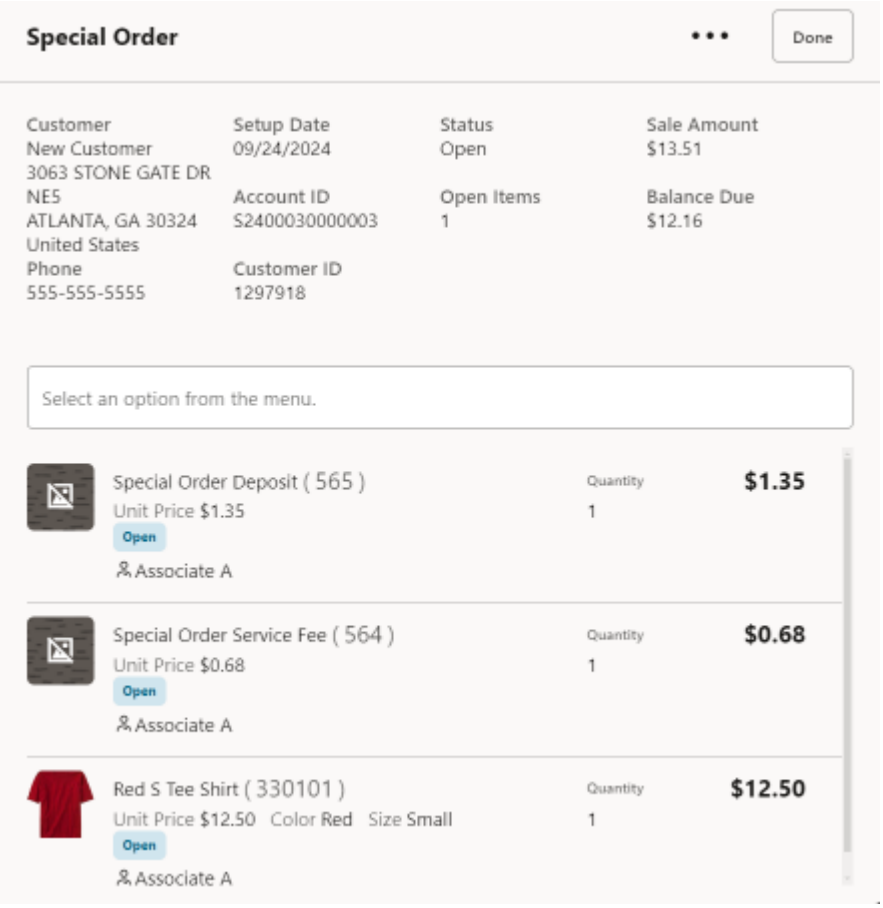
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Figure 13-11 Special Order Search List



6. Select the special order in the list. The special order opens.

Figure 13-12 Special Orders Screen

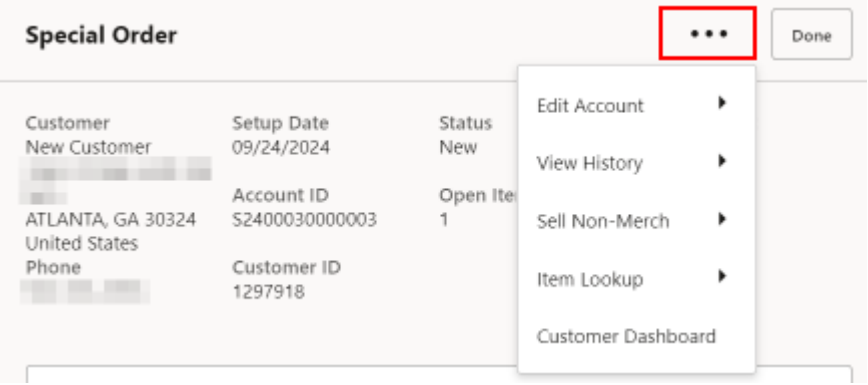


Special Order Overflow Menu

The Overflow Menu shows the following options when in a special order transaction.

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Figure 13-13 Special Order Menu



Choose from one of the following options:

- **Edit Account** - To change the item expected date. See Change the Item Expected Date.
- **View History** - To view the customer's special order history. See View Special Order History.
- **Sell Non-Merch** - If you sell non-merchandise items such as gift cards or services such as gift wrapping, refer to Adding Non-Merchandise Items to the Sale for more information.
- **Item Lookup** - See Searching for Items Using Item Lookup for more information.
- **Customer Dashboard** - Shortcut to the Customer Dashboard to view customer details.

Modify Special Order Items

Changes can be made to items in a special order. See Modifying a Transaction for more information about changing line items in a transaction.

To make changes to special order items:

1. If necessary, create a special order. See Create a Special Order.
2. Click **Edit Account**.
3. Perform the appropriate action:
4. Change the Item Expected Date

   Make changes to the line items. See Modifying a Transaction for more information about changing items in a transaction.

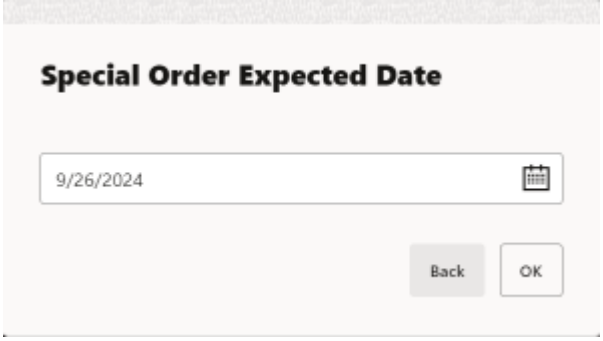
Change the Item Expected Date

To change the expected date for an item:

1. Select the**Item**.
2. Select **Change Expected Date**.
3. Enter the expected arrival date for the item.

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Figure 13-14 Special Order Expected Date



4. Select **OK**. The expected arrival date for the item is changed.

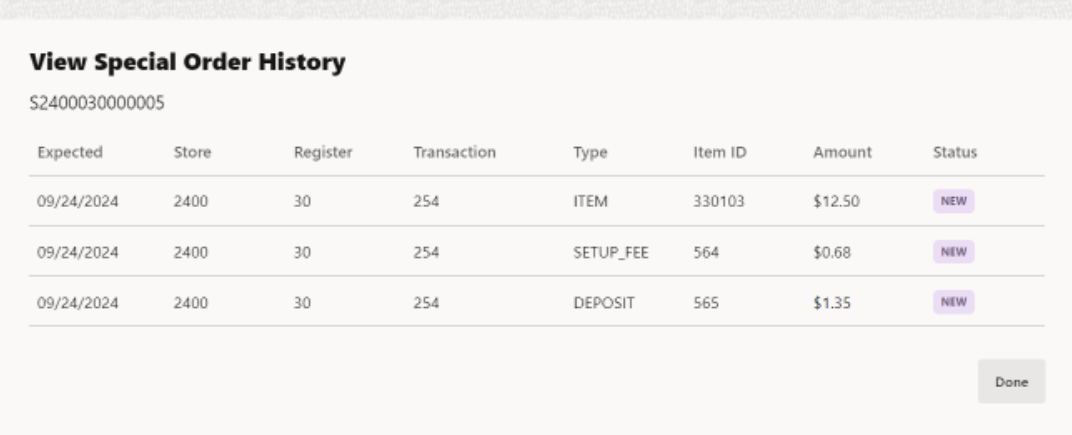
View Special Order History

To view the customer's special order history:

1. Create a Special Order or Open an Existing Special Order
2. Select **View History** in the special order Overflow Menu.

   Xstore POS opens a window displaying the previous special order activities associated with the customer.

Figure 13-15 Special Order History



The following information is shown for each special order:

- **Expected:** Expected delivery date for the special order.
- **Store:** The store where the order was placed.
- **Register:** The register where the order was processed.
- **Transaction:** The ID of the special order transaction.
- **Type:** Type of activity.
- **Item ID:** The ID of the item.
- **Amount:** Amount associated with the activity.

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- **Status:** Status of the special order.

3. Select **Done** to close the window and return to the special order.

Pick Up a Special Order

When a customer arrives at a store to pick up special order items, do the following:

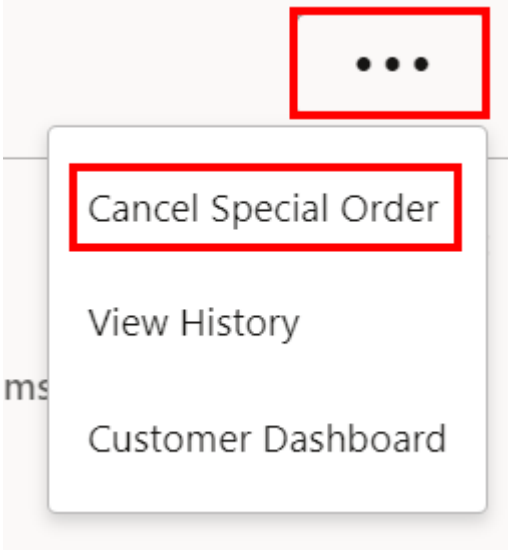
1. Open an existing special order, see Open an Existing Special Order.
2. Select **Pick Up Item**.
3. Select the items to pick up. Select **Pick Up All** to select all items.
4. Select **Exit Special Order** to exit special order mode and perform additional transaction processing and to proceed to tendering after completing the special order.

Cancel a Special Order

Special orders to be sent to a store can be canceled at a store. To cancel a special order:

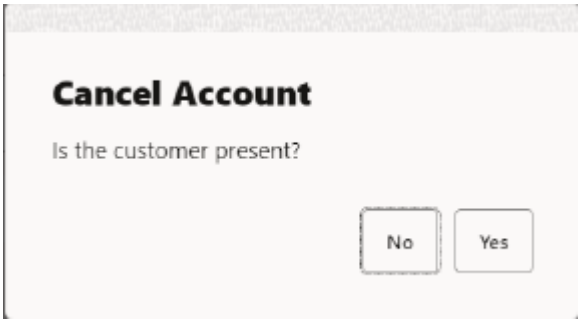
1. Open an existing special order, see Open an Existing Special Order.

Figure 13-16 Special Order Overflow Menu



2. Seletct**Cancel Special Order** from the Overflow Menu.

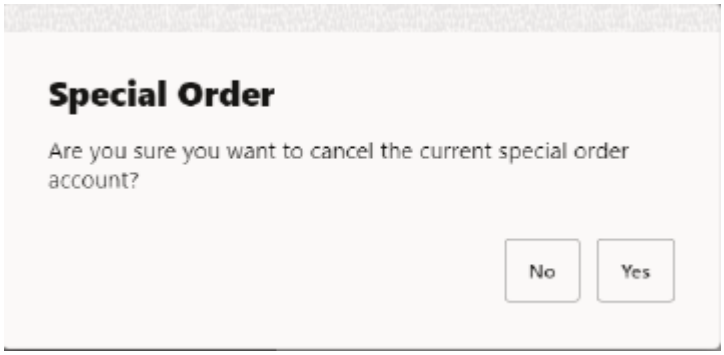
Figure 13-17 Customer Present Prompt



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3. Indicate whether the customer is present:
   - Click **No** if the customer is not present.
   - Click **Yes** if the customer is present.
     – If the customer is present, a second confirmation prompt opens.

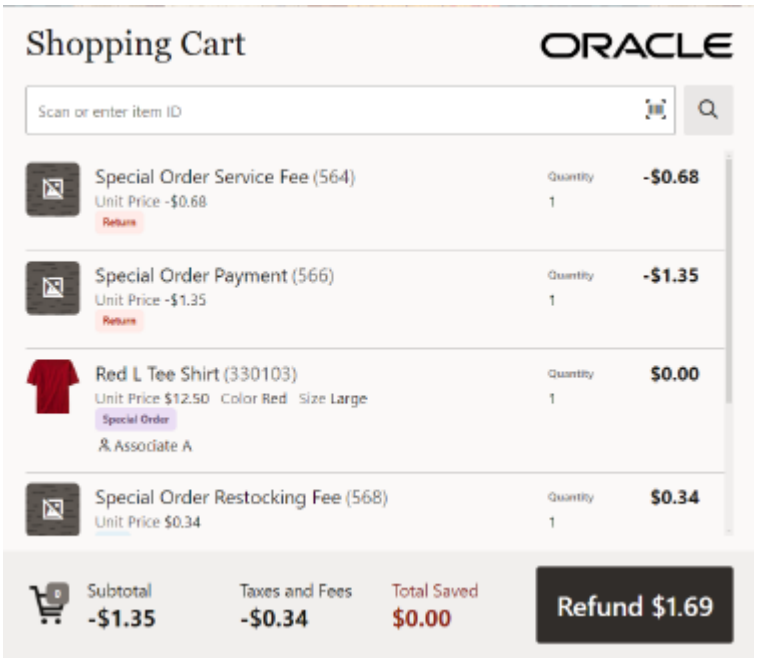
Figure 13-18 Cancel Confirmation Prompt



Confirm you want to cancel the special order:

Click **No** to return to the special order without canceling it. Click **Yes** to cancel the special order.

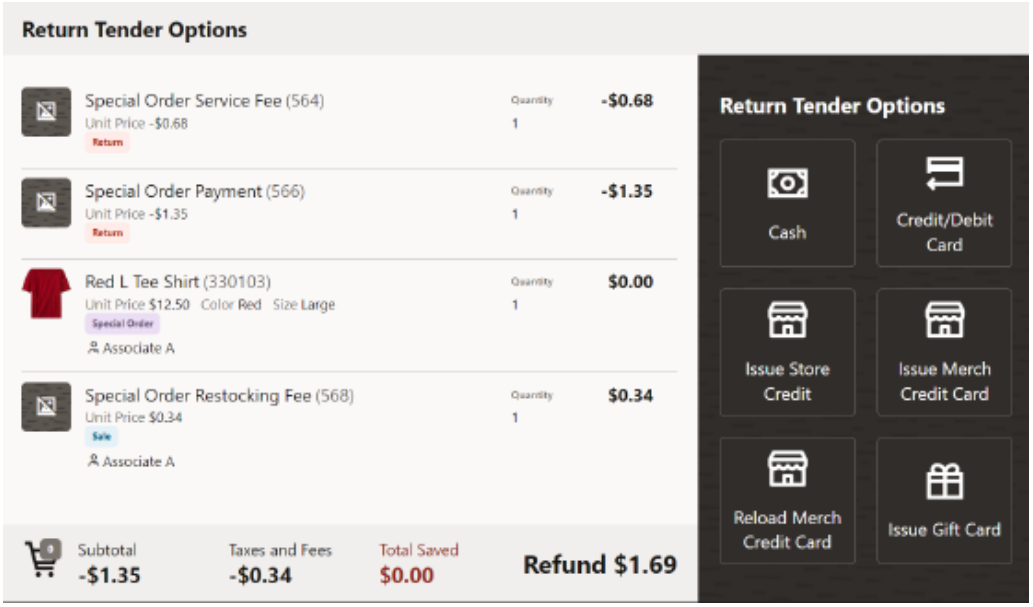
Figure 13-19 Cancel Special Order Refund



The special order is canceled and the refund amount is applied to the transaction. Continue with Tendering to process the refund.

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Figure 13-20 Cancel Special Order Tender



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14

Work Order Transactions

Work Orders are labor services requested by a customer and performed by the retailer or an outside contractor. They may be further sub-classified as repairs or alterations.

The system provides Work Order tracking functionality that allows a retailer to take in merchandise from the customer and associate it with a POS tracking record. The record identifies the product, its value, condition, customer information, and the work to be done. The kinds of work that are performed on a product are called Work Order tasks.

- **Repair** service is typically found in retail environments that sell and service watches, athletic equipment, and footwear. Repair services usually focus on the repairing, setting up, or fitting of products for the retail customer. An example of a repair is fixing a flat tire at a bicycle shop. A setup example is a Hot-Tub purchase in which installers are required to connect the filter and heating systems.

  Repairs may vary depending on the service being performed. For instance, a sporting goods outlet may track the service associated with the sizing and drilling of a bowling ball as a repair service. The similarities of this process and their actual repair activities allow retailers to utilize the same POS function to perform multiple activities.
- **Alteration** services are primarily found in clothing retail locations. Retailers provide an important service by altering the garments that they sell to their customers. This service may be a billable activity to the customer, or it may be without cost. Some retailers extend this offer to non-customers or even to customers who have a product for alteration that was not purchased through a particular outlet; this is generally performed as a value-added service to loyal customers.
- **Tasks** are the detail operations that are performed on a Work Order item and can be selected from a list. The system also maintains a fixed rate of cost for the task, a description, and a free-form comment field that may be used to describe the task to be performed. For example, a comment may contain the specific text to engrave or embroider on an item.

The following section covers these topics:

- Creating a New Work Order
- Work Order Categories
- Modifying a Work Order
- Picking Up a Completed Work Order

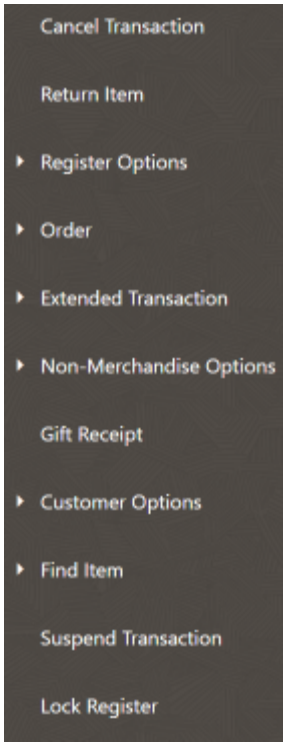
Creating a New Work Order

> **Note**
>
> Because each Xstore menu is configurable, the menu functions on your system may appear in a different order or have different text than examples shown in this manual.

A work order must be associated with a regular sale transaction and a customer name.

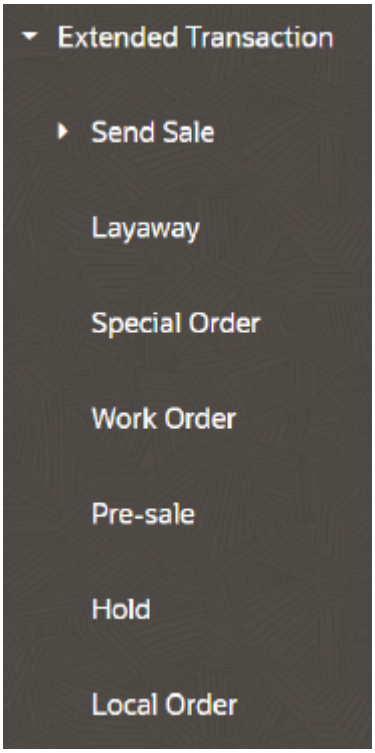
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Figure 14-1 Transaction Screen Menu



1. Select **Extended Transaction** .

Figure 14-2 Extended Transaction Options



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2. At the Extended Transaction menu, select the **Work Order** option.

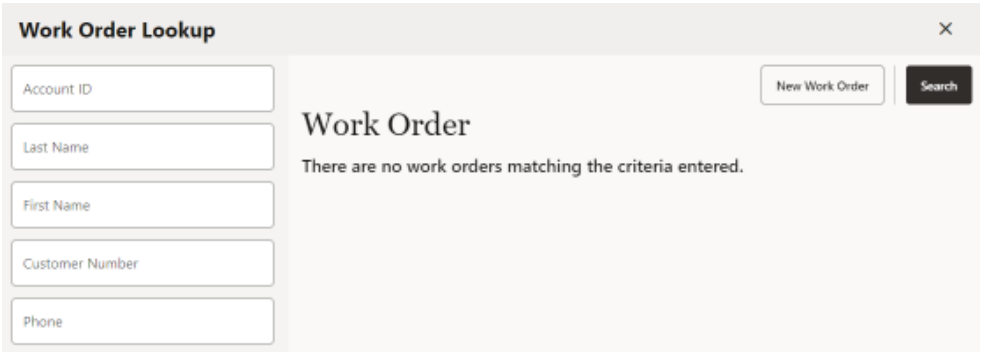
> **Note**
>
> The system does not allow you to create a work order unless you have the required security privileges.

3. The next steps depend upon whether a customer has been associated with the sale transaction:

- If no customer is associated with the transaction:

  a. The system displays the Work Order Search form shown here.

Figure 14-3 Work Order Search Form



  b. Select **New Work Order**.

> **Note**
>
> To search for an existing work order, enter your search criteria and select the **Search** option.

  c. The system displays the Customer Search form. Enter search criteria and select **Search**.

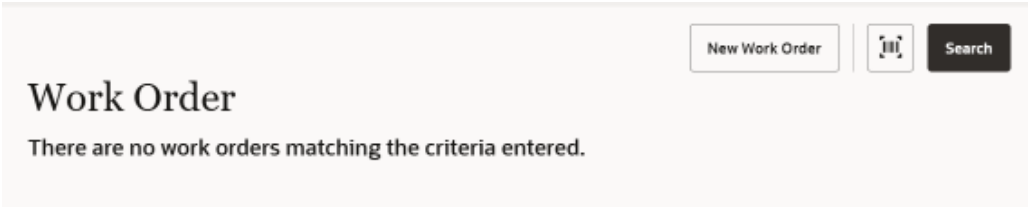
  d. Select a customer to associate with the transaction.

  e. When customer association is complete, go to step 5.

- If a customer is associated with the transaction the system automatically searches for work orders for the customer.

  If an established work order is not found, the message stating no matching work orders were found is displayed.

Figure 14-4 No Matching Work Orders



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a. Select **New Work Order** to create a new work order.

b. Go to step 4.

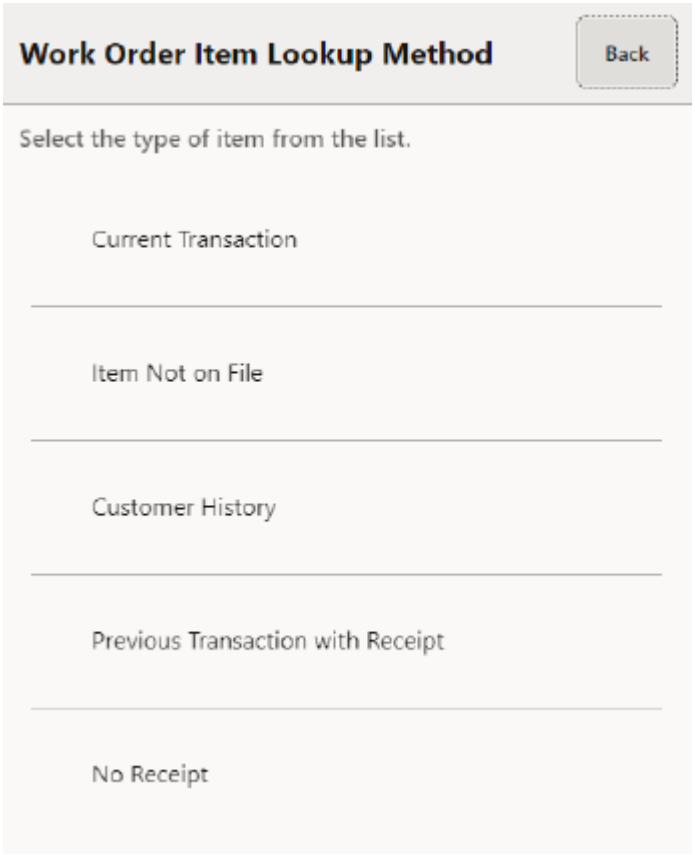
If an established work order is found, the work order accounts are shown in a list.

a. Select **New Work Order** to create a new work order.

b. Go to step 5 below.

4. The system prompts for the source of information about the item that is referenced in the work order.

Figure 14-5 Work Order Type



5. Select one of the following options:

- **Current Transaction:** The item is in the current sale transaction. This option is only available if there is at least one item in the current sale transaction. See Work Order Item - In the Current Sale Transaction.
- **Item Not on File:** The item requiring work is not in the system. See Work Order Item - Item Not on File.
- **Customer History:** Find the item by searching the customer's previous purchase transaction history. See Work Order Item - Customer History.
- **Previous Transaction with Receipt:** The item is identified on the receipt from a previous transaction. See Work Order Item - Using Original Transaction Receipt.
- **No Receipt:** The item has no receipt available or is not referenced on a receipt. See Work Order Item - No Receipt; Manual Item Entry.

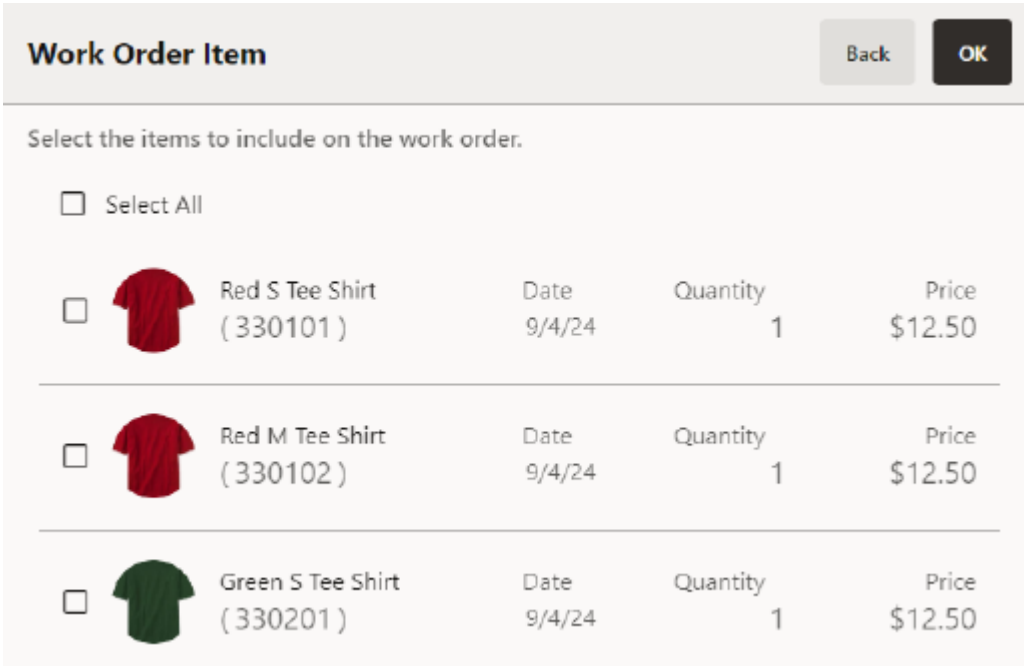
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Work Order Item - In the Current Sale Transaction.

...continued from step 5.

1. Select **Current Transaction**. The system displays a list of items that are eligible for a work order in the current transaction.

Figure 14-6 Items Eligible for Work Order

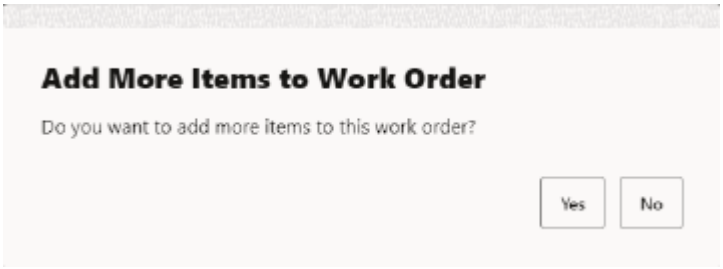


> **Note**
>
> Some merchandise or non-merchandise items (for example, loyalty cards, gift cards, gift certificates and warranties) are not included in the list of items eligible for work order processing.

2. Select an item from the current sale that is to be included in the work order. You can select multiple items from the list to select and add each item to the work order.
3. Select **OK**. The system adds the selected item(s) to the work order.
4. The system prompts you to specify if there is another item to be added to the work order:

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Figure 14-7 Prompt for Additional Work Order Items



- If you need to add additional items to this work order, select **Yes**. The system returns to the prompt for work order item source.

  <OR>

- If there are no more items for this work order, select the **No**. The system displays the work order categories.

5. The next step in the process is to select a work order category. Continue with Work Order Categories.

Work Order Item - Using Original Transaction Receipt

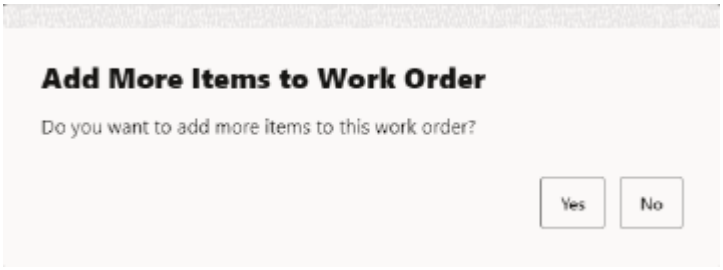
...continued from step 6

1. The system prompts you to enter information from the original transaction receipt. You can indicate whether or not the receipt is a gift receipt by using the Gift Receipt toggle switch.
2. Scan the original receipt barcode from the receipt or enter the receipt information manually and select **Search**.
3. The system displays a list of eligible items from the original transaction and prompts you to select the item(s) for the work order.

> **Note**
>
> If applicable, you can select multiple items from the list and add each item to the work order. If no items in the original transaction are eligible for a work order, or if the original transaction cannot be found, the system displays a message notifying you that there are no eligible items available for a work order.

4. Select the item(s). The system adds the item to the work order.
5. The system prompts you to specify if there is another item to be added to the work order:

Figure 14-8 Additional Work Order Items Prompt



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- If you need to add additional items to this work order, select **Yes** . The system returns to the prompt for work order item source.

  <OR>

- If there are no more items for this work order, select **No** . The system displays the work order categories.

6. The next step in the process is to select a work order category. Continue with Work Order Categories.

Work Order Item - No Receipt; Manual Item Entry

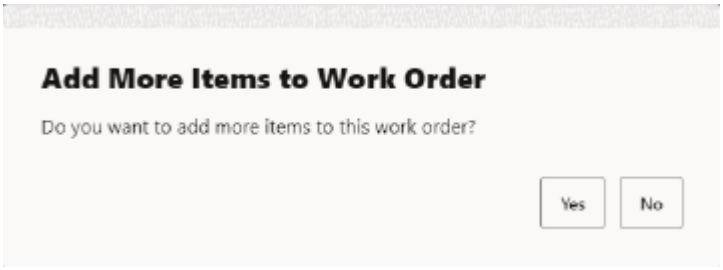
...continued from step 6

1. At the prompt for an item ID, enter the Item ID, or scan the item.

> **Note**
>
> If you do not know the item ID but your system has a Work Order SKU, you can enter that instead of the actual item ID. You can also use the **Item Not On File** functionality to capture the item information.

2. If the item's value has not been determined by the item selection (value is zero), enter the value and select **OK**.
3. If prompted, enter a text description for the item and select **OK**.
4. The system prompts you to specify if there is another item to be added to the work order:

Figure 14-9 Additional Work Order Items Prompt



- If you need to add additional items to this work order, select the **Enter More Items** option. The system returns to the prompt for work order item source.

  <OR>

- If there are no more items for this work order, select the **Continue** option. The system displays the work order categories.

5. The next step in the process is to select a work order category. Continue with Work Order Categories.

Work Order Item - Customer History

...continued from step 6

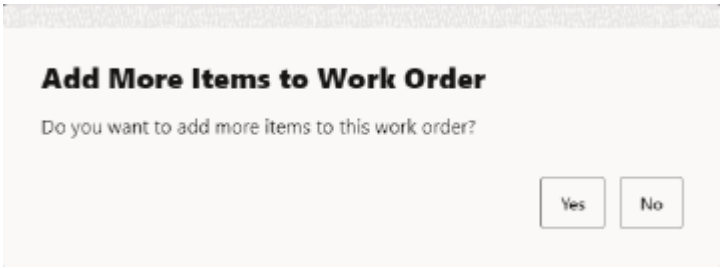
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1. The system displays a list of items the customer has purchased previously.
2. Select the item(s) and select **OK**. The system adds the selected item(s) to the work order.

> **Note**
>
> You can select multiple items from the item and add each item to the work order.

3. The system prompts you to specify if there is another item to be added to the work order:

Figure 14-10 Additional Work Order Items Prompt



- If you need to add additional items to this work order, select **Yes** . The system returns to the prompt for work order item source.

  <OR>

- If there are no more items for this work order, select **No**. The system displays the work order categories.

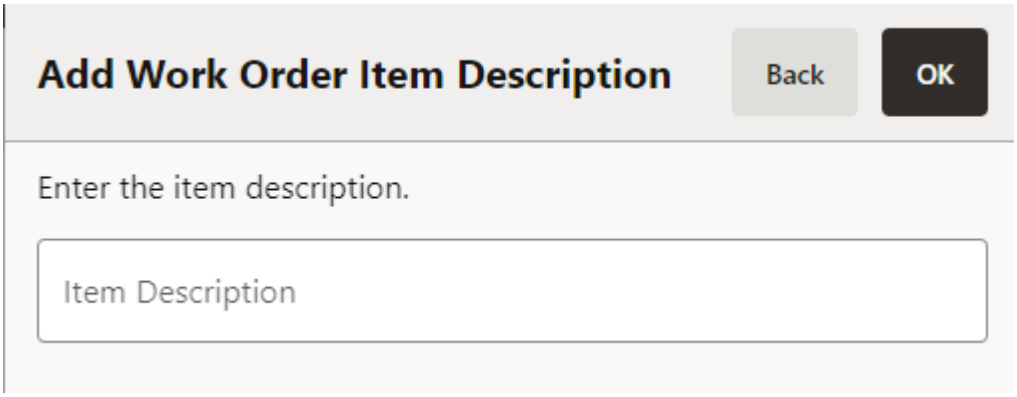
4. The next step in the process is to select a work order category. Continue with Work Order Categories.

Work Order Item - Item Not on File

...continued from step 6

1. At the prompt for an item description, enter a text description for the item and select **OK**.

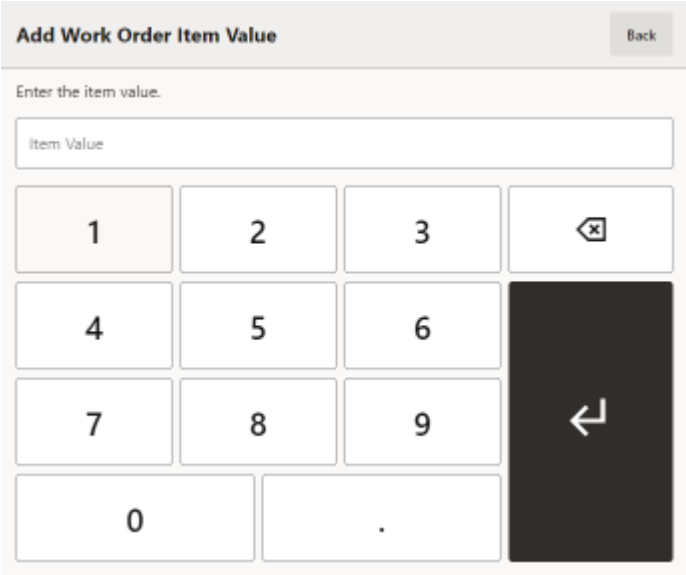
Figure 14-11 Item Description Prompt



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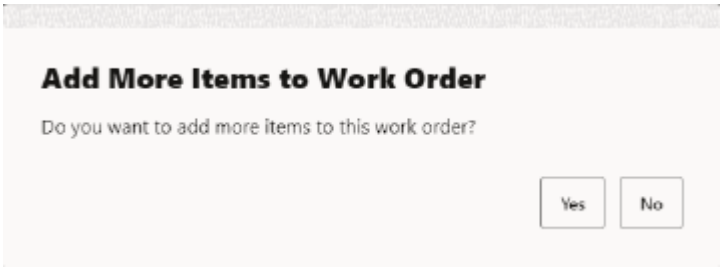
2. At the prompt for item value, enter the item's value and select **OK**.

Figure 14-12 Item Value Prompt



3. The system prompts you to specify if there is another item to be added to the work order:

Figure 14-13 Additional Work Order Items Prompt



- If you need to add additional items to this work order, select **Yes**. The system returns to the prompt for work order item source.

  <OR>

- If there are no more items for this work order, select **No**. The system displays the work order categories.

4. The next step in the process is to select a work order category. Continue with Work Order Categories.

Work Order Categories

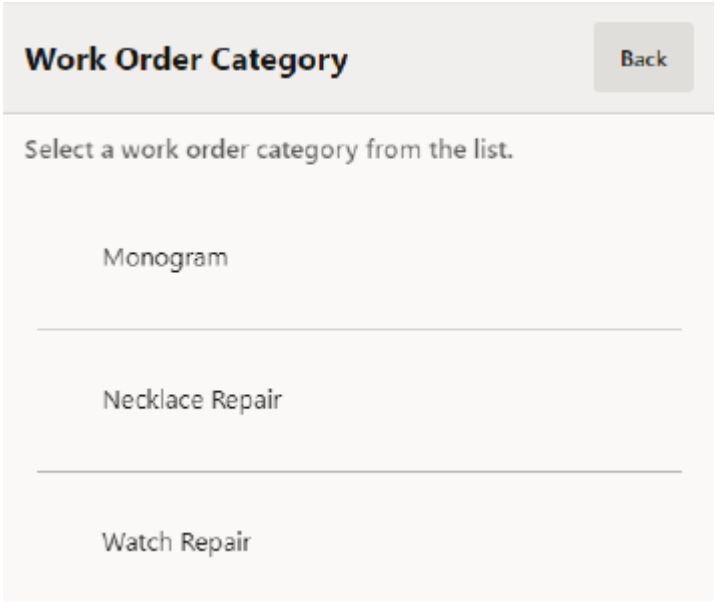
Once you have identified the item(s) for the work order, you are prompted to select a work order category. Categories may include repairs, alterations, or any other categories that are determined by your store operations.

For example, repairs may include work order categories such as jewelry and watch repairs. Work order alterations may include categories such as men's clothing and children's clothing.

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1. The system displays the list of work order categories. Choose a category.

Figure 14-14 Work Order Categories

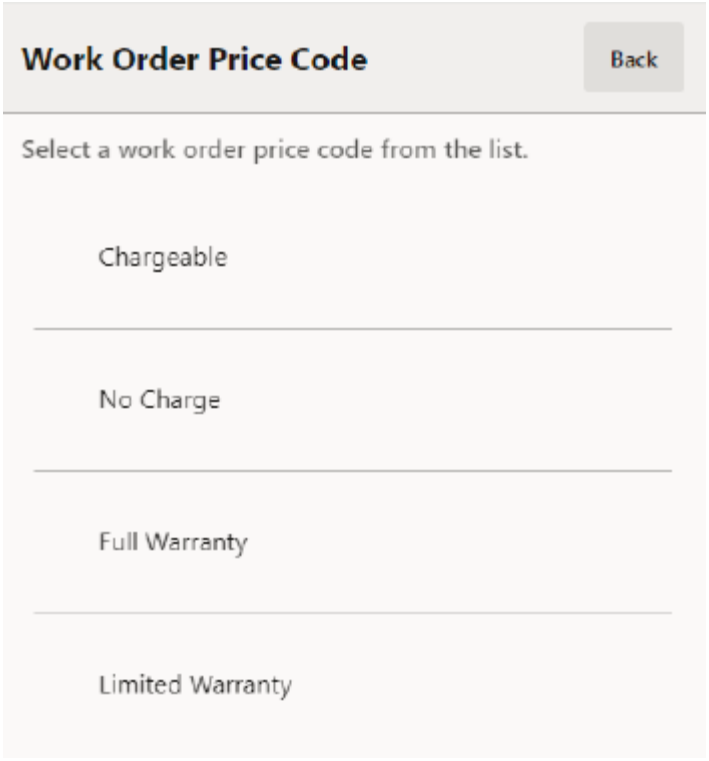


> **Note**
>
> The Home Office defines the Work Order Alteration and Repair categories.

2. Depending upon your system's configuration, additional prompts for information may be displayed based on the work order category you selected. For example:
   - **Pricing category** - Examples include No Charge, Warranty, and Chargeable.

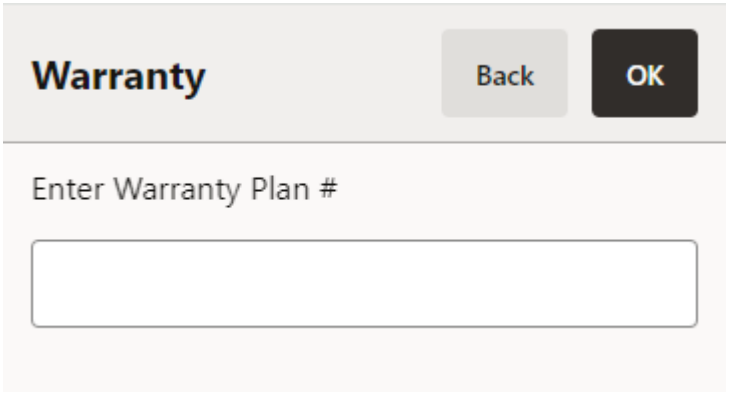
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Figure 14-15 Pricing Category



- **Warranty Contract Number** - The system prompts for the Warranty Plan Number.

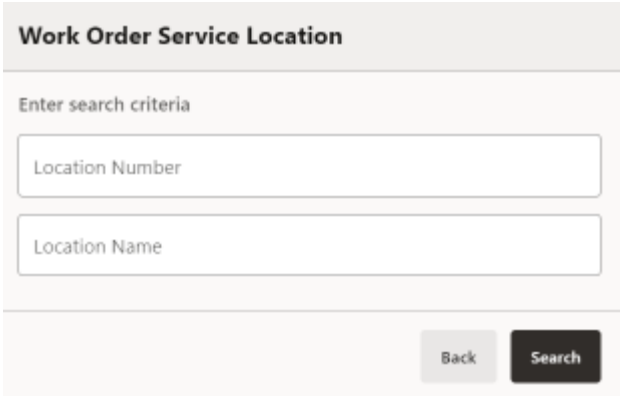
Figure 14-16 Warranty Contract Number Prompt



3. You may be prompted to search for a location where the work will be performed. If you do not know a location, leave the fields blank and select Process to show all available vendors.

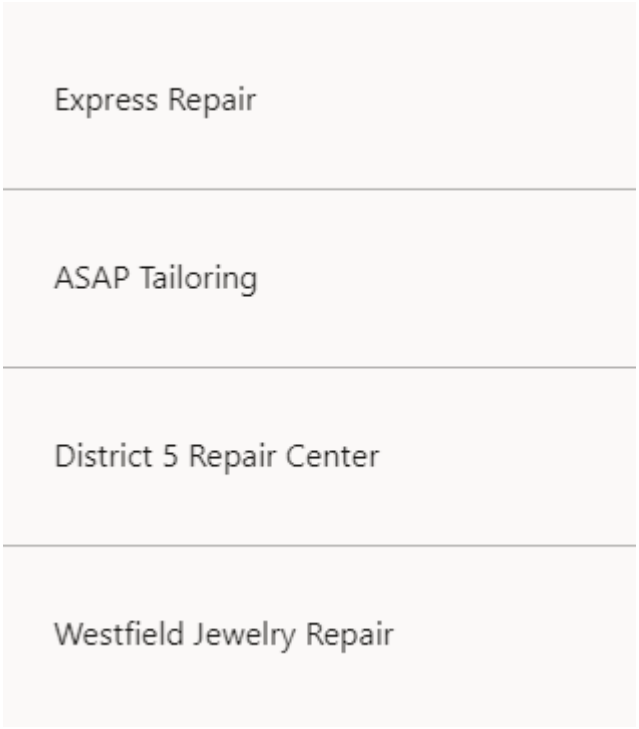
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Figure 14-17 Work Order Location Search Form



4. The system displays a list of service locations. Select a location and select **Search**.

Figure 14-18 Work Order Vendor List

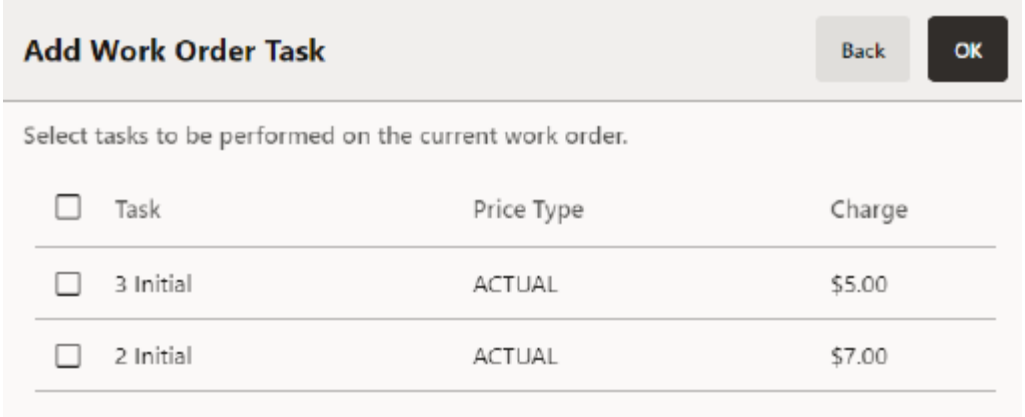


> **Note**
>
> To accommodate in-house work order or single location where work orders are performed, the system may be configured to skip the location selection.

5. The system displays the tasks that can be performed on the item, based upon the service location that you selected.

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Figure 14-19 Work Order Tasks List

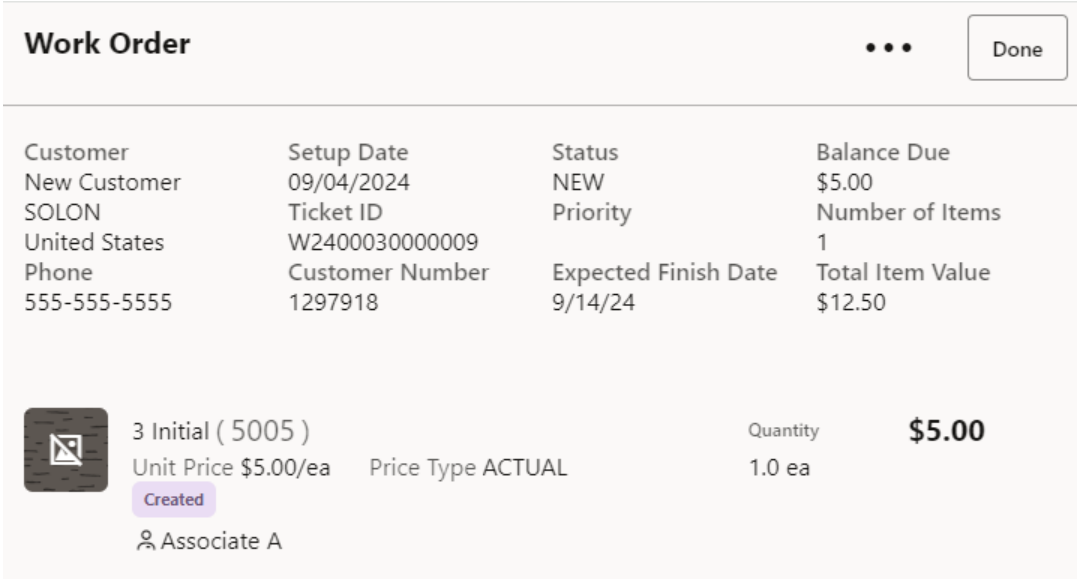


> **Note**
>
> A task may not have a cost associated with it. If it does not have a cost, it may be an estimate. Estimates must be converted to actual amounts before the customer can pick up the item. Price categories such as No Charge and Warranty have zero amounts in the Charge column on the Task List form.

6. Select the task activity and select **OK**.

   The system displays the summary information for the work order.

Figure 14-20 Work Order Summary Information

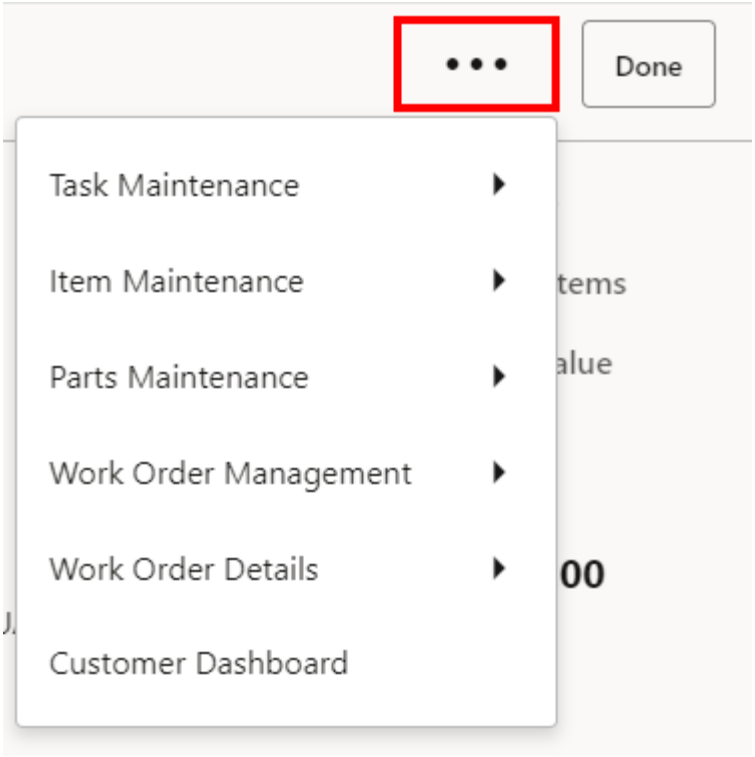


7. You can modify the work order or complete the transaction:

   To modify the work order and add additional information, select the **Header Overflow Menu** and select from the following options as needed:

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Figure 14-21 Work Order Options



Refer to Modifying a Work Order for detailed information about each of the options shown here.

To complete this work order setup process, select one the following options:

- Select the **Tender** option to complete and tender the transaction. If prompted for a work order deposit, enter a deposit amount or accept the default amount and tender the transaction.

  <OR>

- Select the **Exit Work Order** option to return to the sale if the customer would like to continue purchasing additional items. If prompted for a work order deposit, enter a deposit amount or accept the default amount and continue selling items at the Sale screen.

> **Note**
>
> Your store policy determines if the Work Order transaction can be mixed with the sale of other items on the Sale screen.

The system displays the work order information that you entered during the setup process.

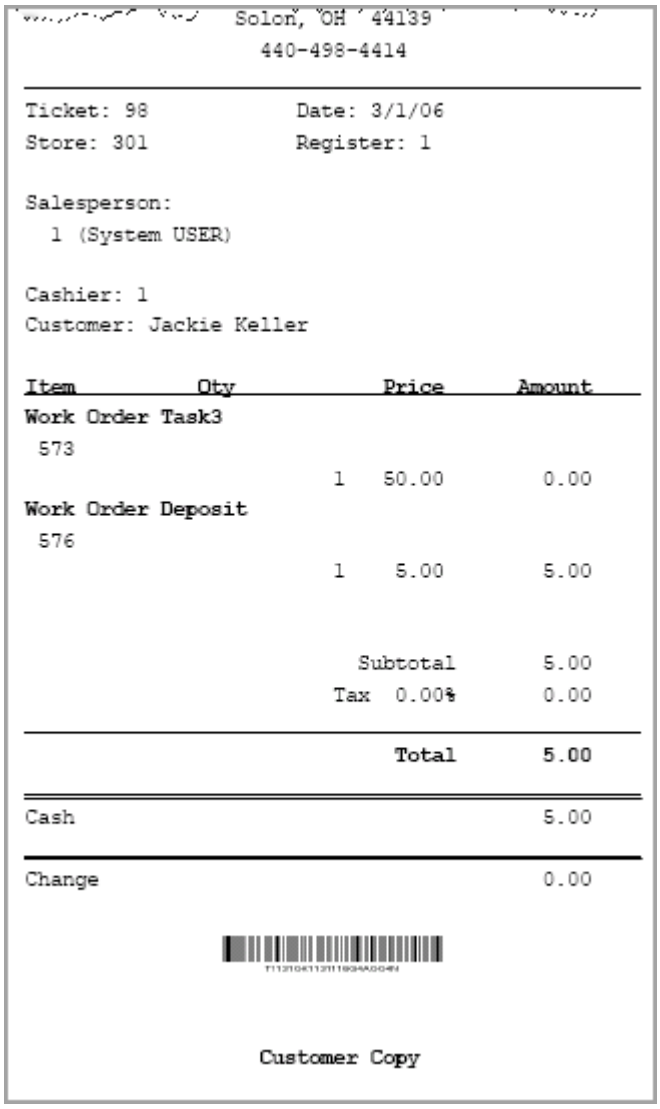
When you tender the transaction, the system creates receipts as required by your store's policy.

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> **Note**
>
> If the location requires a shipper or a receiver, the system will create a shipping document. Once the item(s) are shipped, the system will create a receiving document. The documents created for work order shipping and receiving are managed outside of a sale through Customer / Work Order Maintenance.

Receipt Samples

Figure 14-22 Customer Sale Receipt Sample



Solon, OH 44139
440-498-4414

Ticket: 98 Date: 3/1/06
Store: 301 Register: 1

Salesperson:
1 (System USER)

Cashier: 1
Customer: Jackie Keller

Item	Qty	Price	Amount
Work Order Task3			
573			
	1	50.00	0.00
Work Order Deposit			
576			
	1	5.00	5.00
		Subtotal	5.00
		Tax 0.00%	0.00
		Total	**5.00**
Cash			5.00
Change			0.00

Customer Copy

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Figure 14-23 Work Order Receipt, Customer Copy Sample



Ticket:98 Date: 3/1/06
Cashier: 1 Register: 1
Customer ID: C03010001000015
Customer Name: Jackie Keller

Work Order ID
W030100010000029

Expected Completion Date: 3/11/06

Work Item	Value
RED/BLK ANML PRT CARWASH DRESS	500.00
Total Value:	500.00

Work Activity	Type	Amount
Work Order Task3	ACTUAL	50.00

Work Order Total:	50.00
Deposit/Payment:	5.00
Balance Due:	45.00

This store is not liable for loss, theft or damage to these item(s) while in our possession.

Customer agrees to pick up merchandise at the prescribed time or within 14 days of being notified the merchandise is available.

Customer agrees to pay in full at the time of pickup.

Customer Copy

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Figure 14-24 Work Order Receipt, Store Copy Sample



Ticket:98 Date: 3/1/06
Cashier: 1 Register: 1
Customer ID: C03010001000015
Customer Name: Jackie Keller

Work Order ID
W030100010000029

Expected Completion Date: 3/11/06

Work Item	Value
RED/BLK ANML PRT CARWASH DRESS	500.00
Total Value:	500.00

Work Activity	Type	Amount
Work Order Task3	ACTUAL	50.00

Work Order Total:	50.00
Deposit/Payment:	5.00
Balance Due:	45.00

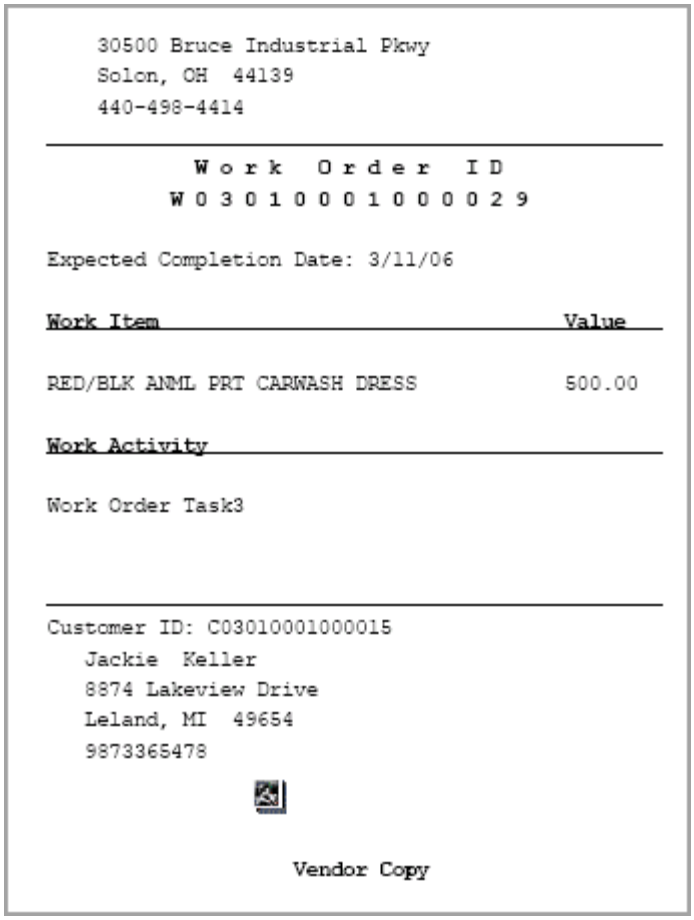
Customer ID: C03010001000015
Jackie Keller
8874 Lakeview Drive
Leland, MI 49654
9873365478

x_____
Jackie Keller

Store Copy

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Figure 14-25 Work Order Receipt - Vendor Copy Sample



Modifying a Work Order

This section covers the following topics:

- Task Maintenance
- Item Maintenance
- Parts Maintenance
- Work Order Management
- Work Order History
- Edit Line Item
- Customer Dashboard

One or more tasks may be associated with a work order, and they can be modified during or after its creation. If the work order is still being created, select the Task Maintenance option while in the Work Orders mode.

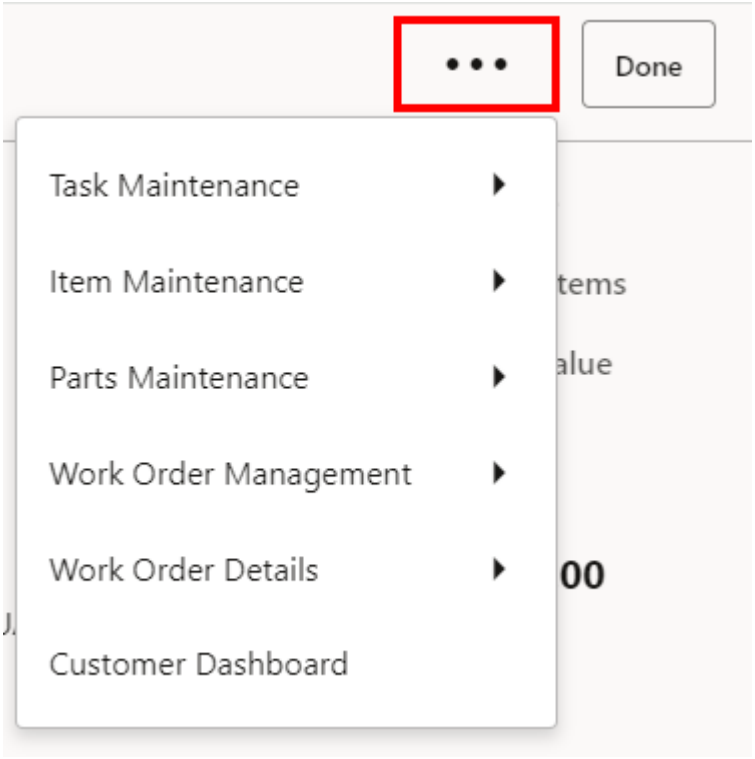
If the transaction in which the work order was created has been completed:

1. Create a new sale transaction.
2. In the Shopping Cart, select **Extended Transaction**.

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3. From the Extended Transaction menu, select **Work Order**. If a customer is associated with the transaction, Xstore POS displays a list of work orders for the customer. If a customer is not associated with the transaction, enter the work order search criteria to locate the work order.
4. Select the work order that includes the task you want to edit, and the work order is displayed.
5. Select the **Header Overflow Menu** and then select, **Task Maintenance**.

Figure 14-26 Work Order Overflow Menu

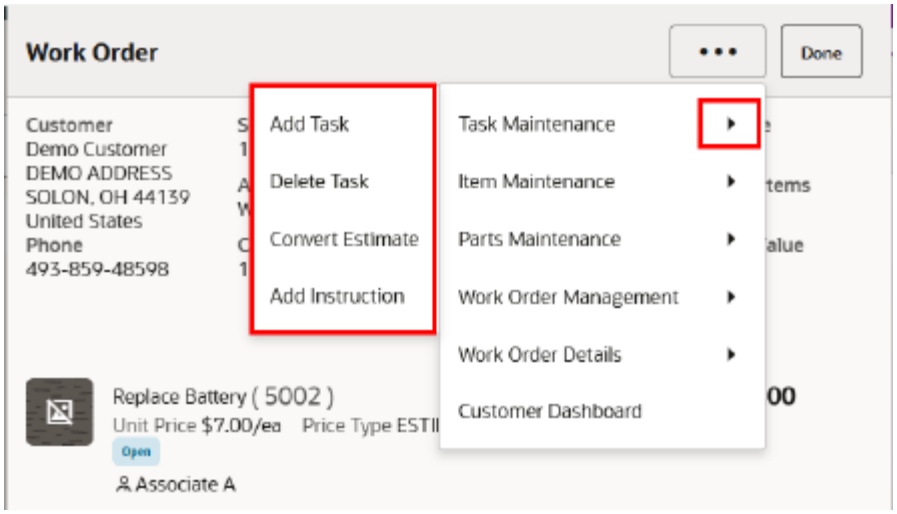


Task Maintenance

Task maintenance functions allow you to modify the work order tasks by adding new tasks, deleting work order tasks, and adding additional information pertaining to a specific task.

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Figure 14-27 Task Maintenance Overflow Menu



> **Note**
>
> The status of the work order (shipped, received, and so on.) determines the options available here.

To access the Task Maintenance menu select the **Header Overflow Menu** . The following Task Maintenance options are available:

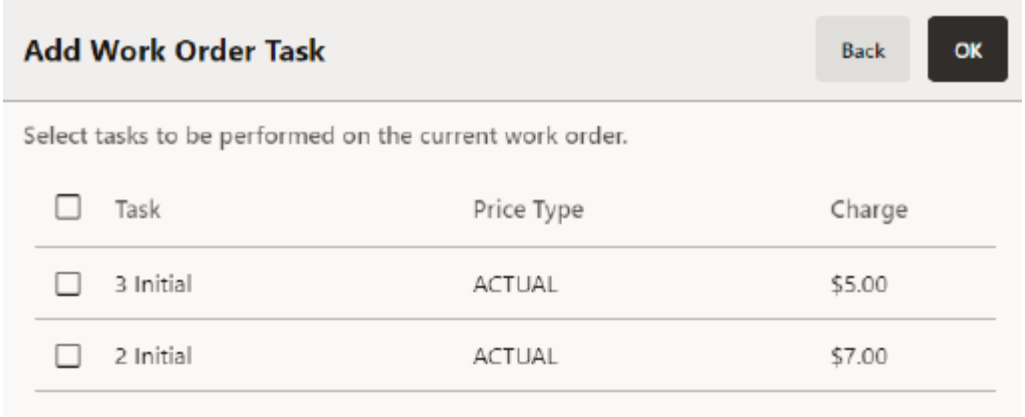
- Add Task
- Delete Task
- Convert Estimate
- Add Instruction

Adding a Task

1. With the Work Order record displayed in the Shopping Cart, select **Extended Transaction** then select **Work Order**.
2. Select the **Header Overflow Menu** and then select **Task Maintenance**.
3. Select **Add Task**.
4. Oracle Retail Xstore POS displays a list of tasks available for this Work Order category. Select a task. After marking all required tasks, select **OK** to add them to the Work Order.

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Figure 14-28 Work Order Task List



5. Oracle Retail Xstore POS adds the new task and its associated price type and charge to the Work Order.

> **Note**
>
> Oracle Retail Xstore POS adjusts any charges as required. If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer.

Deleting a Task

1. With the Work Order record displayed in the Shopping Cart, select **Extended Transaction** then select **Work Order**.
2. Select the **Header Overflow Menu** and then select **Task Maintenance**.
3. With the Work Order record displayed in edit mode, select the **Delete Task** option.
4. Oracle Retail Xstore POS removes the task from the Work Order.

Convert Estimate

Select this option to change an estimated cost amount to an actual cost amount. An estimated cost is a best guess for the final cost of performing the task, and it is assigned when the work order is created. After the task is completed, the actual cost is known, and the estimate can be converted so that the final price can be calculated.

> **Note**
>
> The **Convert Estimate** option is only available when an estimated task is on the work order.

1. With the Work Order record displayed in the Shopping Cart, select **Extended Transaction** then select **Work Order**.
2. Select the **Header Overflow Menu** and then select **Task Maintenance**.
3. Select **Convert Estimate**.

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The system displays a list of the tasks that have estimated costs on the current work order.

4. Select the task to be converted to an actual cost amount.

   The system displays a list of the tasks with actual costs that are applicable to the work order category (repairs, alterations, and so on).

> **Note**
>
> For each task that has an estimated cost, there is a corresponding task with the actual cost. These were set up by the Home Office during the configuration process for your system.

5. Select the most appropriate task and its actual cost for the work order.

   The system replaces the estimated cost of the task with the converted, actual cost, on the work order.

Add Instruction

Select this option to enter informational text instructions for the work order.

1. With the Work Order record displayed in the Shopping Cart, select **Extended Transaction** then select **Work Order**.
2. Select the **Header Overflow Menu** and then select **Task Maintenance**.
3. Select **Add Instruction**.

   The system displays a list of the tasks on the current work order.

4. Select the task to be associated with the instructions.

   The system displays a text entry form. You can add new information, change existing information, or delete any existing information. Select **OK** after you enter your comment or instructions.

   The system associates the comments or instructions with the task.

Item Maintenance

The item maintenance functions allow you to change the work order item information by adding new items, deleting items from the work order, or editing an item's value and description. The items may come from several different sources including the current transaction, a previous transaction (with or without a receipt), customer history, or it may be an item not found in the database. For more information about this, see step 6.

One or more items may be associated with a work order, and they can be modified during or after its creation. If the work order is still being created, select the **Item Maintenance** option while in the Work Orders mode.

If the transaction in which the work order was created has been completed:

1. Create a new sale transaction.
2. In the Shopping Cart, select **Extended Transaction**.
3. At the Extended Transaction menu, select **Work Order**. If a customer is associated with the transaction, Xstore POS displays a list of work orders for the customer. If a customer is not associated with the transaction at this point, enter the work order search criteria to locate the work order.

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4. Select the work order that includes the item you want to edit, and the work order is displayed.
5. To access the Item Maintenance menu select the **Header Overflow Menu** .

   From the Work Order menu, select **Item Maintenance**.

   The following Item Maintenance options are available:

   - Add Item
   - Delete Item
   - Edit Item Value
   - Edit Item Description

Add Item

Select this option to add additional items to the work order.

1. Select **Add Item**.

   The system prompts for the source of information about the new item to be referenced in the work order.

   See Creating a New Work Order for more information.
2. Enter all information for this new item when prompted. The system adds the item to the current work order.

Delete Item

Select this option to remove an item from the work order.

> **Note**
>
> The **Delete Item** option is only available when there are two or more items on the work order.

1. Select **Delete Item**.

   The system displays a list of the items on the current work order.
2. Select the item to be deleted from the work order.
3. The system removes the item from the work order.

Edit Item Value

Select this option to change the value of an item on the work order.

1. Select **Edit Item Value**.

   The system displays a list of the items on the current work order.
2. Select the item you want to change.

   The system prompts you to enter a new value for the selected item.
3. Enter the new value and select **OK**.

   The system updates the value of the item on the work order.

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Edit Item Description

Select this option to change the text description of an item on the work order.

1. Select **Edit Item Description** .

   The system displays a list of the items on the current work order.

2. Select the item you want to change.

   The system prompts you to enter a new text description for the selected item.

3. Enter the new description and select **OK**.

   The system updates the description of the item on the work order.

Parts Maintenance

The Parts Maintenance functions allow you to add or delete supplementary parts from a work order. A part may be anything that is required to complete a task. One or more parts may be associated with a work order, and they can be added or deleted during or after its creation. If the work order is still being created, select the Parts Maintenance option while in Work Order mode. If the transaction in which the work order was created has been completed:

1. Create a new **Start Sale** transaction.
2. In the Shopping Cart, select **Extended Transaction**.
3. In the Extended Transaction menu, select **Work Order**. If a customer is associated with the transaction, Xstore POS displays a list of work orders for the customer. If a customer is not associated with the transaction at this point, enter the work order search criteria to locate the work order.
4. Select the work order that requires the addition or deletion of a part. The system displays the work order.
5. To access the Parts Maintenance menu select the **Header Overflow Menu**.
6. From the Work Order menu, choose the **Parts Maintenance** option.

   The following Parts Maintenance options are available:

   - Add Part to Work Order
   - Delete Part From Work Order

Add Part to Work Order

Select this option to enter an item ID that must be purchased to complete the work order. It is included as part of the work order record.

1. Select **Add Part to Work Order**.

   The system prompts for the part identifier to be added to the work order.

2. Enter or scan the item ID or UPC.

   The system updates the work order with the information for the supplementary parts.

Delete Parts

Select this option to remove a supplementary part from a work order.

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> **Note**
>
> The **Delete Work Order Part** option is only available when a part has been added to this account.

1. Select the **Overflow Menu**.
2. Select **Parts Maintenance**, then select **Delete Work Order Part**.

   The system displays a list of the supplementary parts on the current work order.
3. Select the **Supplementary Part** to be deleted from the work order.

   The system removes the supplementary part from the work order and updates the work order account information.

Edit Line Item

Edit Line Item functions allow you to change the quantity, price, and tax on a line item in the work order.

A work order may contain one or more line items, and they can be edited during or after its creation. If the work order is still being created, select the Edit Line Item option while in the Work Orders mode.

If the transaction in which the work order was created has been completed:

1. Create a new sale transaction.
2. In the Shopping Cart select **Extended Transaction**.
3. At the Extended Transaction menu, select **Work Order**. If a customer is associated with the transaction, Xstore POS displays a list of work orders for the customer. If a customer is not associated with the transaction at this point, enter the work order search criteria to locate the work order.
4. Select the work order that includes the line item(s) to be edited. The system displays the work order.
5. Select the line item.

   The following Item Actions are available:

   - Add Item Discount
   - Change Quantity
   - Change Price
   - Change Tax Location
   - Exempt Item Tax
   - Change Item Tax Amount
   - Change Item Tax Percent

Add Item Discount

Select this option to add a discount to the work order task.

1. Select the **Item**.

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2. Select **Add Item Discount.**

   The system displays a list of discounts that may be applied to the work order task.

3. Select the discount from the list of available discounts.

4. If prompted, select a reason for the discount, and enter any other information as needed when prompted.

   The system applies the discount to the task (if permitted by store policy).

Change Quantity

Select this option to change the quantity of an item.

1. Select **Change Qty**.

   The system displays a list of the line items on the current work order.

2. Select the line item to be changed.

   The system prompts you to enter a new quantity for the selected item.

3. Enter the new quantity and select **OK**.

   The system updates the line item quantity on the work order.

> **Note**
>
> If the quantity you entered is not allowed for the line item, the system displays a message indicating the reason the quantity change is not allowed. You must acknowledge this message to continue.

Change Price

Select this option to change the price of an item.

1. Select **Change Price**.

   The system displays a list of the line items on the current work order.

2. Select the line item to be changed.

   The system prompts you to enter a new price for the selected item.

3. Enter the new price and select **OK**.

   The system updates the line item price on the work order. If the price you entered is not allowed for the line item, the system displays a message indicating the reason the price change is not allowed. You must acknowledge this message to continue.

Change Tax Location

Select this option to change the tax location of an item.

1. Select the line item to be changed.

2. Select **Change Tax Location**.

   The system prompts you to enter a new Postal Code for the selected item.

3. Enter the new postal code and select **OK**.

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The system updates the tax location on the work order. If the location you entered is not allowed for the line item, the system displays a message indicating the reason the tax location change is not allowed. You must acknowledge this message to continue.

Exempt Item Tax

Select this option to add a discount to the work order task.

1. Select the **Item**.
2. Select **Exempt Item Tax.**
3. Enter the **Tax Exemption Details**.
4. Select **OK** to save the changes, or **Back** to close without saving.

Change Item Tax Amount

Select this option to change the tax amount for an item.

1. Select the line item to be changed.
2. Select **Change Item Tax Amount**.
3. Enter the **Tax Amount**.
4. Select **Return**.
5. Select a **Reason Code**.
6. Select **Back**. The system updates the line item tax on the work order.
7. Enter the new postal code and select **OK**.

   The system updates the tax location on the work order. If the location you entered is not allowed for the line item, the system displays a message indicating the reason the tax location change is not allowed. You must acknowledge this message to continue.

Change Item Tax Percent

Select this option to change the tax amount for an item.

1. Select the line item to be changed.
2. Select **Change Item Tax Percent**.
3. Enter the **Tax Percent**.
4. Select **Return**.
5. Select a **Change Tax Location Reason**.
6. Select **Back**. The system updates the line item tax on the work order.

   The system updates the tax percentage on the work order.

Work Order Management

Work Order maintenance functions allow you to add, change, and maintain work orders.

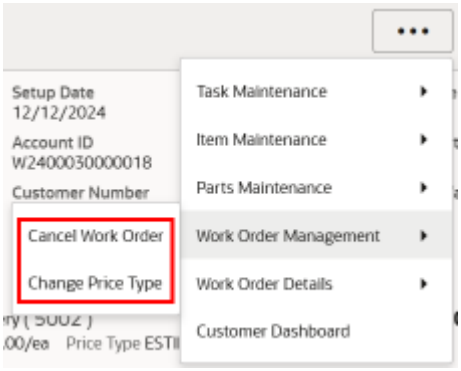
A work order may be edited during or after its creation. If the work order is still being created, select the Work Order Management option while in the Work Orders mode.

If the transaction in which the work order was created has been completed:

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1. Create a new sale transaction.
2. In the Shopping Cart, select **Extended Transaction**.
3. At the Extended Transaction menu, select **Work Order**. If a customer is associated with the transaction, Xstore POS displays a list of work orders for the customer. If a customer is not associated with the transaction at this point, enter the work order search criteria to locate the work order.
4. Select the work order that you want to edit. The system displays the work order.
5. From the Work Order menu, choose the **Work Order Management** option.

Figure 14-29 Work Order Management Menu



The following Work Order Maintenance options are available:

- Cancel Work Order
- Change Price Type

Cancel Work Order

Select this option from the Work Order Maintenance menu (or in the Work Order details window) to cancel an existing work order.

1. With the work order displayed, select **Cancel Work Order**.
2. At the prompt to confirm the work order cancellation, select **Yes**.

   The system returns to the Sale screen where you can refund any money due to the customer.

Change Price Type

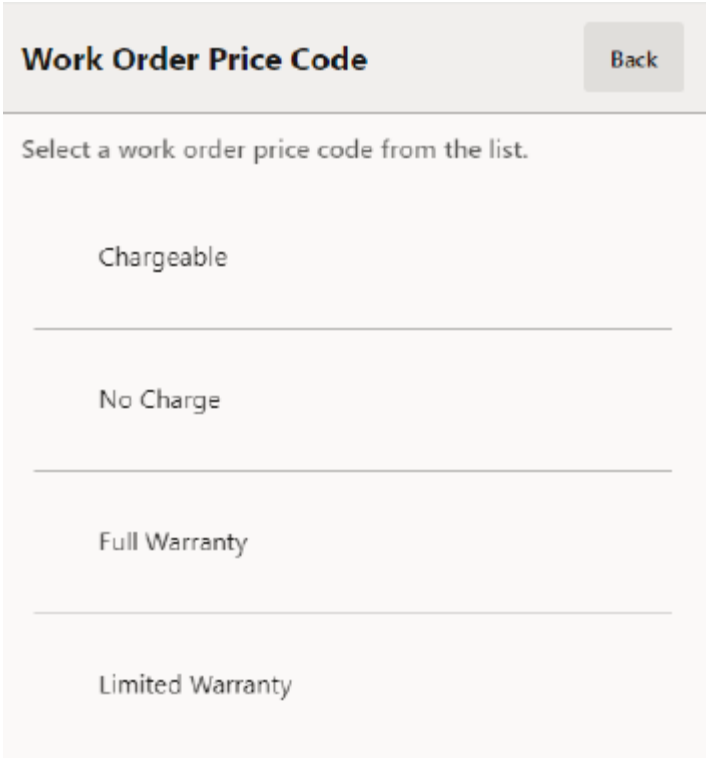
Select this option from the Work Order Maint menu to change the price from actual to estimated or vice versa, or to change from chargeable to warranty. You may also select no charge. For example, a customer may not have the warranty information in-hand when the work order is set up. If the customer returns later with proof of a valid warranty, you can use this option to change the work order price from chargeable to full warranty or limited warranty.

1. Select **Change Price Type**.

   The system displays the work order price code list.

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Figure 14-30 Work Order Price Code List



2. Select a price code from the list.

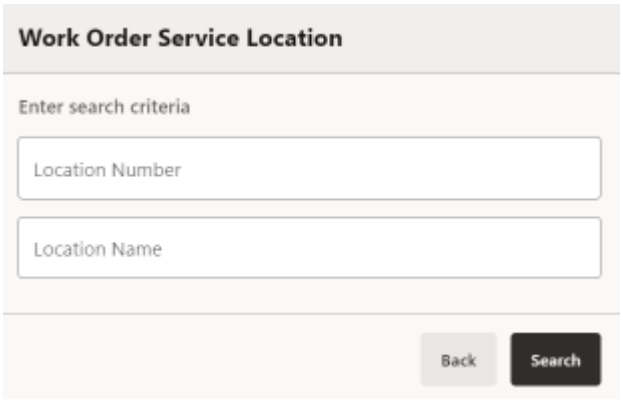
   The system updates the current work order charge to the new price.

Edit Service Location

Select this option to choose a different location where work will be performed.

1. The system prompts for the new service location where the work will be performed. You may enter search criteria and select **Search** or just select **Search** to display all locations.

Figure 14-31 Service Location Search Form



2. When the list of service locations displays, select a location and select **Search**.
3. The system updates the current work order with the new service location.

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Pickup Work Order

Select this option when a completed work order is ready for customer pickup. This option is only available when the work order item is finished and ready for customer pickup. Refer to Picking Up a Completed Work Order for more information.

Work Order Details

Work Order Details allows you to view the history of the work order and add comments to it. If the work order is still being created, select Work Order Details while in the Work Order mode.

If the transaction in which the work order was created has been completed:

1. Create a new sale transaction.
2. In the Shopping Cart, select **Extended Transaction**. Then select **Work Order**.
3. Select the **Header Overflow Menu**, then select, **Work Order Details**.

   The following functions are available:

   - Work Order History
   - Add Comment
   - View Comments

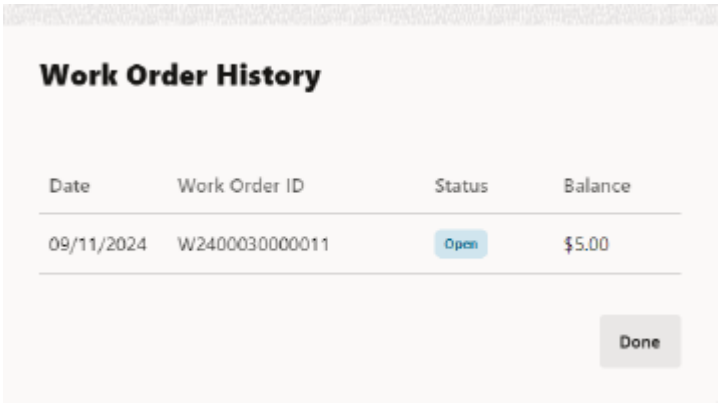
View Work Order History

Select this option to see the work order account history. The information shown here includes the Date, Work Order ID, Status, and Balance due.

1. In the **Header Overflow Menu** select **Work Order Details**, and then select **Work Order History**.

   The system displays a window showing the work order account information. You may need to scroll through the window if there are more lines than can be displayed at once.

Figure 14-32 Work Order History

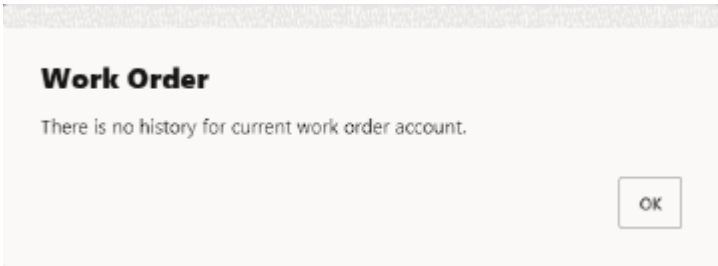


2. Select **Done** to return to the Work Order Summary.

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> **Note**
>
> If no work orders exist the system displays a message indicating there is no history for this customer. Click **OK** to close the prompt.

Figure 14-33 No History Prompt



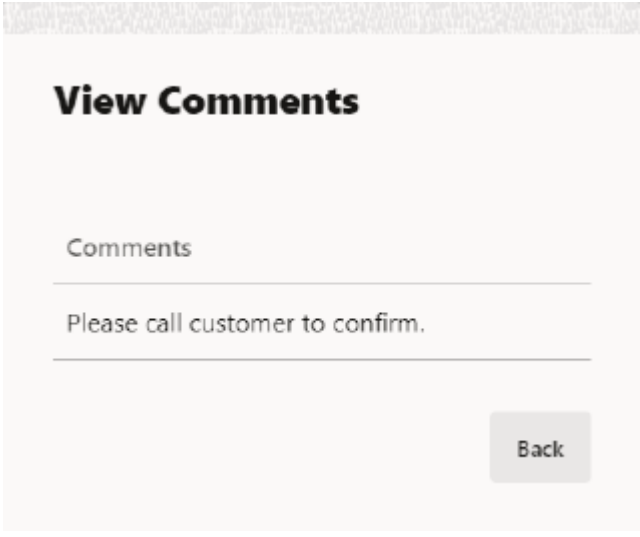
View Comments

Select this option to see any comments associated with the work order.

1. Select **View Comments**.

   The system displays any comments associated with this work order account. You may need to scroll through the screen if there are more comments than can be displayed at once.

Figure 14-34 View Comments



2. Select **Back** to close the comments form and return to the Work Order Summary screen.

Add Comment

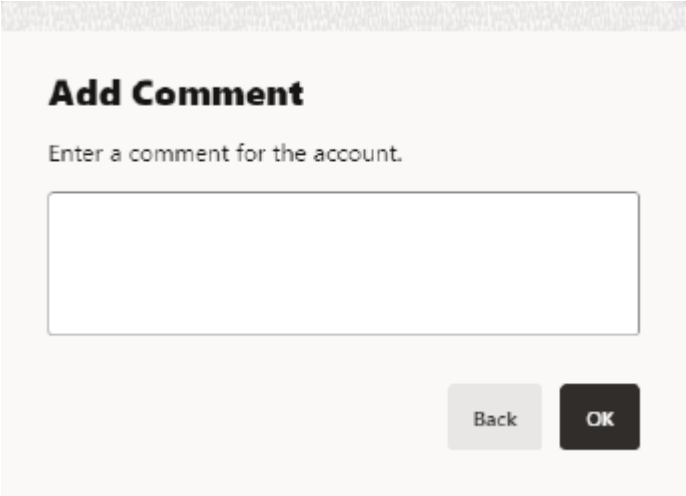
Select this option to add a comment to this work order.

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1. Select **Add Comment**.

   The system displays a free-text comment form.

Figure 14-35 Add Comment



2. Type a comment to be associated with this work order account.
3. Select **OK** to close the comment entry form and return to the Work Order Summary screen.

Picking Up a Completed Work Order

When a customer is associated with a sale transaction, the system may automatically notify you if the customer has a work order that requires attention. For example, you may be prompted if the customer's work order is ready for pickup. Select **OK** to acknowledge this prompt.

1. At the Sale screen, select **Extended Transaction** and the **Work Order** option to pick up work order items or to view work order account information.
2. At the Work Order Search form, if prompted, select the work order account from the list. If the work order is not listed, enter the search criteria for the work order, or scan the customer's work order receipt.
3. With the work order displayed, select the **Work Order Management** option from Global Navigation.
4. From the Work Order Maintenance menu, select the **Pickup Work Order** menu button option.
5. The system adds the completed work order item to the Sale screen. Tender the transaction to complete the work order.

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15

Warranty and Service Plan Transactions

A warranty/service plan is a promise made by a manufacturer or seller to support a product after its purchase. Typically, this involves the purchase of a contract that covers the costs of parts and service on an item beyond the manufacturer's original warranty period.

Additional benefits may be offered during the manufacturer's warranty and throughout the entire coverage period. A warranty/service plan may be offered to a customer during a sales transaction. It may also be used to bring the customer back to the store when the plan includes an option for periodic merchandise inspections.

Warranty/service plan specifications are defined and downloaded from the home office.

> **Note**
>
> The terms warranty/service plan, warranty plan, warranty, and plan are used interchangeably in this guide.

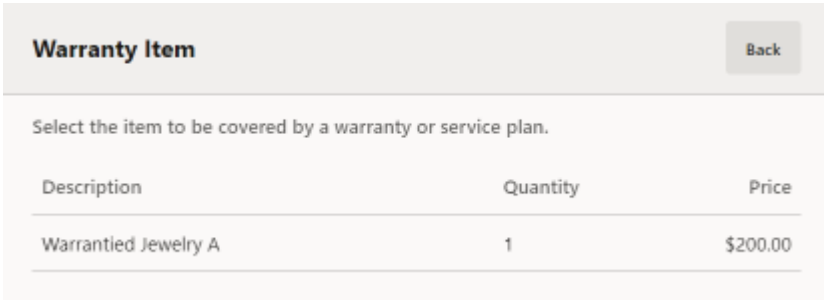
The following topics are covered in this section:

- Selling a Warranty/Service Plan
- Adding a Warranty/Service Plan After a Purchase

Selling a Warranty/Service Plan

1. When you sell an item that is eligible for a warranty or service plan, the system automatically displays a list of plans that are available for the specific item.

Figure 15-1 Warranty Plans



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> **Note**
>
> Items that are eligible for warranty plans but have not been associated with any plan show the No Warranty Purchased icon on the View Port.

Only warranty plans that apply to the item are shown in this list.

Table 15-1 Warranty Plans

If the customer...	then...
wants to purchase a warranty/ service plan,	• select a warranty plan from the list. See Figure 15-1. • select the option to add the warranty item (as a non-merchandise item) to the sale. • go to step 2 below.
does not want to purchase a warranty/service plan,	• Select **Decline Warranty** to return to the sale and continue selling items. **Note:** The "No Warranty Purchased" icon indicates that the warranty for this item was declined. • tender the transaction when the sale is complete.

> **Note**
>
> If the customer decides to purchase the warranty after you escape from the warranty plan screen-but before tendering-you can add the warranty to the item from the Extended Transaction menu. Refer to To Add a Warranty/Service Plan to an Item - In the Current Transaction for the procedure.

2. After the warranty item is added to the sale as a non-merchandise item, the system prompts for the customer to be associated with this warranty.

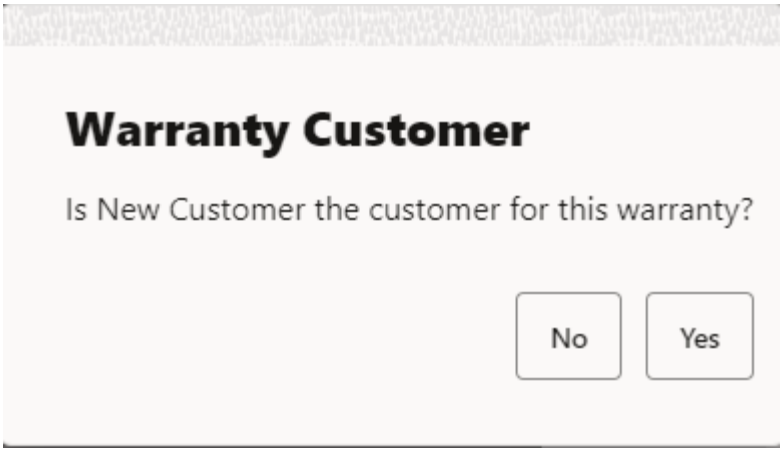
> **Note**
>
> Since a warranty/service plan must have an owner, you must associate a customer name with the plan. The plan owner may be a different person than the customer who purchases the item and the warranty/service plan. For example, the customer may purchase an item as a gift and wants to assign the warranty to the person receiving the gift.

If a customer is associated with this sale:

When a customer is associated with this sale, the system prompts you to verify that this current customer owns the warranty/service plan.

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Figure 15-2 Warranty Customer Prompt



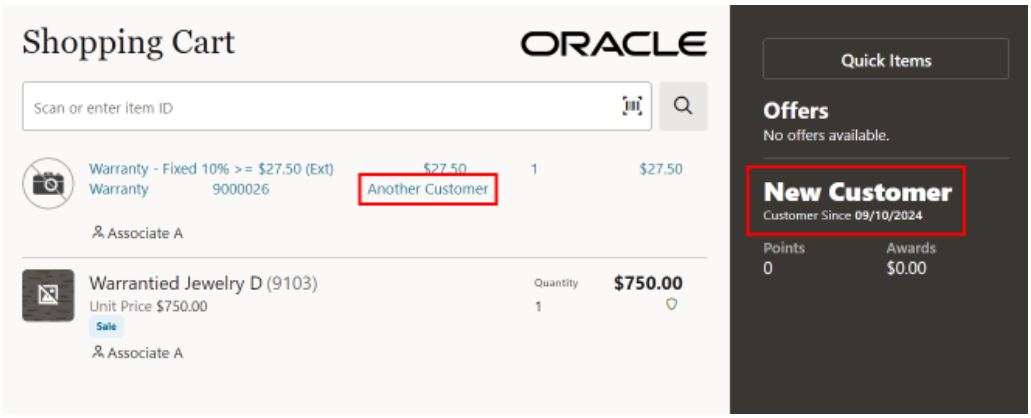
- Select **Yes** if the customer associated with the current sale is also the person to be named on the warranty/service plan. The system adds the warranty customer's name to the warranty plan.

Figure 15-3 Sale Customer Same As Warranty Plan Owner



- Select **No** to associate a different customer with this warranty/service plan. The system prompts for customer information. Enter the **warranty** customer's information as required. The warranty customer's name is added to the warranty plan.

Figure 15-4 Sale Customer Different than the Warranty Plan Owner



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If no customer is currently associated with this sale:

When no customer is associated with this sale, the system prompts for warranty customer information.

a. Enter the customer's information as required.

b. The system prompts to confirm that this is the customer who will own the warranty plan.

- Select **Yes** if this is the customer to be named on the warranty/service plan. The system adds the warranty customer's name to the warranty plan.
- Select **No** if this is not the correct warranty customer's name. The system re-prompts for a customer's name for the warranty plan.

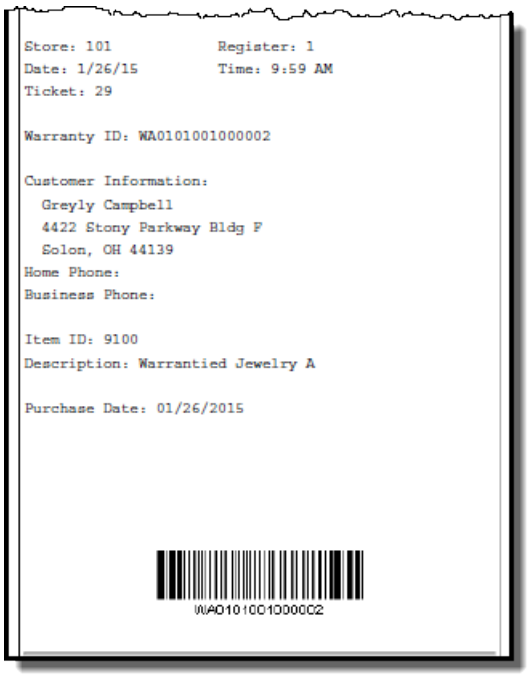
3. When the sale transaction is tendered, the system creates receipts as required by your store's policy.

Figure 15-5 Customer Sale Receipt With Warranty Item Example



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Figure 15-6 Warranty Receipt Example



Adding a Warranty/Service Plan After a Purchase

A customer may decide to purchase a warranty/service plan after purchasing an item. For example, the item may have been purchased as a gift and the recipient would like to purchase a warranty for the item. Perhaps the customer has reconsidered the warranty option and returns to the store later to purchase the warranty. You can also add a warranty plan in the current transaction if the customer declines the warranty at first and reconsiders the decision before the transaction is tendered.

> **Note**
>
> Warranty/Service Plans are only available for designated items as determined by the home office.

1. In a sale transaction, select **Extended Transaction** from the Context menu.
2. Select the **Warranty** option to view the Warranty menu.

   You have the following options on the Warranty menu:

   - **Add Warranty** - Select this option to add a warranty to a previously purchased item. See Adding a Warranty/Service Plan to an Item.
   - **Change Customer** - Select this option to change the owner of the warranty when the warranty information is displayed See Changing the Warranty/Service Plan Customer.

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> **Note**
>
> Validation prompts you may see:
>
> If you try to add a warranty/service plan to ineligible items, Xstore POS displays a message indicating that there are no warranty-eligible items in the transaction. Acknowledge this message by selecting **OK** to continue.
>
> 
>
>
> If you try to change warranty customer information in a transaction that does not include any warranties, Xstore POS displays a message indicating that there are no warranties in the transaction. Acknowledge this message by selecting **OK** to continue.

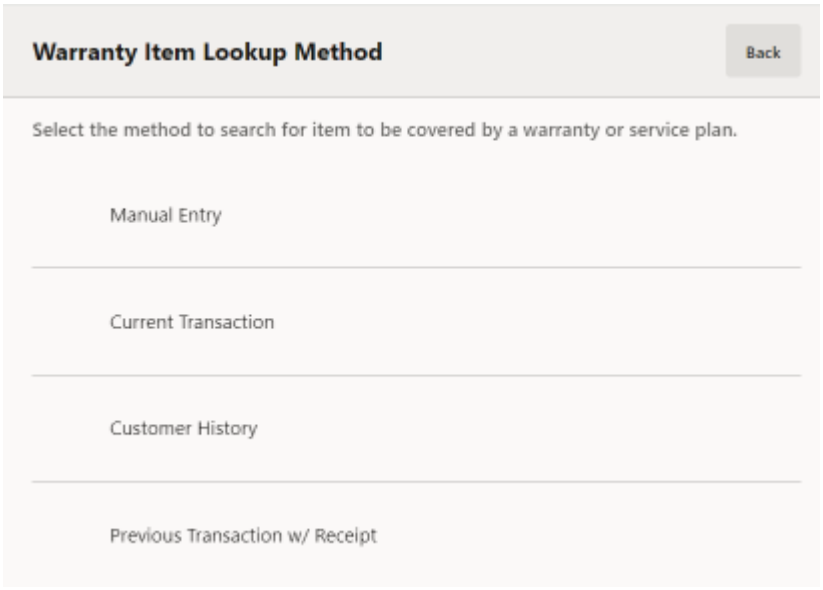
Adding a Warranty/Service Plan to an Item

...continued from step 2

1. Select the Add Warranty option from the Warranty menu.

   The system prompts you to select a source for locating a previously purchased item that will be covered by a warranty/service plan:

Figure 15-7 Add Item Warranty Options



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- Select **Current Transaction** if the item is in the current transaction. Use this option for customers who originally decline the warranty/service plan but change their minds before the transaction is tendered. See To Add a Warranty/Service Plan to an Item - In the Current Transaction.
- Select **Customer History** to locate the item in the customer's purchase record. A customer must be associated with the transaction, otherwise, a message displays and indicates that no items are eligible for a warranty. Use this option if the customer does not have the original receipt, but the purchase record can be found in the purchase history for the customer. See To Add a Warranty/Service Plan to an Item- Using Customer History Information.
- Select **Previous Transaction with Receipt** if the customer has the original receipt for the item. The system retrieves the item information from the original receipt. See To Add a Warranty/Service Plan to an Item - Using the Customer's Original Sale Receipt.
- Select **Manual Entry** to enter the item information manually. Use this option if the customer does not have the original receipt and the purchase record cannot be found in the purchase history for the customer. See To Add a Warranty/Service Plan to an Item - Manual Entry.

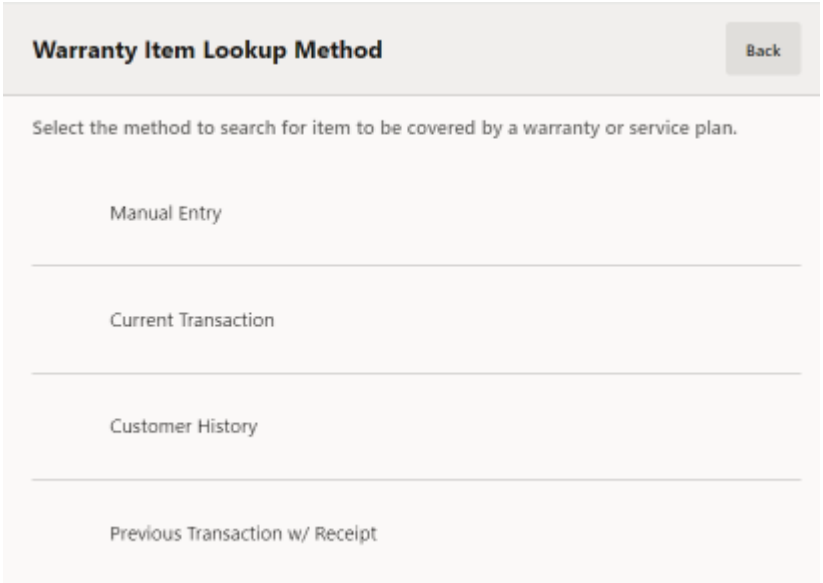
To Add a Warranty/Service Plan to an Item - In the Current Transaction

Use this option for customers who originally decline the warranty/service plan for an eligible item but change their minds before the transaction is tendered.

If the customer declined to purchase the warranty for an item in the current sale, the No Warranty Purchased symbol displays next to the item information on the View Port.

1. To purchase a warranty/service plan for this item, select **Extended Transaction**, **Warranty** and then **Add Warranty**.
2. The system displays a list of sources for the item that will have the warranty. Select **Current Transaction** from the list of item sources.

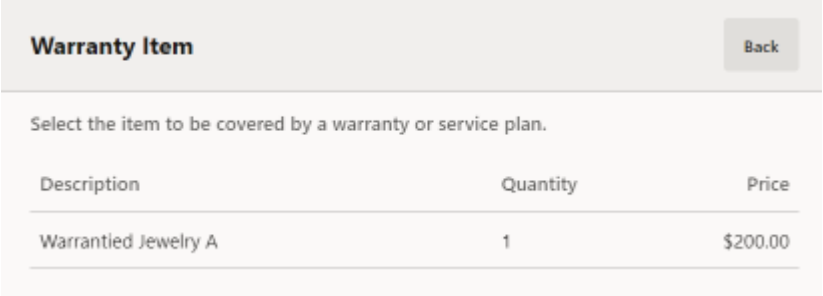
Figure 15-8 Locate Item for Warranty - Current Transaction Option



3. The system displays a list of warranty-eligible items in the transaction. Select the item that will be associated with the warranty.

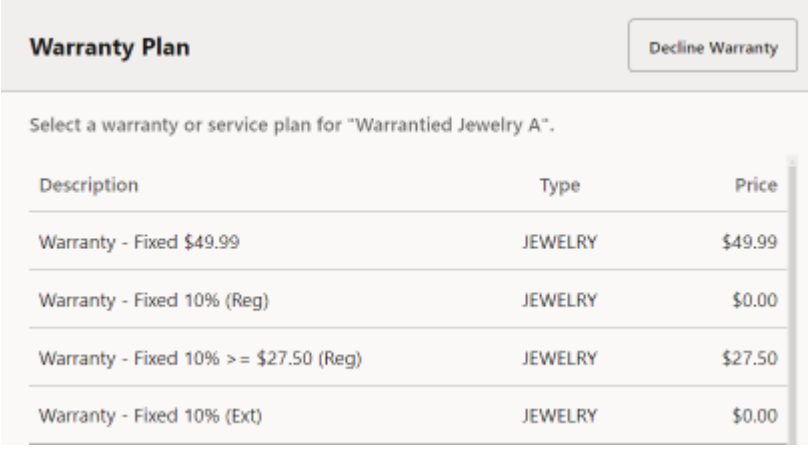
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Figure 15-9 Warranty Item List



4. The system displays a list of warranty plans that can be associated with the item. Select the warranty plan option from the list to add the warranty plan (as a non-merchandise item) to the sale.

Figure 15-10 Warranty Plan List



5. The system prompts for the customer to be associated with this warranty. Refer to step 2 for more information about associating a customer with a warranty/service plan.

   When you tender the sale transaction, the system creates a receipt with the warranty details.

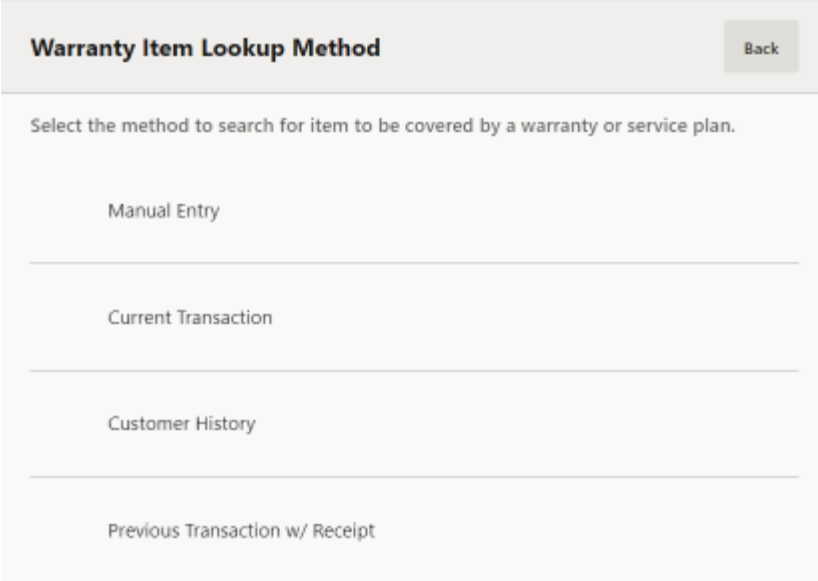
To Add a Warranty/Service Plan to an Item- Using Customer History Information

Use this option to locate the item in the customer's purchase history record.

1. In a sale transaction, select **Extended Transaction - Warranty - Add Warranty**.
2. Select the **Customer History** option from the list of sources.

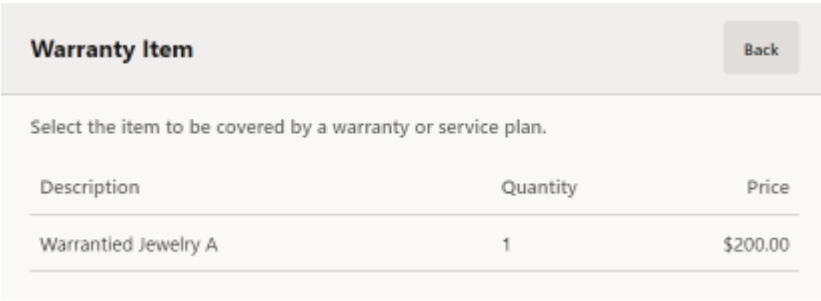
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Figure 15-11 Locate Item - Customer History Option



3. The system displays a list of warranty-eligible items the customer has purchased. Select the item the customer would like to purchase a warranty plan for.
4. The system displays a list of warranty plan options associated with this item. Select the warranty plan option from the list to add the warranty plan (as a non-merchandise item) to the sale.

Figure 15-12 Warranty Plan Options for the Selected Item



5. The system prompts for the customer to be associated with this warranty. Refer to step 2 for more information about associating a customer with a warranty/service plan.

   When you tender the sale transaction, the system creates a receipt with the warranty details.

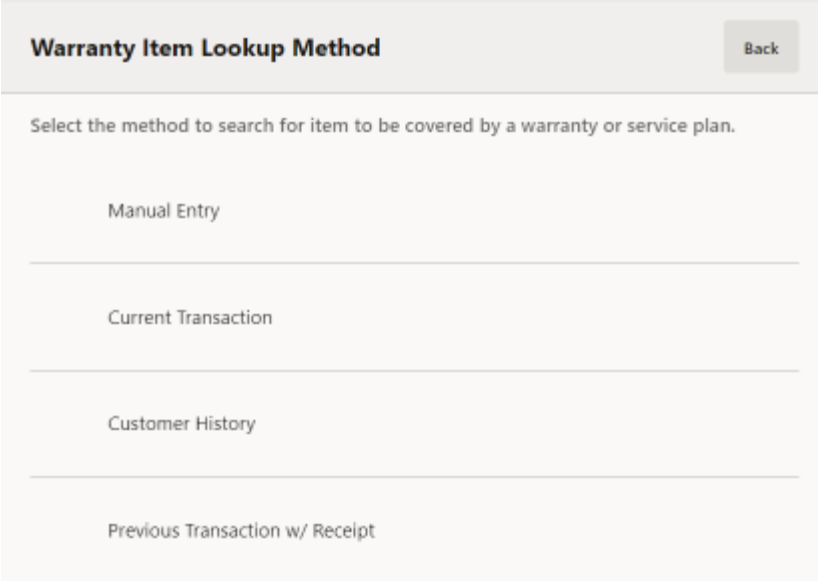
To Add a Warranty/Service Plan to an Item - Using the Customer's Original Sale Receipt

Use this option when the customer has the original receipt for the item. The system retrieves the item information from the original transaction receipt.

1. In a sale transaction, select **Extended Transaction - Warranty - Add Warranty**.
2. Select the **Previous Transaction With Receipt** option from the list of warranty item source.

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Figure 15-13 Locate Item - Previous Transaction With Receipt Option



3. At the prompt for original transaction information, scan the barcode from the original receipt, or enter the required original transaction information and select Process to continue.

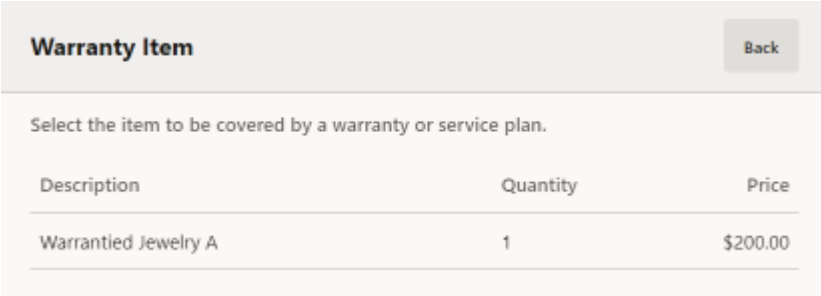
   The system finds the original transaction information in the database and displays a list of items found in the transaction that are eligible for a warranty plan.

> **Note**
>
> Only warranty-eligible items are shown in this list.

4. Select the item to be covered by a warranty plan.

   The system displays a list of warranty plans that are applicable to this item.

Figure 15-14 Warranty Plan List



5. Select the warranty plan option from the list and select the **Add Plan** option to add the warranty item (as a non-merchandise item) to the sale.
6. The system prompts for the customer to be associated with this warranty. Refer to step 2 for more information about associating a customer with a warranty/service plan.

   When you tender the sale transaction, the system creates a receipt with the warranty details.

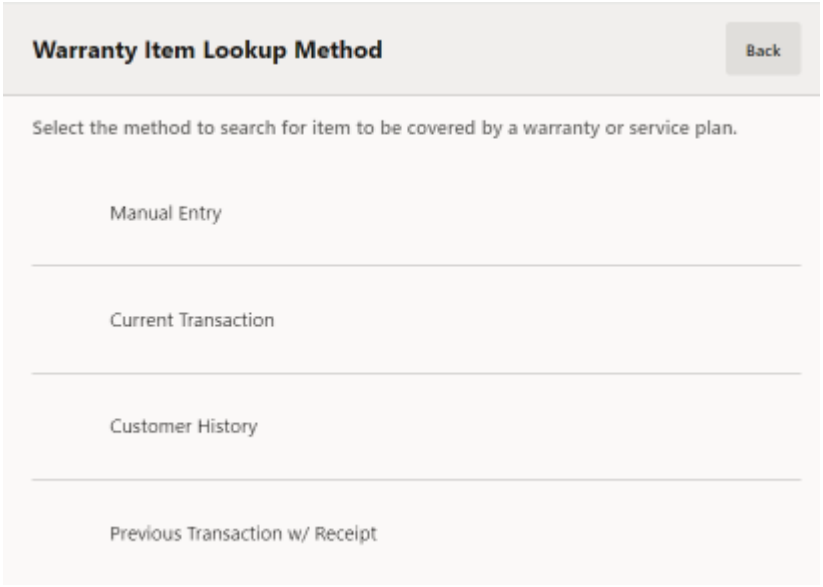
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To Add a Warranty/Service Plan to an Item - Manual Entry

Use this option if the customer does not have the original receipt and the purchase record cannot be found in the purchase history for the customer.

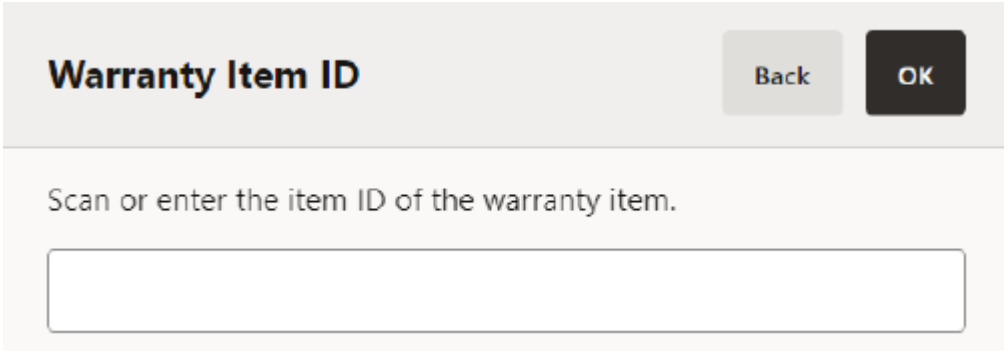
1. In a sale transaction, select **Extended Transaction - Warranty - Add Warranty**.
2. Select the **Manual Entry** option from the list of warranty sources.

Figure 15-15 Locate Item - Manual Entry Option



3. The system prompts for the warrantied item. Type the item ID or scan the item barcode.

Figure 15-16 Warrantied Item ID Prompt

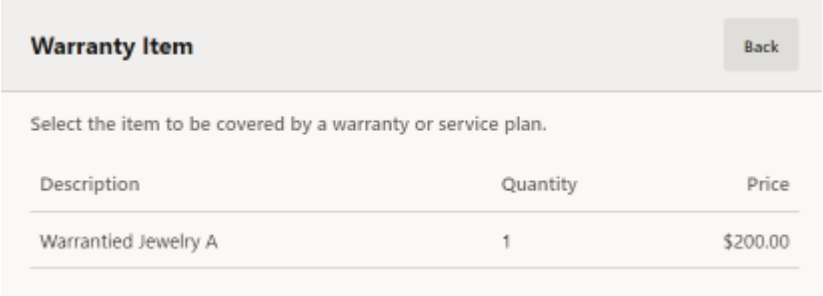


4. If prompted, enter the price of the warrantied item, without a decimal point.

   The system displays a list of plan options associated with this item.

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Figure 15-17 Warranty Plans Associated with the Item



5. Select a warranty plan from the list to include it (as a non-merchandise item) in the sale.
6. The system prompts for the customer to be associated with this warranty. Refer to step 2 for more information about associating a customer with a warranty/service plan.

   When you tender the sale transaction, the system creates a receipt with the warranty details.

Changing the Warranty/Service Plan Customer

Use this process to change the owner of the warranty/service plan.

1. At the Sale screen, with the warranty sale transaction displayed in the View Port, select **Non-Merchandise Options** -- **Warranty** -- **Change Warranty Customer**.
2. The system displays a list of the warranties on the current transaction. Select the warranty/service plan you want to update.
3. The system prompts for customer information. Enter the information for the new warranty/service plan owner as required by your store's policy.

   The system updates the warranty plan information with the new warranty customer's name and information.

   When the sale transaction is completed, the system creates a receipt with the warranty details.

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Order Transactions Through Order Orchestration Cloud Service

Oracle Retail Order Orchestration Cloud Service is an optional module that can be interfaced with Xstore to provide information about inventory availability across all sales channels.

Using this order functionality, you can sell an item that is not in stock at your store and the Order Orchestration Cloud Service module automatically selects the best location to fulfil the customer's order across the enterprise.

There are multiple purchasing options available, such as same-store pickup, different store pickup, and delivery to a customer-specified address. You can track and maintain the orders using the Order Maintenance function.

Should a customer not pick up an order within a configurable number of days, and no deposit paid, the order can be cancelled and the items returned to on-hand inventory for that store, or the customer can be contacted to remind them to pick up the order.

This chapter contains the following sections:

- Order Status
- Order Item Status
- Fulfillment Options
- Creating an Order
- Open an Order Orchestration Order
- Edit Order Items
- Cancel Order Items or an Entire Order
- Pick Up an Order
- Failed to Pick Up Order

Order Status

Orders can have the following status values:

- **Open:** At least one item in the order has a status of: New, Polled, Accepted, or In Transit.
- **Cancelled:** All items are canceled.
- **Ready for Pick Up:** All items are in reserved or received status (can also include canceled item).
- **Ready to Ship:** This is applicable only for customer delivery, transfer pickup, or delayed pickup (pickup from this store). All items must be reserved, or some items are reserved and some canceled.
- **Awaiting Courier:** Item is ready for pick up by a third party courier.

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- **Unfulfillable:** All items are unfulfillable or a mix of unfulfillable and canceled. Unfulfillable items are those that have been rejected by the store assigned as the source for the item and Order Broker cannot find another source store.
- **Complete:** The order has been completed and the customer is in possession of their items.

Order Item Status

Order items can have the following statuses:

- **New:** Indicates the item has been added to the order.
- **Polled:** Indicates the source/fulfilling location got the item request.
- **Accepted:** Indicates the source location has confirmed it can satisfy the order request.
- **Reserved:** Indicates the item has been put aside for the customer at the source/fulfilling location.
- **In Transit:** Indicates the item has been shipped.
- **In Transit Polled:** Indicates the store in which the customer is to pick up the product has acknowledged that the items are in transit and is expecting the order.
- **Received:** Indicates the item has been received in the store.
- **Fulfilled:** Indicates the item has been picked up/delivered.
- **Canceled:** Indicates the item has been canceled.
- **Rejected:** Indicates the source location has rejected the order and the item is sourced from another location. The status of the order becomes unfulfillable.
- **Unfulfillable:** Indicates the item has been rejected and an alternative location could not be determined.

Fulfillment Options

Xstore provides different options for fulfilling an order:

- Customer Delivery
- Pickup Other Store
- Pickup This Store

Pickup Other Store

The process for picking up items at another store depends upon whether legacy order types are enabled or disabled.

Legacy Order Types Disabled

If the inventory exists in the store where the customer wants to pick up, then that store is used, and the order type is defined as a pickup. However, if the inventory does not exist in the store where the customer wants to pick it up, then Order Broker will find another location from which to fulfil the order. The order will be shipped from that location to the pickup. In this case, Xstore considers it a Transfer Pickup.

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Legacy Order Types Enabled

If an item is not available in your store, use this option to find another store location where the item is currently available. The customer can pick up the item from that store once it is in a status of Ready for Pick Up. In this scenario, both order creation and order fulfilment is being done by the Xstore system. Inventory comes out of the fulfilling store if that store has inventory available; if the store does not have inventory available, Order Broker finds the required inventory. In Xstore, this order type is defined as Pickup.

Customer Delivery

If an item is not available in your store, use this option to have the item shipped directly to the customer's home (or another specified address). Order creation is done by the Xstore system. In this scenario, order fulfilment may be done by another store or a distribution center. Inventory comes out of the fulfilling location. In Xstore, this order type is defined as Delivery.

Pickup This Store

If an item is not available in your store, use this option to have the item shipped to your store for pickup later. In this scenario, order creation and order fulfilment are both handled by the same Xstore store location. Inventory is sourced out of another location and shipped to the Xstore location. In Xstore, this order type is defined as Transfer Pickup.

Creating an Order

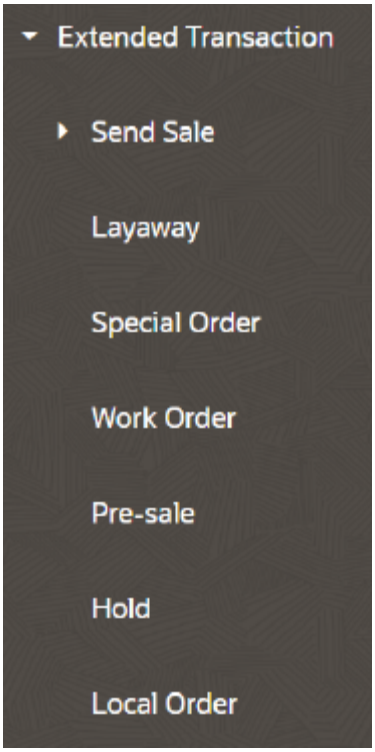
A customer name and address are required to create an Order Orchestration order. You must assign a customer to the transaction prior to order creation if you did not do so at the beginning of the transaction. Refer to Associating a Customer with a Transaction for more information about setting up a customer

To create an Order Orchestration order:

1. At the Transaction Menu, select **Order** .

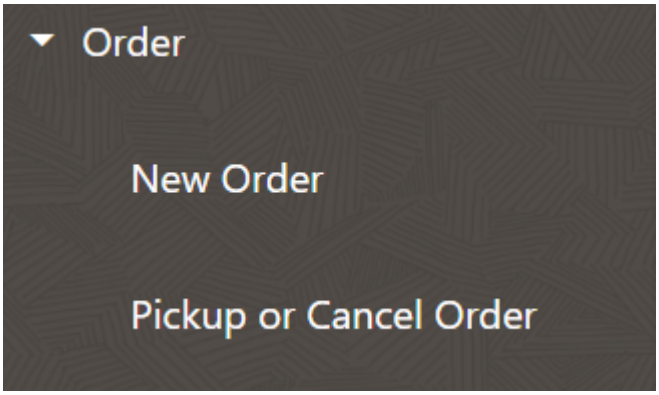
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Figure 16-1 Transaction Menu



2. Select **New Order**.

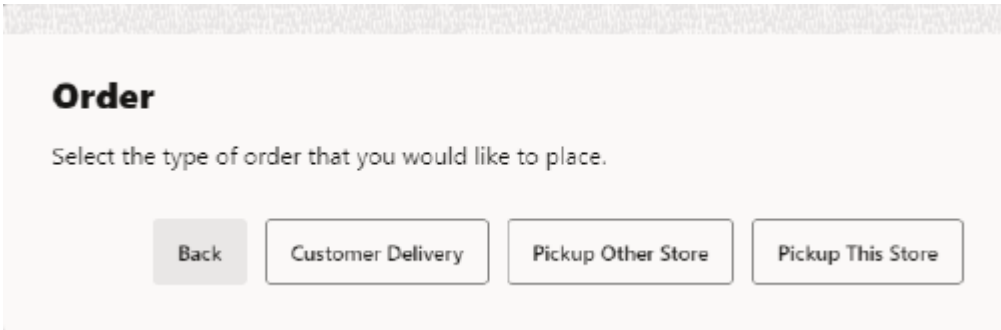
Figure 16-2 Order Options



3. Select the type or order:

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Figure 16-3 Order Type Prompt



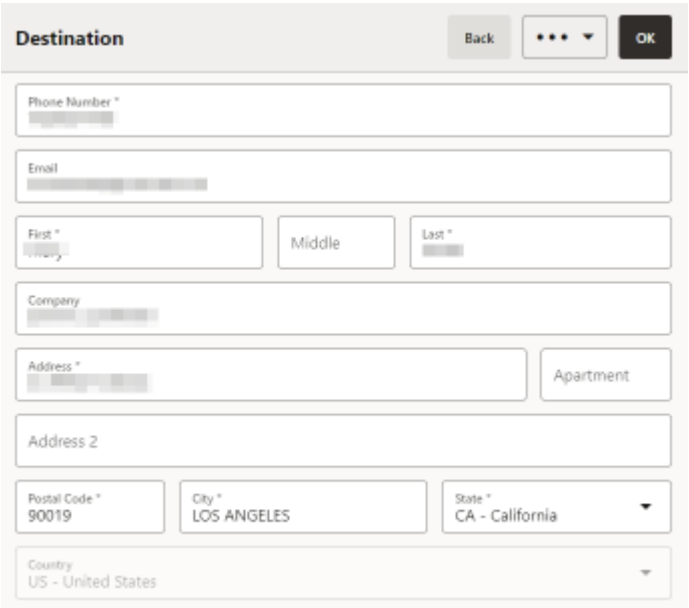
- **Customer Delivery**: If an item is not available in your store, use this option to have the item shipped directly to the customer's home (or specified address). This order type is defined as Delivery type in Xstore. Continue with Customer Delivery.
- **Pickup Other Store**: If an item is not available in the store where the customer wishes to pick it up, the item will be sent to the pickup store from another location. The pickup store will then hold the item until the customer picks it up. This order type is defined as a Pickup if the item is in stock at the pickup store, and a Transfer Pickup if the item is sent to the pickup store from another store. Continue with Pickup Other Store.
- **Pickup This Store**: If an item is not available in your store, use this option to have the item shipped to your store for pickup later. This order type is defined as Transfer Pickup type in Xstore. Continue with Pickup This Store.

Customer Delivery

To create an order for customer delivery:

1. Select **Customer Delivery**.
2. Enter the delivery information:

Figure 16-4 Order Delivery Details



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> **Note**
>
> If your system is configured to provide Address Lookup functionality, an **Address Lookup** button will be available to allow you to quickly look up customer addresses using minimal information.

- **Phone Number:** Phone number.
- **Email:** E-mail address.
- **Prefix:** Name prefix.
- **First:** First name.
- **M.I.:** Middle initial.
- **Last:** Last name.
- **Company:** Company name.
- **Address:** First and second line of the street address.
- **Apartment:** Apartment number.
- **State/Zip:** Zip Code and state or province.
- **City/Country:** City and country.

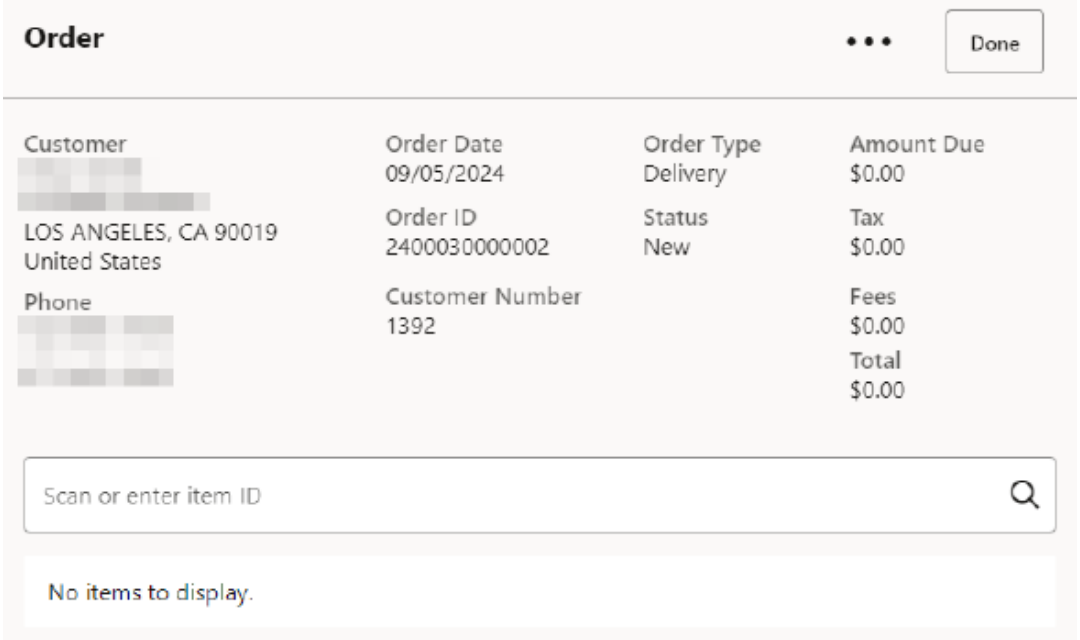
> **Note**
>
> The country field can only be changed through the **Change Country** button. See Change Country.

3. Select **OK**.

   Item entry drawer appears.

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Figure 16-5 Order Sale Drawer

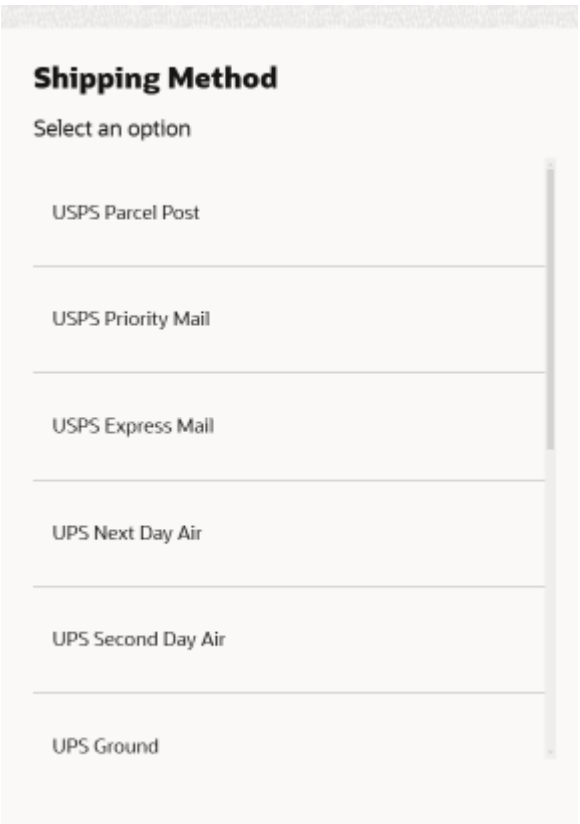


4. Enter an item for the order. See Entering Items.

   After entering each item, Xstore prompts for a delivery method for the item.

5. Select the shipping method:

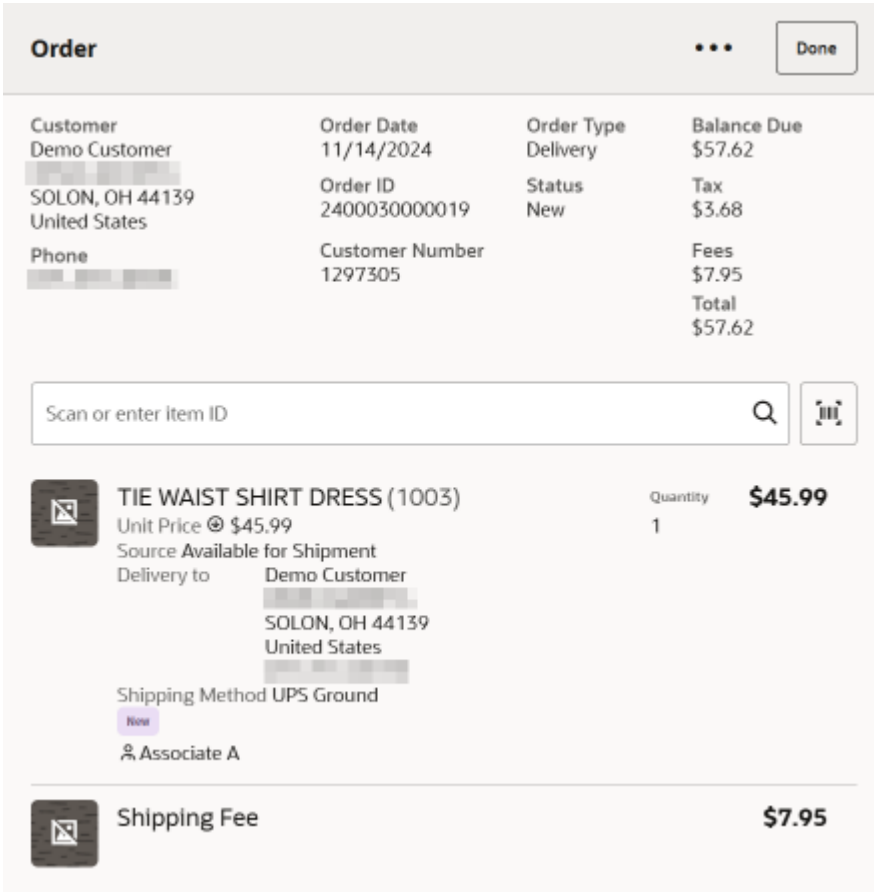
Figure 16-6 Order Shipping Method



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6. Repeat Steps 4 to 6 for each item to add to the transaction.
7. When you are finished adding order items:

Figure 16-7 Order Items



Select **Done** to exit the order and continue the transaction.

Pickup Other Store

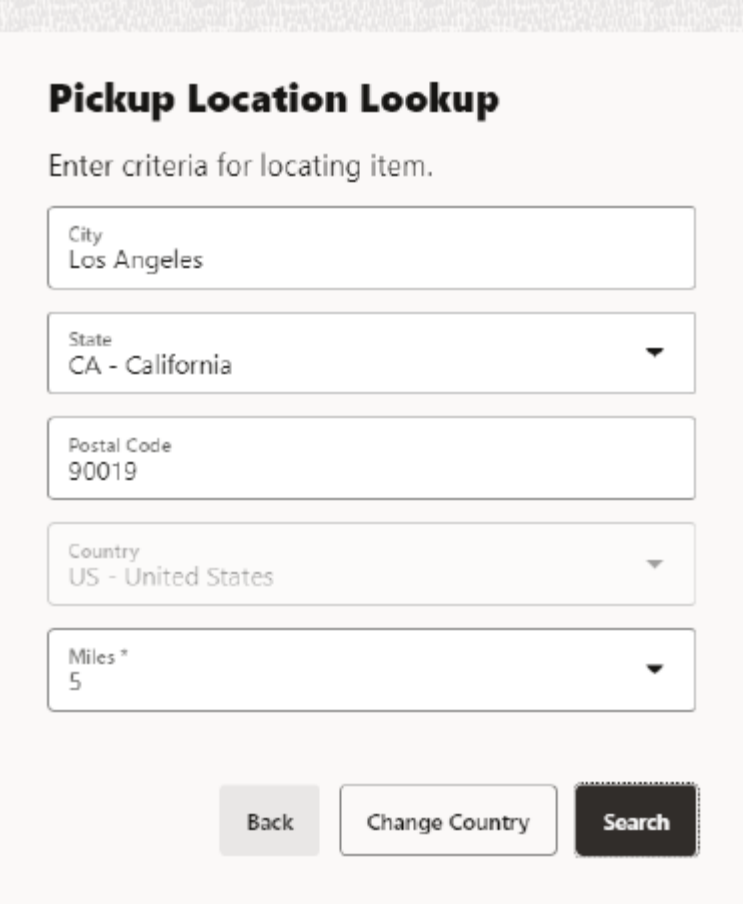
To create an order for pickup at another store:

1. Select **Pickup Other Store**.
2. Enter an item for the order. See Entering Items.

   After entering each item, Xstore POS prompts for the pickup location for the item.
3. Enter the search criteria for the pickup location:

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Figure 16-8 Search Location Form



- **City:** City.
- **State:** State.
- **Postal Code:** Postal or zip code.
- **Country:** Country.
- **Miles:** Radius around the city in which to search for a store.

4. Click **Process**.

   Xstore displays a list of stores matching the search criteria.

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Figure 16-9 Search Location Results List



5. Select the pickup store. The item is added to the transaction.
6. Repeat steps 2 to 5 for each item to add to the order.
7. When you are finished adding order items, select **Done** to exit the order and continue the transaction.

Pickup This Store

To create an order for pickup at the current store:

1. Select **Pickup This Store**.
2. Enter the items for the order. See Entering Items.
3. When you are finished adding order items, select **Done** to exit the order and continue the transaction.

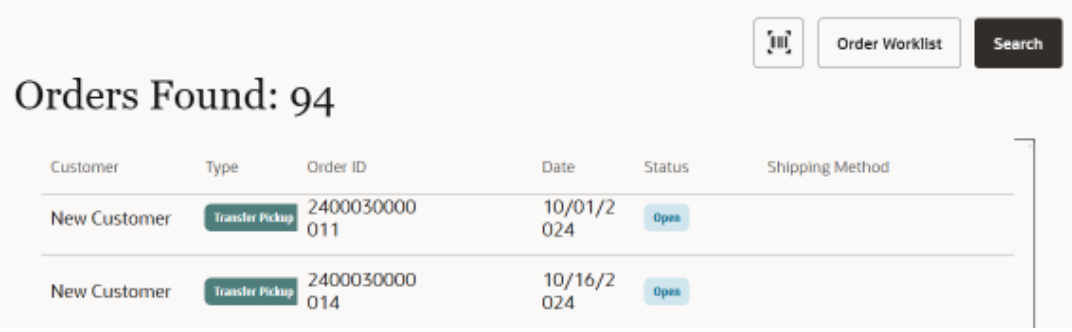
Open an Order Orchestration Order

To search for an Order Orchestration order:

1. Select **Order**, and then select **Pickup or Cancel Order**, in Transaction Menu.
   - If a customer is associated with the transaction:
     - If the customer has one or more open orders, Xstore POS displays a list of the open orders. Continue with Step 4.
     - If the customer has no open orders, Xstore POS prompts for order search criteria. See New Work Order to create a new work order.
   - If no customer is associated with the transaction, Xstore POS prompts for order search criteria. Continue with Step 2.
2. Enter the search criteria.
3. Select **Search**.
   - If only one order matches the search criteria, Xstore POS opens the order. The order is opened, and the transaction continues.
   - If more than one order matches the search criteria, Xstore POS displays a list of orders. Continue with Step 4.
4. Select the order. Xstore opens the order.

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Figure 16-10 Order Search List



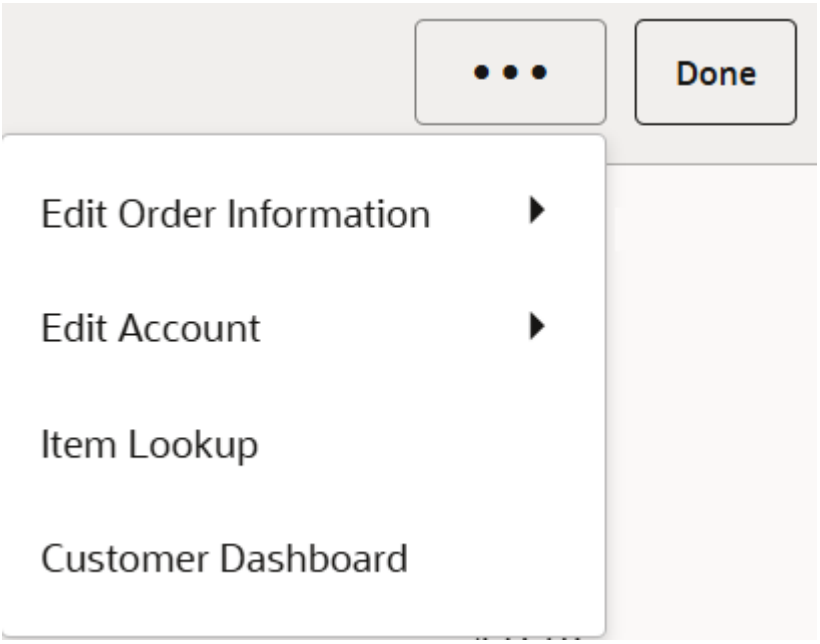
Continue the transaction.

Edit Order Items

During an order setup transaction, you can also perform the following activities before tendering the sale. Order items can only be modified in Order mode.

To make changes to Order Broker order items, perform the appropriate action:

Figure 16-11 Edit Order Overflow Menu Options



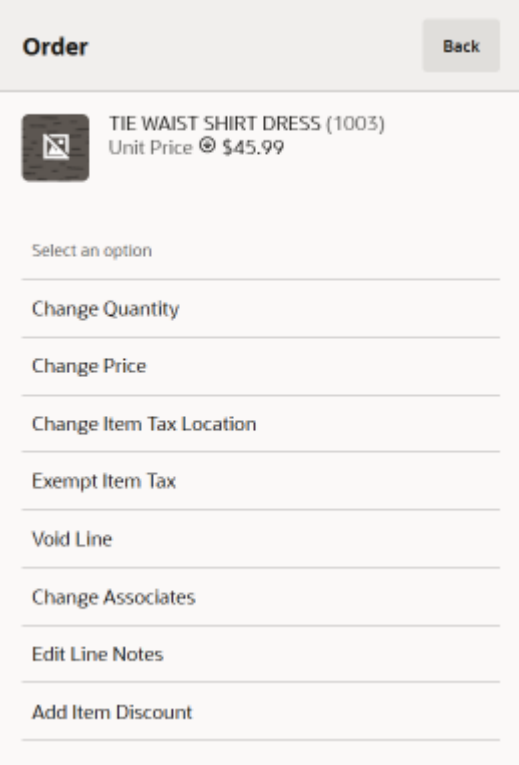
- To add or edit comments associated with this order, select **Edit Account**, and then select **Edit Order Notes** and type a comment about the order.
- To add a discount or coupon associated with this order, select **Edit Account**, and then select **Add Coupon / Add Discount** and follow the prompts.
- To edit order information, such as the delivery information or to change the order type (Customer Delivery, Pickup Other Store, Pickup This Store), select **Edit Order Information** and then select **Change Order Type**. See Edit Delivery Information. Note that

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this can only be done for Order Broker orders before tendering. If a delivery address needs to be changed after the order is sent to Order Broker, the order must be canceled and a new order created with the correct address.

- Make changes to the line items. See Modifying Line Items in a Sale for more information about changing items in a transaction.

Figure 16-12 Modify Order Items



Edit Delivery Information

To change the delivery information for an order:

> **Note**
>
> This can only be done for Order Broker orders before tendering. If a delivery address needs to be changed after the order is sent to Order Broker, the order must be canceled and a new order created with the correct address.

1. Open an Order Broker Order, see Open an Order Broker Order.
2. To edit order information, such as the delivery information or to change the order type (Customer Delivery, Pickup Other Store, Pickup This Store), select **Edit Order Information** and then select **Change Order Type**.
3. Change the delivery information as necessary:
   - For a Customer Delivery order, enter the customer address. See Step 2 in Customer Delivery for more information.

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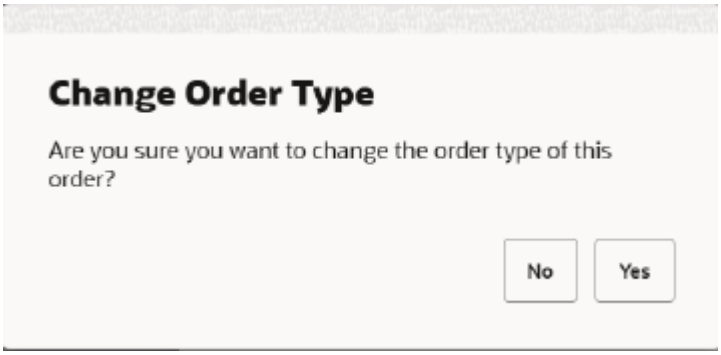
- For a Pickup Other Store order, search for the pickup store. See Steps 3 to 6 in Pickup Other Store for more information.

Change Order Type

To change the order type such as Pick Up This Store rather than Customer Delivery:

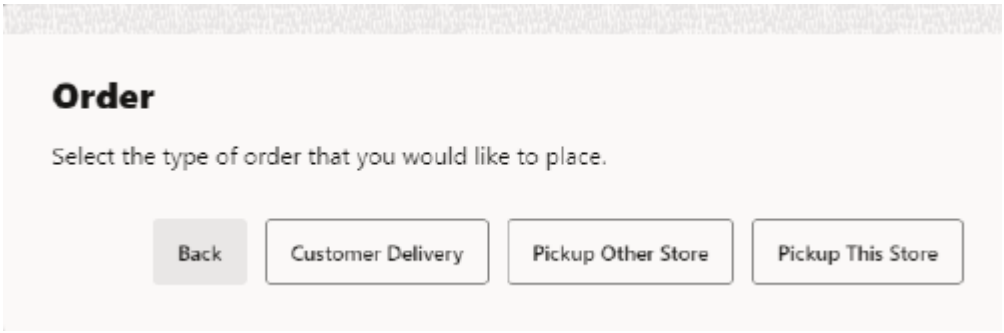
1. Open an Order Orchestration Order, see Open an Order Orchestration Order.
2. Click Extended Transaction in the Register Sale screen.
3. Click **Change Order Type**.

Figure 16-13 Change Order Type



4. Select the required order type.

Figure 16-14 Order Type Prompt



> **Note**
>
> After selecting the order type you are prompted to fill out the required information for the new order type.

Cancel Order Items or an Entire Order

The customer must return to the store where an order was created to cancel that order. If an item has been reserved, a message prompt will display indicating that you must un-reserve the item before cancelling the order.

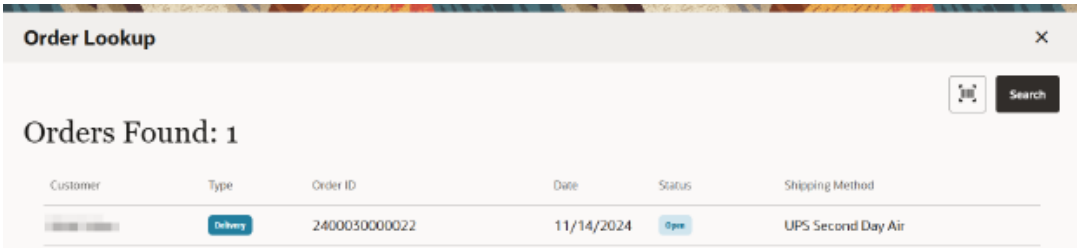
To cancel an order:

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1. Open an Order Broker order, see Open an Order Broker Order.
2. From the Sale screen, select **Order**.
3. Select **Pickup or Cancel Order**.

   Order Lookup appears and Xstore POS displays a list of items in the order.
4. Select an **Order** from the available list of Orders Found.

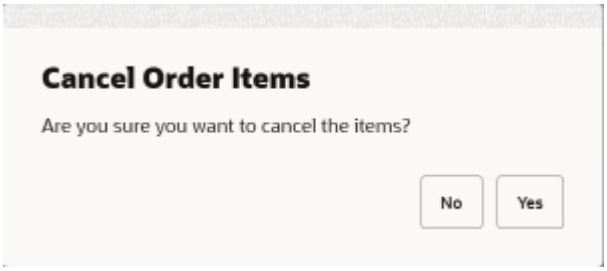
Figure 16-15 Cancel Order



5. Select the order you wish to cancel.

   When prompted, use **Select All** or select **one or more items** in the order, then select **OK** .
6. Select **Yes** to confirm you want to cancel the order.

Figure 16-16 Cancel Order Confirm



7. Select a **Reason Code** for the cancellation.
8. Process the transaction as required, returning any refund amounts to the customer. See Processing Tenders for more information about processing refund tenders.

   The items are removed, and any return amount is applied to the transaction.

Pick Up an Order

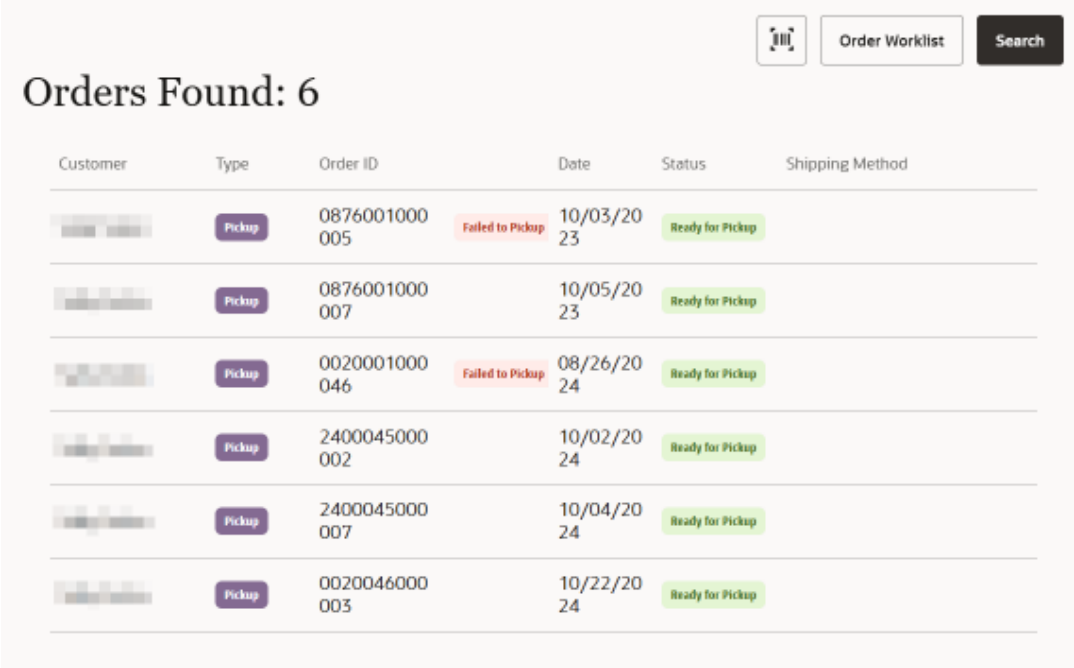
To perform a pickup of an order:

> **Note**
>
> If you enter the customer's information at the beginning of a sale and the customer's order item has been received at the store; a message may display indicating the order has been received and is ready for pickup. Select **Enter** to acknowledge the message and continue with Step 1 below.

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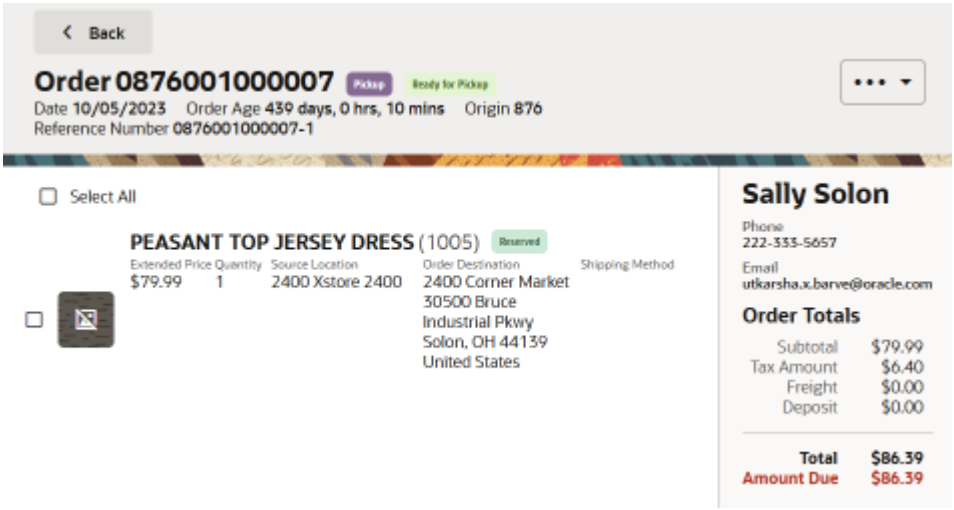
1. Open an Order Broker Order, see Open an Order Broker Order.

Figure 16-17 Order Search List



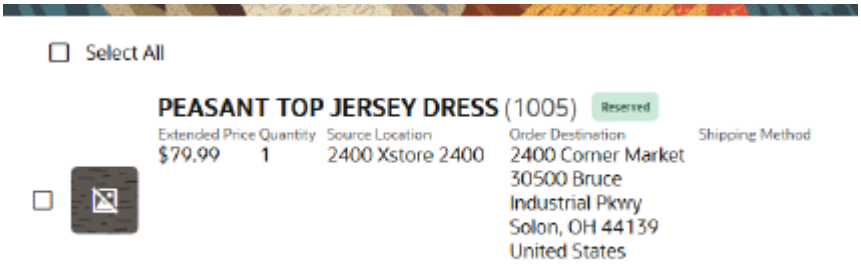
2. Select an order from the list.
3. Select **Pickup Items**.

Figure 16-18 Pickup Order



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Figure 16-19 Pick Up Items



displays a list of items in the order that are ready to be picked up.

4. Select the items to pick up:
   - Click the items.
   - Click **Pickup All Items** to pick up the entire order.
5. If your system has the **Scan Items Prior to Adding to Transaction** setting configured, the items display in a list to scan from to confirm they are the correct items.

   If your system does not have the **Scan Items Prior to Adding to Transaction** setting configured, no scanning is required. Continue at step 8.
6. Scan the items from the list. The items will be marked Reserved and removed from the list.

   If the item does not scan, select **Manual Entry** and enter the ID of the item.

   If an item is scanned or entered that does not match any items selected from the order pickup list, a warning message is shown, and the item is not added to the transaction. Select **OK** to continue.
7. After an item has been scanned or manually entered, it is added to the transaction. The item status changes from Reserved to Fulfilled.
8. Click **Amount Due** to tender and complete the transaction.

Failed to Pick Up Order

Should a customer not pick up an order within a configurable number of days, the order can be cancelled and the items returned to on-hand inventory for that store, or the customer can be contacted to remind them to collect the order.

Xstore filters omnichannel orders based on a configurable number of days since the order was reserved or when it was received from another location (for example, older than 30 days). Countdown for the customer **Customer Order Failed to Pickup Notification Days** configuration setting starts when the Order Status is **Ready for Pick Up**. A store message shown on the Messages Tabcan be configured to be on a specific register or all store registers to alert the associate that there are orders that have not been collected.

There are two separate processes in handling these orders dependant on whether any deposit/money has been paid.

1. If NO deposit/money has been paid, then orders can still be picked up or they can be cancelled and items returned to on-hand inventory for that store. See Cancel Order for more information.

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2. If ANY deposit/money has been paid, then a store message is created to alert the associate to review them, contact the customer, and follow the current retailer process for return/refund/cancel order if necessary.

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17

Local Orders

A Local Order transaction is for store associates that are in contact with customers not physically in the store, that would like to purchase item(s) that are in the store's inventory and pick up the items later.

The salesperson talks to the customer about items that the customer may be interested in from previous knowledge and experience. The salesperson offers to create a Local Order for the item with the expectation that the customer will pay for the item using selected tenders such as Credit Card (Customer Not Present), Digital Wallet, House Account and Pay By Link (Customer Not Present) (PBL). The Pay By Link tender type provides a link (QR code or e-mail) to the payment providers checkout web page. This allows a customer to scan/click a PBL URL for them to tender the transaction on their own device. The expectation is that the customer will pay for the transaction as soon as the link is sent to the customer - even while they are still on the phone and come to pick up the item in the next few days. Local Inventory Orders tendered with PBL that are awaiting payment or are voided due to the PBL expiring, are listed in the Messages Tab on the home screen.

Fulfilment of the order is from local store inventory only. The Local Order moves inventory from 'on hand' to 'local inventory hold' bucket so that it is considered on hold for the customer even though the customer is not present during the transaction since the transaction will take place over the phone with the salesperson. This is done to ensure that the customer does not miss out on the item because of their concern about in-person shopping. The order will be created, and the payment will be completed.

The store associate picks the item(s) setting them to reserved but ONLY after payment has been received. When the customer picks up the item(s) from the store, completion of the order occurs on Xstore POS and the item(s) removed from the store's inventory. An e-mail receipt is sent to the valid customer e-mail address.

If the customer decides that they don't want to pick up the item(s), the cancelation of the order is processed. If full payment was made, the customer is provided a refund for the amount.

This chapter covers the following topics:

- Local Order Transactions
- Searching for a Local Order
- Creating a New Local Order
- Picking Up Local Order Items
- Canceling a Local Order

Local Order Maintenance is accessible outside of a sale for viewing, picking/reserving items, and maintaining local inventory orders.

Local Order Transactions

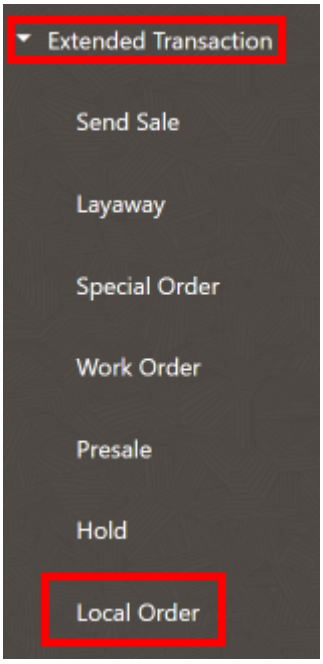
To create a local inventory order transaction:

1. Begin a sales transaction and assign a customer.
2. From the Sale screen select **Extended Transaction**.

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3. At the Extended Transaction menu, select **Local Order**.

Figure 17-1 Extended Transaction Menu



Choose from one of the following options:

- Searching for a Local Order
- Creating a New Local Order
- Picking Up Local Order Items
- Canceling a Local Order

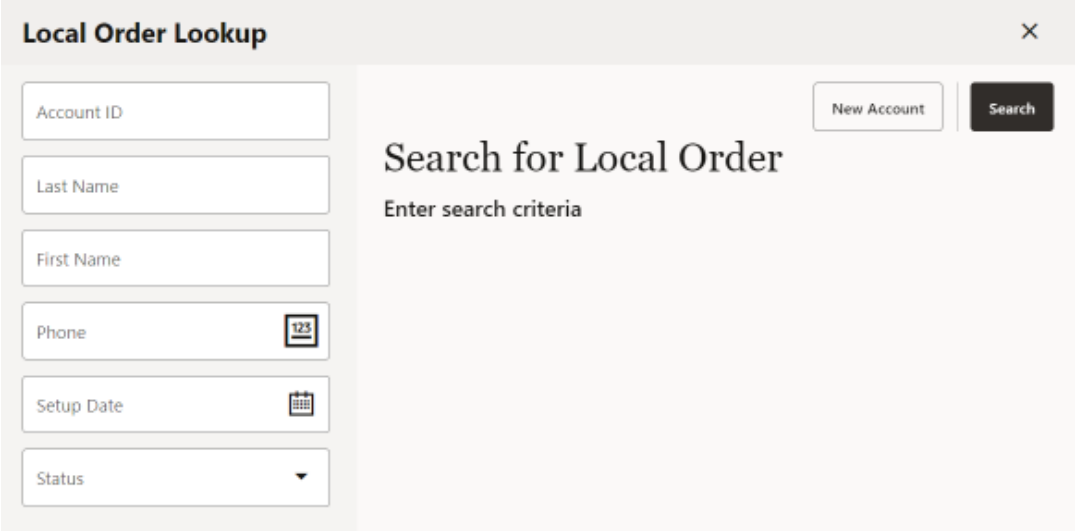
Searching for a Local Order

...continued from Local Order Transactions step 3 above.

1. To search for a Local Order, enter search criteria in the Local Order form.

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Figure 17-2 Local Order Search Form



- **Account ID:** The Local Order identifier.
- **Last Name:** The Local Order customer's last name.
- **First Name:** The Local Order customer's first name.
- **Phone #:** The Local Order customer's phone number.
- **Setup Date**: Date order was made.
- **Status:** Select from: New, Ready for Pickup, Open, Awaiting Payment, Void, and Closed.

2. Select **Search**.
   - If there are no orders matching your search criteria, a message displays indicating no orders were found. Select **New Account** to create a new local order. See Creating a New Local Order.
   - If at least one order matches your search criteria, the orders are listed in the Local Order Search Results Form. Select an order. See Picking Up Local Order Items and Canceling a Local Order.

Creating a New Local Inventory Order

...continued from Local Order Transactions step 3 above.

If there are no existing Local Order accounts for the customer, the following message prompt is displayed.

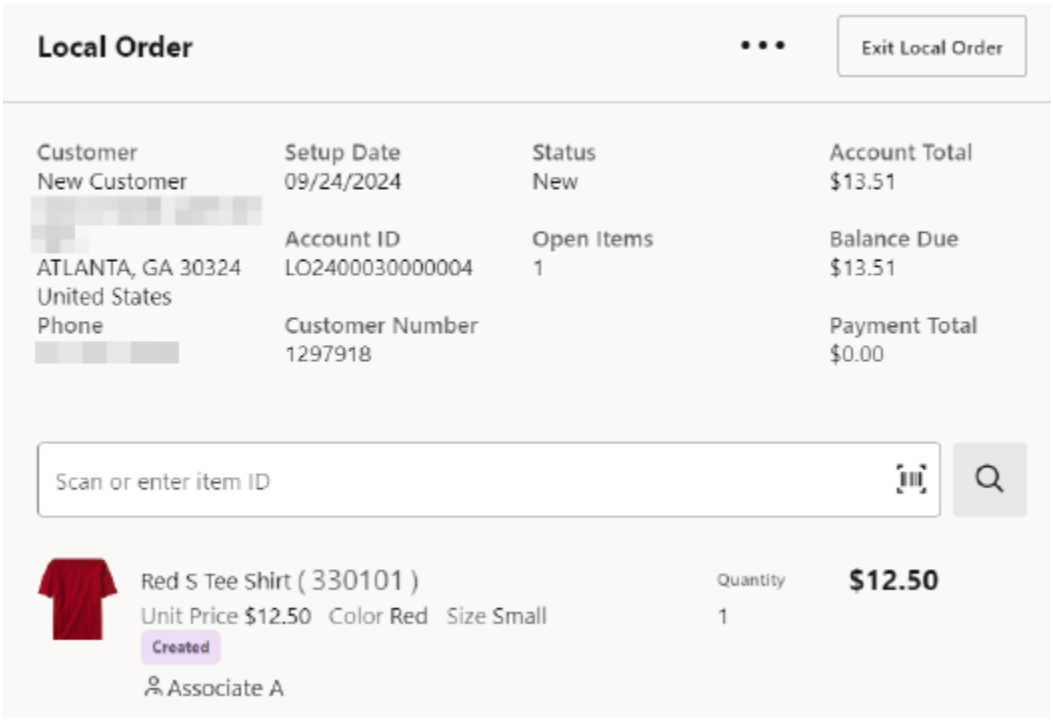
Figure 17-3 No Existing Local Orders Message



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1. Select **New Account**.
2. Scan or enter the item ID.

Figure 17-4 Local Order

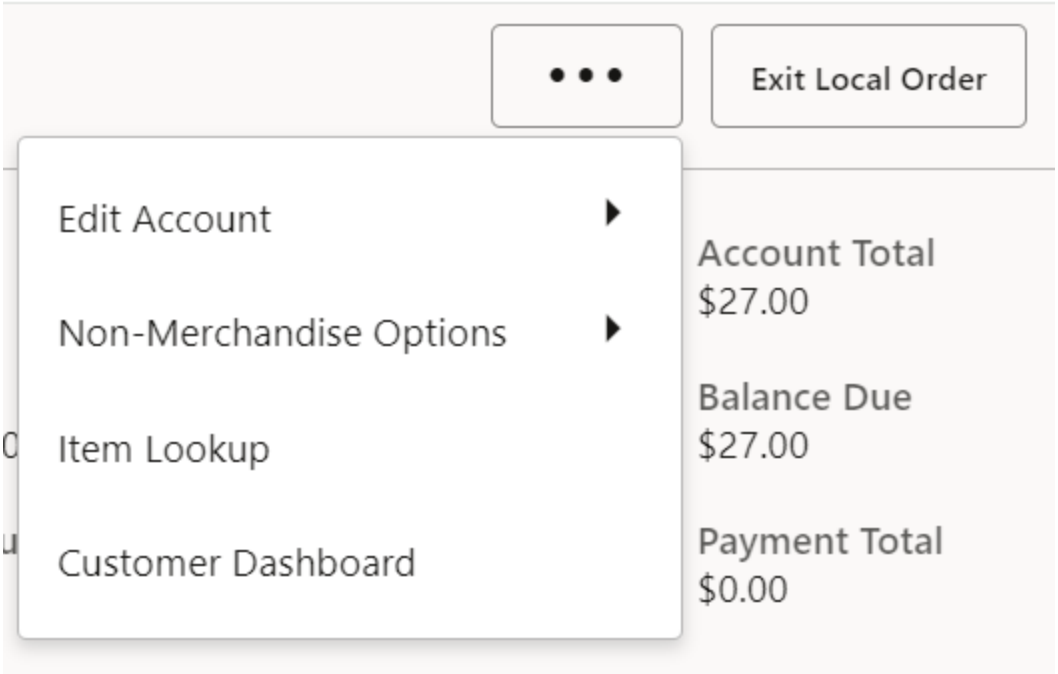


Depending on your store policy, you may be prompted for an originating inventory location.

If prompted, select the inventory location from which the item originated, or leave the inventory location blank to leave the location pending. Select **Search** .

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Figure 17-5 Local Order Overflow Menu

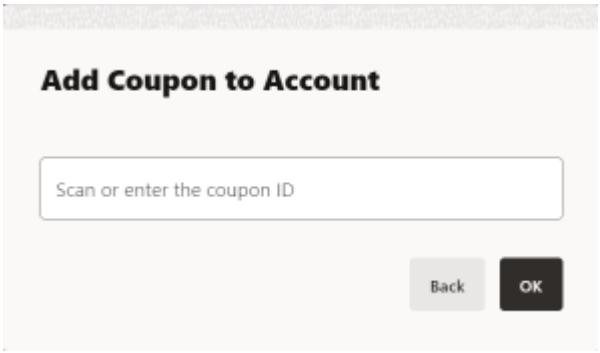


You have the following options at the **Local Order** screen before payment is made.

You can:

- edit the account by:
  - adding a coupon

Figure 17-6 Add Coupon Prompt

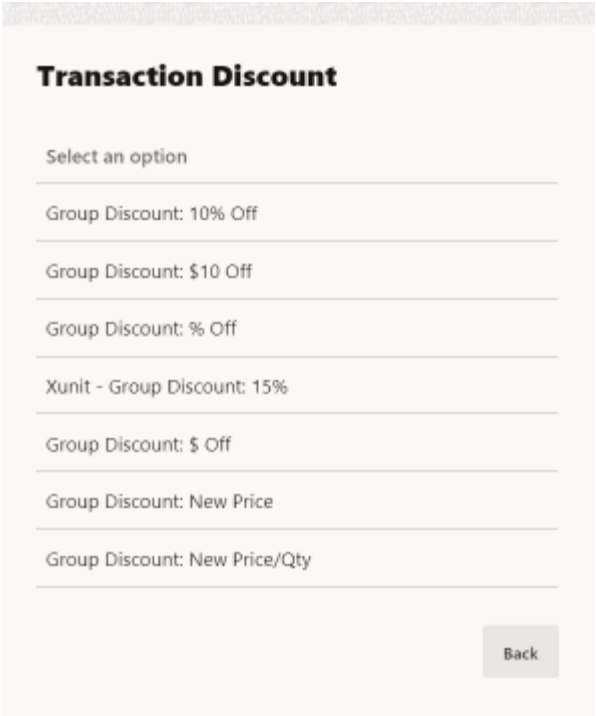


Enter or scan the coupon ID and select **OK**.

  - Add a Group Discount

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Figure 17-7 Add Group Discount



Select an option from the list. See Transaction Level Discounts for more information.

– adding a comment

Figure 17-8 Add Comment Prompt



Enter a comment and select **OK**.

Once a comment is added, it can subsequently be viewed.

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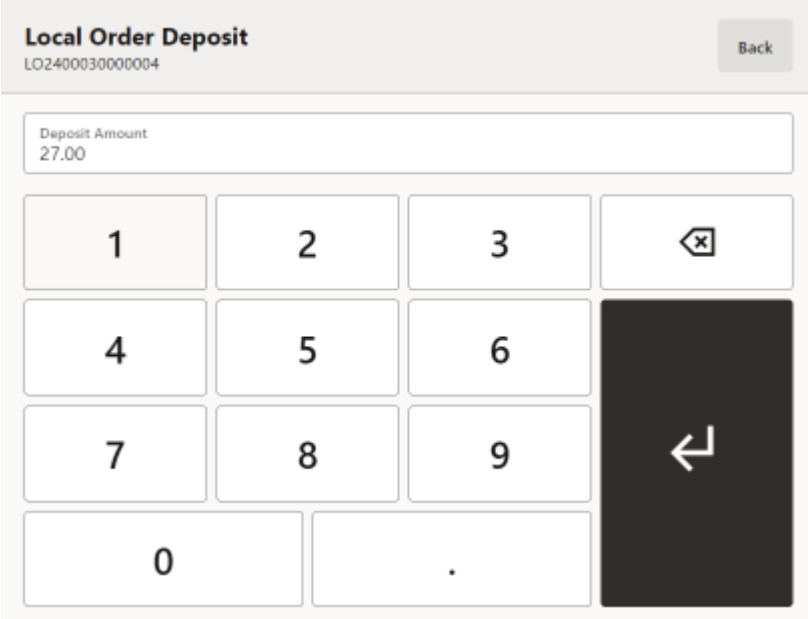
Figure 17-9 View Comment



- Sell Non-Merchandise
- Perform an Item Lookup
- View Customer Dashboard
- Scan or enter another item

3. Select **Exit Local Order** to make payment. All local orders must be paid in full before picking up is allowed.

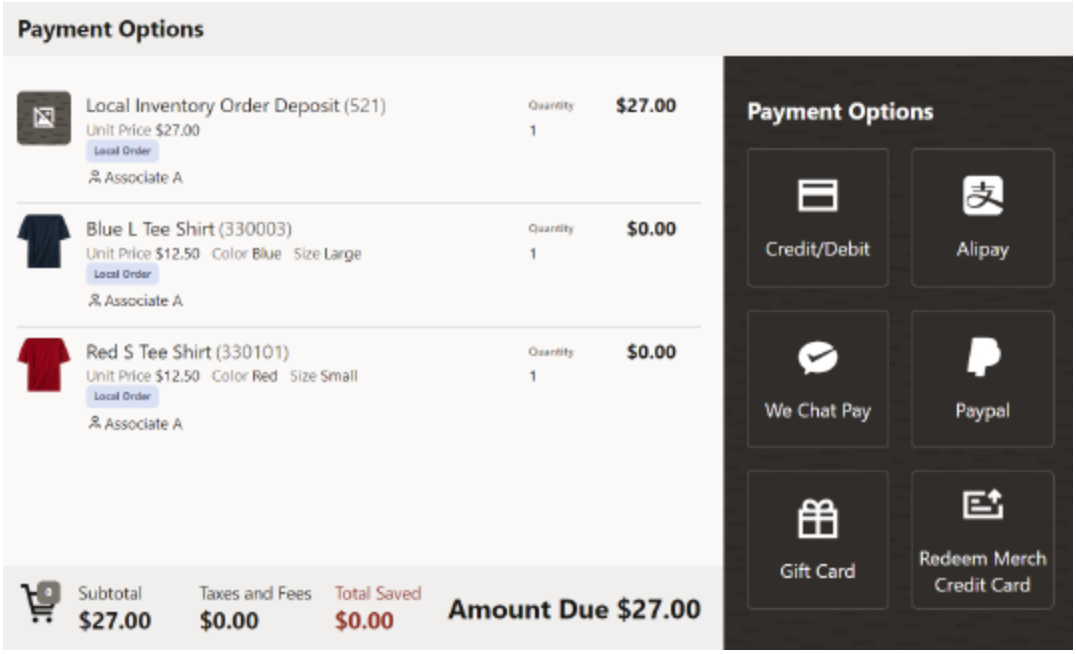
Figure 17-10 Enter Deposit Amount for Local Order



4. Enter the **Deposit** amount and select **Return**. Partial deposits are not allowed. Ensure the full amount is deposited.
5. Select **Amount Due**.

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Figure 17-11 Select Tender Type



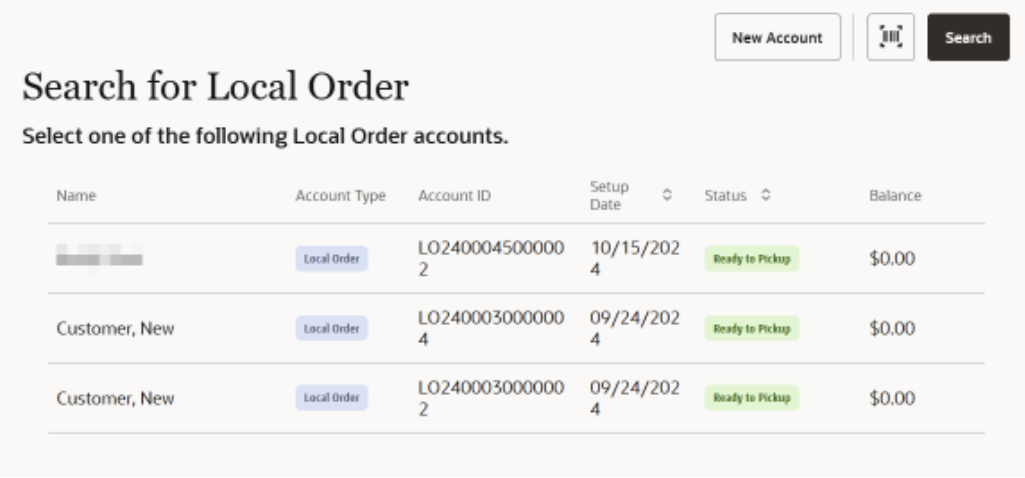
6. Select the tender type to complete the transaction. Only certain sale tenders are possible as the customer is not present.
7. Continue with the tendering process and select a receipt method.

Picking Up Local Order Items

...continued from Local Order Transactions step 3.

1. Find the Local Order for pick up by the customer:
   - If prompted, enter search criteria to find the Local Order.
   - If a customer has been associated with the transaction, Xstore POS returns a list of Local Orders for the customer.

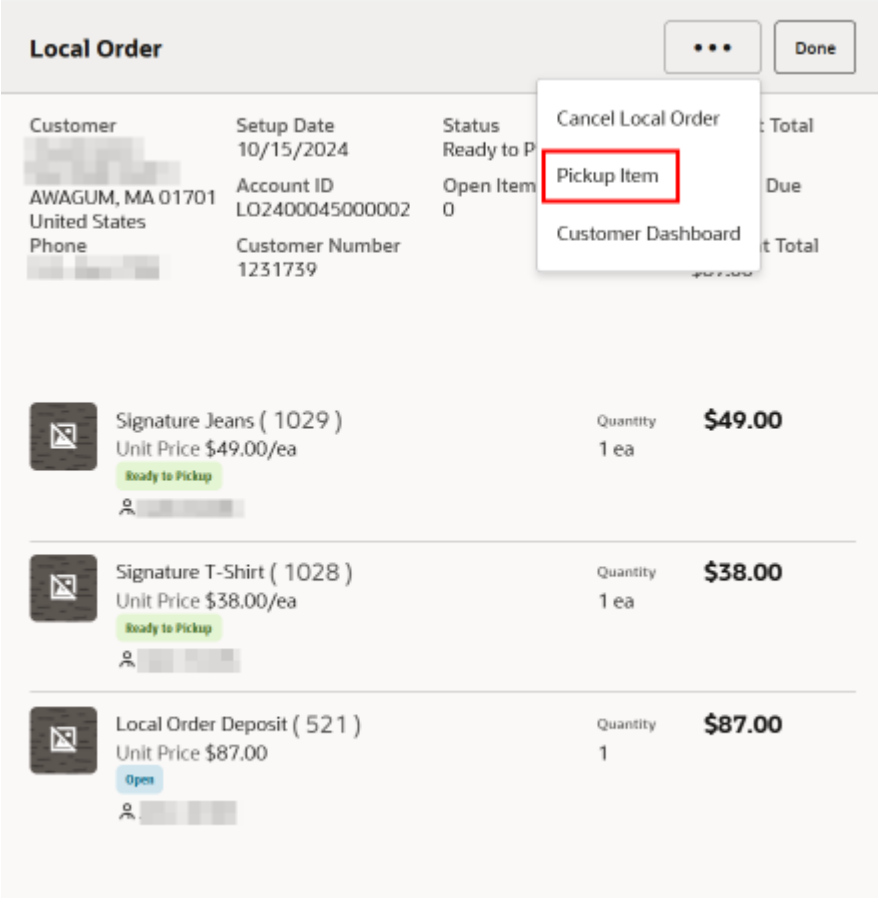
Figure 17-12 Local Order Ready to Pickup



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2. Select a Local Order from the list. Only items that are in the state Ready to Pickup can be collected.
3. At the Local Order screen, select the **Header Overflow Menu**, and then select **Pick Up Item**.

Figure 17-13 Local Order Pickup Item



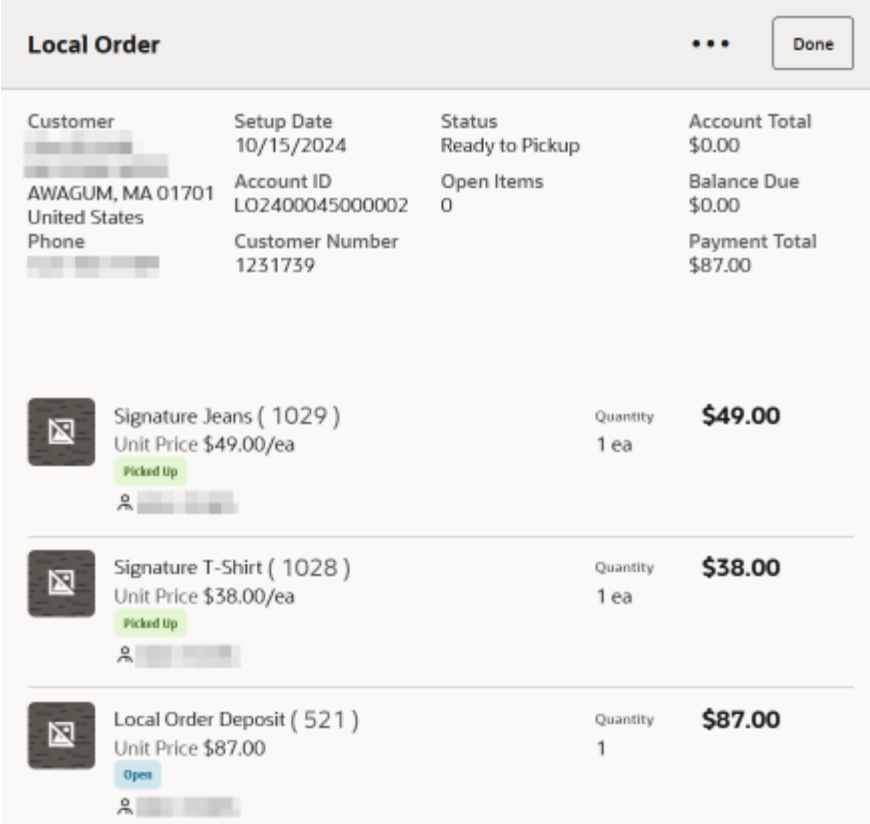
> **Note**
>
> Your system may be set to not allow partial pickups. If prompted select **Yes** to pick up all items now or **No** to return to the Local Order.

4. When the Scan Item Configuration is enabled, you are prompted to scan items at pick up to ensure they are the correct items being collected. The items are set to Picked Up status after scanning.

   If Scan Item Configuration is not configured, the items go into Picked Up status and the sale is complete.
5. The system returns to the **Local Order** screen and all items are marked as Picked Up.

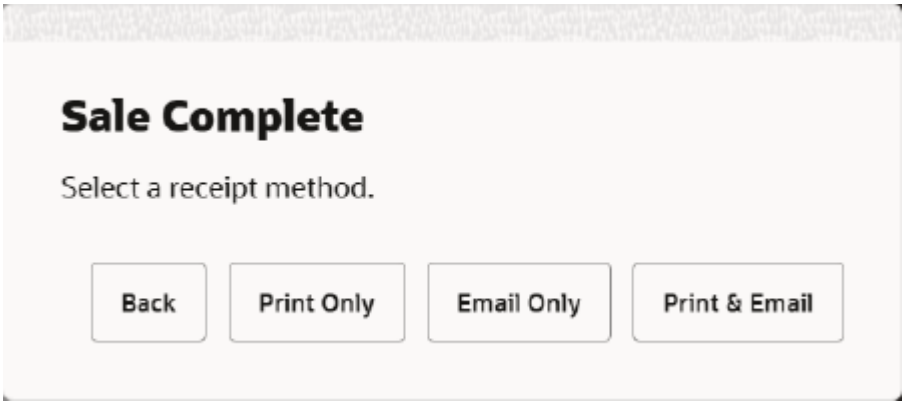
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Figure 17-14 Local Order Showing Item Picked Up



6. Select **Amount Due** or **Complete Sale** to select a receipt method and to complete the transaction.

Figure 17-15 Local Order Sale Complete



Canceling a Local Order

...continued from Local Order Transactions step 3 above.

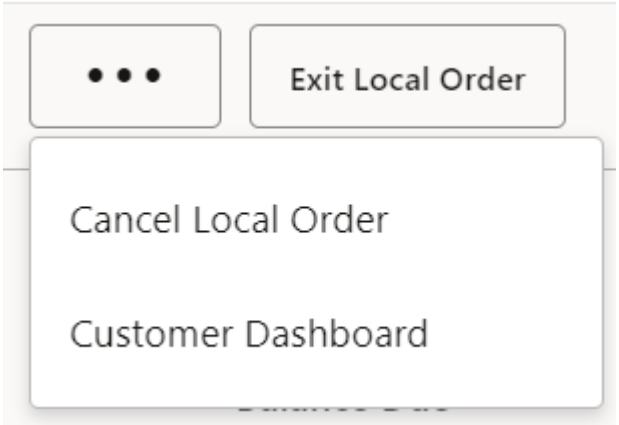
1. Search for the local order account that you want to cancel. See Searching for a Local Order.

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> **Note**
>
> You can cancel local orders up to and including the Ready to Pickup state.
>
> Closed accounts cannot be canceled.
>
> Orders paid using Pay By Link (Customer Not Present) (PBL) AND the status is Awaiting Payment, cannot be canceled.

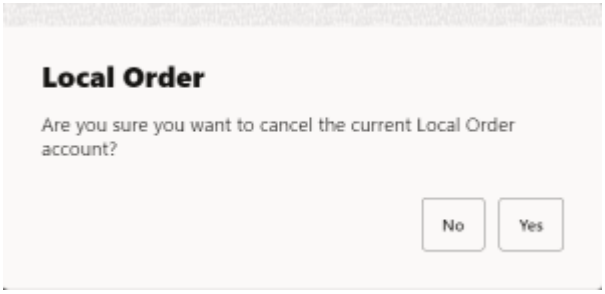
2. At the Local Order screen Overflow Menu, select **Cancel Local Order**.

Figure 17-16 Local Order Overflow Menu



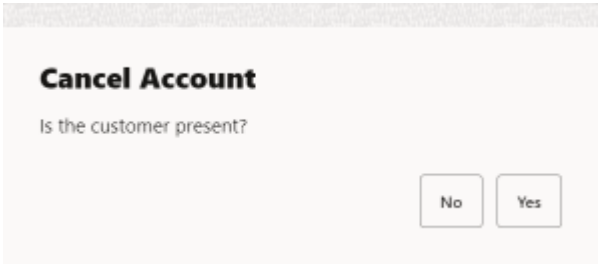
3. When prompted, select **Yes** to confirm you want to cancel this order. Selecting **No** returns to the Local Order screen.

Figure 17-17 Local Order Cancellation Confirmation



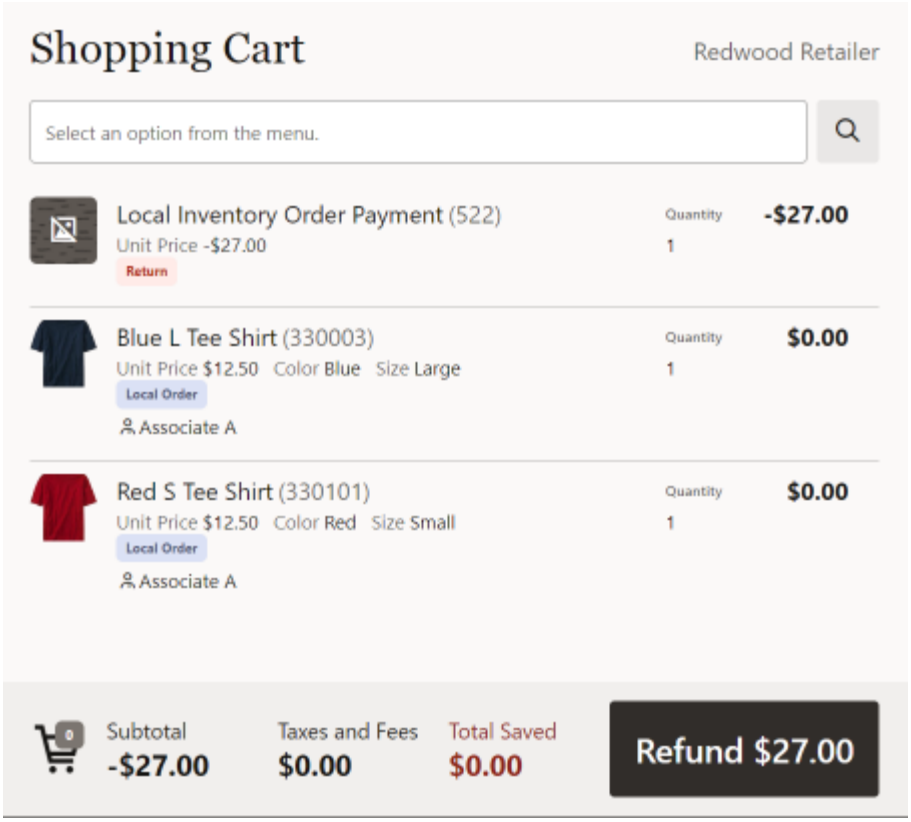
4. The system displays a message asking if the customer is present during the cancellation of the local inventory order account. Select **Yes** or **No**. The process is the same for both options but the tender types that the refund can be made to differs.

Figure 17-18 Checking for Presence of Customer



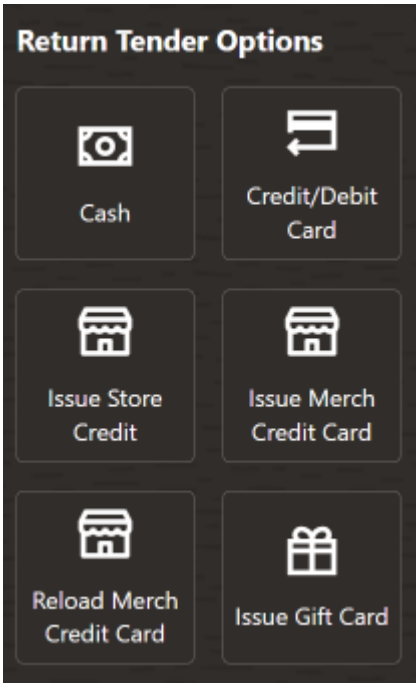
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Figure 17-19 Local Order Refund



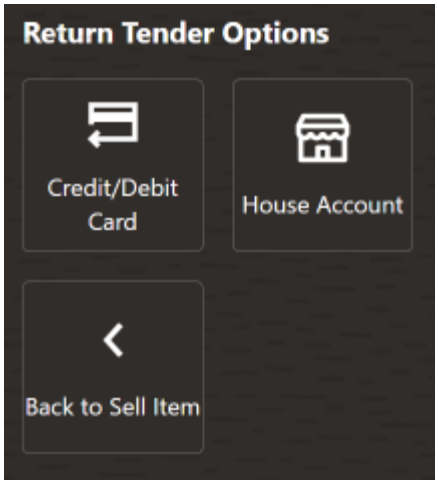
5. Select **Refund**. A list or return tender types are shown.

Figure 17-20 Local Order Return Tender Types for Customer Present



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Figure 17-21 Local Order Return Tender Types for Customer Not Present



6. Select a return tender type. The system returns to Sale mode where you can complete the cancel process and process a refund.

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18

Pre-Sale Transactions

A Pre-Sale Transaction is typically performed when a customer wants to purchase an item that is not currently available for sale in the store. Pre-sale transactions have the following requirements:

- The transaction must be associated with a customer.
- The transaction must be paid in full at setup.
- Only items on file can be added to the transaction.
- All Pre-Sale items must be picked up at the same time, partial pickups are not allowed.
- Pre-Sale accounts cannot be canceled if the customer is not present.

This chapter describes the following topics:

- Pre-Sale Account Transactions
- Creating a Pre-Sale Transaction
- Picking Up Pre-Sale Items
- Canceling a Pre-Sale Account

Pre-Sale Account Transactions

1. From the Sale screen Context Menu, select **Extended Transaction**.

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Figure 18-1 Sale Screen Main Menu

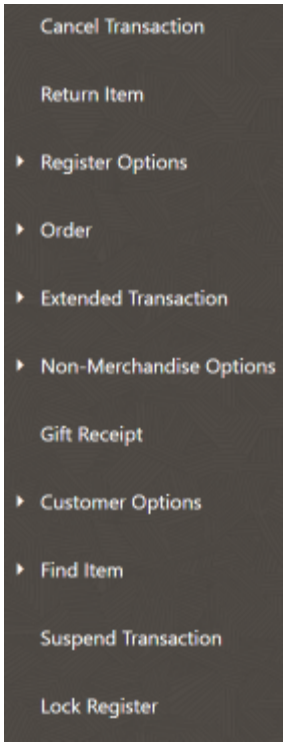
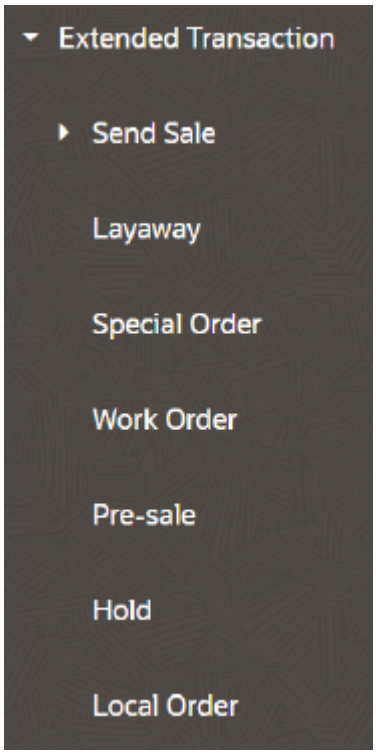


Figure 18-2 Extended Transaction Options



2. Click **Presale**.

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The window that opens will depend upon whether a customer is associated with the transaction and, if so, whether that customer has any existing pre-sales accounts.

If a customer is associated with the transaction

When a customer has been associated with the current transaction, the system automatically searches the database to locate any open Presale accounts for this customer.

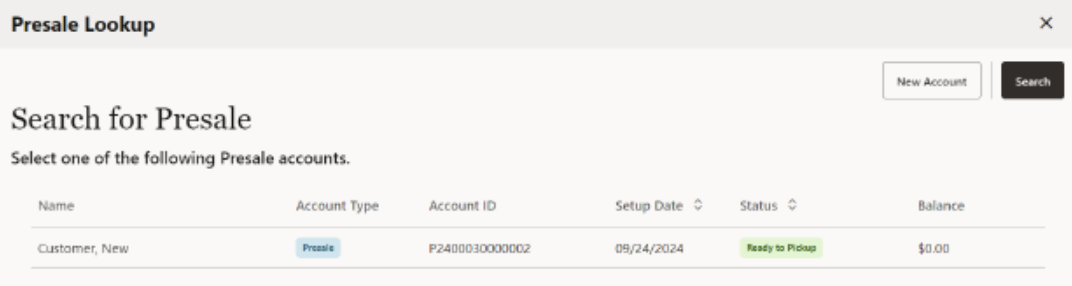
- If no Presale accounts are found, you have the following options:

Figure 18-3 No Presale Accounts



  - Select **New Account** to create a new Presale transaction. Continue with Creating a Presale Transaction.
- If a Presale account is found, you have the following options:

Figure 18-4 Presale Account Found



  - Select **New Account** to create a new Presale account. Continue with Creating a Presale Transaction.
  - Select the Presale account.

If a customer has not been associated with the transaction

When there is no customer associated with the current transaction, the Presale Search form displays. You have the following options:

- Select **New Account** to create a new Presale account. After associating a customer with the transaction, continue with Creating a Presale Transaction.
- To search for a Presale account, enter search criteria.
  - **Account ID:** The Presale account identifier.
  - **Last Name:** The Presale account owner's last name.
  - **First Name:** The Presale account owner's first name.

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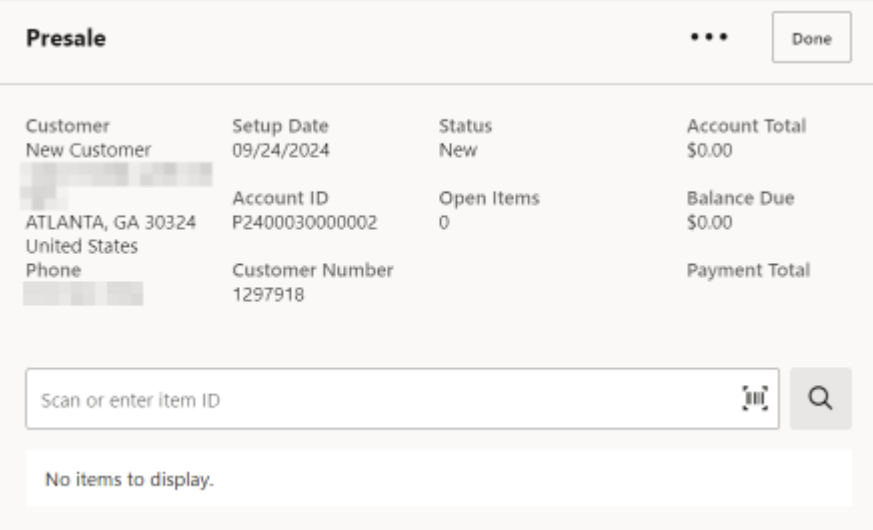
- **Setup Date:** The date the Presale account was created.
- **Status:** The Presale account status. Status include: New, Ready to Pickup, Open, Awaiting Payment, Void, and Closed.

- Select **Search**.
  - If there are no Presale accounts matching your search criteria, you will see a message indicating no accounts were found.
  - If at least one Presale account matches your search criteria, the account or accounts are listed in the Presale Account Search Results Form. See Figure 18-4.

Creating a Presale Transaction

1. After a customer is associated with the transaction, scan or enter the Presale item ID.

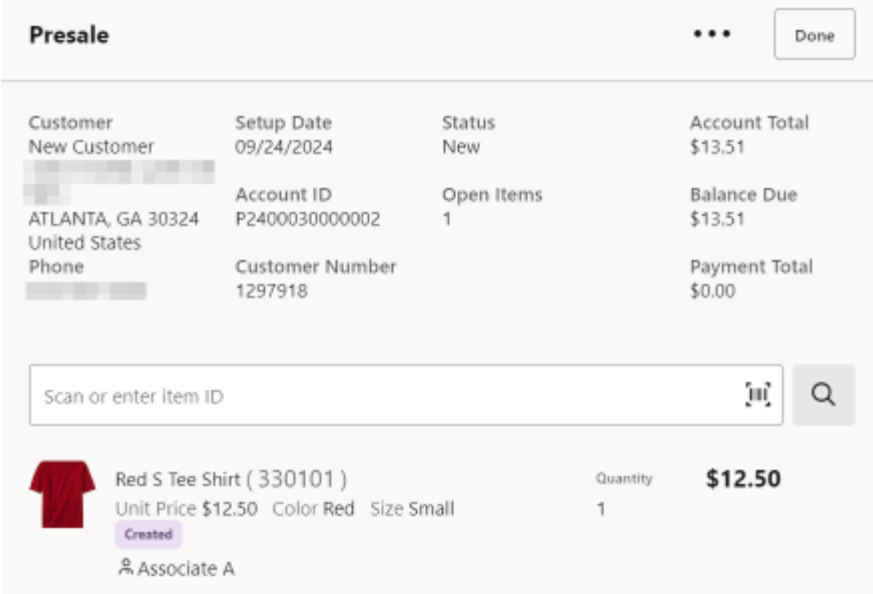
Figure 18-5 Presale Item ID Prompt



2. You have the following options at the Presale screen before tendering:

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Figure 18-6 Presale Screen - item Added



- You can scan another Presale item.
- You can change an item by:
  - Adding a discount (See Adding a Discount to a Transaction or Group of Items).
  - Changing the item price (Changing the Item Price).
  - Voiding a line item (Voiding an Item).
  - Voiding a discount (this is only available for items with a discount applied and uses the same process as voiding an item).

3. After adding items to the Presale, select **Done** to exit Presale mode and return to sale mode before tendering the sale.
4. Select **Return** to accept the deposit amount. Presale items must be paid in full at setup.

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Figure 18-7 Presale Deposit Amount Prompt

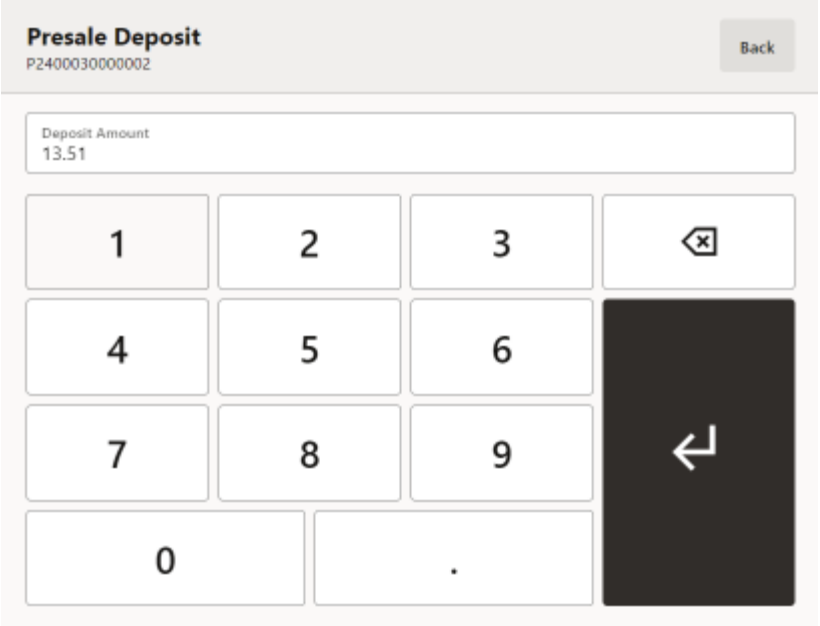
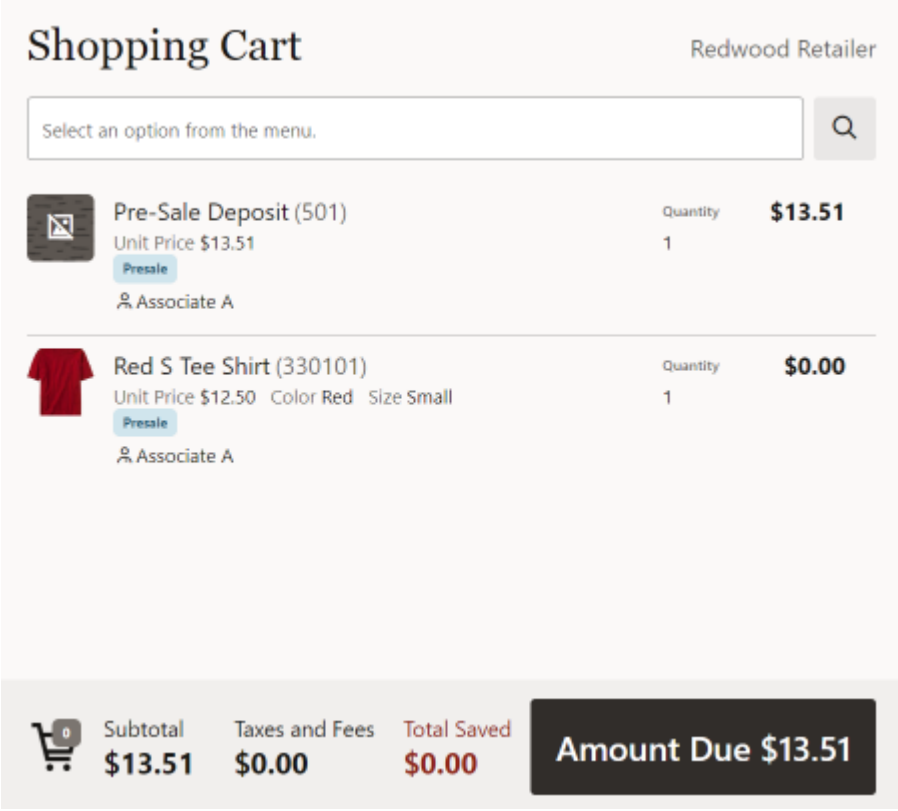


Figure 18-8 Presale Deposit Added



Complete the Sale. See Tendering the Transaction.

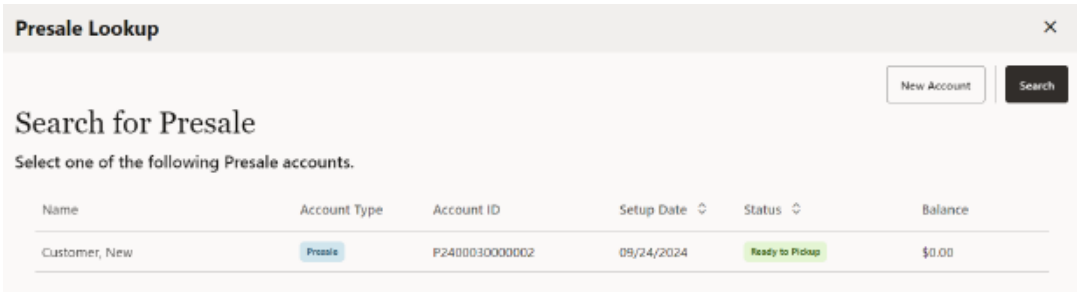
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> **Note**
>
> You cannot over tender a Presale.
>
> You cannot override the deposit amount. Presale items must be paid in full at setup.
>
> Presale items may only be modified in the Presale screen.
>
> You cannot change the Presale item quantity.

Picking Up Presale Items

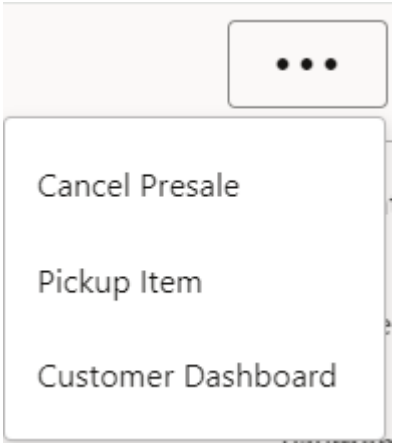
1. From the Sale screen Context Menu, select **Extended Transaction**.
2. Click **Presale**.
3. Find the Presale Account:
   - If prompted, enter search criteria to find the Presale Account.
   - If a customer has been associated with the transaction, Xstore POS returns a list of Presale accounts for the customer.
4. Select a Presale account from the list.

Figure 18-9 Presale Account List



5. At the Presale Account screen, select the Overflow Menu.
6. Select **Pick Up Item**.

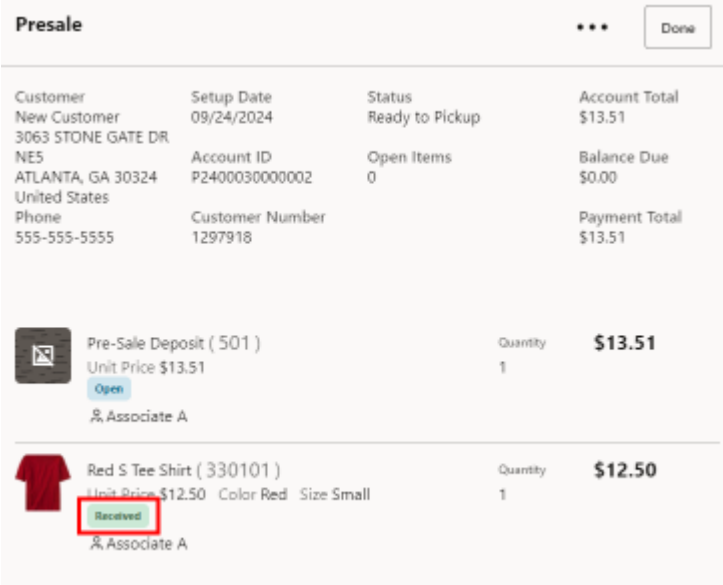
Figure 18-10 Pick up Item



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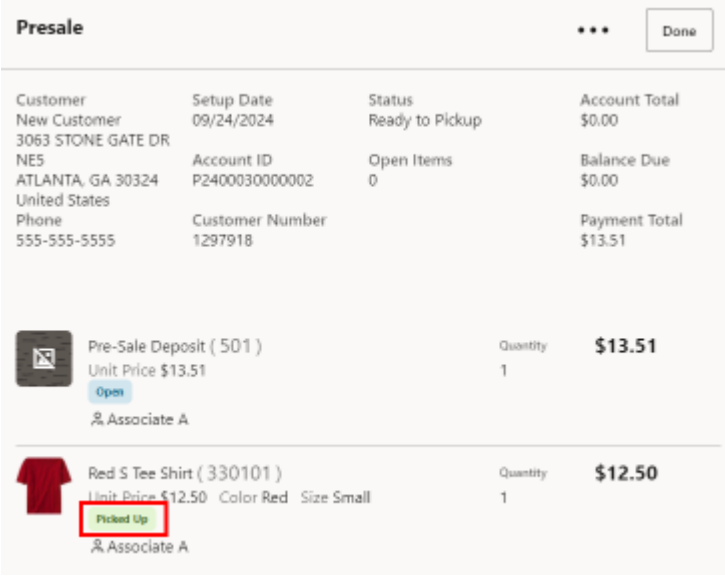
> **Note**
>
> Partial pickups are not permitted for Presales.

Figure 18-11 Presale Account Screen - Item Received



The system returns to the Presale Account screen and all items are marked as Picked Up.

Figure 18-12 Presale Account Screen - Item Picked Up Example



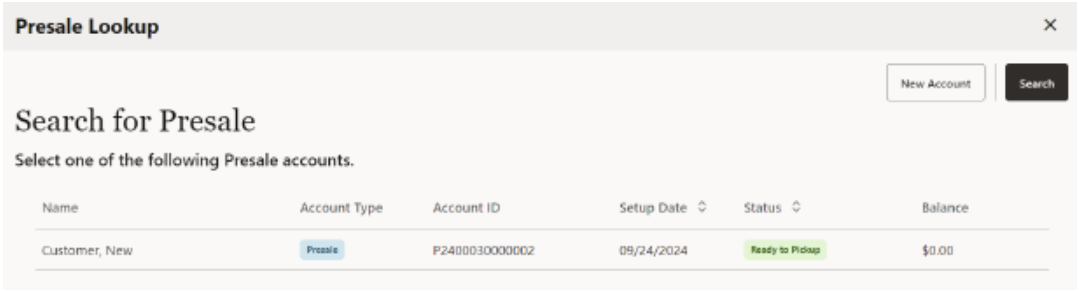
7. Complete the transaction. Select **Done** to return to the Sale screen before tendering the sale.

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Canceling a Presale Account

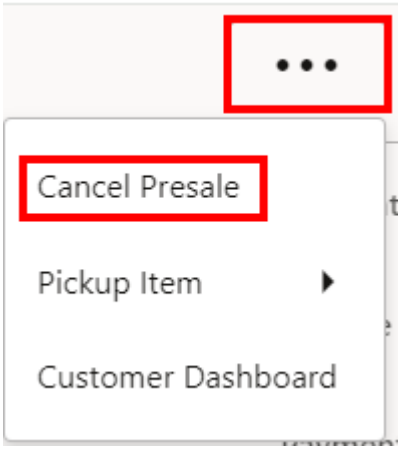
1. From the Sale screen Main Menu, select **Extended Transaction**.
2. At the Extended Transaction menu, select **Presale**.
3. Find the Presale Account:
   - If prompted, enter search criteria to find the Presale Account.
   - If a customer has been associated with the transaction, Xstore POS returns a list of Presale accounts for the customer.
4. Select a Presale account from the list.

Figure 18-13 Presale Account List



5. At the Presale Account screen, select the Overflow Menu.

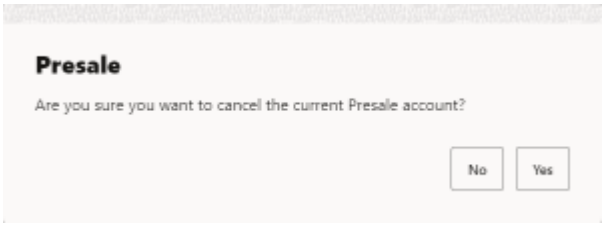
Figure 18-14 Cancel Presale



6. Select **Cancel Presale**.
7. When prompted, select **Yes** to confirm you want to cancel this Presale account. Selecting **No** returns to the Presale Account screen.

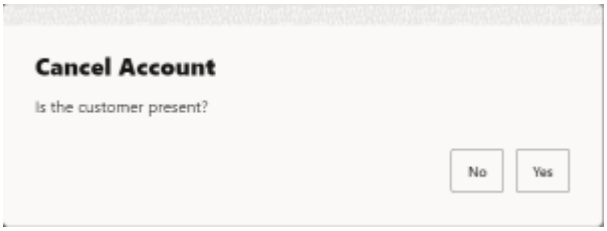
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Figure 18-15 Cancel Presale Account Confirmation Prompt



8. When prompted, select **Yes** to confirm the customer is present.

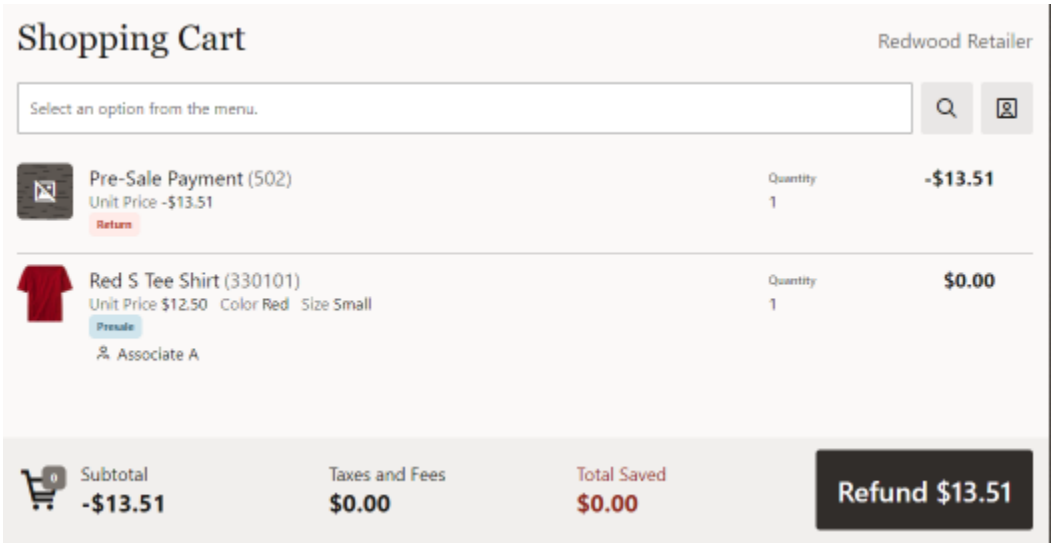
Figure 18-16 Customer Is Present Confirmation Prompt



> **Note**
>
> If the customer is not present, select **No**. Presale Accounts cannot be canceled if the customer is not present.

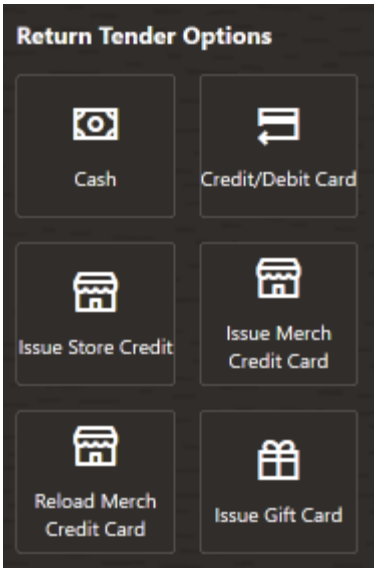
9. The system returns to Sale mode where you can refund the customer's deposit.

Figure 18-17 Sale Screen - Refund Deposit



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Figure 18-18 Refund Presale Payment



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19

Hold Account Transactions

A Hold Account transaction is typically performed when customers plan to purchase merchandise but would like the store to hold the item(s) for a short period of time so they can return to the store later to complete the purchase and pick up the reserved items. You must associate a customer with the transaction to ensure they receive the reserved items once they return.

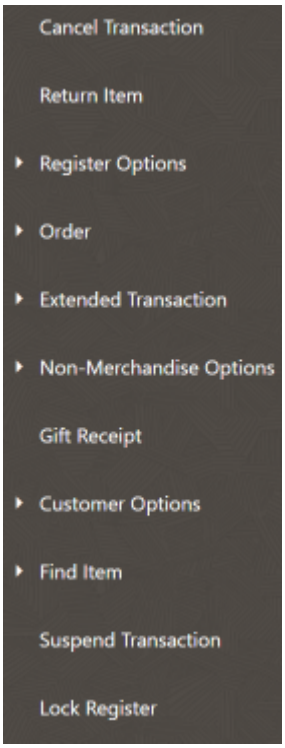
The following topics are described in this section:

- Hold Account Transactions
- Creating a New Hold Account
- Searching for a Hold Account
- Picking Up Hold Items
- Canceling a Hold Account

Hold Account Transactions

1. From the Sale screen Main Menu, select **Extended Transaction**.

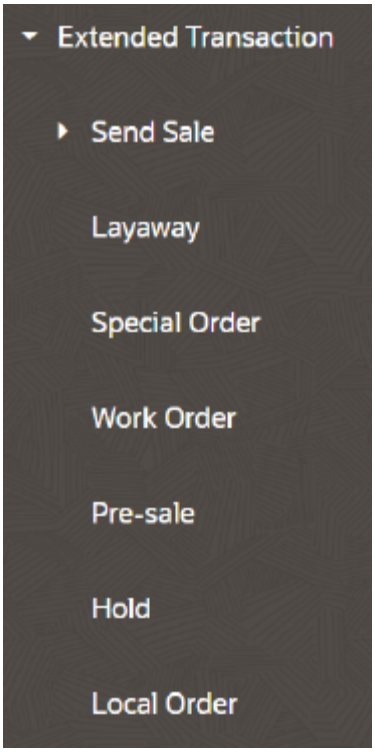
Figure 19-1 Sale Screen Menu



2. At the Extended Transaction menu, select the **Hold** option.

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Figure 19-2 Extended Transaction Options



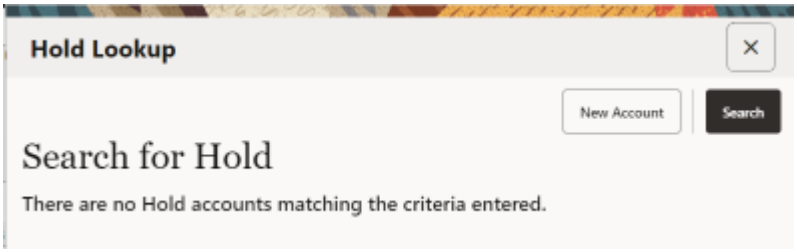
3. The next steps depend on whether a customer is associated with the current transaction:
   - If you have assigned a customer, see If a customer is associated with the transaction.
   - If you have not assigned a customer, see If a customer has not been associated with the transaction.

If a customer is associated with the transaction

When a customer has been associated with the current transaction, the system automatically searches the database to locate any open Hold accounts for this customer.

- If no Hold accounts are found, you have the following options:

Figure 19-3 No Hold Accounts Found



  - Select **New Account** to create a Hold account for this customer. Continue with Creating a New Hold Account.
  - Select **Back** to enter new search criteria.

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- If a Hold account is found, you have the following options:
  - Select **New Account** to create a new Hold account. Continue with Creating a New Hold Account.
  - OR
  - Select one of the existing **Hold** accounts.

If a customer has not been associated with the transaction

When there is no customer associated with the current transaction, the Hold Customer Search form displays. Search for a customer.

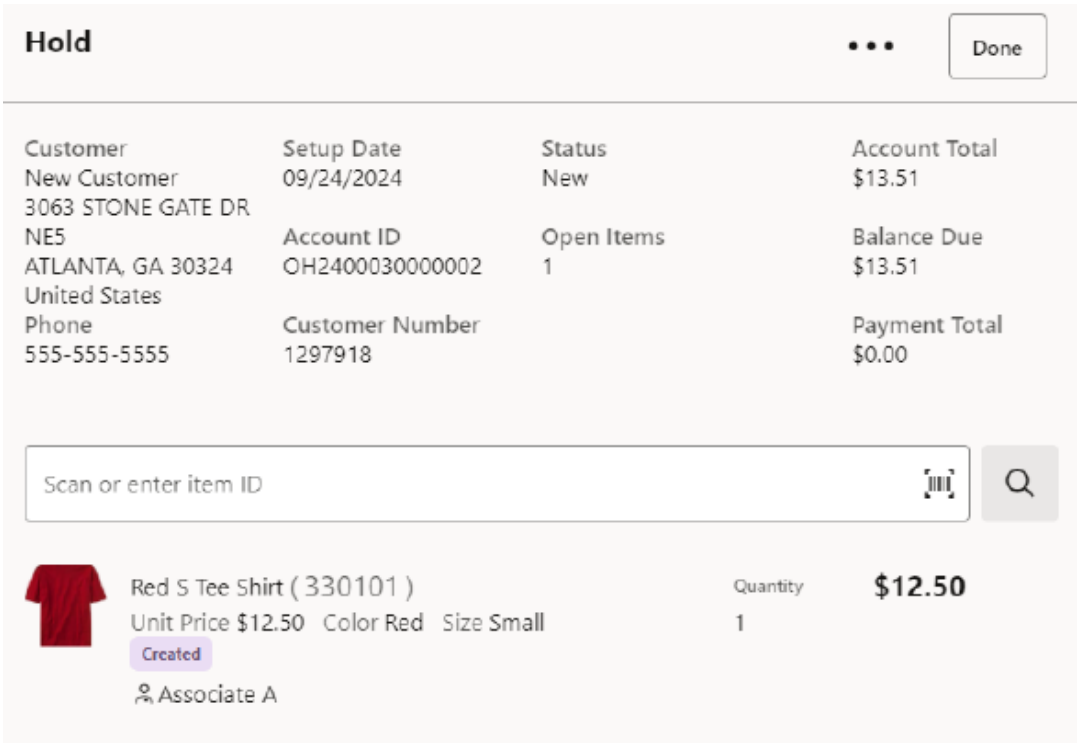
After associating a customer with the transaction, continue with Creating a New Hold Account.

Creating a New Hold Account

...continued from Hold Account Transactions.

1. After a customer is associated with the transaction, scan or enter the Hold item ID.

Figure 19-4 Hold Account Screen - Item Added



2. You have the following options at the Hold screen before tendering:

   You can scan another Hold item.

   You can change an item by:

   - Adding a discount (See Adding a Discount to a Transaction or Group of Items).
   - Adding a coupon.
   - Changing the item price (Changing the Item Price).

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- Voiding a line item (Voiding an Item).
- Voiding a discount (this is only available for items with a discount applied and uses the same process as voiding an item).

3. After adding items to the Hold account, select **Done** to exit Hold mode and return to sale mode before completing the Hold account setup.

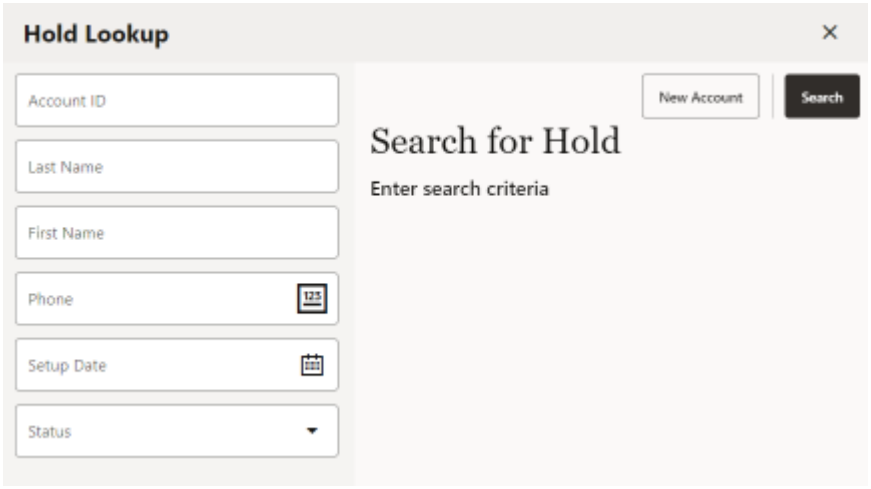
> **Note**
>
> Hold items may only be modified in the Hold screen.
>
> You cannot change the Hold item quantity.

Searching for a Hold Account

...continued from Hold Account Transactions step 3.

1. To search for a Hold account, enter search criteria in the **Hold Search** form.

Figure 19-5 Hold Account Search Form



- **Account ID:** The Hold account identifier.
- **Last Name:** The Hold account owner's last name.
- **First Name:** The Hold account owner's first name.
- **Phone:** The Hold account owner's phone number.
- **Setup Date:** The Date the hold was created.
- **Status:** The status of the Hold.

2. Select **Search**.
   - If there are no Hold accounts matching your search criteria, a message displays indicating no accounts were found. See Figure 19-3.
   - If at least one Hold account matches your search criteria, the account or accounts are listed in the Hold Account Search Results Form.

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Picking Up Hold Items

...continued from Hold Account Transactions step 3.

1. Find the Hold Account:
   - If prompted, enter search criteria to find the Hold Account.
   - If a customer has been associated with the transaction, Xstore POS returns a list of Hold accounts for the customer.
2. Select a Hold account from the list.
3. Select the Overflow Menu and then, select **Pick Up Item**.
4. If prompted, select **Yes** to pick up all the Hold items. Selecting **No** returns to the Hold Account screen.

   > **Note**
   >
   > This prompt only displays when there are multiple Hold items on the account.

5. The system returns to the Hold Account screen and all items are marked as Picked Up. Select **Done**.
6. Select **Amount Due** to complete the transaction. See E-mail Receipt Options for more information about receipts.

Canceling a Hold Account

...continued from Hold Account Transactions step 3.

1. Find the Hold Account:
   - If prompted, enter search criteria to find the Hold Account.
   - If a customer has been associated with the transaction, Xstore POS returns a list of Hold accounts for the customer.
2. Select a Hold account from the list.
3. At the Hold Account screen context menu, select **Cancel Hold**.
4. When prompted, select **Yes** to confirm you want to cancel this Hold account. Selecting **No** returns to the Hold Account screen.
5. The system returns to Sale mode where you can complete the cancel process.

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Gift Registry

The Gift Registry feature is a tool to assist the customer in purchasing gifts for someone registered. Items in a sale transaction can be associated to a registry. Gift Registry is available if you are using Oracle Retail Customer Engagement Cloud Services. The following can be done in the sale mode of Xstore POS:

- Selling Gift Registry Items
- Returning/Cancelling Gift Registry Items

Gift Registry Maintenance on Desktop, Tablet, and Thin client devices is accessible outside of a sale for creating, editing and maintaining the gift register. Refer to the following topics for more information about the gift registry maintenance functions.

- Accessing the Gift Registry
- Creating a New Registry
- Modifying a Gift Registry
- Print Registry

Selling Gift Registry Items

To sell an item off a gift registry, you must first assign the gift registry to the sale or order. Gift registry sales can be added to special orders as well as Oracle Retail Order Broker Cloud Service orders.

Assign the Gift Registry

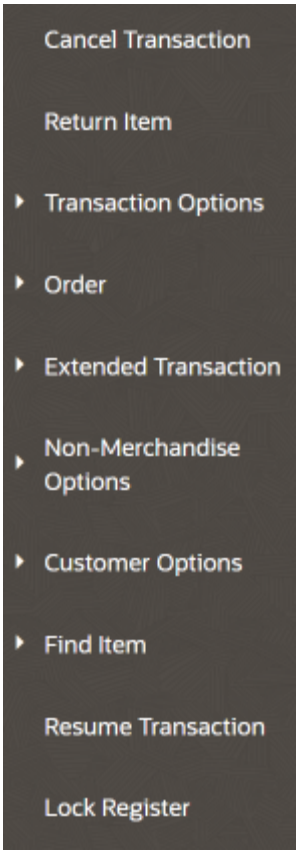
> **Note**
>
> If your system is offline, you cannot access the gift registry from Customer Engagement. However, if you've already accessed the gift registry and are making modifications, the registry updates once your system is back on-line.

> **Note**
>
> If the printed gift registry is available, scan the bar code to assign the gift registry to the sale.

1. From the Sale screen Context Menu, select **Transaction Options**.

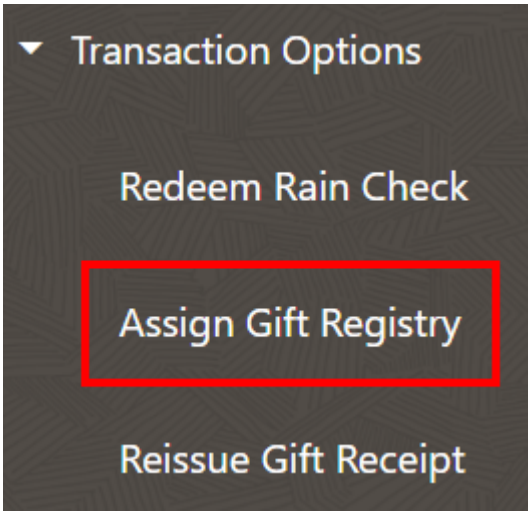
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Figure 20-1 Sale Screen Context Menu



2. From the Register Options menu, select the **Assign Gift Registry** menu button.

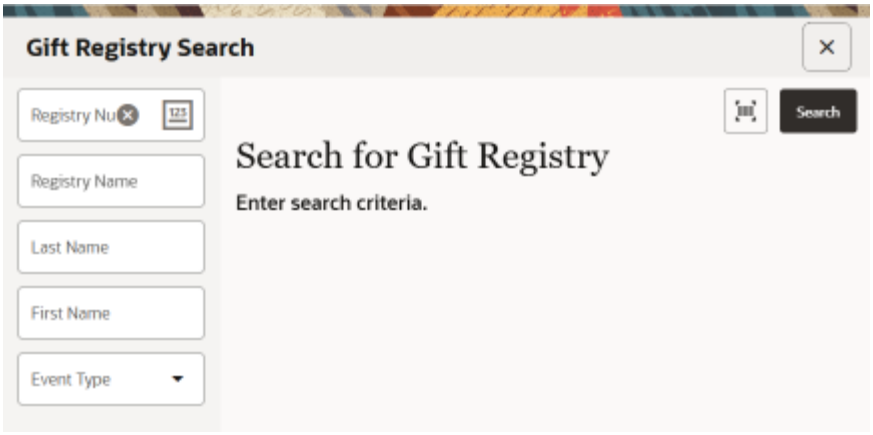
Figure 20-2 Register Options Context Menu



3. Enter the search criteria and select **Search**.

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Figure 20-3 Gift Registry Search



4. Select the desired registry from the returned list.

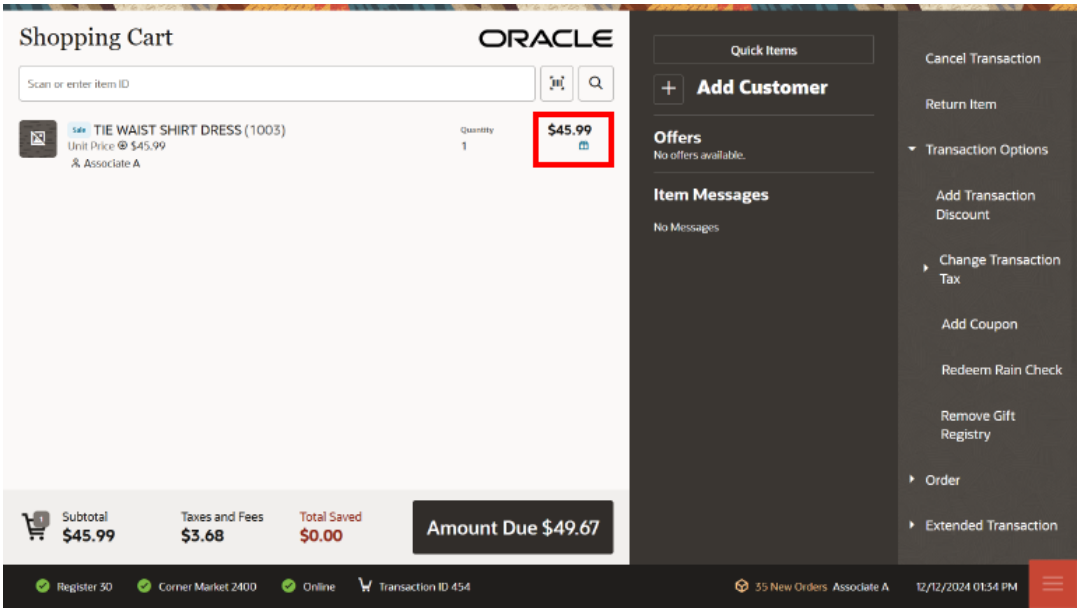
Figure 20-4 Gift Registry Search List



5. The Sale screen displays.

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Figure 20-5 Gift Registry - Item Added

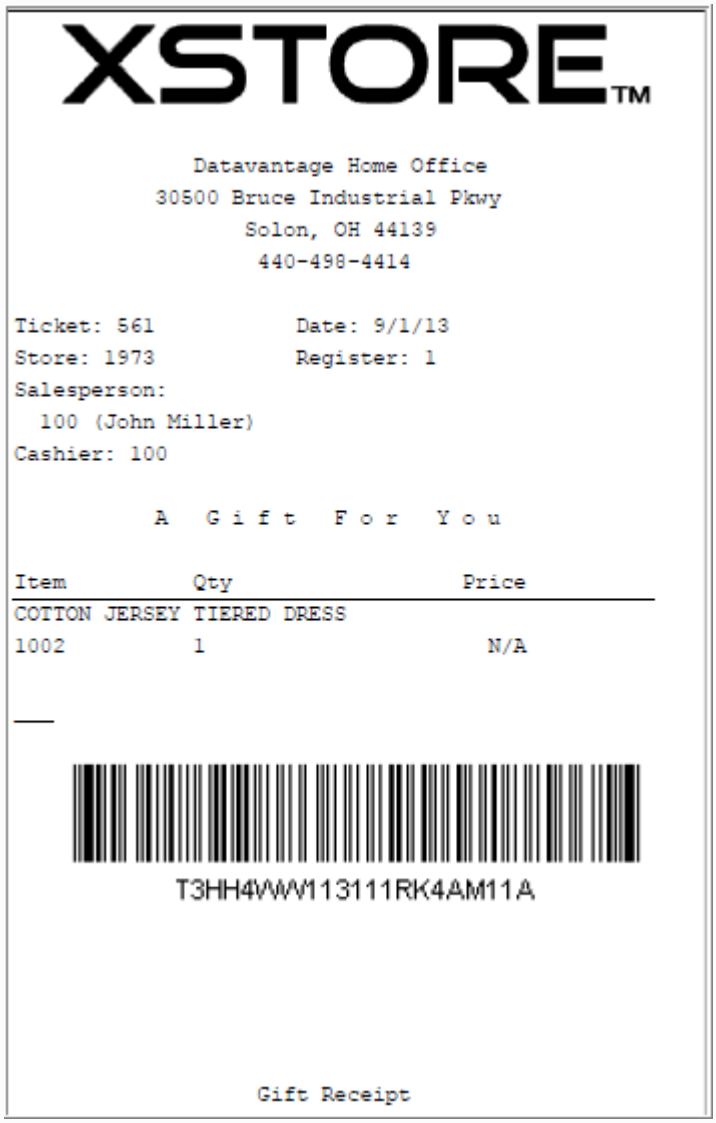


Enter an item from the gift registry to purchase. The view port displays a gift registry number and gift receipt icon.

6. Complete the Sale. See Entering Items and Tendering the Transaction.

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> **Note**
>
> Xstore automatically prints a gift receipt for Gift Registry items based on your store's configuration.



XSTORE™

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

Ticket: 561 Date: 9/1/13
Store: 1973 Register: 1
Salesperson:
100 (John Miller)
Cashier: 100

A Gift For You

Item	Qty	Price
COTTON JERSEY TIERED DRESS		
1002	1	N/A

T3HH4WW113111RK4AM11A

Gift Receipt

Returning/Cancelling Gift Registry Items

If an item is purchased in a regular sale transaction, assigned to a gift registry, and then a **verified** return is done on that transaction later, Xstore automatically updates the purchase quantity on the registry as a result of the return.

For Order Broker orders you must assign the gift registry **manually prior** to entering the return or cancelling the order.

1. Assign the customer to a sale.

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> **Note**
>
> For Order Broker orders, assign the gift registry. Select **Register Options - Assign Gift Registry** (see Assign the Gift Registry).

2. Return the item or cancel the order:
   - Return the item (see Return Transactions).
   - Cancel the order (see Cancel Order Items or an Entire Order).

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Xcommerce

The Xcommerce functionality stands for Extended Commerce support within Xstore and allows a retailer to utilize an existing microsite (digital component or digital content). An associate can launch the Xcommerce functionality from the tablet and thin client to browse a wider portfolio of products based on images and based on the alternative product hierarchies and descriptions used on a website or a digital platform. A collection of items can be built together and then return those back to the store so that within the store system they can either select them from existing inventory in the store or convert them into orders for shipping or collecting at a later point in time. This utilizes the existing store processes for payment, for reconciliation, and for reporting.

> **Note**
>
> You must associate a customer with the transaction. See Associating a Customer with a Transaction.

Create an Xcommerce Transaction

To create an Xcommerce transaction:

1. Select **Extended Transaction** from the Context Menu then select **Xcommerce**. The browser launches in Xstore.
2. Add items to the shopping cart in the Xcommerce site.
3. When all items have been added select **Retrieve Items**. Xstore displays the items as a list with the options to **Mark for Sale**, or **Mark for Order**.
4. Mark each of the items or remove items. When done select **Complete**.

   The transaction proceeds with the standard order flow (See Creating an Order or sale transaction process.
5. Add additional items to the transaction. See Entering Items.
6. Click **Complete Transaction** to tender the transaction. See Tendering the Transaction for more information.

   Continue the transaction.

Remove Item

To delete one or more items from the Xcommerce list:

1. Select **Remove Item** to delete from the list.
2. Select **Yes** to confirm the removal of items.

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No Items

If the customer cannot find any items they would like to purchase from the guided selling shopping site:

1. Select **Return to POS** to return to Xstore.
2. Click **OK** at the prompt stating no items were returned.

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Global Navigation Menu

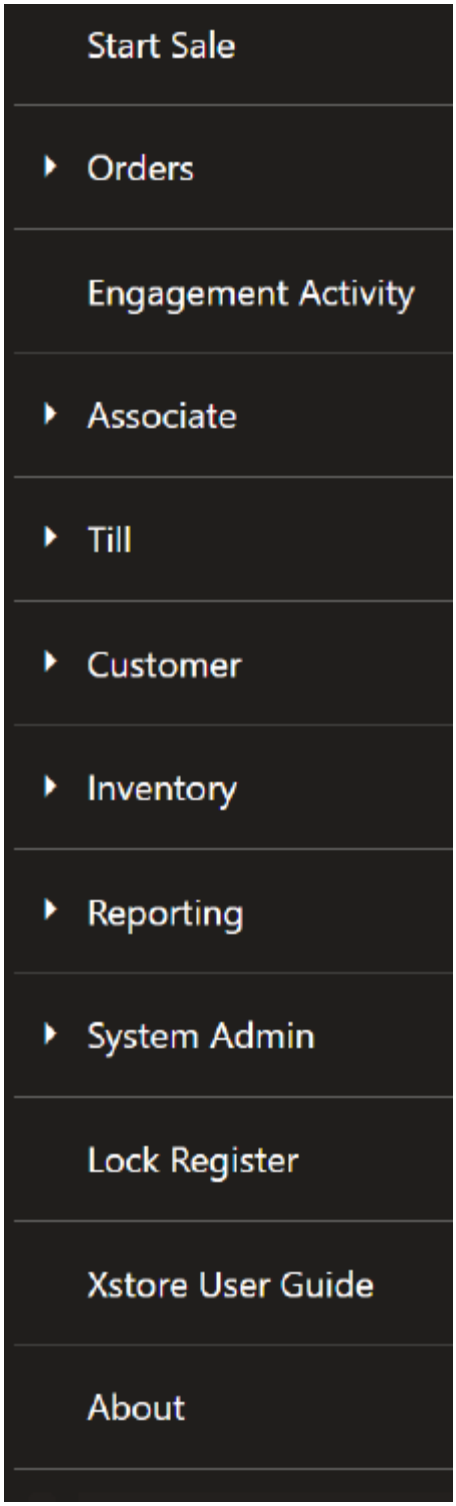
These are the menu options outside of a sale from Global Navigation that are displayed when you log in to the Xstore POS and select the Global Navigation icon. Some functions on the list may not be available to all employees or on all devices. Individual access is based on menu configuration. Security may be different for each associate, employer group, or register group.

See Feature Availability for a list of functionalities available by device type - Desktop, Thin Client, Tablet, and Handheld.

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

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Figure 22-1 Global Navigation Menu



The main menu maintenance functions consist of the following areas:

- Start Sale
- Orders

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- Engagement Activity
- Associate
  - Associate Tasks
    - Task Management
    - Black Book
    - Browser
  - Change Password
  - Time and Attendance
    - View Schedule
    - View Scheduled Associates
    - View Timecard
    - Associate Schedule
    - Maintain Associate Time Off
    - Shift Maintenance
    - Payroll & Timecard Maintenance
    - Regenerate Payroll File
  - Associate Maintenance
    - Associate Advance
    - Associate Borrow
    - Associate Maintenance
  - Message Maintenance
- Associate
- Till
  - Open/Close Options
    - Change Business Date
    - Check for Updates
    - Force Close
    - Print Till Summary Receipt
    - Maintain Associate Time Off
    - Register Close
    - Store Close
  - Store Safe Maintenance
    - Bank Deposit
    - Store Safe Audit
    - Store Safe Cash Deposit
  - Till Maintenance
    - Cash Pickup
    - Cash Transfer

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        * Mid-day Deposit
        * Till Audit
    - Till Options
        * Change Float
        * Foreign Currency Maintenance
        * No Sale
        * Paid In
        * Paid Out
        * Post Void
        * Tender Exchange
- Customer
    - Balance Inquiry
        * Gift Card Balance
        * Gift Certificate Balance
        * Gift Receipt Inquiry
        * Loyalty Balance
        * Store Credit Balance
    - Customer Maintenance
    - Layaway Maintenance
    - Local Order Maintenance
    - Receipt Reprint Options
        * Rebate Receipt
        * Reissue Gift Receipt
        * Reprint Document
        * Reprint Last Receipt
    - Send Sale Shipping
    - Special Order Maintenance
    - Work Order Options
        * Receive Work Orders
        * Ship Work Orders
        * Work Order Invoice History
        * Work Order Invoicing
        * Work Order Maintenance
    - Order Maintenance
    - Order Worklist
- Inventory
- Reporting
- System Admin

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- Lock Register
- Xstore User Guide

Associate

This option covers all associate maintenance tasks.

Functionality includes:

- Associate Dashboard
- Change Password
- Schedule Maintenance
- Payroll Maintenance
- Message Maintenance

Figure 22-2 Associate Menu

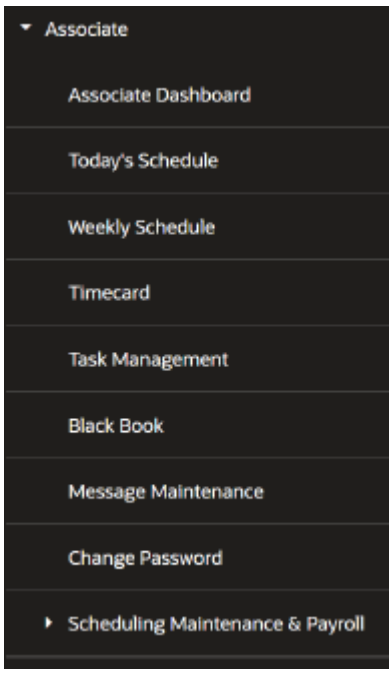


Table 22-1 Associate Menu Options

Main Menu Option	Sub-Menu Options
Associate	Associate Dashboard
	Today's Schedule
	Weekly Schedule
	Timecard
	Task Management
	Black Book

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Table 22-1 (Cont.) Associate Menu Options

Main Menu Option	Sub-Menu Options	
	Message Maintenance	
	Change Password	
	Scheduling Maintenance & Payroll	Schedule Maintenance
		Timecard Maintenance
		Shift Maintenance
		Time Off Maintenance
		Payroll Maintenance
		Regenerate Payroll
		Associate Advance
		Borrow Associate

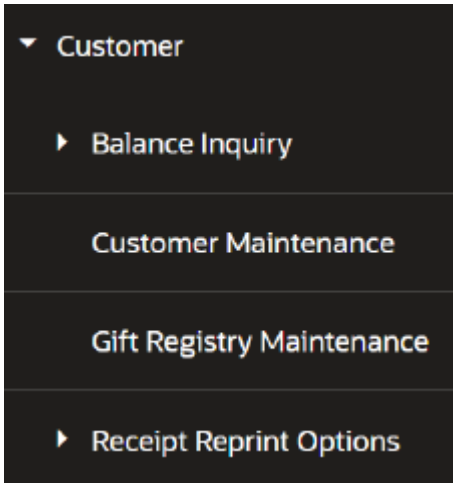
Customer

Includes activities that relate to entering new customers into the customer database and updating customer information.

Functionality includes:

- Balance Inquiry
- Customer Maintenance
- Gift Registry Maintenance
- Receipt Reprint Options

Figure 22-3 Customer Menu



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Table 22-2 Customer Menu Options

Main Menu Option	Sub-Menu Options	
Customer	Balance Inquiry	Gift Card Balance
		Gift Certificate Balance
		Gift Receipt Inquiry
		Loyalty Balance
		Store Credit Balance
	Customer Maintenance	
	Gift Registry Maintenance	
	Receipt Reprint Options	Rebate Receipt
		Reissue Gift Receipt
		Reprint Document
		Reprint Last Receipt

Inventory

Xstore provides several functions to help you maintain your store's inventory through shipping, receiving, and counts. The information in this guide will help you understand what shipping, receiving, and inventory functions are available, how to access the functions you need, and how to use the processes for your business needs.

All merchandise items-whether entering the store through receiving and return functions or leaving the store through sales and shipping functions-are tracked using an inventory process. This inventory tracking performs at the item level, resulting in an audit trail from the time the item enters the store and continuing until the item leaves the store.

Perform inventory actions such as:

- Inventory Adjustment
- Inventory Counts Options
- Inventory Replenishment
- Item Lookup
- Item Transfer
- Location Based Inventory
- Price Inquiry
- Print Shelf Labels
- Receiving
- Serial Number Exchange
- Shipping

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Figure 22-4 Inventory Menu

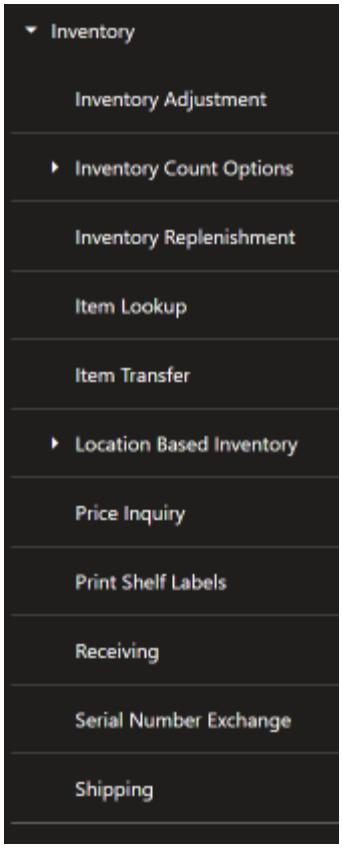


Table 22-3 Inventory Menu

Main Menu	Sub-Menu	
Inventory	Inventory Adjustment	
	Inventory Counts Options	Inventory Count
		Store Layout Maintenance
	Inventory Replenishment	
	Item Lookup	
	Item Transfer	
	Location Based Inventory	Inventory Location Maintenance
		Movement Pending Reconciliation
	Price Inquiry	
	Print Shelf Labels	
	Receiving	
	Serial Number Exchange	
	Shipping	

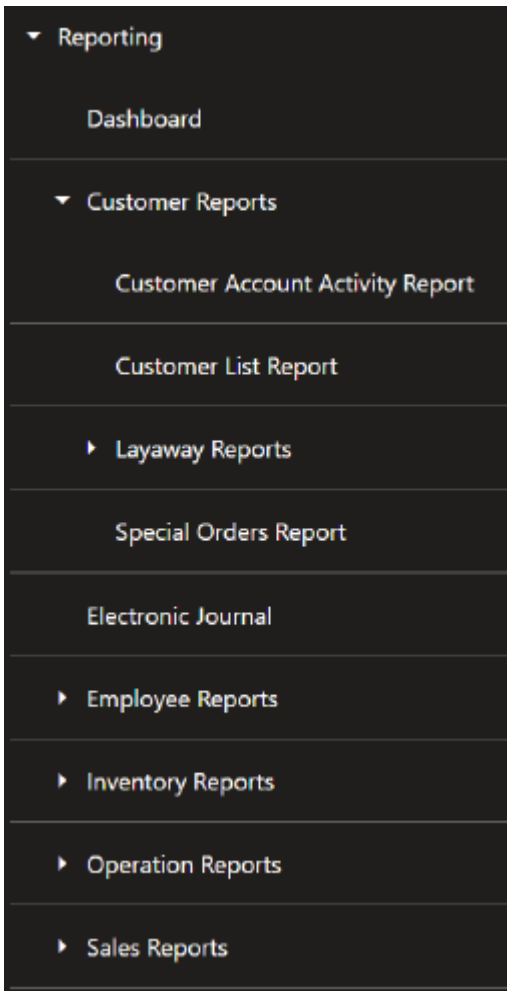
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Reporting

Provides access to view and print reports. (Desktop, Thin Client, and Tablet)

- Dashboard
- Customer Reports
- Electronic Journal
- Associate Reports
- Inventory Reports

Figure 22-5 Reporting Menu



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> **Note**
>
> An icon showing a single piece of paper represents a report. Selecting a single report opens it.
>
> An icon showing a group of papers means there is a collection of reports under that menu option.

Table 22-4 Xstore POS Reports

Report Category		Sub-Menu Options
Dashboard		
Customer Reports	Customer Account Activity Summary Report	
	Customer List Report	
	Layaway Reports	Layaway Account Activity Report
		Layaway Aging Report
	Special Orders Report	
Electronic Journal		
Associate Reports	Associate Productivity Report	
	Associate Schedule Reports	Associate Performance
		Associate Schedule Detail Report
		Associate Time Off Summary Report
	Associate Tasks	
	Time and Attendance Reports	Open Timecard Report
		Payroll Detail by Associate
		Payroll Summary
		Posted Timecard
Inventory Reports	Inventory Movement	
	Inventory Movement History Report	
	Inventory Movement Pending Report	
	Inventory Stock Cost	
	Item List Report	
	Receiving Exception Report	
	Receiving Report	
	Replenishment Open Product Requests Report	
	Replenishment Product Request Report	
	Restock report	
	Shipping Exception Report	
	Shipping Manifest Report	
Operation Reports	Price Change Report	
	Saved Reports	

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Table 22-4 (Cont.) Xstore POS Reports

Report Category		Sub-Menu Options
	Store Locations Report	
	Till Reports	Cash Drawer Audit Report
		Cash Drawer Report
		Paid In/ Paid Out
Sales Reports	Airport Sales Tax Report	
	Flash Sales	
	Journal report	
	Retail Reports	Best Sellers
		Cancelled Transaction Report
		Credit Card Report
		Daily Sales & Cash Report
		Daily Sales Report
		Gift Certificate Report
		Line Void report
		No Sale Report
		Post Void Transaction Report
		Price Override Report
		Restock Report
		Returned Merchandise Report
		Sales OverviewReport
		Sales by Hour Analysis Report
		Sales by Hour Report
		Sales Goals Report
		Suspended Transaction Report
		Tax Exemption Report

System Admin

Hardware and configuration is accessed via this option and includes:

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Figure 22-6 System Admin Menu

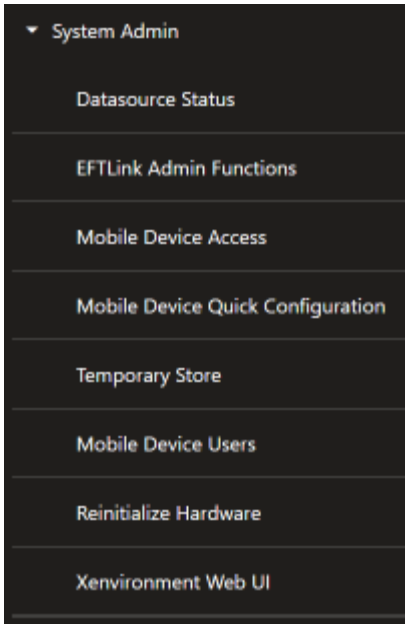


Table 22-5 System Admin Menu Options

Main Menu Option	Sub-Menu Options
System Admin	Datasource Status
	EFTLink Admin Functions
	Mobile Device Access
	Mobile Device Quick Configuration
	Temporary Store
	Mobile Device Users
	Reinitialize Hardware
	Xenvirontment Web UI

Till

Used to manage the register operations such as opening and closing the registers.

Functionality available includes:

- Open/Close Register
- Store Safe Maintenance
- Safe Bag Management
- Till Maintenance
- Till Options

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Figure 22-7 Till Menu

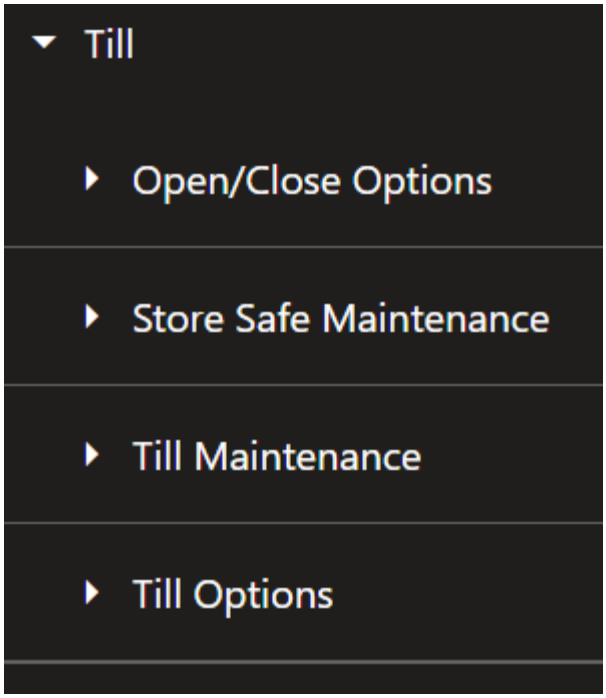


Table 22-6 Xstore POS Till Options

Main Menu Option	Sub-Menu Options	
Till	Open/Close Options	Change Business Date
		Check for Updates
		Force Close
		Print Till Summary Receipt
		Register Open / Close
		Store Open / Close
	Store Safe Management	Bank Deposit
		Store Safe Audit
		Store Safe Cash Deposit
	Till Maintenance	Cash Pickup
		Cash Transfer
		Mid-day Deposit
		Till Audit
	Till Options	Change Float
		Foreign Currency Maint.
		No Sale
		Paid In
		Paid Out
		Post Void

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Table 22-6 (Cont.) Xstore POS Till Options

Main Menu Option	Sub-Menu Options
	Tender Exchange

Training Mode

Training Mode allows you to train new employees on the Desktop UI, Handheld, Thin Client, and Tablet without being concerned that any live data may be impacted.

In Training Mode, store employees can simulate most of the functions provided by Oracle Retail Xstore Point of Service in normal operating mode. Any transactions performed in Training Mode are distinguished from transactions conducted in operating mode in several ways. First, the data elements associated with live and training transactions are separated from each other. In addition, any artifacts related to them, such as receipts, reports, and so on, are also kept separately.

Your system's configuration applies to both the live and training modes. For example, if you are using Till Accountability in the live mode, the rules for Till Accountability also apply in training mode. Even though a till may be attached to the register in live mode, the first time that you log into the training mode you must assign a till to an associate and attach a till to the register.

You can exit training mode at any time and return to live operating mode.

Accessing Training Mode

> **Note**
>
> You can log into the training mode using the same password that you use in the live, production mode. In Training Mode, Oracle Retail Xstore Point of Service shows only the functions and menu options that are permitted by your security level in production mode.

Starting Training Mode

Training mode is accessed from the home screen or Global Navigation menu and the user must be logged out. from the Login Screen. To log in to Training Mode:

1. Select **Enter Training Mode**.
2. Oracle Retail Xstore Point of Service prompts to confirm that you want to enter Training Mode. Select **Yes** to enter Training Mode. If you select **No**, Oracle Retail Xstore Point of Service returns to the Register Login screen.
3. When prompted, enter your Associate ID and Password.

   The system displays the same screen that it would in regular (non-training) mode. If the system is configured to prompt for a commissioned associate in regular mode, that screen also appears in training mode. If your system is configured to show the Customer Lookup form, that form displays.

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> **Note**
>
> There is a red bar when in training mode at top of the screen, Additional,there is an indicator in the status bar which states "Training Mode".

You can perform most functions the same way as when the register is in normal production mode. However, the following functions cannot be performed while the register is in Training Mode:

- The cash drawer does not open.
- No authorizations or settlements can be performed.
- Oracle Retail Xstore Point of Service does not communicate with the Environment (Xenvironment is an application that interacts with Oracle Retail Xstore Point of Service and the operating system to perform some critical functions, particularly during store opening and closing). For this reason, you can simulate a store close without impacting live operations in your store.

If your system is configured to print receipts while in training mode, the receipts clearly indicate that they were generated while the system was in Training Mode.

To Exit Training Mode

1. Select the **Exit Training Mode** option from the Global Navigation menu or the Home Screen menu.
2. Oracle Retail Xstore Point of Service prompts you to confirm that you want to exit Training Mode. Select **Yes** to exit from Training Mode.

   Oracle Retail Xstore Point of Service returns to normal production mode.

Xstore User Guide

The menu option opens the browser with the Oracle Retail Xstore POS User Guide for help (Desktop, Thin Client, Tablet). To access the Xstore User guide, select the Global Navigation menu and then select the Xstore User Guide menu option.

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23
Associate Functions

Associates can:

- Change their password. See Change Password.
- View Schedules. See View Schedule and View Scheduled Associates.
- View Timecards. See View Your Timecard.

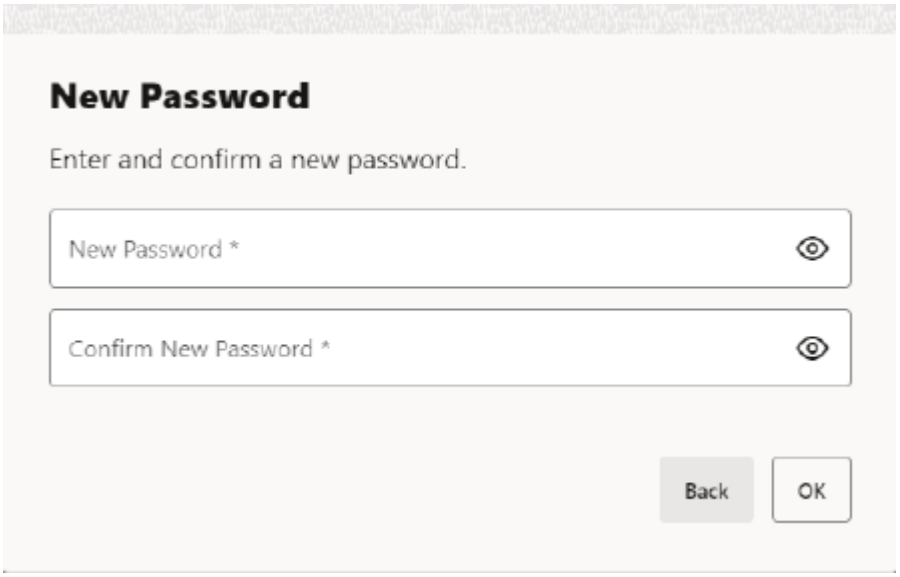
Change Password

The Change Password option is available from the Home screen before or after logging in or from the Associate menu which is accessed from the Main menu after logging into the system.

To change your password **after** logging into POS:

1. Select **Change Password** on the Home Screen or select **Associate** from the Main Menu, then select **Change Password**.
2. Enter your new password in **New Password** and repeat it in **Confirm New Password**.

Figure 23-1 Change Password - New Password Prompt



3. Click **OK**.

   The new password is saved.

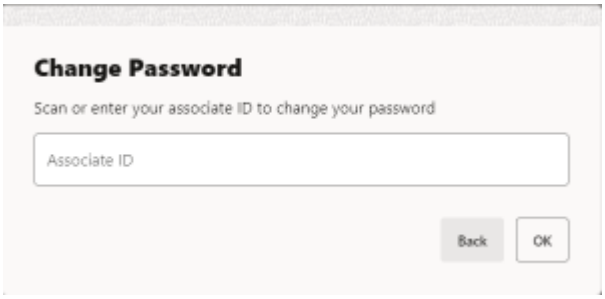
> **Note**
>
> Xstore POS may enforce certain rules regarding passwords, such as the minimum number of characters required or whether you can reuse an old password.

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To change your password **before** logging into POS:

1. Select **Change Password** on the Home Screen.
2. Xstore POS prompts for your user ID.

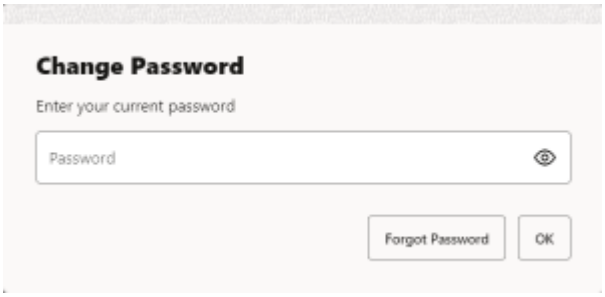
Figure 23-2 Change Password - Associate ID Prompt



3. Scan or enter your user ID.

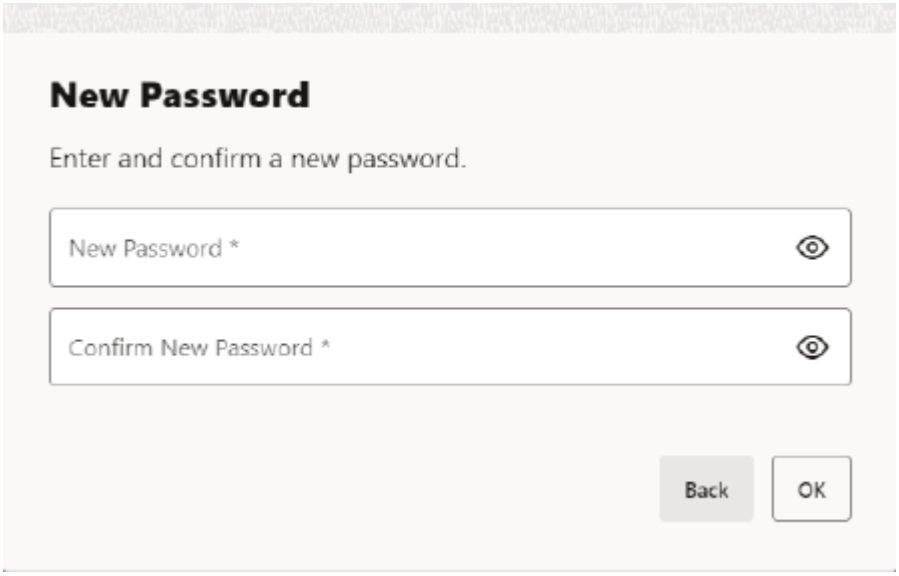
   Xstore POS prompts for your password.

Figure 23-3 Change Password - Password Prompt



4. Enter your new password in **New Password** and repeat it in **Confirm New Password**.

Figure 23-4 Change Password - New Password Prompt



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5. Click **OK**.

   The new password is saved.

> **Note**
>
> Xstore POS may enforce certain rules regarding passwords, such as the minimum number of characters required or whether you can reuse an old password.

Change your Password with Challenge Questions

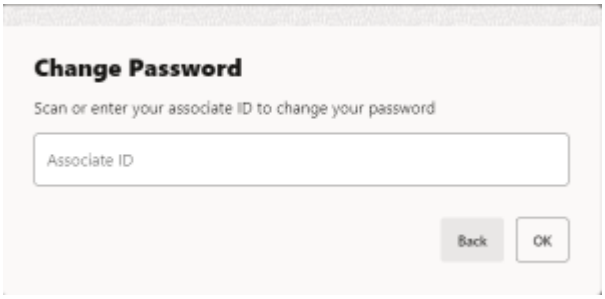
If Xstore POS is configured to use password challenge questions, you can re-set your password without knowing your current password by answering a set of questions whose answers should only be known to you.

To change your password using challenge questions:

1. Select **Associate** from Global Navigation.
2. Select **Change Password**.

   Xstore POS prompts for your user ID.

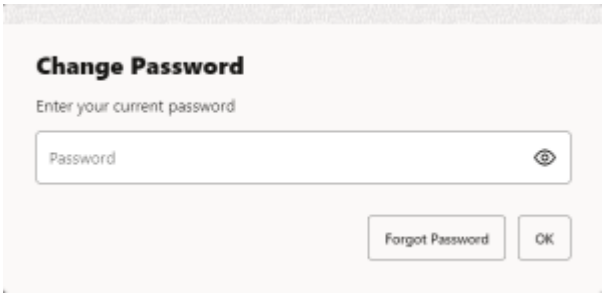
Figure 23-5 Change Password - Associate ID Prompt



3. Scan or enter your user ID.

   Xstore POS prompts for your password.

Figure 23-6 Change Password - Password Prompt

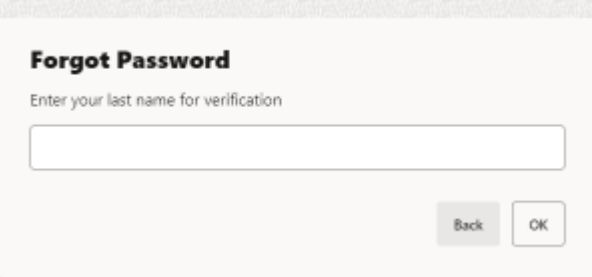


4. Click **Forgot Password**.

   Xstore POS prompts for your last name.

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Figure 23-7 Change Password - Last Name Prompt



5. Enter your last name and select **OK**.

   Xstore POS asks the challenge questions.

6. Answer each challenge question:

   Enter the answer.

   After you have entered the correct answer for each question, Xstore POS prompts for your new password.

7. Enter your new password in **New Password** and repeat it in **Confirm New Password**.

8. Select **OK**.

   The new password is saved.

> **Note**
>
> Xstore POS may enforce certain rules regarding passwords, such as the minimum number of characters required or whether you can reuse an old password.

View Black Book

> **Note**
>
> Requires Xstore to be integrated with Oracle Retail Customer Engagement (ORCE).

The Black Book is a customer contact list for salespeople to reach out to their customers. It allows you to view your primary customers' contact information.

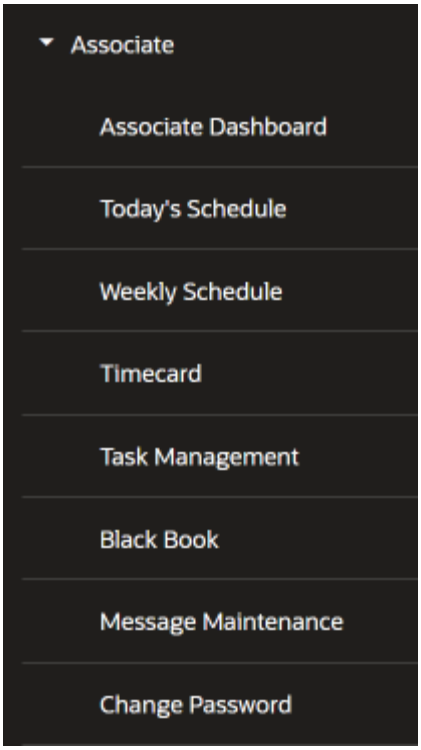
Your security privileges determine the associates and customers you can access.

To view your black book:

1. Click **Associate**.
2. Click **Associate Tasks**.

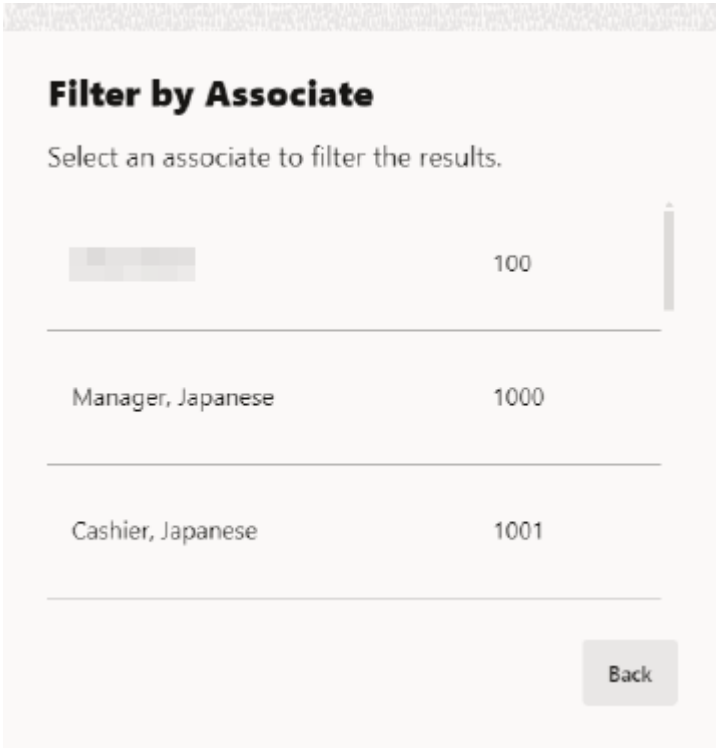
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Figure 23-8 Associate Tasks Menu



3. Click **Black Book**.
4. The **Filter by Associate** screen opens. Click the correct associate from the list.

Figure 23-9 Filter By Associate



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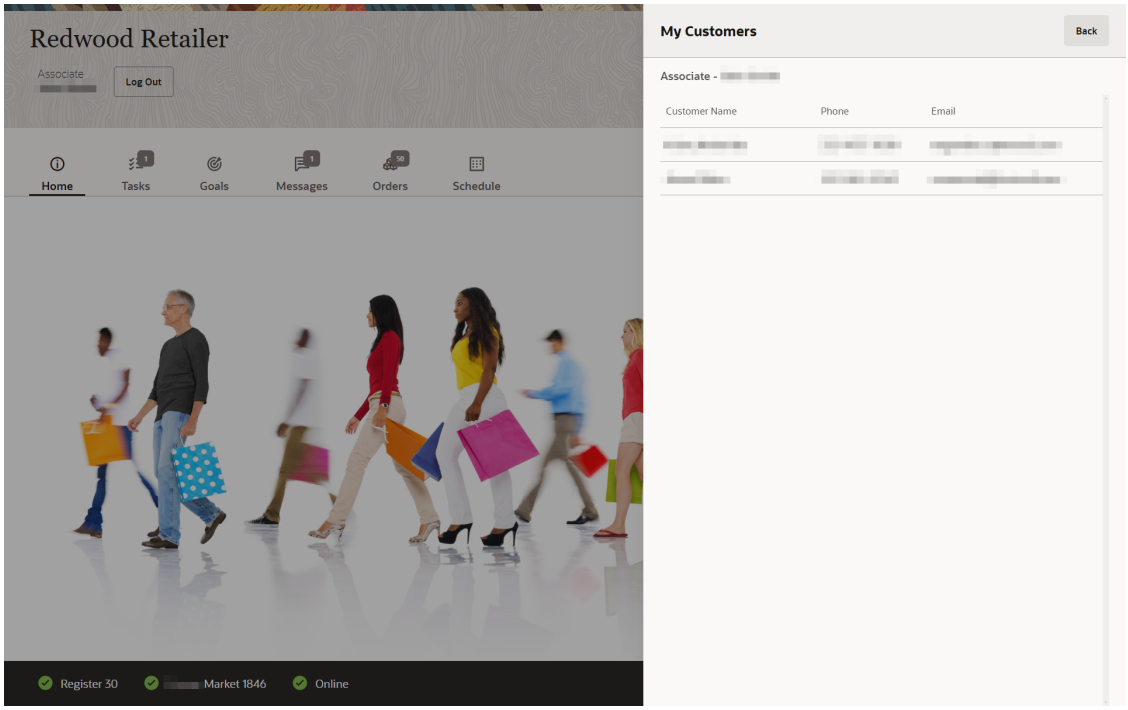
Click the correct associate from the list.

The black book opens showing a list of customer names for the associate. Selecting a customer takes you to the Customer Dashboard .

Black Book Screen

The Black Book screen displays the following information for each customer in the associate's black book:

Figure 23-10 Black Book



- **Customer Name** - Full name of the customer.
- **Phone** - Customer phone number.
- **Email** - Customer email.

View a Customer Record

To open a customer record in Customer Dashboard from the Black Book Screen:

1. Select a customer in the list:

   The customer record opens in Customer Dashboard.
2. Select **Back** to return to the Black Book Screen.

View Today's Schedule

To view Today's Schedule:

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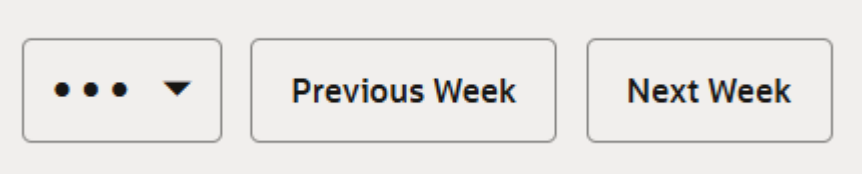
1. Select **Associate** from the **Main Menu** outside of a sale.
2. Select **Today's Schedule** from the **Associate** menu.

   Xstore POS displays a list of the associates that are scheduled to work on that day.
3. Select **Previous Day** or **Next Day**. This is a view only list of employees scheduled to work for the day. There are 3 columns - **Name**, **Work Code**, and **Shift**.

   If no one is scheduled, you will get a prompt.

View Another Schedule Week

Figure 23-11 Schedule Context Menu



To change the schedule week you are viewing:

- Select **Previous Week** to view the previous week.
- Select **Next Week** to view the next week.
- Select the Schedule Week

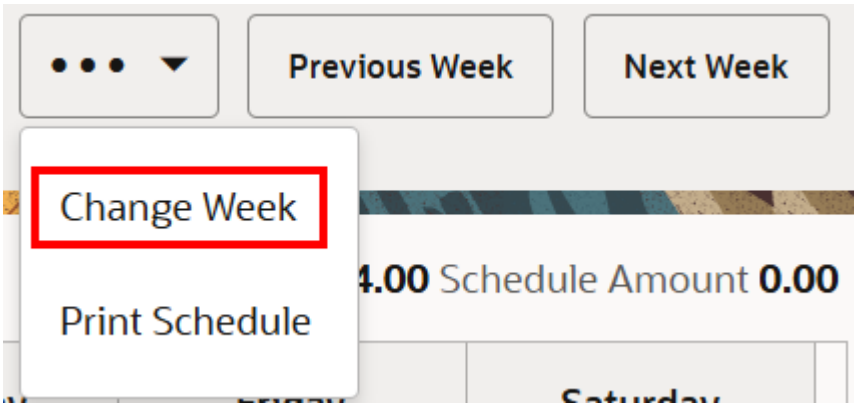
Select the Schedule Week

To select the schedule week to view:

1. Select the **Header Overflow Menu** and then select, **Change Week**.

   A Schedule Weeks window opens.

Figure 23-12 Change Weeks



2. Select the week to view:
   - Select a week.

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- The schedule for the selected dates is displayed.

Print Your Schedule

Select **Print Schedule** to print the currently displayed schedule.

View Weekly Schedule

To view a list of the associates scheduled to work that week:

1. Select **Associate** from the **Main Menu** outside of a sale.
2. Select **Weekly Schedule** from the **Associate** menu.

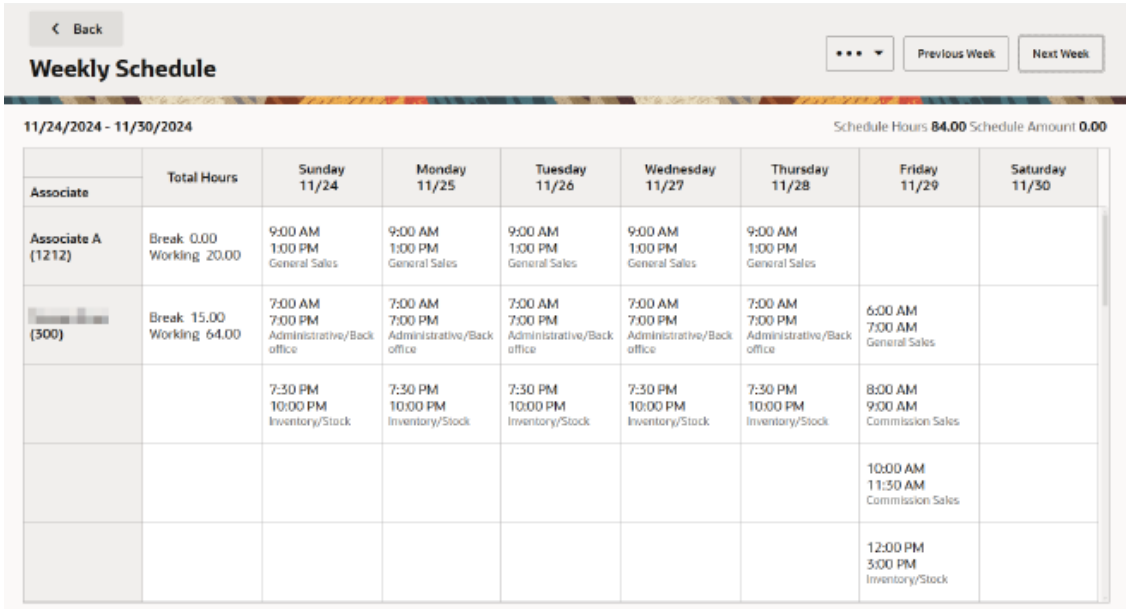
   Xstore POS displays a list of people scheduled to work for that week.
3. Select **Previous Week** or **Next Week**. This is a view only list of associates scheduled to work for the week.

   If no one is scheduled, you will get a prompt.

Schedule Information

Xstore POS displays the following information for each timecard:

Figure 23-13 Associate Schedule



- **Schedule Hours:** Total number of hours scheduled for the week.
- **Schedule Amount:** Pay amount scheduled for the week.
- **From:** Start date for the timecard.
- **To:** End date for the timecard.

Xstore POS displays the following information for the week:

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- **Associate Name:** Name of the Associate.
- **Working:** Total number of working hours.
- **Break:** Total number of hours on break.

Xstore POS displays the following schedule information for each day of the week:

- Clock in time.
- Clock out time.
- Work code used for the time clocked in.

View Your Timecard

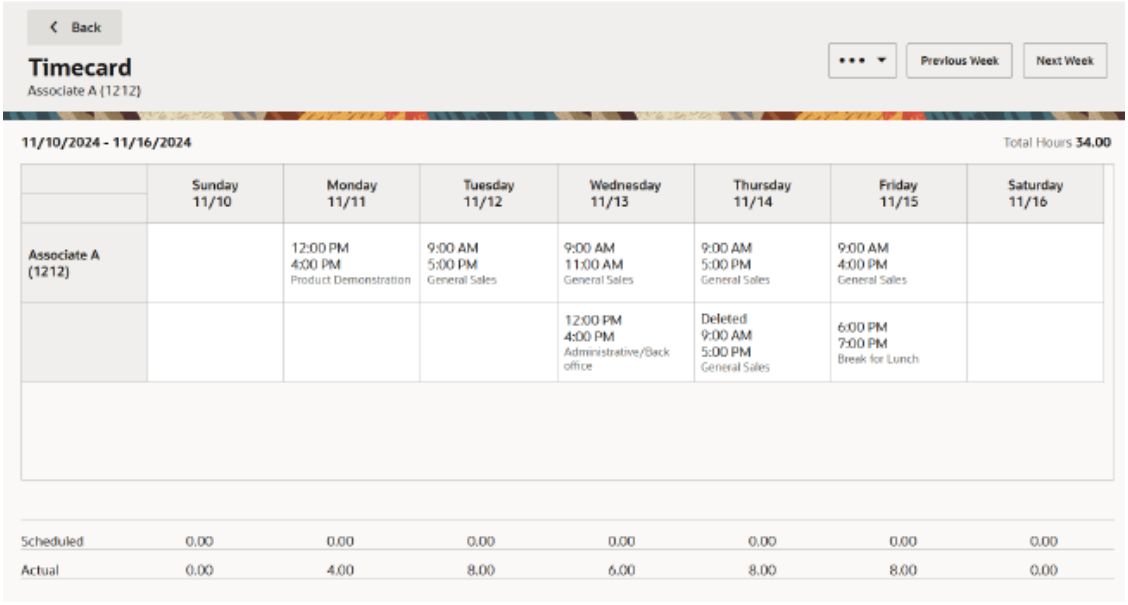
To view your timecard:

1. Select **Associate** from the **Main Menu** outside of a sale.
2. Select **Timecard** from the **Associate** menu.

   Xstore POS displays your timecard for the week.

Timecard Information

Figure 23-14 Timecard Information Screen



Xstore POS displays the following information for each timecard:

- **Begin Date**: Start date for the timecard.
- **End Date**: End date for the timecard.
- **Associate Name**: Name of the associate.
- **Associate ID**: ID for the associate.

Xstore POS has the following tabs for each timecard:

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- Timecard Maintenance
- Timecard Comment

Timecard Comments

Xstore POS displays the following information for each comment on a timecard:

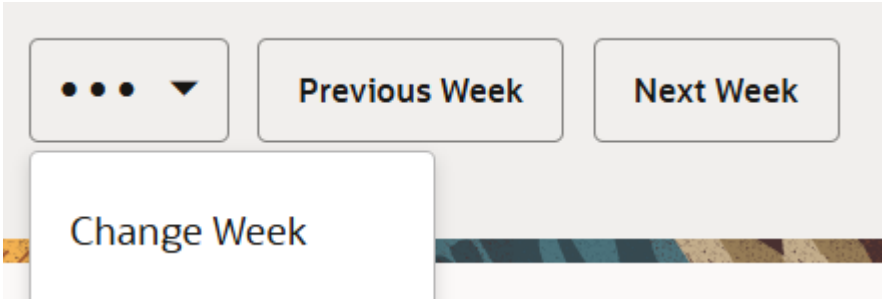
- **Comment:** The text description.
- **Created By:** Associate ID of the person who created the comment.
- **Created On:** Date the comment was created.

View Another Timecard

To change the timecard you are viewing:

1. Select the **Header Overflow Menu** and then select, **Change Week**.

Figure 23-15 Header Overflow Menu



Xstore POS opens a window with a list of timecard dates.

2. Select the week to view:

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Figure 23-16 Change Week



- Select the week.

  The timecard for the selected week is displayed.

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24

Associate Dashboard

Oracle Retail Xstore POS maintains various kinds of information about store associates. Associates who have the proper security privileges may add, view, update, terminate, and void an associate record.

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

This chapter contains the following sections:

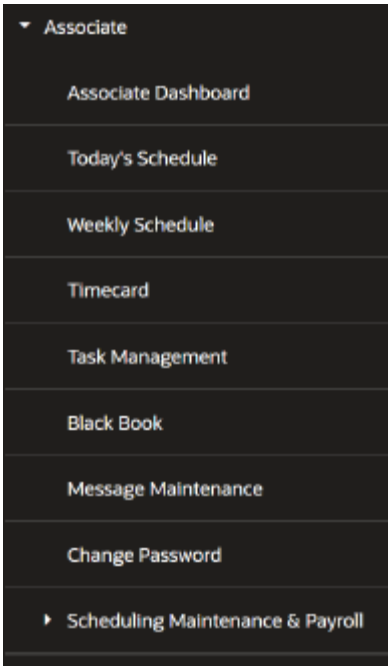
- Accessing Associate Functions
- Associate Dashboard
- Viewing the Associate Dashboard
- Editing an Associate Record
- Associate Dashboard Drawers Overview
- Borrow Associate
- Associate Advance

Accessing Associate Functions

1. After logging in, select **Associate** from Global Navigation.

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Figure 24-1 Associate Menu



2. At the **Associate** menu, select one of the options.

   The following options are available:

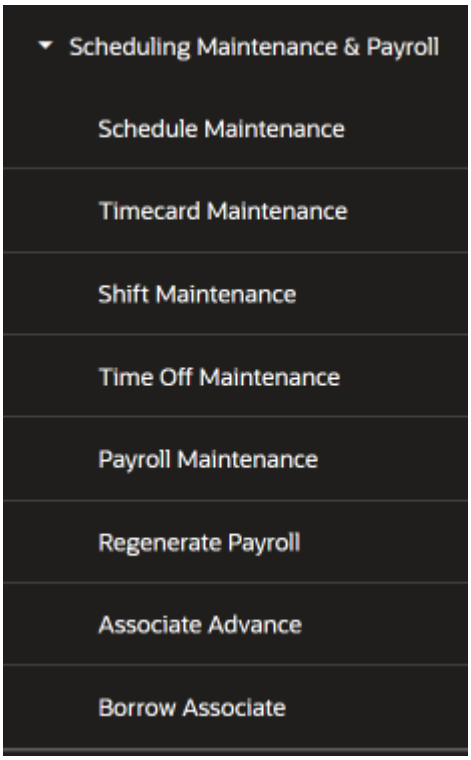
   - Associate Dashboard - View and maintain an associate's record.
   - Today's Schedule - View the scheduled associates for the selected day.
   - Weekly Schedule - View the scheduled associates for the selected week.
   - Timecard - View a read only timecard of the selected associate.
   - Task Management - A view that encompasses tasks assigned to associates in a store for completion as well as tasks that are customer-focused such as appointments.
   - Black Book - View the customer contact list for salespeople to reach out to their customers.
   - Message Maintenance - Create and maintain associate messages.
   - Change Password - Allows you to change a password for an associate.
   - Scheduling Maintenance & Payroll - Select this option to access the following functions:
     - Schedule Maintenance
     - Timecard Maintenance
     - Shift Maintenance
     - Time Off Maintenance
     - Payroll Maintenance
     - Regenerate Payroll
     - Associate Advance
     - Associate Borrow

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Associate Dashboard

1. When the **Associate** menu displays, select the **Associate Dashboard** option.

Figure 24-2 Associate Menu: Associate Dashboard

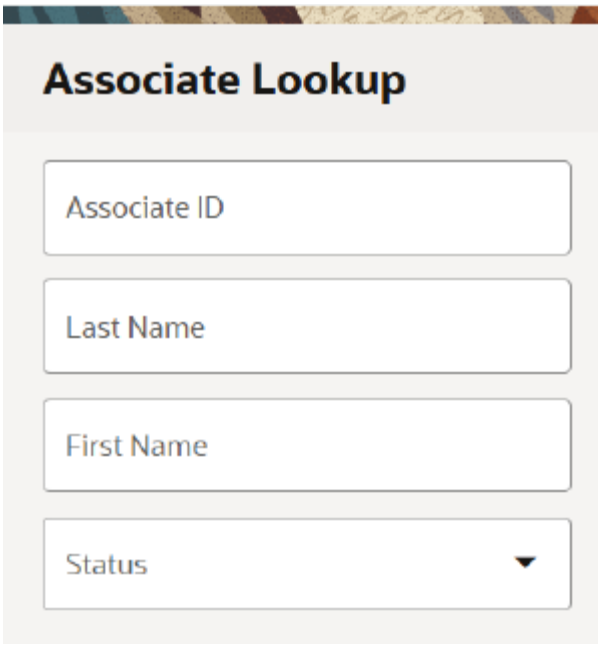


Oracle Retail Xstore POS displays the Associate Lookup form, prompting for associate information.

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

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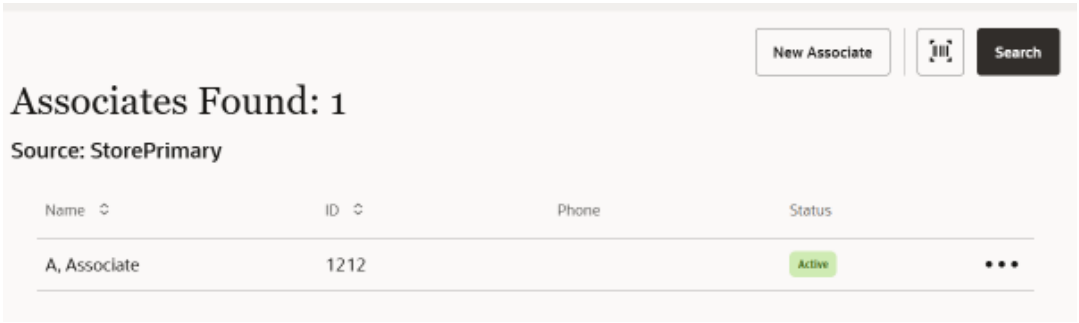
Figure 24-3 Associate Lookup Form



> **Note**
>
> If you enter an Associate ID, Oracle Retail Xstore POS may immediately display that associate's record if the ID exists and if it is unique.

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

Figure 24-4 Associates Found List



Choose one of these options:

- **Search** - Returns to the Associate Lookup form.
- **Associate Dashboard** - Right-click an associate listed to open the Associate Dashboard for viewing, editing, or printing.
- **New Associate** - Displays a form for adding a new associate record to the associate database.

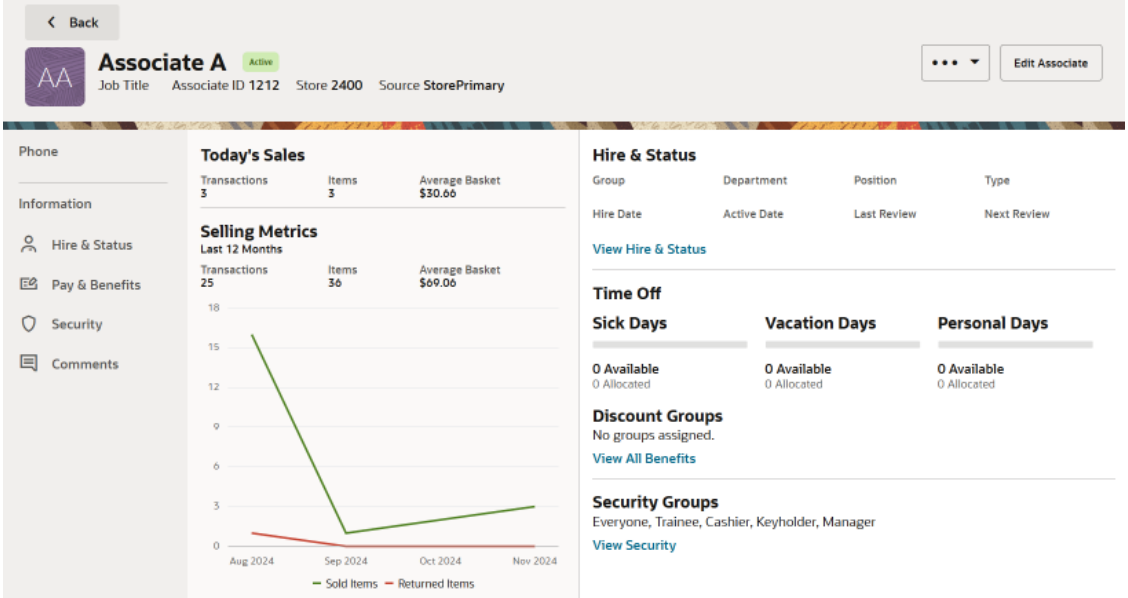
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Viewing the Associate Dashboard

An associate record always opens in a view-only mode and cannot be edited unless you change to the editing mode. After an assoicate record displays, you can navigate between the drawers to select any of them. Refer to Associate Maintenance Tabs Overview for screen images and more detail about the information found in each drawer

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

Figure 24-5 Associate Dashboard



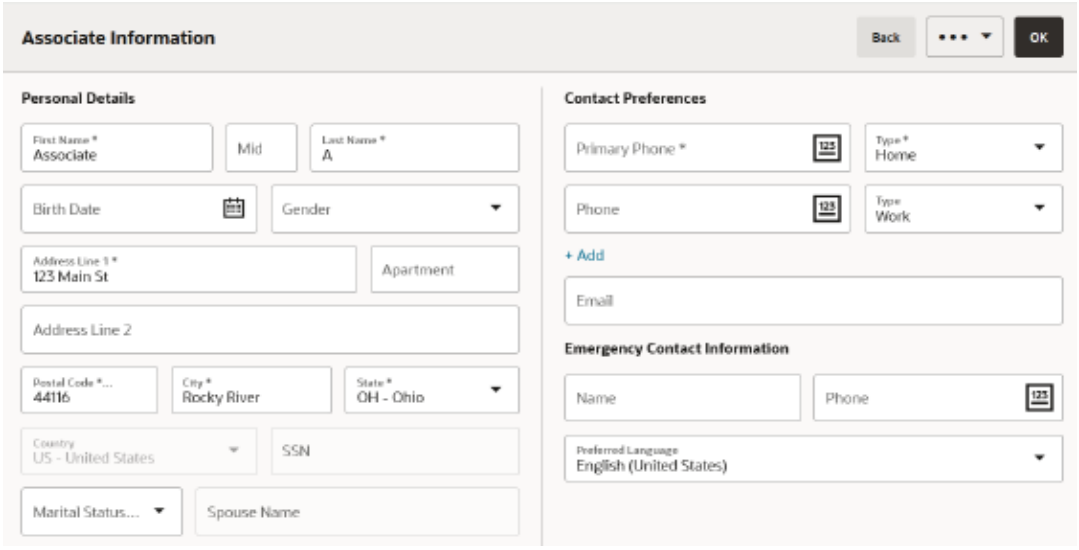
Editing an Associate Record

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

1. With the Associate Dashboard displayed, select **Edit Associate** to go into an editing mode.

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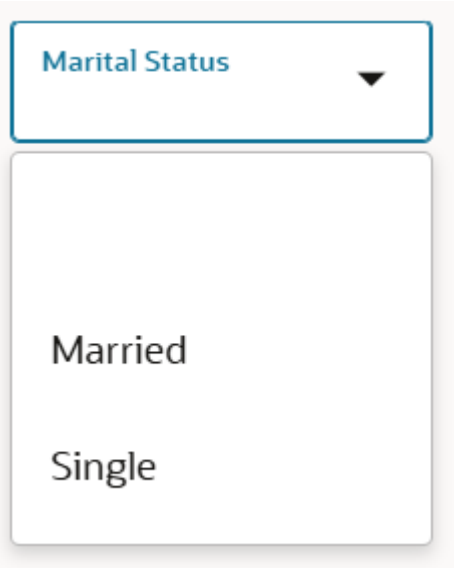
Figure 24-6 Associate Information



The fields are no longer grayed out.

2. To make changes to any of the fields, select the field you want to change, and replace the old entry by typing over it with the new information.
   - Any fields that require entries are marked with an asterisk.
   - Any fields that have lists attached display a down arrow on the right side of the field.

Figure 24-7 Marital Status List



3. Save any changes you made before exiting from the Associate Maintenance screen.

   Select **OK** to keep your changes. If you decide not to keep the changes you made, select **Back**.

The following options are available within Associate Maintenance:

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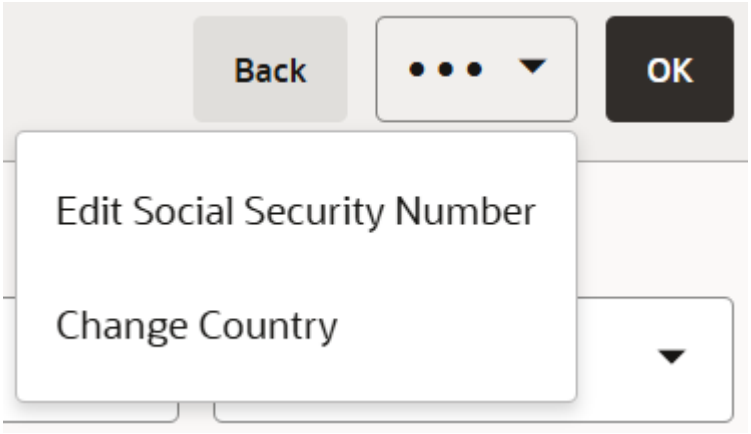
- Edit a Social Security Number
- Changing an Associate's Password
- Establish Password Challenge Questions
- Setting Up an Associate Fingerprint Record
- Adding a Comment
- Adding a New Associate
- Voiding (Terminating) an Associate Record

Edit a Social Security Number

This option allows you to change a Social Security Number (SSN) for an associate.

1. Open the associate record for the user whose password you want to change.
2. Select the **Header Overflow Menu** and then select, **Edit Social Security Number**.

Figure 24-8 Edit Social Security Number



3. Enter the new Social Security Number twice. The second time as confirmation.

Figure 24-9 New Social Security Number



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4. Select **OK**.

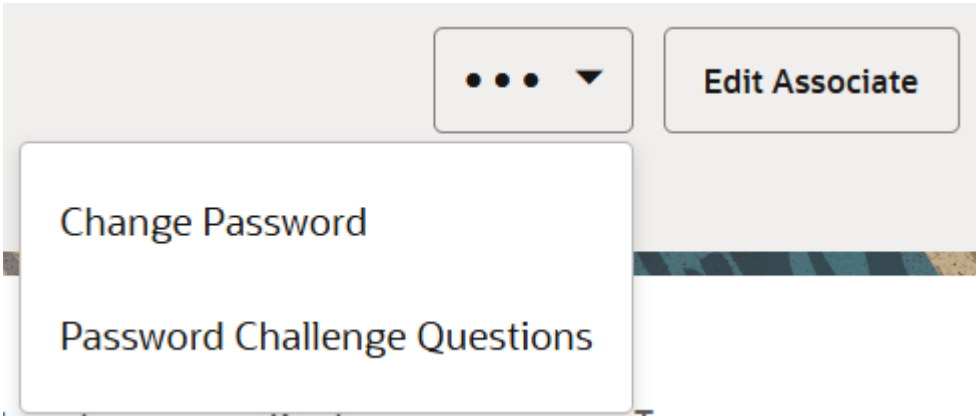
Changing an Associate's Password

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

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

1. Open the associate record for the user whose password you want to change.
2. Select the **Change Password** option in the **Header Overflow Menu**.

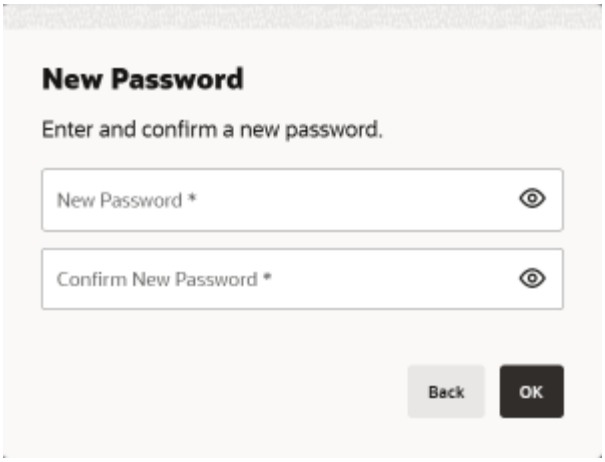
Figure 24-10 Change Password Menu Option



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

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Figure 24-11 Prompt for New Associate Password and Confirmation



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

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

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

Establish Password Challenge Questions

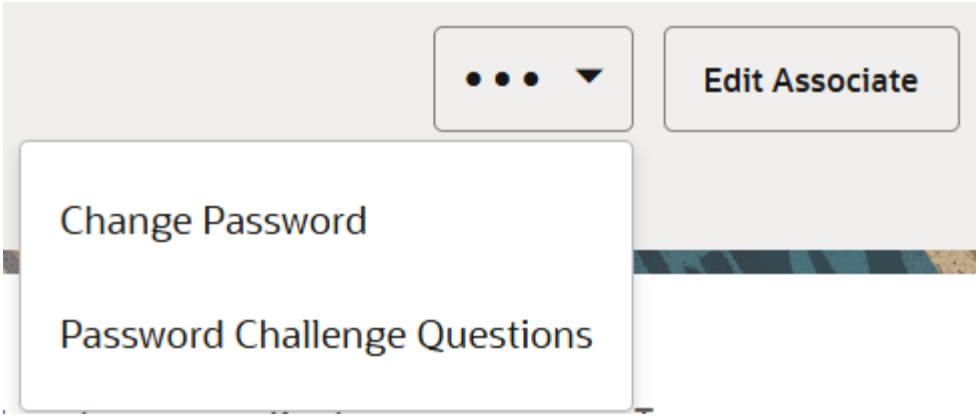
This configurable function allows your associates to reset their own password after answering several questions. Your store may not have this option available.

To establish password challenge questions:

1. Open the Associate Dashboard for the user whose challenge questions you want to maintain.
2. Select the **Header Overflow Menu** and then select, **Password Challenge Questions**.

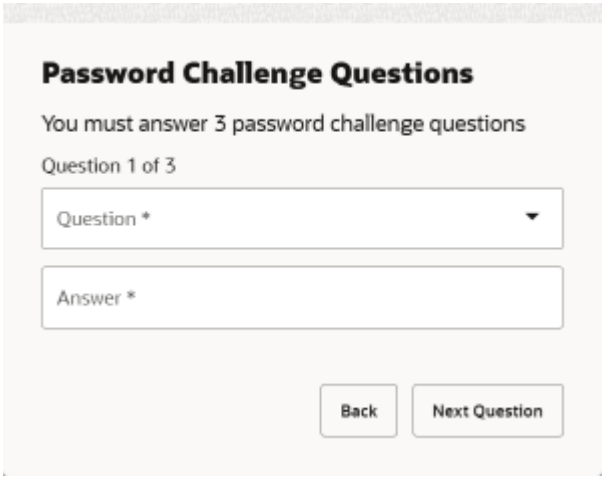
Copyright © 2025, Oracle and/or its affiliates.

Figure 24-12 Change Password Menu Option



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

Figure 24-13 Password Challenge Questions Maintenance



5. Repeat steps 3-4 until the confirmation prompt displays. Save changes.

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

Setting Up an Associate Fingerprint Record

On Desktop and Thin Client devices, if you use a biometric device for associate ID verification, use the **Fingerprint** button/tab to enroll the associate's fingerprints.

1. With the associate record displayed, select the **Fingerprint** button/tab. Swipe to navigate from one tab to another.

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> **Note**
>
> The first screen that displays depends upon the current view mode:
>
> - If you are in view-only mode, the **Fingerprint Enrollment Status** screen displays.
>
> You must select **Edit Associate** to enter in to edit mode.
>
> - If you are already in edit mode, the **Fingerprint Scans** screen displays.

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

   If the associate has no fingerprint records on file (Enrolled Count=0).

3. Select the **Edit Associate** menu option to begin the enrollment process.

> **Note**
>
> On the hand image, a green finger represents the finger selected for enrollment.
>
> 

4. Select a finger from the **Fingerprint Enrollment** list.
5. In edit mode, begin the fingerprint scan by following the on-screen prompts.

> **Note**
>
> Selecting the **Save Changes** menu option at the **Fingerprint Scans** screen returns to the **Fingerprint Enrollment Status** screen.
>
> For example, if you change your mind and want to select a different finger for enrollment, select **Save Changes** to return to the **Fingerprint Enrollment Status** screen where you can select a different finger. See step 3.

6. Instruct the associate to place a finger on the biometric device. This process must be repeated 4 times to enroll the finger. An image of the fingerprint is shown in the **Fingerprints Scans** panel during the enrollment process.
7. When the scan is complete, select **OK**. The system returns to the **Fingerprint Scans** screen where the associate can enroll another finger or you can select **Save Changes** to complete the associate fingerprint enrollment process.

> **Note**
>
> To remove an associate's fingerprint record from the system, select the **Clear Fingerprints** option from the menu. When prompted for confirmation, select **Yes**. This removes the entire fingerprint record (all fingers).
>
> To choose a different finger to enroll, select the **Select Different Finger** menu option and select a finger from the **Fingerprint Enrollment** list.

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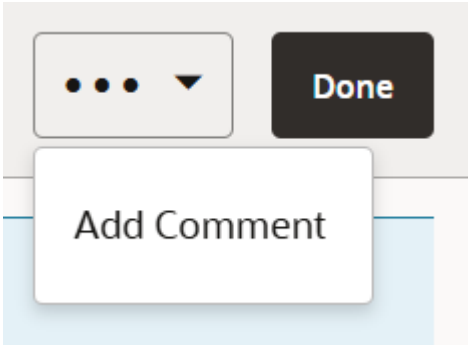
Adding a Comment

Oracle Retail Xstore POS allows you to add a text comment to an associate's record. The comment can be viewed in the **Comments** drawer.

> **Note**
>
> If you are creating a new associate record, select **OK** first and then open the Comments drawer to create a comment.

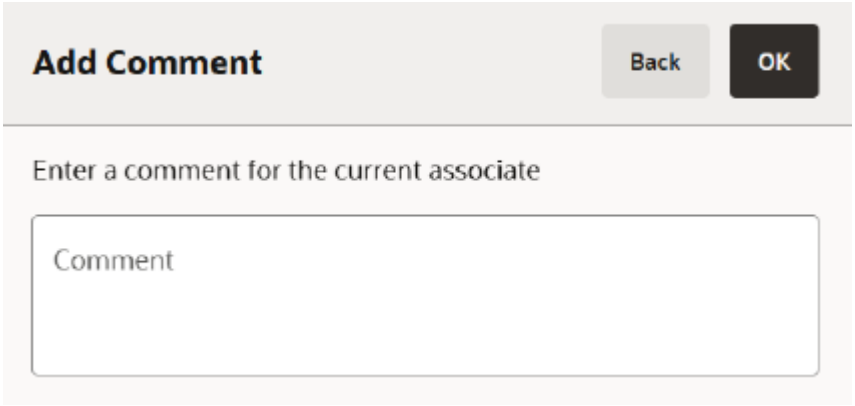
1. Select **Comments**.
2. Select the **Header Overflow Menu** and then select **Add Comment**.

Figure 24-14 Associate Add Comment Option



Oracle Retail Xstore POS displays a text form where you can enter a comment.

Figure 24-15 Add Comment Prompt



3. Select **OK** to save the comment with the associate's record.

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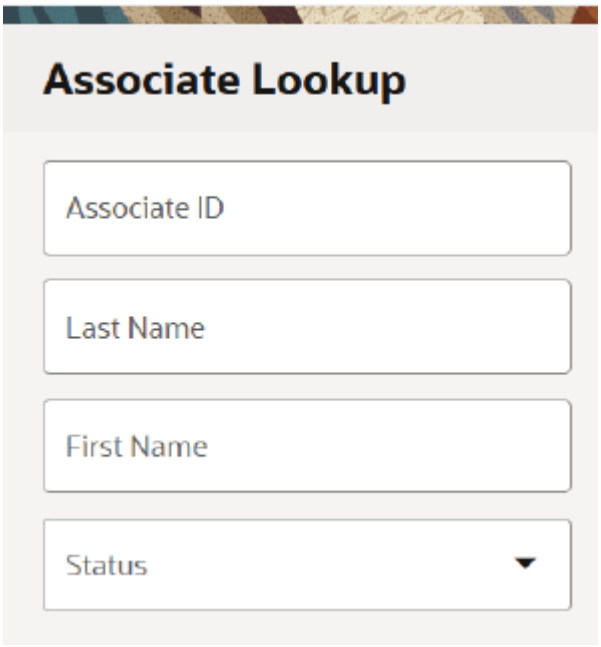
Adding a New Associate

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

1. You must first log in to the **Associate Menu**.
2. Check to see if the associate record already exists by entering the new associate's name in the **Associate Lookup** form.

> **Note**
>
> You may search by partial names if needed.

Figure 24-16 Associate Lookup Form



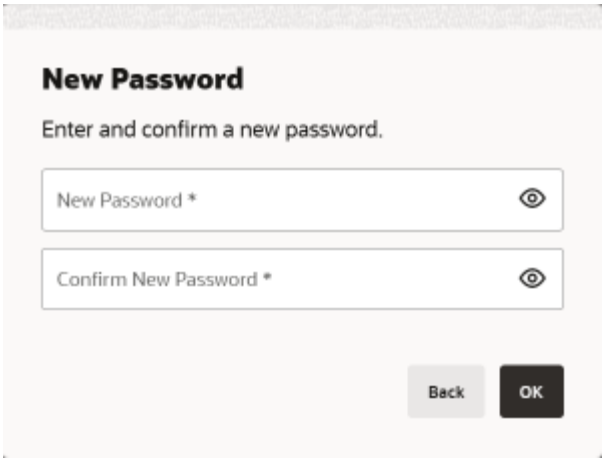
3. Select **Search** to continue.
4. If your search for an associate name did not return a valid associate record, the system displays the message shown below. Select the **New** option to create a new associate record.

> **Note**
>
> After you finish adding the new associate and you have saved the new record, you can add an additional new associate record by selecting the **New Associate** option from the Associate Lookup screen.

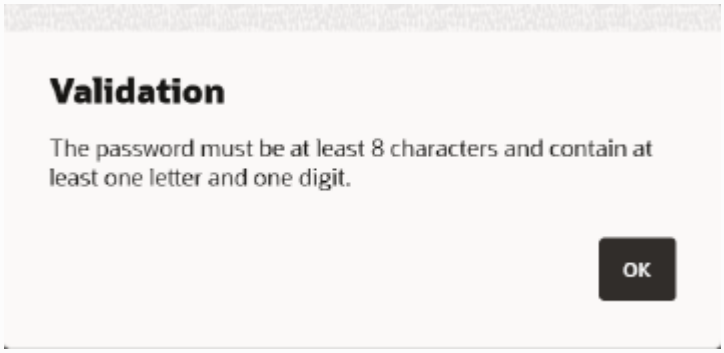
5. The system prompts you to create a password for the new associate by entering and confirming it in the **New Password** form.

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Figure 24-17 Prompt for New associate Password and Confirmation



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



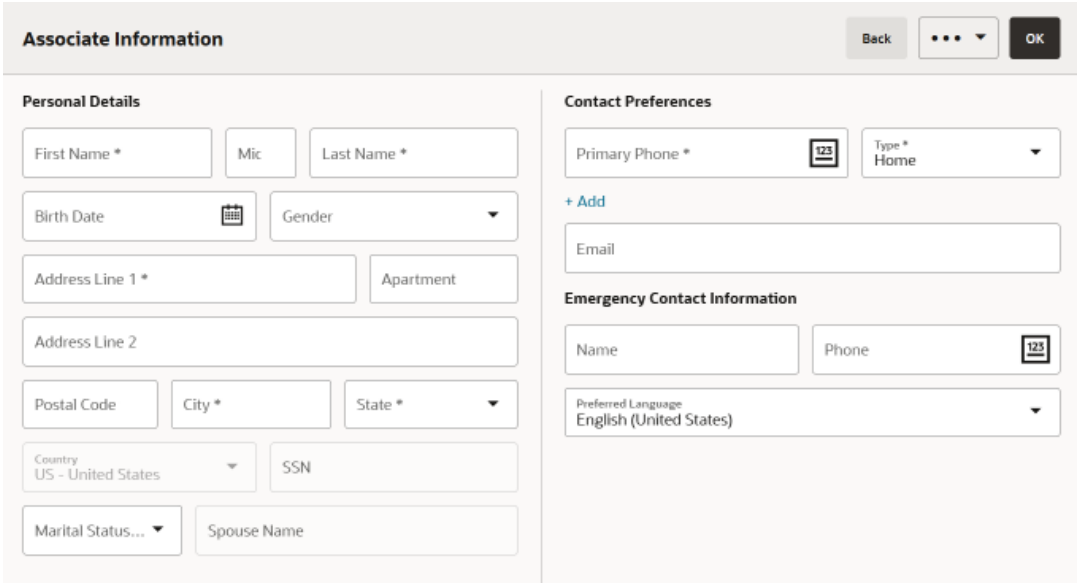
6. Select **OK** to continue. Oracle Retail Xstore POS displays a blank form.

> **Note**
>
> Any information you entered in the fields on the Associate Lookup form automatically populates the associated fields on the Associate Information screen.

7. Enter the new associate's information on the appropriate tabs. For more details about the type of information on each tab, refer to Associate Dashboard Drawers Overview.

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Figure 24-18 Associate Information



8. After completing all the data entry, select **OK** to store the new associate record in the database.

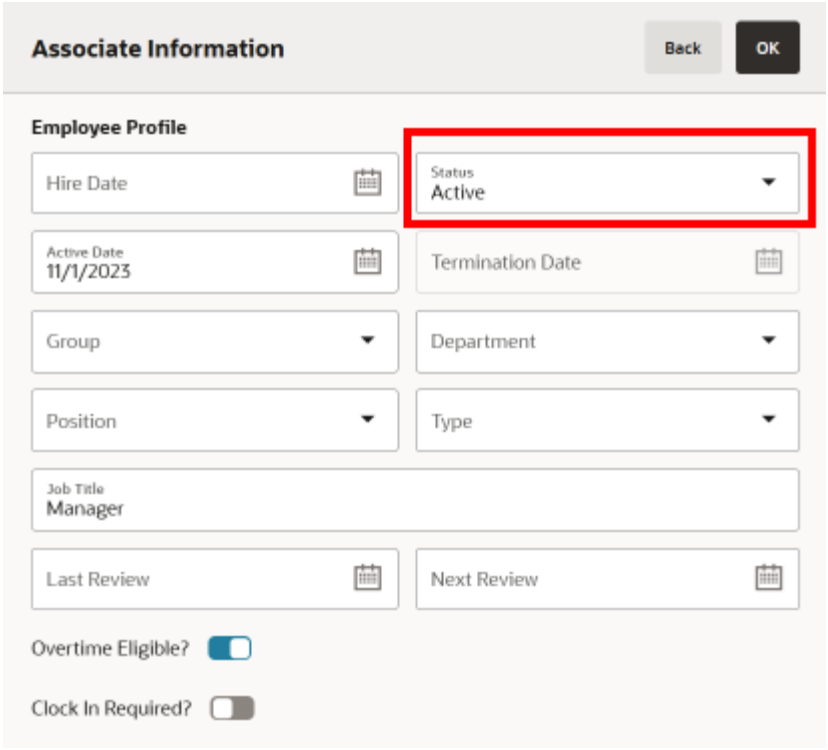
Voiding (Terminating) an Associate Record

The associate Status field specifies whether an associate is actively employed or terminated. The Status field is found on the Hire & Status drawer of the associate record.

1. Open the record of the associate that you want to terminate.
2. Select **Hire & Status**, the system displays the HR information.
3. Select the **Header Overflow Menu**, and then select, **Edit Status Information**.

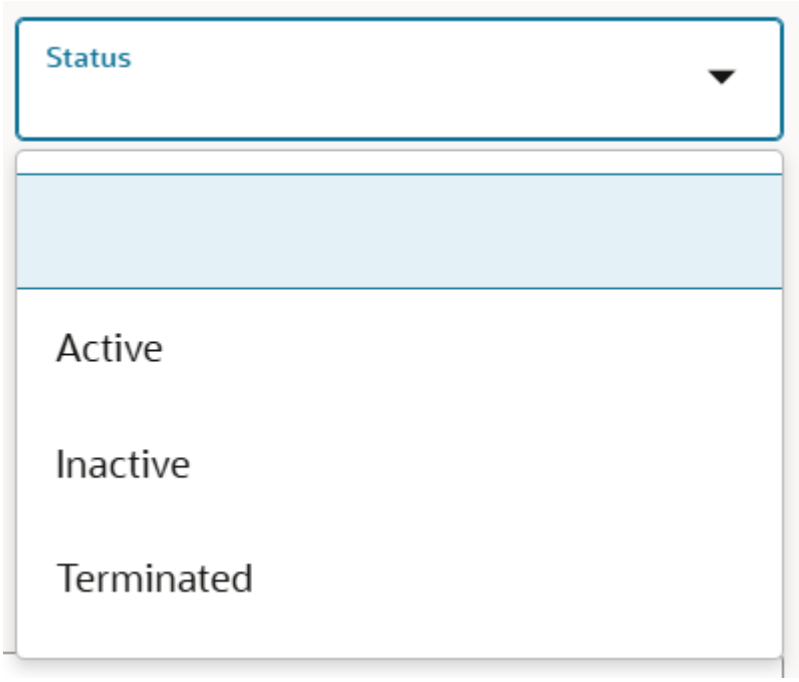
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Figure 24-19 HR Tab Edit Associate Option



4. Select the drop-down arrow on the Status field to list the available options.

Figure 24-20 Associate Status List

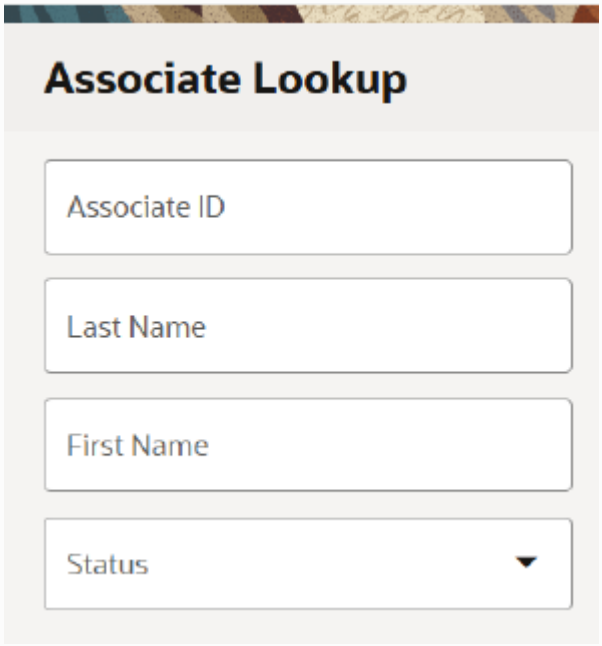


5. Select the **Terminated** option from the list.
6. Enter the associate's termination date.

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

> **Note**
>
> The associate record is still in the system and can be viewed by selecting the Terminated check box on the Associate Lookup form.



Associate Dashboard Drawers Overview

There are four/five drawers on the **Associate Dashboard** . This section shows the four drawers, gives a brief description, and shows the menu options available for each drawer.

> **Note**
>
> Because the fields on the **Associate Dashboard** screens are configurable, your screens may differ from the screens shown here.

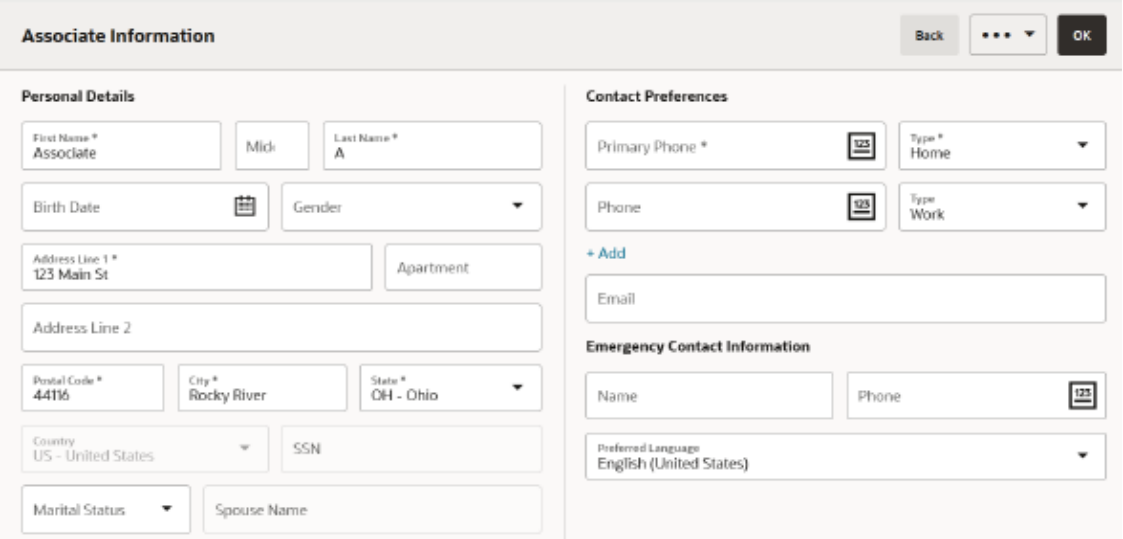
- Associate Information
- Hire & Status
- Pay & Benefits
- Security
- Comments
- Fingerprint Tab

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Associate Information

The displays the associate's name, address, contact and personal information.

Figure 24-21 Associate Dashboard: Associate Information



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

Table 24-1 Associate Information

Section	Fields
Personal Details	First name, Middle name/initial, Last name
	Name suffix (Jr., Sr., III, and so on)
	Birth Date
	Gender
	Address Line 1 and Address Line 2
	Zip/Postal Code (system will populate the city and State based on the entered zip code)
	City
	State/Province
	Country (defaults to the country in which the store is located, but can be changed)
	Social Security Number (SSN)
	Marital Status (Married, Single)
	Spouse Name
Contact Preferences	Primary Phone
	Type

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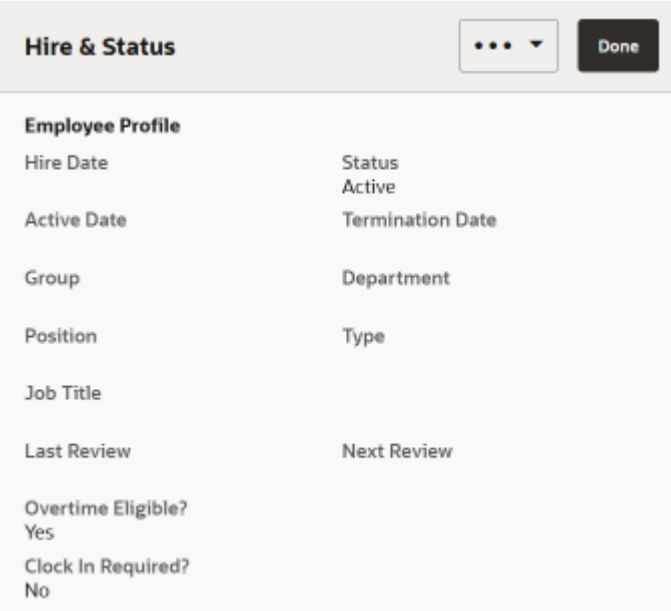
Table 24-1 (Cont.) Associate Information

Section	Fields
	Phone
	Type
	+Add
	Email
Emergency Contact Information	Name
	Phone
	Preferred Language (the associate's language preference, French, United States English, and so on)

Hire & Status

The Hire & Status drawer displays information about the associate profile.

Figure 24-22 Associate Dashboard- Hire & Status



Information on the Hire & Status is organized into the following sections:

Table 24-2 Associate Dashboard - Fields Hire & Status

Section	Fields
Associate Profile	Hire Date
	Status (Active, Inactive, Terminated)
	Active Date
	Termination Date

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Table 24-2 (Cont.) Associate Dashboard - Fields Hire & Status

Section	Fields
	Group membership
	Department assignment
	Position
	Type (used to further define the associate's position within the organization)

Pay and Benefits

The Pay & Benefits drawer displays the following fields:

- Salary
  - Pay Status (Salary or Hourly)
  - Base Pay (Amount)
  - Extra Withheld (extra amount withheld from the associate's paycheck)
- Discount Groups
- Time Off
  - Sick Days (Allotment)
  - Sick Used
  - Vacation Days (Allotment)
  - Vacation Used
  - Personal Days (Allotment)
  - Personal Used

Security

Security displays information about the groups with which the associate is associated to determine system privileges.

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Figure 24-23 Associate Dashboard - Security

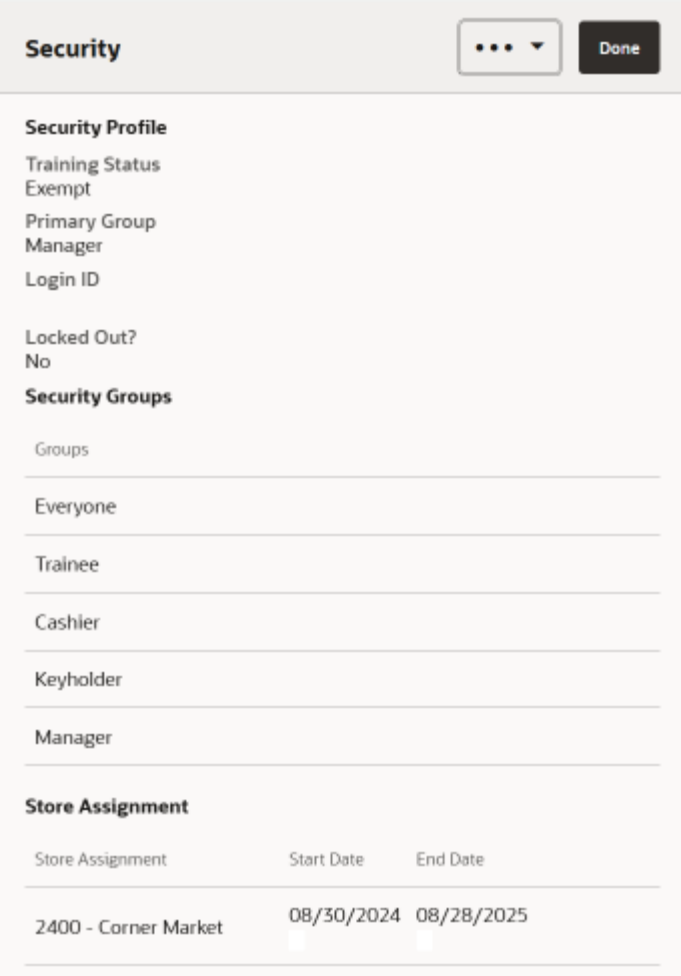


Table 24-3 Associate Dashboard - Security Fields

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

Fingerprint Tab

On Desktop and Thin Client devices, if you use a biometric device for assoicate ID verification. The **Fingerprint** drawer provides the ability to create an associate fingerprint data record in addition to the conventional user ID and password data. This drawer is only active if you are using a fingerprint device.

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Fingerprint Scans Panel

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

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

See Setting Up an Associate Fingerprint Record for more information.

Finger Selected Panel

Defines the color - codes for the fingers on the hand images.

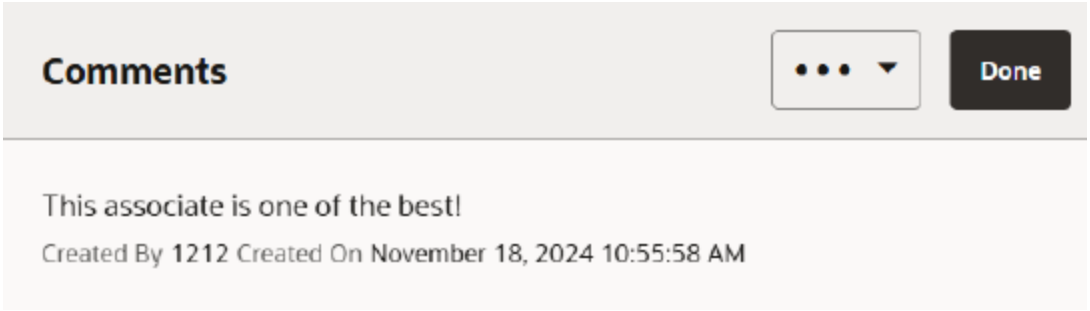
Shows which finger(s) on each hand are recorded in the system:

- Blue indicates this finger is successfully recorded in the system
- Green indicates the finger to scan next, but can be changed if you prefer to use a different finger
- A count of the maximum number of fingers that may be enrolled and the number of enrolled fingers is also shown here.

Comments

The **Comment** Tab displays notes and comments about the associate.

Figure 24-24 Associate Dashboard- Comments



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

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Task Management

Task Management is a feature that encompasses tasks assigned to associates in a store for completion as well as tasks that are customer-focused such as appointments. Tasks have workflows associated with them so at any time a manager can easily see the current status of the task.

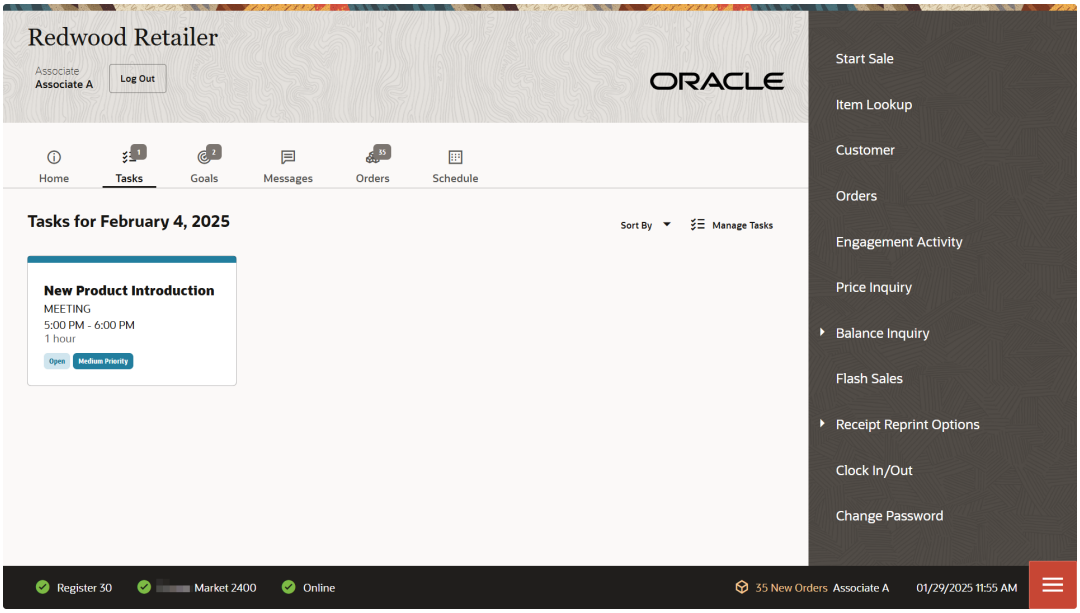
This section covers the following topics:

- Task Management
- Creating a Task
- Updating Task Status

Your tasks can be viewed from the Home Screen or after logging in from the Main Menu.

- Home Screen. See Figure 1-1.

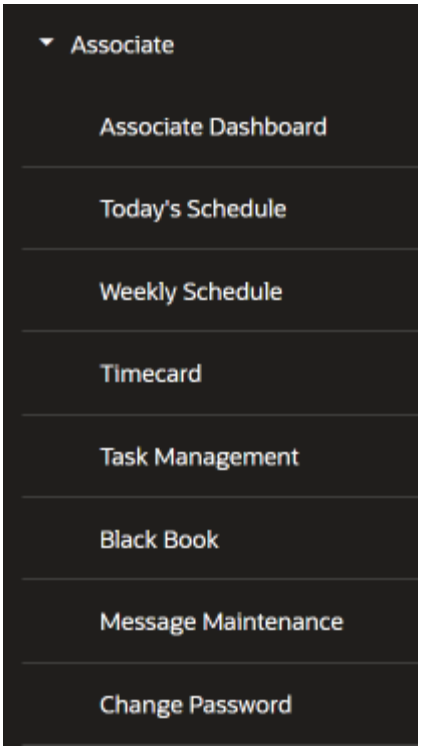
Figure 25-1 Tasks Tab



- Global Navigation
  1. Select **Global Navigation**.
  2. Select **Associate**.
  3. Select **Task Management**.

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Figure 25-2 Associate Menu

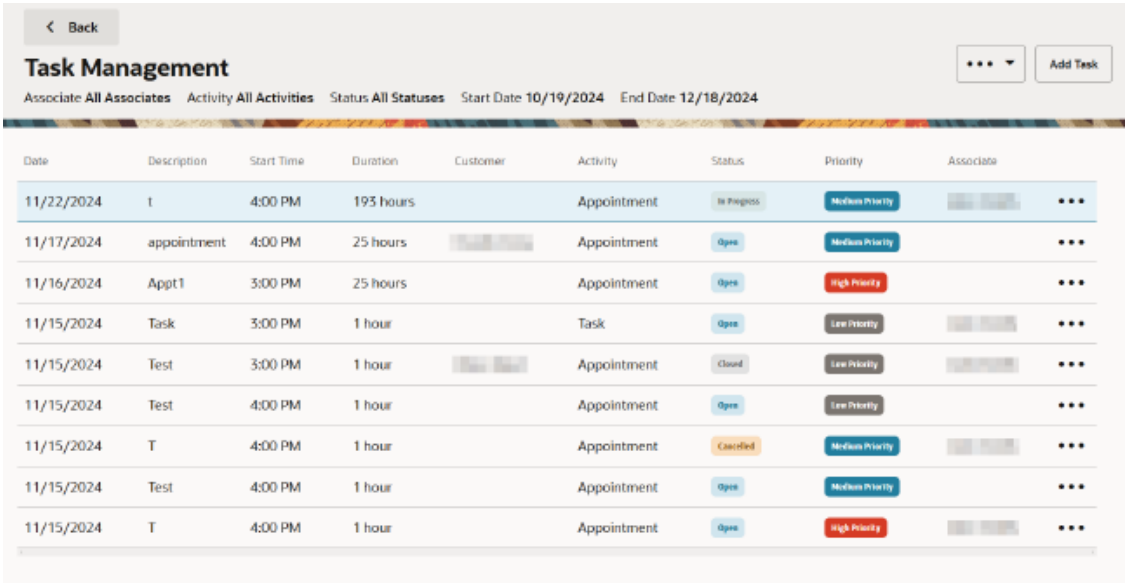


Xstore POS opens the My Tasks Screen.

Task Management

Task Management displays all associate tasks. The menu options available are based on the task status and the associated workflow.

Figure 25-3 Tasks Management Screen



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Selecting a task row will open the functions that can be performed on the selected task such as Add Note, View Notes, Edit Task, Begin Task, Reopen Task, Complete Task, Cancel Task, and View Customer assigned to task.

The Task Filters along the top of the screen allow you to limit the tasks displayed in the My Tasks screen.

The following information is displayed for each task:

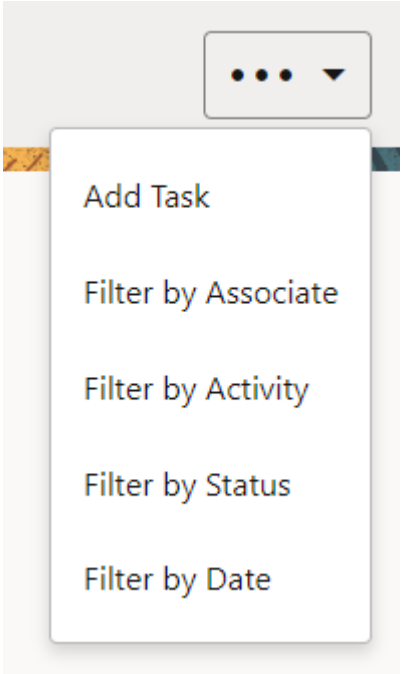
- **Date:** Start date for the task.
- **Description:**: Description of the task.
- **Start Time:** Start time for the task.
- **Duration:** Length of time for the task.
- **Customer :** The customer associated with the task.

> **Note**
>
> If a customer is associated with the task, the task can also be viewed from the Tasks Drawer in Customer Maintenance.

- **Activity** Type of task.
- **Status**: Status of the task. This can be Open, In Progress, Cancelled, or Closed.
- **Priority:** Task priority. This can be High, Medium, or Low.
- **Associate**: Associate or associate group assigned to the task.

Task Filters

Figure 25-4 Tasks Header Overflow Menu



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Use the Overflow Menu in the header row to select **Add Task**. See Creating a Task for more information.

Use the filters in the Overflow Menu to view specific information. Search by Associate, Activity, Status, or Date.

You can filter tasks on the following criteria:

- Assigned Associate
- Activity
- Status
- Date

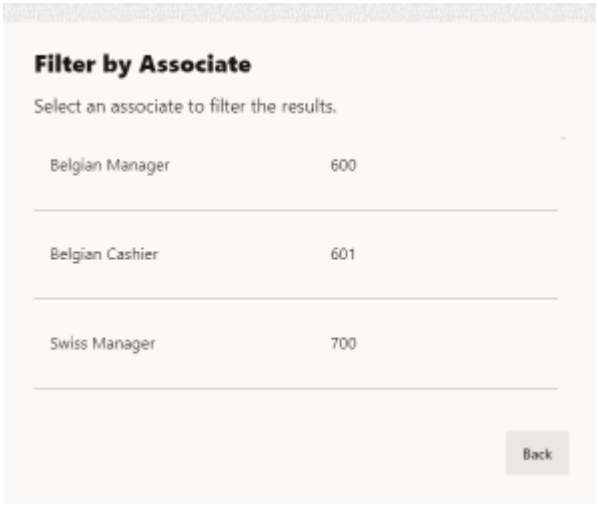
Assigned Associate

To filter tasks by assigned associate:

1. Select **Filter by Associate** in the Context Menu.

   Xstore POS displays a list of associate and associate groups.

Figure 25-5 Filter by Associate



2. Select All Associates or a specific associate.

   Any tasks that belong to the associates selected will display. If no tasks display no tasks are associated to the associate.

Activity

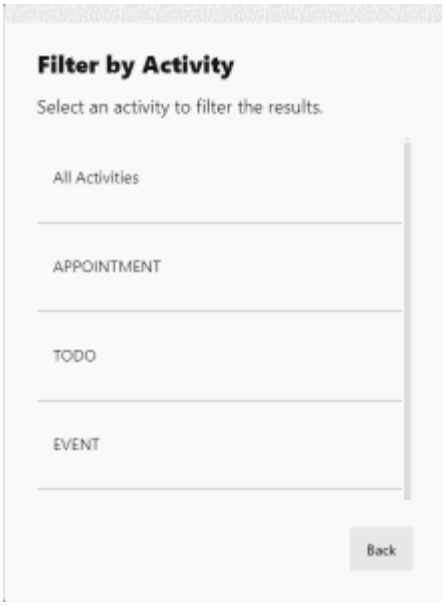
To filter tasks by activity type such as appointment, event, todo, and so on:

1. Select **Filter by Activity** in the Context Menu.

   Xstore POS displays a list of activity types.

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Figure 25-6 Filter by Activity



2. Select the correct activity type.

   The task list will only display tasks of the selected activity type.

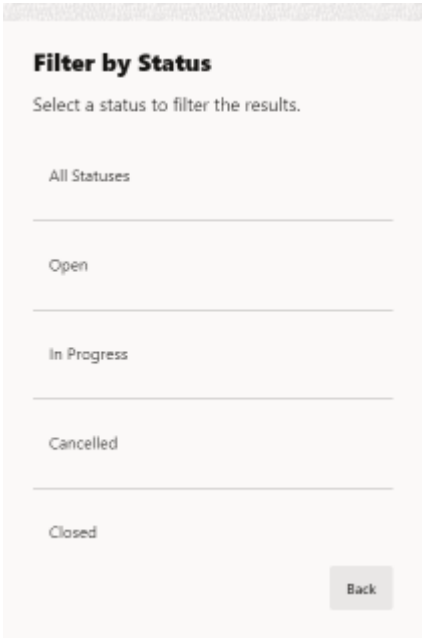
Status

To filter tasks by task status from a list of Open, In Progress, Canceled, and Closed:

1. Select **Filter by Status** in the Context Menu.

   Xstore POS displays a list of task status.

Figure 25-7 Filter by Status



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2. Select the correct task status.

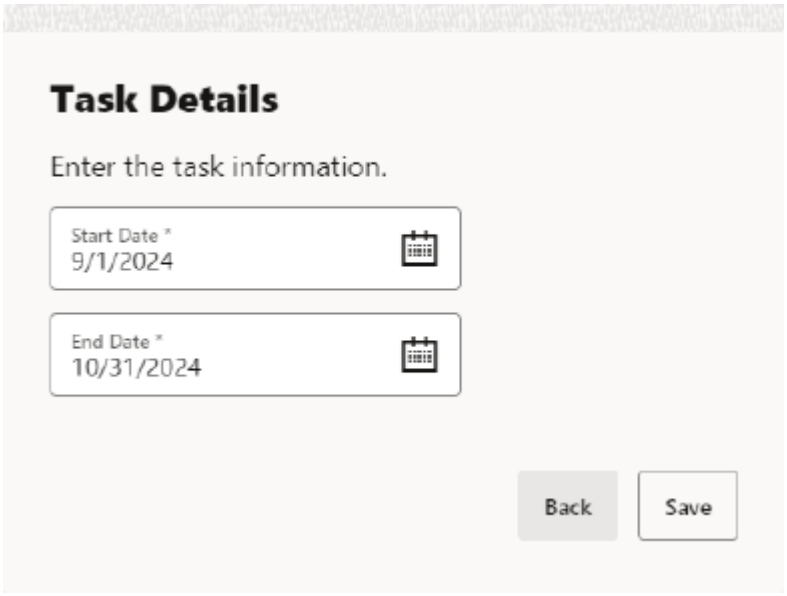
   The task list will only display tasks of the selected task status.

Date

To filter tasks by date:

1. Select **Filter by Date** in the Context Menu.

Figure 25-8 Filter by Date



2. Enter the new **Start Date**.

   The task list will only display tasks with a start date on or after the entered date.

3. Enter the new **End Date**.

   The task list will only display tasks with an end date on or before the entered date.

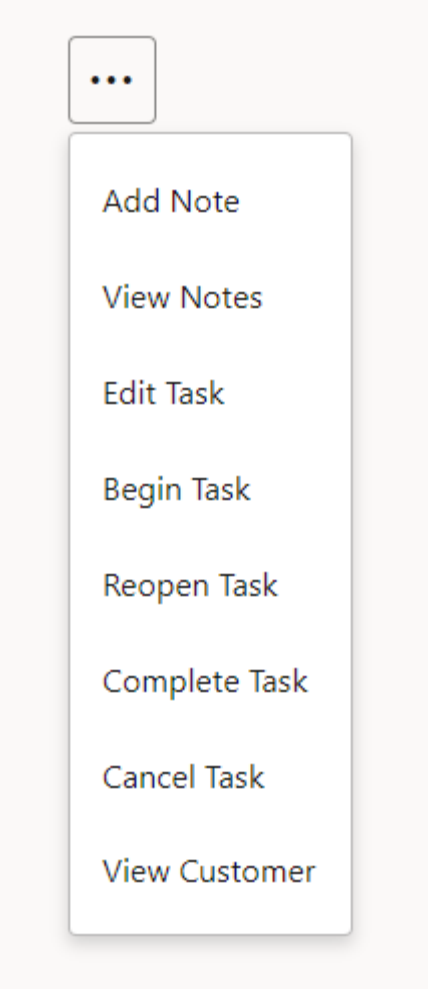
4. Select **Save**.

Task Options Menu

Select a task in the My Tasks screen to bring up the Task Options Overflow Menu where you can add and view notes, view customer assigned to task, and manage tasks - edit, begin, reopen, complete, or cancel.

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Figure 25-9 Task Options Menu



Task Notes

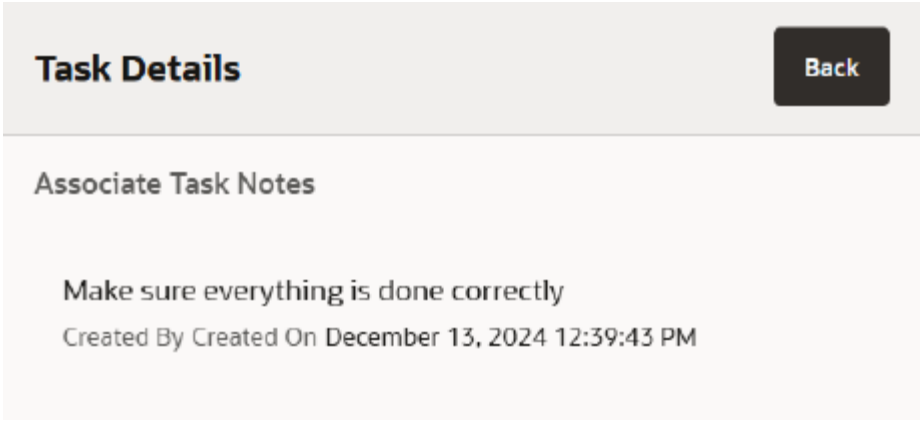
To view all the notes for a task:

1. Select the **Header Overflow Menu** for that task. The Task Options menu opens. See Figure 25-9.
2. Select **View Notes**.

   A window opens displaying all the notes for the task.

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Figure 25-10 All Task Notes



3. Select **Back** to close the window.

Open Customer Record

To open a customer record in Customer Maintenance from a task:

1. Select a task associated with a customer.
2. Select **View Customer** from the Tasks Options menu. See Figure 25-9.

   The customer record opens in Customer Maintenance, see Customer Maintenance.

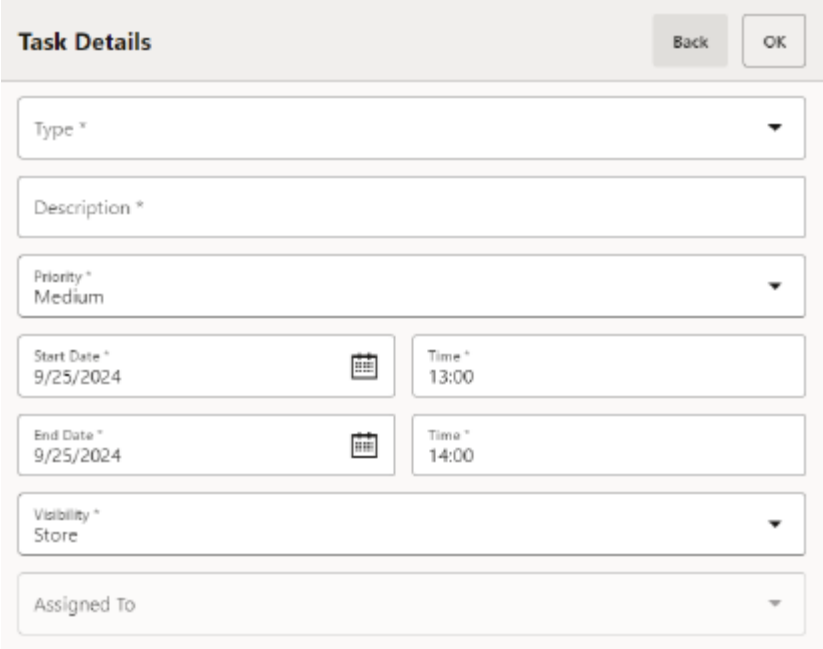
Creating a Task

To create a task:

1. Select the Overflow Menu and then select, **Add Task** in the Task List (see Figure 25-4) or the Overflow Menu of the Tasks Drawer in the Customer Dashboard.
2. Enter the task information:

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Figure 25-11 Task Details



- **Type:** Type of task.
- **Description:** Description of the task.
- **Priority:** Priority of the task.
- **Start Date:** Date on which the task will begin.
- **End Date:** Date by which the task must be finished.
- **Start Time:** Time at which the task will begin.
- **End Time:** Time at which the task must be finished.
- **Visibility:** The group that can view the task (Store, Associate Group, or Associate).

> **Note**
>
> Associate Group visibility is not an option if you are using Customer Engagement to manage your tasks.

- **Assigned To**: The associate group or associate to assign to the task. This field is not editable for tasks with Store visibility.

> **Note**
>
> Xstore indicates the associate is not a valid Customer Engagement user, the associate does not exist in Customer Engagement.

3. If necessary, assign a customer to the task by performing the following:

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Select **Assign Customer**. Xstore POS opens a window prompting for customer search criteria.

Associating a Customer with a Transaction. The customer is assigned to the task.

4. Select **Save**.

   This task is created and added to the Task List.

Add a Note

To add a note to a task:

1. Select the **Overflow Menu** located at the end of the row for the selected task..
2. Select **Add Note**. See Figure 25-9.

   The Add comment drawer opens.
3. Enter the comment.
4. Click **OK**.

   The note is added to the task.

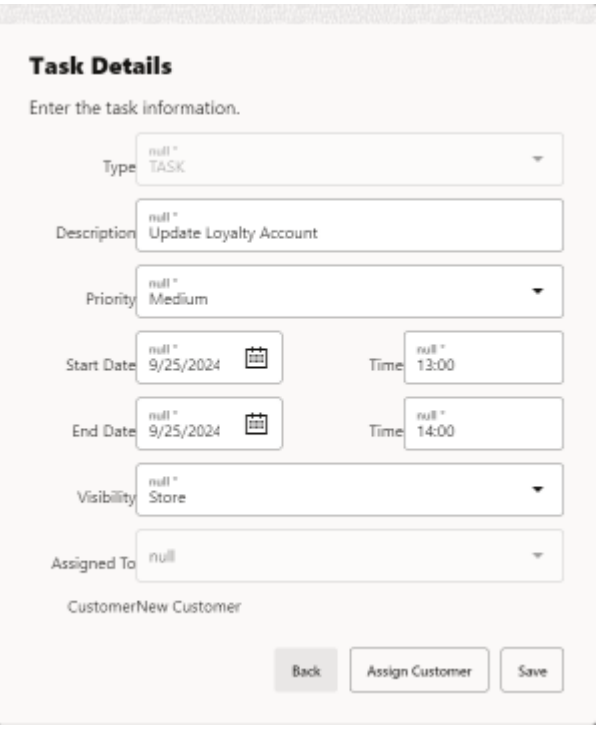
Edit a Task

To edit a task:

1. Select the task in the Task List or the Tasks tab in Customer Maintenance:
2. Select **Edit Task**. See Figure 25-9.

   A task details window opens.

Figure 25-12 Task Details Screen



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3. Make the necessary changes to the task:
   - **Type**: The type of task..
   - **Description**: Description of the task.
   - **Priority**: Priority of the task.
   - **Start Date**: Date on which the task will begin.
   - **End Date**: Date by which the task must be finished.
   - **Start Time**: Time at which the task will begin.
   - **End Time**: Time at which the task must be finished.
   - **Assigned To**: The person assigned to the task.
4. If necessary, assign a customer to the task:
   - Select **Assign Customer**.

     Xstore POS opens a window prompting for customer search criteria.
   - Associating a Customer with a Transaction.

     The customer is assigned to the task.
5. Click **Save**.

   The note is added to the task.

Updating Task Status

To update the status of a task:

1. Select the task in the task list.
2. Select the Task Options Overflow Menu. See Figure 25-9. Menu options include:

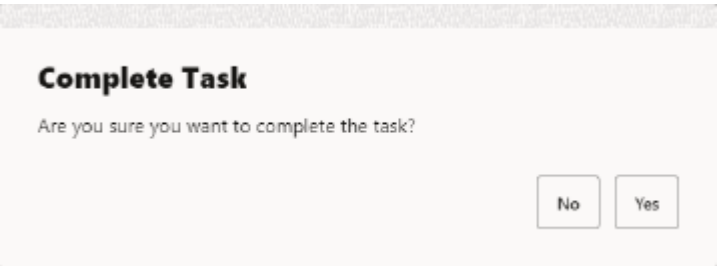
> **Note**
>
> All status menu options may not be visible depending on the current status of the task. Xstore POS displays the next status options in the workflow.

   - **Begin Task**: Sets the status to In progress.
   - **Reopen Task**: Sets the status to Open.
   - **Complete Task**: Sets the status to Closed. The task cannot be re-opened or edited after it is completed.

     A verification prompt opens.

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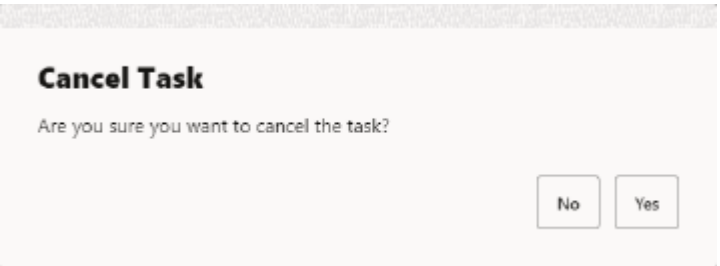
Figure 25-13 Complete Task Confirmation Prompt



- **Cancel Task**: Sets the status to Cancelled. The task cannot be re-opened or edited after it is cancelled.

  A verification prompt opens.

Figure 25-14 Cancel Task



3. Select **Yes** to cancel the task.

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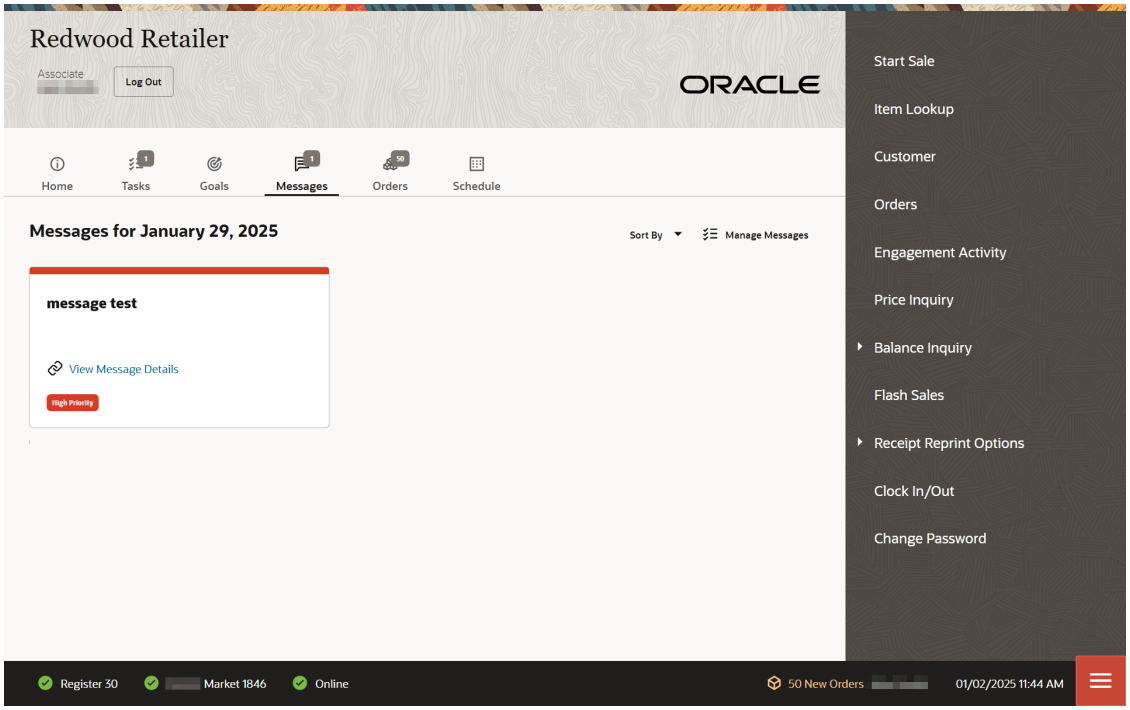
26

Message Maintenance

Select this tab to create and maintain associate messages.

Messages can be viewed by selecting **Messages**.

Figure 26-1 Home Screen - Messages



Creating and Maintaining Messages

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

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

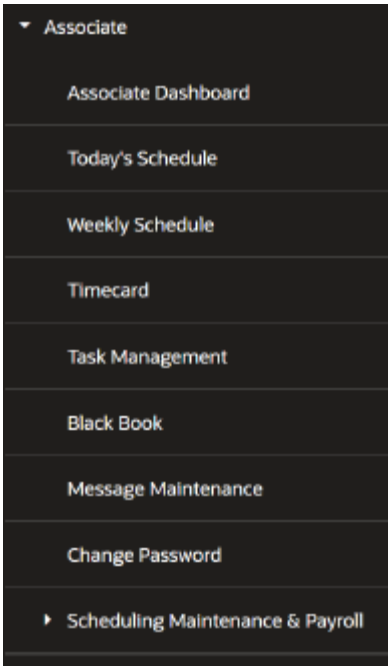
Messages can be maintained at the corporate office or using these functions. Only store-created messages can be edited at the store level. Messages from the corporate office cannot be changed or deleted.

Perform the following steps to create and maintain messages:

1. After logging in, select **Associate** from Global Navigation.

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Figure 26-2 Associate Menu



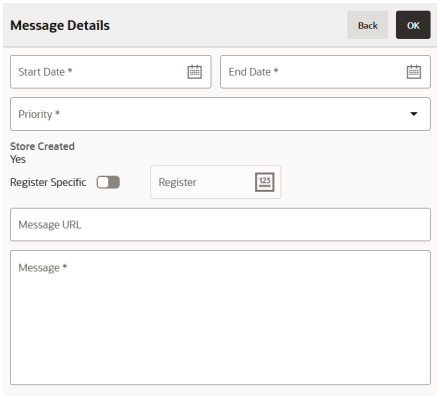
2. At the Associate menu, select **Message Maintenance**.

Creating a New Message

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

1. At the Message Maintenance list, select **New Message**.
2. Enter data as required to create a new message:

Figure 26-3 Message Details- New Message Form



- **Start Date**: The date the message is to be displayed.
- **End Date**: The date the message is to be removed from the message list.

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- **Priority**: The message importance: High, Medium, Low.
- **Register Specific/Register #**:
  - **Register Specific**: Yes or No - If No, the message is displayed on all registers. If Yes, the message is only displayed on a specific register.
  - **Register #**: If Register Specific is set to Yes, this is the register on which the message is displayed.
- **Message URL**: If applicable, enter a URL address. The URL will appear as an attachment to the message.
- **Message**: The message text.
- Select **Save Changes** to create the new message.

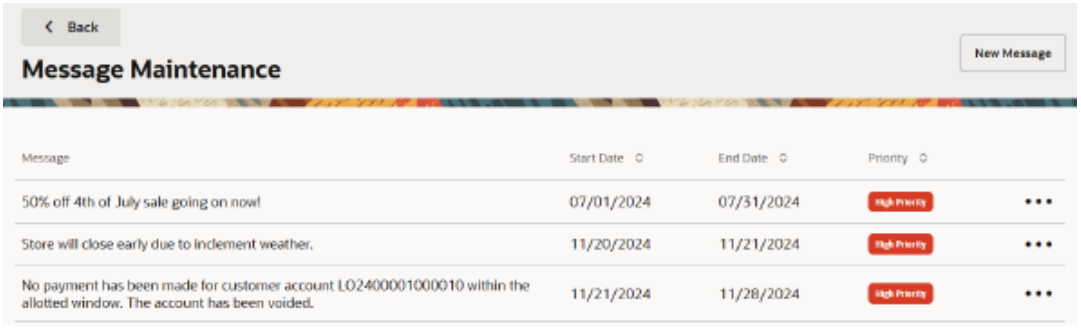
Editing a Message

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

> **Note**
>
> To find and display the list of store-created messages, refer to Creating and Maintaining Messages, or see Message Maintenance to display the list.

1. Select the **Row Overflow Menu** for the desired message.

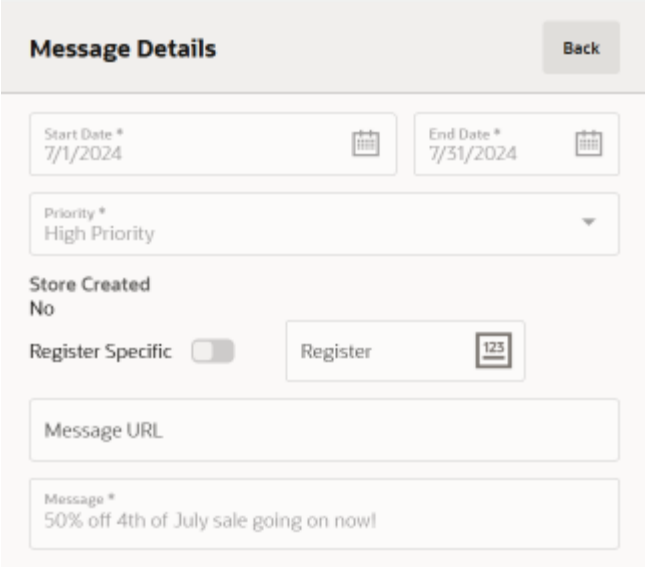
Figure 26-4 Message Maintenance



2. Select **Edit Message** to make the fields active and available for editing.

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Figure 26-5 Associate Messages Maintenance



3. At the active Associate Messages maintenance form, make your changes as needed:
   - **Start Date**: The date the message is to be displayed.
   - **End Date**: The date the message is to be removed from the message list.
   - **Priority**: The message importance: High, Medium, Low.
   - **Store Created**: Any message that is created automatically.
   - **Register Specific/Register #**:
     - **Register Specific**: **Yes** or **No** - If **No**, the message is displayed on all registers. If **Yes**, the message is only displayed on a specific register.
     - **Register #**: The register on which the message is displayed. This only applies if Register Specific is set to **Yes**.
   - **Message URL**: If applicable, enter a URL address. The URL will appear as an attachment to the message.
   - **Message**: The message text.
4. After making your changes, select **OK** to apply your edits to the message.

Deleting a Message

Only messages created at the store level can be deleted.

1. At the Message Maintenance list (Figure 26-4) select the **Row Overflow Menu**.
2. Select **Delete Message** to delete the message.
3. At the Delete Message confirmation prompt, select **Yes** to remove the message. If you do not want to delete the message, select **No** to return to Message Maintenance.

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27

Scheduling Maintenance and Payroll

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

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

The following topics are covered:

- Accessing Scheduling Maintenance & Payroll Functions
- Scheduling Maintenance and Payroll
  - Payroll Maintenance
  - Payroll Comments
  - Timecard Maintenance
  - Timecard Comments
- Reports
  - Posted Timecard Report
  - Open Timecard Report
  - Payroll Summary Report
  - Payroll Detail by Associate Report

Accessing Scheduling Maintenance & Payroll Functions

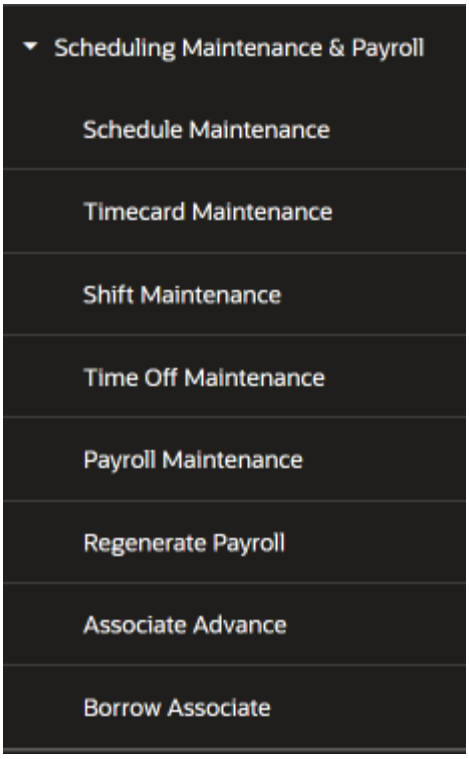
Associates with the proper security permissions may access Payroll Maintenance and Scheduling Maintenance from the Associate menu. Use these functions to maintain the timecard entries that were created through the Clock In/Out process and the payroll entries that were derived from the timecard entries.

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

1. After logging in, select **Associate** from Global Navigation. See Figure 22-2.
2. At the **Associate** menu, select **Scheduling Maintenance & Payroll**.
3. Select one of the options from the menu.

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Figure 27-1 Time and Attendance Menu Options



Scheduling Maintenance and Payroll

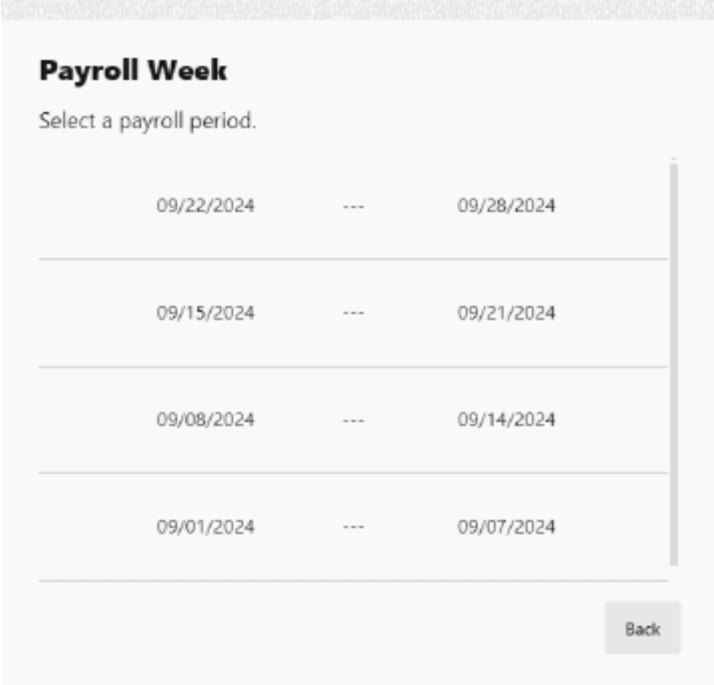
Use the **Scheduling Maintenance & Payroll** menu option to maintain payroll and timecard information.

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

1. At the **Scheduling Maintenance & Payroll** menu, select **Timecard Maintenance** . Oracle Retail Xstore POS prompts for the payroll week you want to manage. Select a payroll date from the list.

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Figure 27-2 Payroll Week List



2. Oracle Retail Xstore POS displays the **Associate Lookup** form, prompting for associate information. Enter the criteria you want to use for finding the associate payroll record you want to review and select **Search**.

Figure 27-3 Associate Lookup

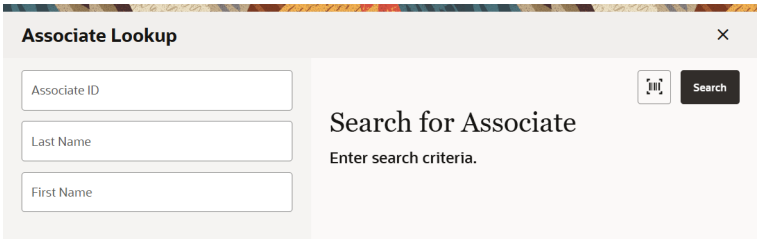


Figure 27-4 Associates Found



3. Select the associate's name to continue.

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When you have located and selected the associate, Oracle Retail Xstore POS displays the Payroll Maintenance record for the associate.

The record includes the following tabs:

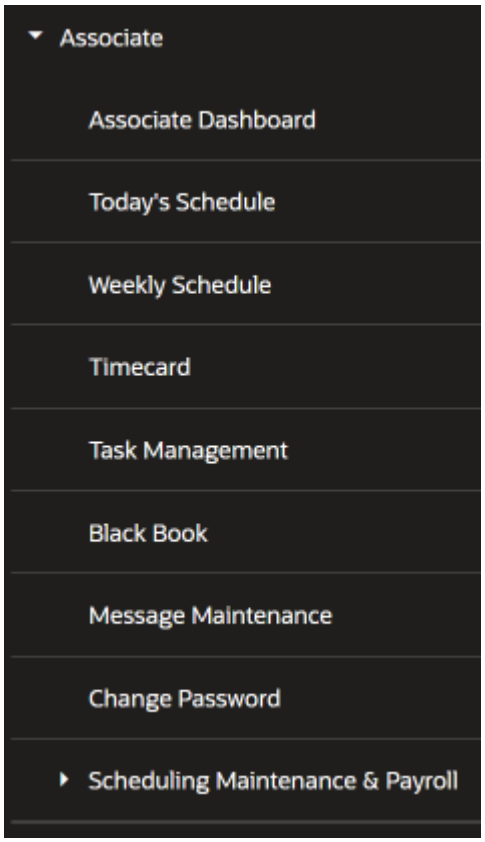
- Payroll Maintenance
- Payroll Comments
- Timecard Maintenance
- Timecard Comments

Schedule Maintenance

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

1. After logging in, select **Associate** from Global Navigation.

Figure 27-5 Associate Menu



2. At the Associate Menu, select **Scheduling Maintenance & Payroll**.
3. At the Scheduling Maintenance & Payroll Menu, select **Schedule Maintenance**.
4. Oracle Retail Xstore POS prompts for the week to be scheduled. Select the week you want to schedule.

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Figure 27-6 Schedule Weeks List

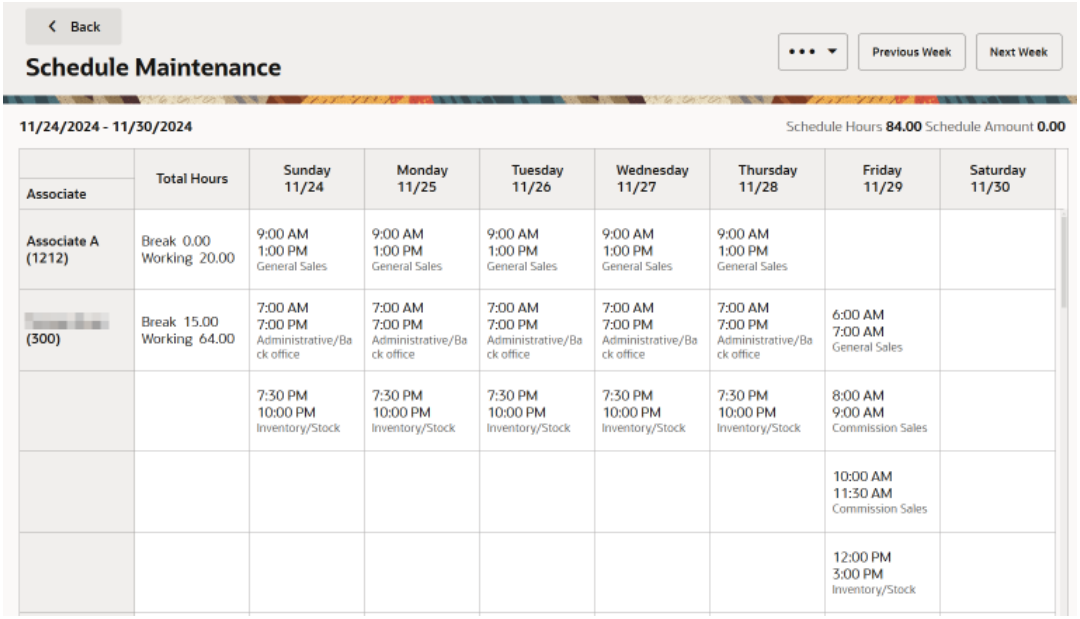


> **Note**
>
> The current week is selected by default.

5. Oracle Retail Xstore POS displays the Associate Schedule screen for the selected week. This is the view used to create an associate schedule.

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Figure 27-7 Schedule Maintenance



Oracle Retail Xstore POS provides several options for creating a new schedule:

- Create New Schedule Options
- Copying a Day Schedule
- Copying a Week Schedule
- Adding a Manual Shift
- Adding a Pre-Defined Shift
- Adding Time-Off Periods
- Removing an Associate Time-Off Period
- Creating a New Shift

Create New Schedule Options

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

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> **Note**
>
> Scheduling Exceptions...
>
> – If you schedule a shift for an associate with approved time off for the period, Oracle Retail Xstore POS displays a prompt alerting you to the conflict.
>
> – Select the **Add to Schedule** option to schedule the associate and override the time-off event.
>
> <OR>
>
> – Select the **Remove From Schedule** option to remove the conflicted shift(s) from the schedule.
>
> – You cannot edit records for any date that precedes the current date.

> **Note**
>
> – You can assign multiple shifts to the same associate, on the same day. This is useful if you employ many part-time associates.
>
> – If desired, you can schedule multiple shorter shifts during the day for just one associate. For example, a three-hour INVENTORY/ STOCK shift in the morning and a two-hour CASHIER shift in the afternoon.
>
> – See Figure 27-17 for an example of an associate (Frank, Fern) with 2 shifts in a single day.

- Add Manual Shift - Use this option to create a shift to apply to a specific associate/day on the schedule. See Adding a Manual Shift.
- Add Shift From List - Use this option to apply a pre-defined shift to a specific associate/day on the schedule. See Adding a Pre-Defined Shift.

> **Note**
>
> To define the shifts, see Creating a New Shift.

Copying a Day Schedule

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

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

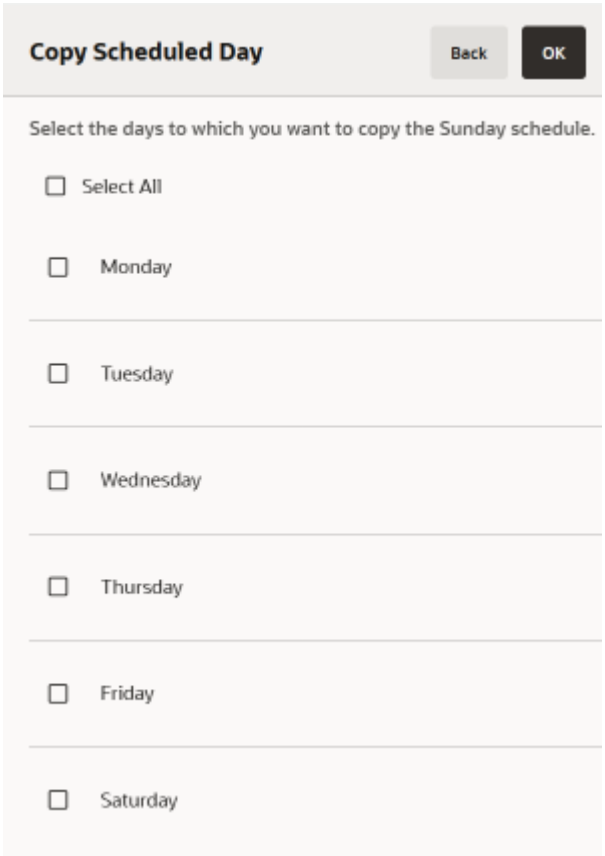
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For example, Bob works sales from 9:00 a.m. to noon on Monday, and Mary works inventory from 1:00 p.m. to 5:00 p.m. on Monday. If the Copy Day Schedule duplicates the Monday schedule to Tuesday and Wednesday, then Bob works from 9:00 a.m. to noon on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

...continued from step 5.

1. Right-click the day you want to copy the schedule from.
2. Select the **Copy Scheduled Day** option from the context menu.
3. Oracle Retail Xstore POS prompts for the day (or days) you want to copy the selected day schedule to. In this example, select the day or days you want to copy the schedule. In this example we used the Sunday Schedule.

Figure 27-8 Copy Scheduled Day



> **Note**
>
> You can select one or more days. Use Select All to copy the schedule to the entire week.

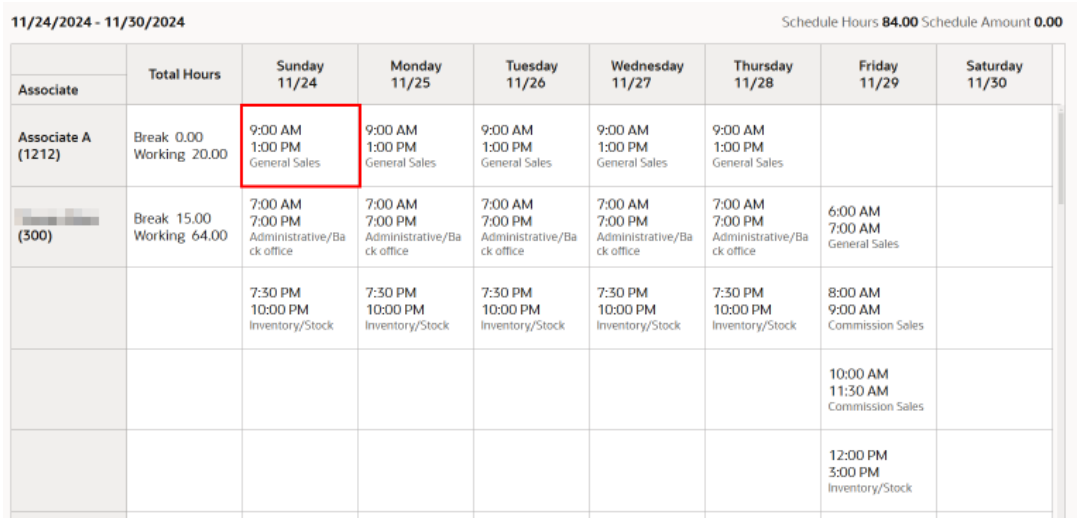
4. Select **OK** to copy the schedule.

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> **Note**
>
> If an existing schedule is found, the Schedule Maintenance window appears and indicates the days that have previously been scheduled. Select **Yes** to override and copy, or select **No** to return to the Copy Scheduled Day window to change the selections.

Oracle Retail Xstore POS copies the schedule to each day you selected. Oracle Retail Xstore POS totals the scheduled hours for the week as you build the schedule and the scheduled budgeted amount (if configured for your store). In the figure below the Sunday Schedule was used and copied to the rest of the work week.

Figure 27-9 Copied Day Schedule



5. Continue scheduling all associates for the week as needed.

> **Note**
>
> If configured, Oracle Retail Xstore POS warns of an attempt to schedule an associate when it conflicts with your store's hourly constraints or other restrictions.

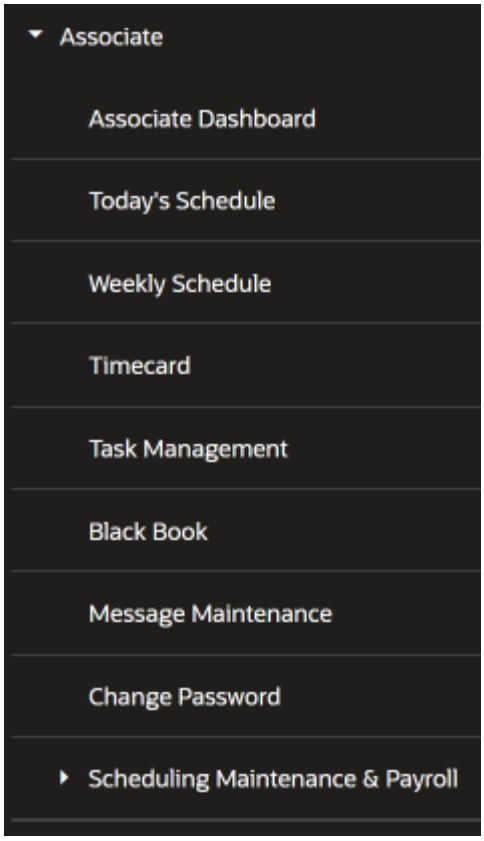
Copying a Week Schedule

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

1. After logging in, select **Associate** from Global Navigation.

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Figure 27-10 Associate Menu



2. At the Associate Menu, select **Scheduling Maintenance & Payroll**.
3. At the Scheduling Maintenance & Payroll Menu, select **Schedule Maintenance**.
4. Oracle Retail Xstore POS prompts for the week to be scheduled. Select the **Week** you want to schedule.

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Figure 27-11 Schedule Weeks List

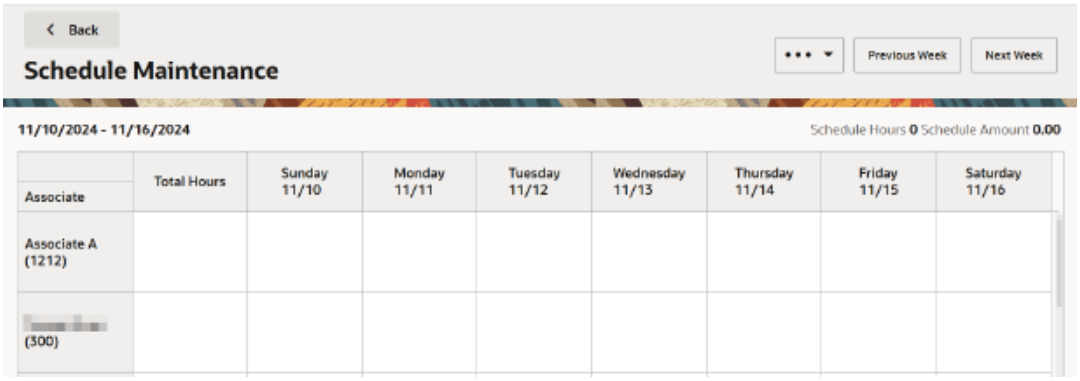


> **Note**
>
> The current week is selected by default.

5. Oracle Retail Xstore POS displays the Associate Schedule screen for the selected week. This is the view used to create an associate schedule.

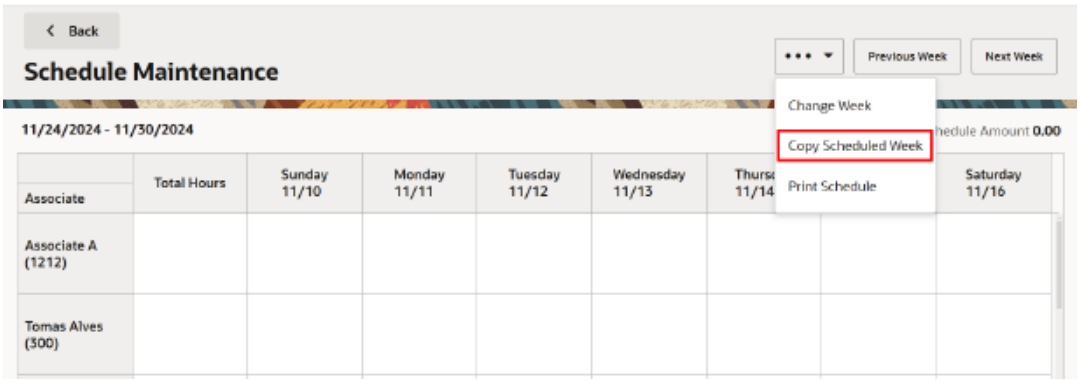
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Figure 27-12 Schedule Maintenance



6. Select the **Header Overflow Menu** and then select **Copy Scheduled Week**.

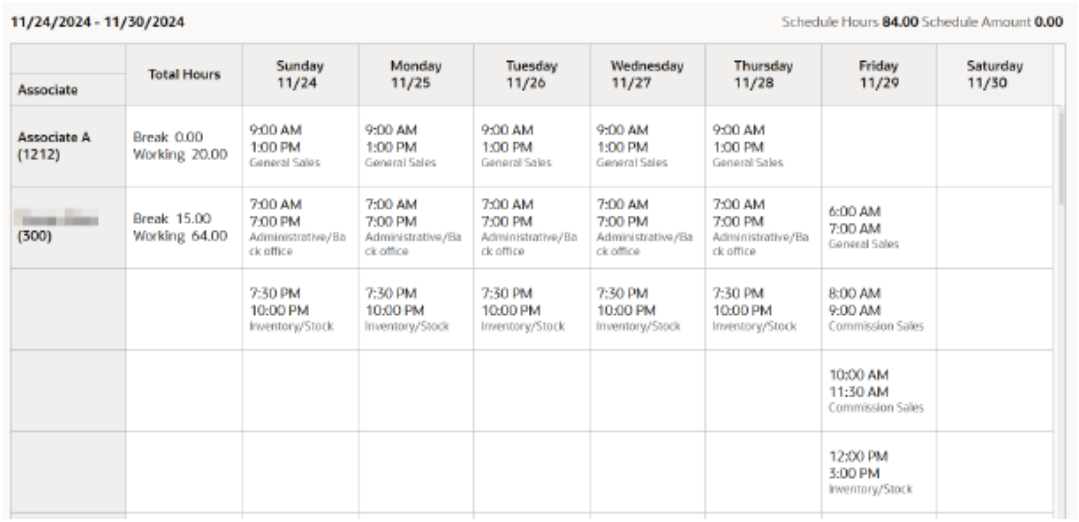
Figure 27-13 Copy Scheduled Week



7. Oracle Retail Xstore POS displays a list of weeks that have been scheduled previously. Select a week from the list.

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

Figure 27-14 Copied Week Schedule



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8. Continue scheduling all associates for the week and make any edits as needed. Refer to Editing a Schedule for more information about changing schedule information.

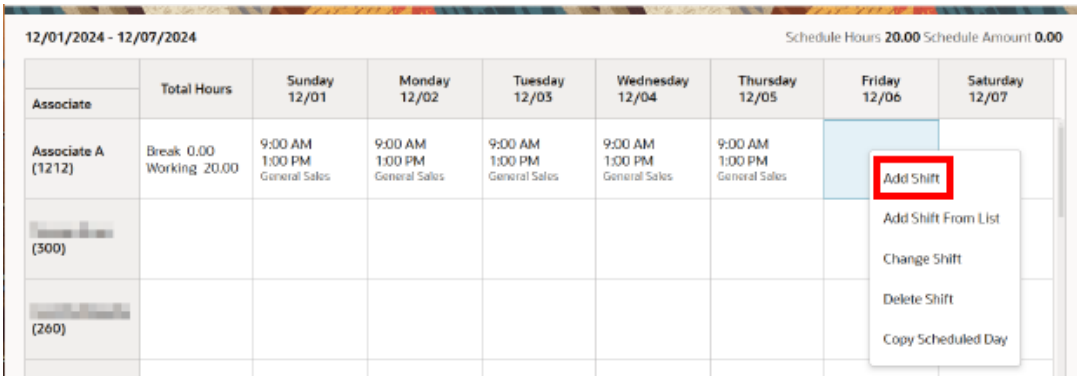
Adding a Manual Shift

Use this option to create a new shift for a specific associate/day on the schedule.

...continued from step 5.

1. Right-click the day you want to schedule for an associate.
2. From the context menu, select **Add Shift**.

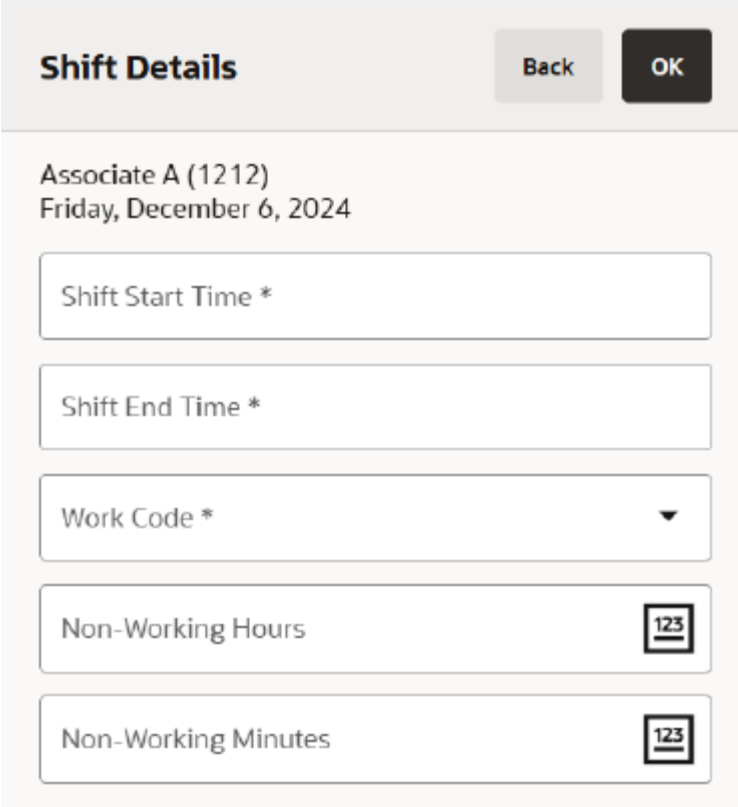
Figure 27-15 Context Menu - Add Shift



3. Oracle Retail Xstore POS prompts for schedule information for the selected associate and date. Enter the information as required, then select **OK** to continue:

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Figure 27-16 Associate Schedule Data Form



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

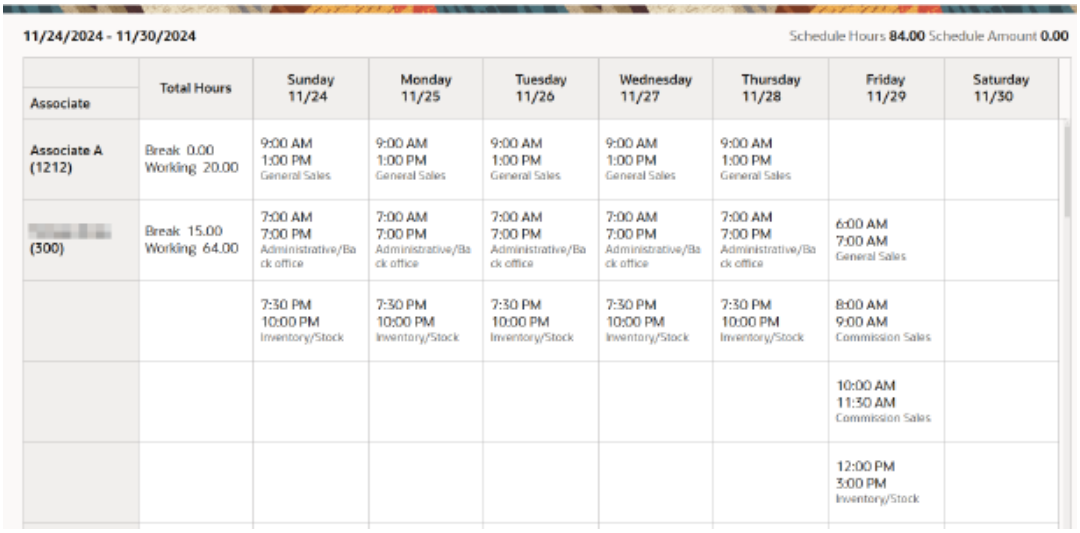
Oracle Retail Xstore POS totals the scheduled hours for the week and calculates the scheduled budget amount (if it is configured for your store) as you build the schedule. The total scheduled hours and scheduled dollar amount is shown in the top panel of the screen. It is updated automatically each time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

Oracle Retail Xstore POS displays the Weekly Summary Scheduling screen that shows the shift you created for the associate on the scheduled day.

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

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Figure 27-17 Weekly Summary Scheduling - Associates Scheduled



4. Continue scheduling all employees for the week as needed.

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

Adding a Pre-Defined Shift

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

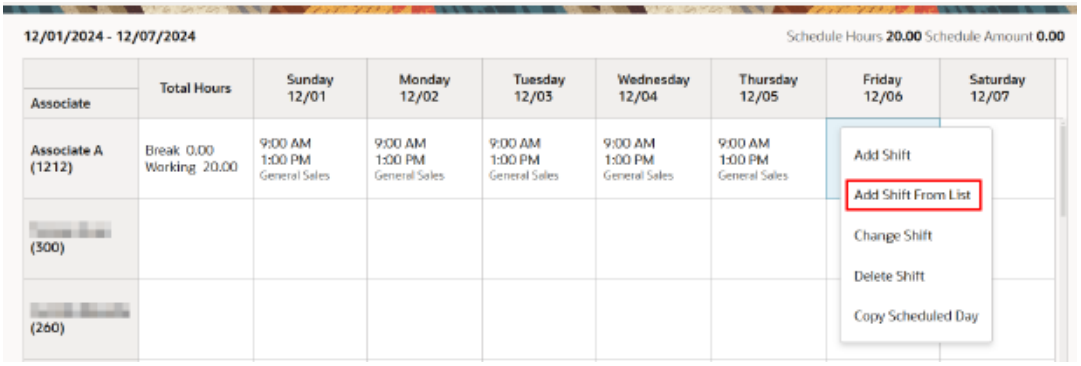
...continued from step 5.

> **Note**
>
> To create these pre-defined shifts, refer to Creating a New Shift.

1. Select the day you want to schedule for the associate.
2. Right-click and then select **Add Shift From List**. For Handheld, **touch and hold**.

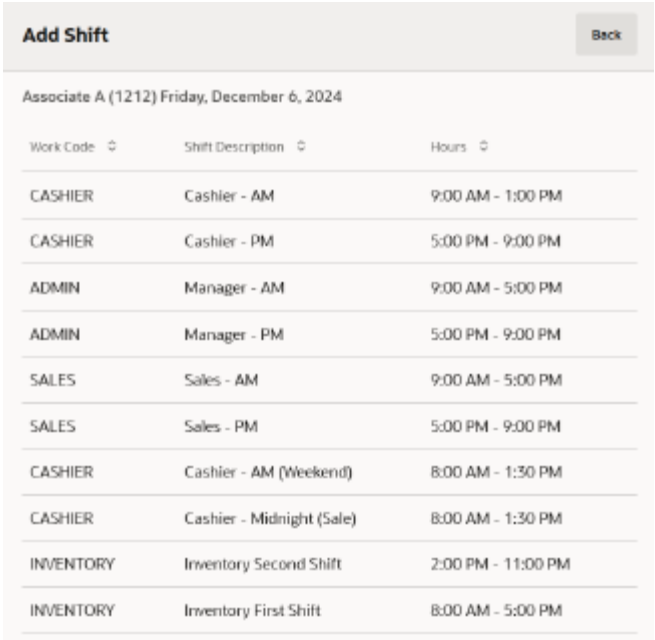
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Figure 27-18 Add Shift From List



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

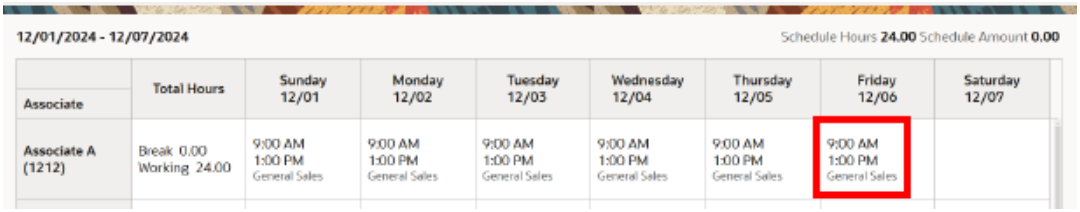
Figure 27-19 List of Pre-Defined Shifts



Oracle Retail Xstore POS displays the Weekly Summary Scheduling screen showing the shift you applied to the associate/day. Information shown here includes the pre-defined starting and ending times, the work code, the time allotted for breaks, and the amount of working time. Oracle Retail Xstore POS also totals the scheduled hours for the week as you build the schedule and the scheduled budgeted dollar amount (if configured for your store).

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Figure 27-20 Pre-defined Shift Added



4. Continue scheduling all associates for the week.

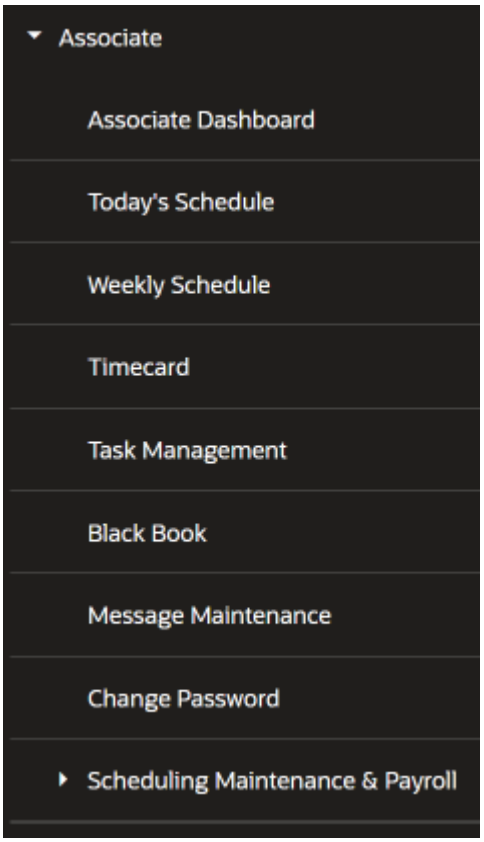
Editing a Schedule

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

> **Note**
>
> Schedule records from previous days cannot be edited.

1. After logging in, select **Associate** from Global Navigation.

Figure 27-21 Associate Menu



2. At the Associate Menu, select **Scheduling Maintenance & Payroll**.
3. At the Scheduling Maintenance & Payroll Menu, select **Schedule Maintenance**.

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4. Oracle Retail Xstore POS prompts for the week to be scheduled. Select the week you want to schedule.

Figure 27-22 Schedule Weeks List



> **Note**
>
> The current week is selected by default.

Oracle Retail Xstore POS displays the Associate Schedule screen for the selected week. This is the view used to edit the existing associate schedules.

> **Note**
>
> You can select the **Header Overflow Menu** and then select, **Print Schedule** to print the displayed schedule on the report printer.

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5. Xstore provides several options for editing an existing schedule, they include:
   - **Change Shift** - Use this option to edit an existing shift on the schedule. See Change Shift.
   - **Delete Shift** - Use this option to remove a shift from the schedule. See Deleting a Shift.
   - You can also add shifts to the schedule as needed. Refer to Add Shift Add Shift From List, and Copy Scheduled Day for more information.

> **Note**
>
> Some options do not function until after you delete the existing schedule for that day.

Edit Existing Schedule Menu Options

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

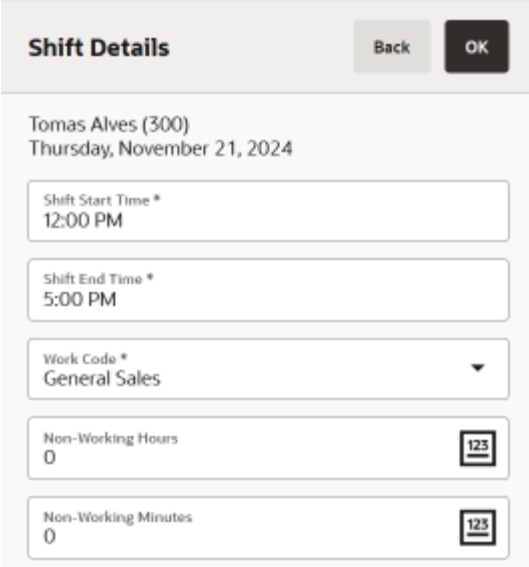
Changing a Shift

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

1. In Schedule Maintenance, right-click the shift you want to change. For Handheld, **touch and hold**.
2. Select **Change Shift**.
3. Oracle Retail Xstore POS displays the Associate Scheduling Data form that shows the current schedule information for the selected shift. Change the information as required:

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Figure 27-23 Associate Scheduling Data Form



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

4. Select **OK** to continue.

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

5. Make additional schedule changes as needed.

> **Note**
>
> If configured, Oracle Retail Xstore POS warns you if an associate's schedule conflicts with hourly constraints or other restrictions as determined by your store.

Deleting a Shift

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

1. Right-click the shift you want to remove from the schedule. For Handheld, **touch and hold**.
2. Select **Delete Shift** . Oracle Retail Xstore POS displays a prompt to verify that the selected shift is the one you want to delete.
3. Select **Yes** to delete the shift from the schedule.

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

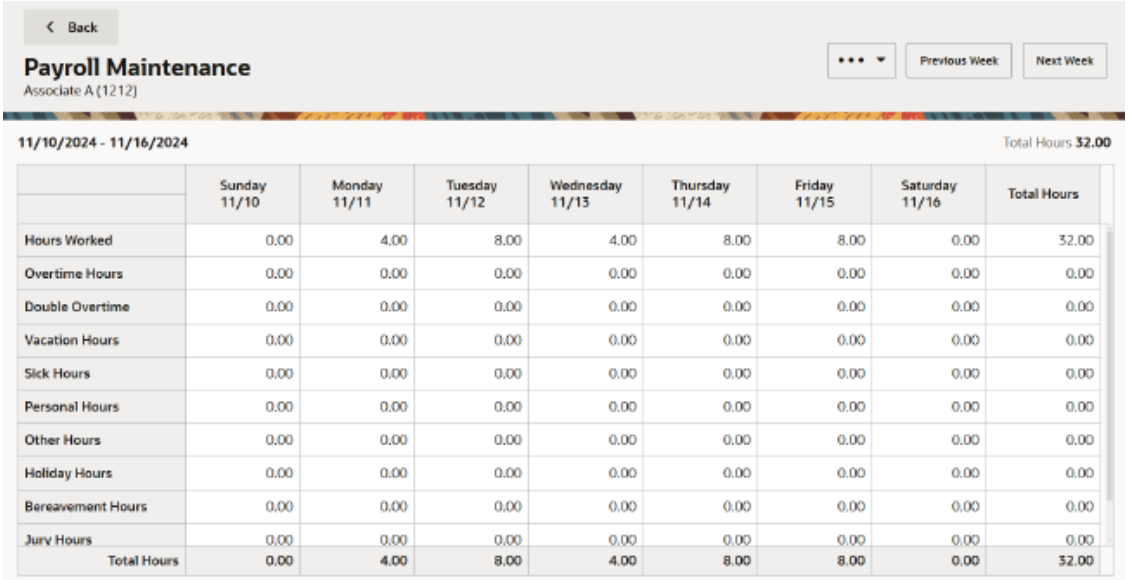
4. Continue making any changes to the schedule as needed.

Payroll Maintenance

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

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

Figure 27-24 Payroll Maintenance



	Sunday 11/10	Monday 11/11	Tuesday 11/12	Wednesday 11/13	Thursday 11/14	Friday 11/15	Saturday 11/16	Total Hours
Hours Worked	0.00	4.00	8.00	4.00	8.00	8.00	0.00	32.00
Overtime Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Double Overtime	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Vacation Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sick Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Personal Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Holiday Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Bereavement Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Jury Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Hours	0.00	4.00	8.00	4.00	8.00	8.00	0.00	32.00

The Payroll Maintenance tab shows the following information and can vary based on your configuration:

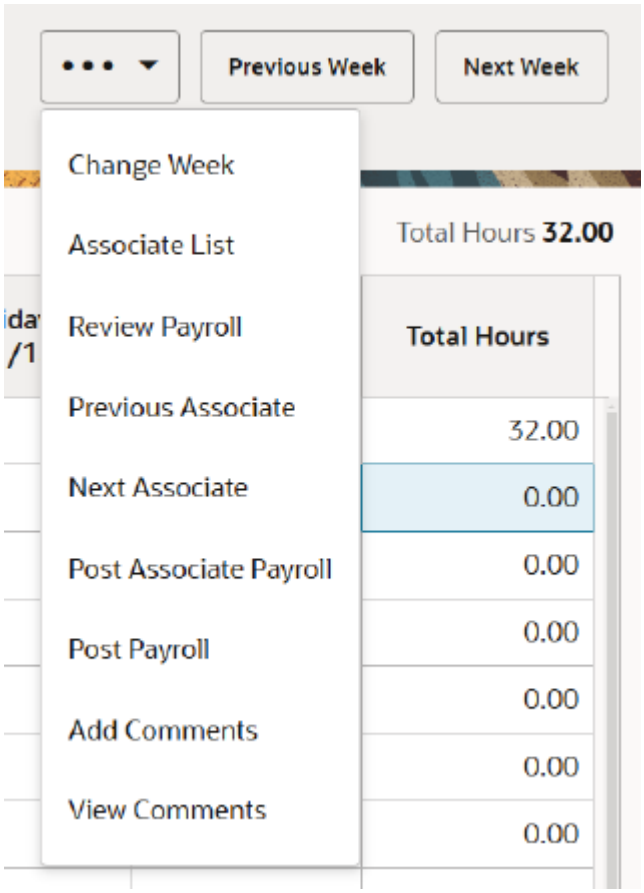
- **Associate** information: Associate ID, name, and department.
- The days of the week and the date for each day; for example, Sunday through Saturday.
- **Regular Hours Worked**: These hours are determined from the timecard records and cannot be changed here. Refer to Editing a Timecard Record for more information on changing timecard records.
- **Overtime Hours:** These hours are calculated automatically by the system, based on the overtime rules established by the home office. These hours cannot be changed here. Refer to Editing a Timecard Record for more information on changing timecard records.
- **Double Overtime Hours:** These hours are calculated automatically by the system based on the overtime rules established by the home office. These hours cannot be changed here. Refer to Editing a Timecard Record for more information on changing timecard records.

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- **Non-Working Hours Categories:** These types of payroll hours can be edited in Payroll Maintenance using the Edit Non-Working Hours option. Examples of non-working hours include:
  - Vacation Hours
  - Sick Hours
  - Personal Hours
  - Other Hours
  - Holiday Hours
  - Bereavement Hours
  - Jury Hours
  - Funeral Hours
- **Total Hours:** The total working hours for each category by day and by week.
- **Totals:** The total hours by day and by week.

> **Note**
>
> Refer to Editing a Payroll Record or information about editing non- working hours.

Figure 27-25 Payroll Maintenance Overflow Menu



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The following options are available from the Timecard Maintenance Header Overflow menu:

- Select **Change Week** to select a specific schedule date from the list of weeks.
- Select **Associate List** to see a list of active employees for the payroll week you are viewing.
- Select **Review Payroll** after you have reviewed the associate's payroll record. This function adds a timestamp to the record along with your ID and the payroll record is now ready for posting to the home office.
- Select **Previous Associate** and **Next Associate** to navigate between associates on this screen.
- Select **Post Associate Payroll** to post the associate's payroll for the selected week.
- Select **Post Payroll** to post all payroll for the current week.

> **Note**
>
> If the user selects to post all payroll, but there are still associate payroll records to review, the Review Payroll drawer is displayed.

- Select **Exception List** to view a list of associate records that have exceptions for this payroll week. Exception rules are set up by the home office.
- Select **Add Comments/View Comments** to view and/or add a comment.

The following section covers these topics:

- Editing a Payroll Record
- Reviewing a Payroll Record
- Posting the Associate's Payroll Record
- Posting all Associates Payroll Records at One Time
- Viewing and Editing Posted Payroll Records
- Payroll Posting Day

Editing a Payroll Record

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

1. Right-click a non-working hour payroll record and select **Change Hours**. Make the change by typing the number of hours in the selected field:
   - You can use up to 2 decimal places when entering hours: for example, 2.75 for 2 hours and 45 minutes.
   - You cannot enter more than 24 hours or less than 15 minutes (.25 hours) in a day.
   - Depending upon your store policy, you may have additional time restrictions.

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2. Select **Return** to save the edited payroll record. Oracle Retail Xstore POS updates the hours for the payroll record.

Reviewing a Payroll Record

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

1. At the **Payroll Maintenance** screen, select the **Header Overflow Menu**, and then select **Review Payroll** to add a timestamp to the currently displayed associate record. The payroll has been reviewed. The Payroll Maintenance screen displays.

   Oracle Retail Xstore POS marks the record as reviewed.

2. Continue reviewing additional associate records as needed by selecting the **Previous Associate** and **Next Associate** Header Overflow Menu options. When all records have been reviewed, the payroll records are ready for posting to the home office.

Posting the Associate's Payroll Record

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

> **Note**
>
> You also have the option to post all associate payroll records at once. Refer to Posting all Associate Payroll Records at One Time for procedural information.

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

   > **Note**
   >
   > If you have not marked this associate payroll record as reviewed before choosing to post the record, Oracle Retail Xstore POS displays a message asking if you want to post the record anyway.
   >
   > Select Yes to post the record or select **No** to return to the Payroll Maintenance screen where you can review the payroll record.

3. Oracle Retail Xstore POS marks the associate's payroll record as posted. This information is briefly displayed in the information panel at the top of the Payroll Maintenance screen.
4. Continue reviewing and posting additional associate records as needed by selecting the **Previous Associate** and **Next Associate** options.

   If the system identifies a payroll exception error (as determined by your store's policy) when you post an associate's payroll record, you are notified that a payroll exception exists.

5. If any payroll errors are found, select an associate from the list to return to the associate's payroll record where you can review the record and make changes as required.

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> **Note**
>
> To edit an associate's regular hours, you must use the Timecard Maintenance tab.

Posting all Associate Payroll Records at One Time

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

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

> **Note**
>
> If the system identifies a payroll exception error (as determined by your store policy) when you post payroll records, you are notified that a payroll exception exists.

Oracle Retail Xstore POS prompts to confirm the selection.

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

     <OR>

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

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

Viewing and Editing Posted Payroll Records

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

1. When you select an option to edit timecard and/or payroll information for a posted payroll record, Oracle Retail Xstore POS displays a message informing you that payroll has been posted. Any changes you make to a posted record must be re-posted to the home office manually.
2. Select **OK** to acknowledge this message and make your edits as required.

Payroll Posting Day

On the day payroll must be posted to the home office, Oracle Retail Xstore POS may display a message indicating that payroll records are due. This message displays when you exit the Payroll Maintenance function without posting the payroll records. Select **Yes** to continue maintaining the payroll records or **No** to exit Payroll Maintenance.

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Payroll Comments

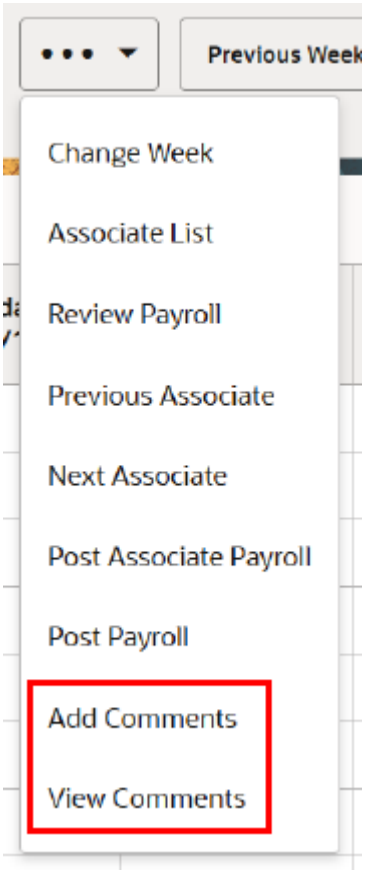
To add payroll record comments, select the **Header Overflow Menu** and then select **Add Comments**.

Enter the comment and then select **OK** to save the comment.

To view payroll record comments, select the **Header Overflow Menu** and then select **View Comments**.

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

Figure 27-26 Payroll Add Comment Option



Adding Comments

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

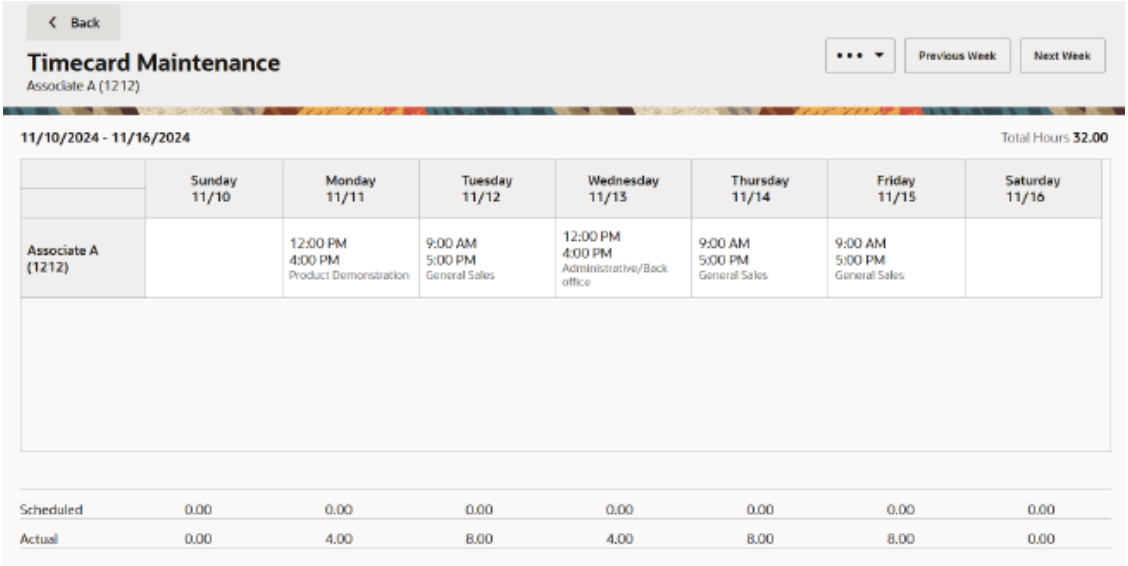
1. To add a comment to the payroll record, select the **Add Comment** option (Figure 27-26 above). Oracle Retail Xstore POS displays the **Add Comment** form.
2. Type a comment and select **OK** to add the comment to the associate's payroll record.

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Timecard Maintenance

Timecard Maintenance shows the following information:

Figure 27-27 Timecard Maintenance Tab



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

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

- The work code and the times the associate clocked in and out for each work code.
- If the associate uses multiple work codes while clocking in during the day, multiple entries display. For example, on Monday the associate worked on the selling floor (Cashier) and then worked in the office (Admin).
- An icon associated with a timeclock record indicates that it has been entered or modified through Timecard Maintenance and it is not the original clock-in or clock- out record, or that the record has an exception to a timecard rule. Select the record and the **View History** option for details about this modified record.
- The hours scheduled for each day. Available if the scheduling option is used.
- The actual hours worked each day.
- The total number of hours worked for the week.

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

- **Change Week**: Select this option to view the list of payroll dates. Select a new date from the list to view the selected associate's timecard record for the new payroll week.
- **Associate List:** Select this option to view a list of active employees for the payroll week you are viewing.

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- **Previous Associate/Next Associate:** Select these options to move backward/ forward to view additional associate timecard records for the payroll week.
- **Exception List:** Select this option to view a list of associate records that have exceptions for this payroll week. Exception rules are set up by the home office.
- **Add Comments/View Comments:** Select this option to view and/or add a comment.

This section covers the following topics:

- Editing a Timecard Record
- Adding a Timecard Record
- Changing a Timecard Record
- Deleting a Timecard Record
- Viewing Timecard Exception Records
- Viewing Timecard Record History

Editing a Timecard Record

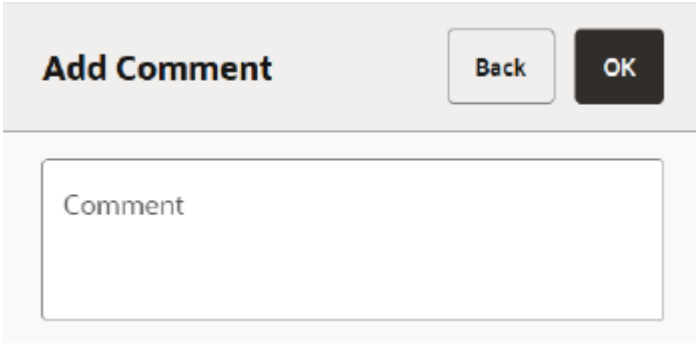
1. To change a timecard record, right-click the record that you want to change on the Timecard Maintenance screen.
2. The following editing options are available:
   - **Add Timecard** record - Use this option to add a timecard record for the selected day. Refer to Adding a Timecard Record.
   - **Change Timecard** record - Use this option to change a timecard record for the selected day. Refer to Changing a Timecard Record.
   - **Delete Timecard** record - Use this option to remove a timecard record for the selected day. Refer to Deleting a Timecard Record.
   - **View History** - Use this option to view the details of that record.

Adding a Timecard Record

1. Right-click the day to be edited and select **Add Timecard**.
2. Oracle Retail Xstore POS displays the Timecard Maintenance form. You must select a work code and enter the start time and end time for the timecard record.
3. Select **OK** to create the new timecard record.
4. Depending upon your store policy, you may be prompted to enter a comment about the change to the timecard record. Type a comment and select **OK** to continue.

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Figure 27-28 Timecard Comment Form



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

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

Changing a Timecard Record

1. Right-click the day to be edited and select **Change Timecard**.

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

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

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

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

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

Deleting a Timecard Record

1. Right-click the day to be edited and select **Delete Timecard**.
2. Oracle Retail Xstore POS prompts to confirm that you want to delete the selected record. Select **Yes** to delete the record.
3. Depending upon your store policy, you may be prompted to enter a comment for this change to the timecard record. If prompted, type a comment and select **OK** to continue.

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

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

Viewing Timecard Exception Records

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

1. At the Timecard Maintenance screen, select the **Header Overflow Menu** and then select, **Exception List**.
2. Oracle Retail Xstore POS displays a list of employees with exceptions for the current payroll date. Select a name from the list to view the timecard record with the exception.
3. Oracle Retail Xstore POS displays the Timecard Maintenance tab for the selected associate:
   - To view the details about the exception, right-click the record and then select **View History**. Refer to Posted Timecard Report for more information.
   - To edit the exception record, right-click the record and then select **Change Timecard**. Refer to Editing a Timecard Record for more information.

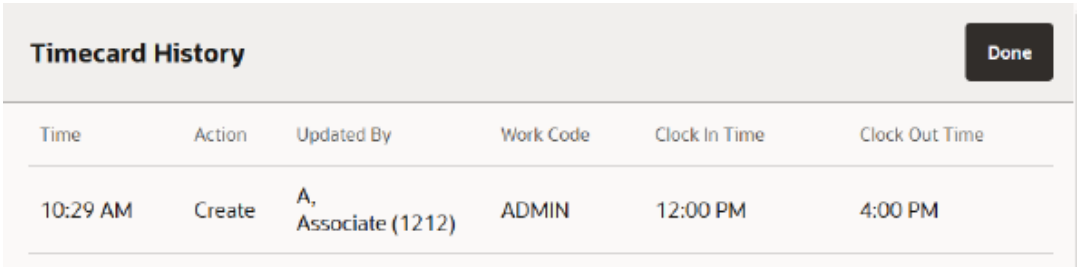
Viewing Timecard Record History

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

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

   Oracle Retail Xstore POS displays the history for the selected timecard record.

Figure 27-29 Timecard Record History

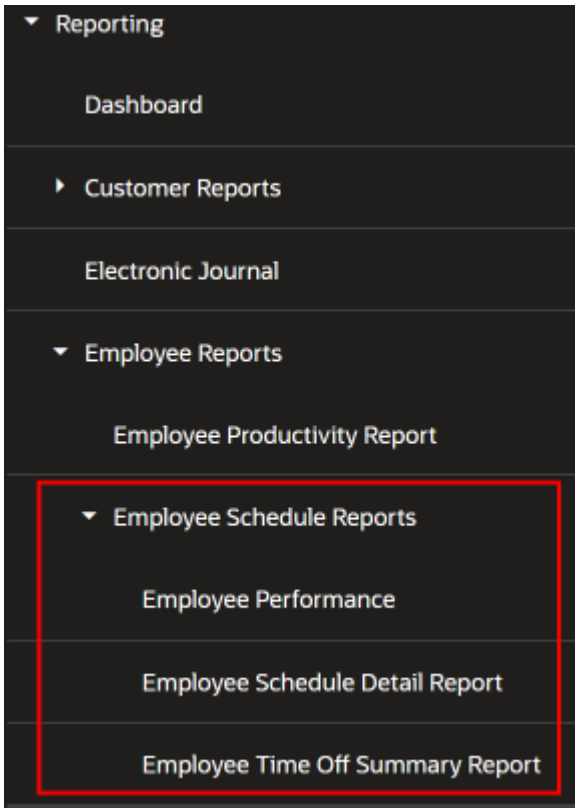


2. Select **Done** to return to the **Timecard Maintenance** screen.

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Reports

Figure 27-30 Associate Schedule Reports



The following scheduling reports are available:

- **Employee Performance Report** - This report shows the scheduled hours for an associate or all employees, the hours worked, and the difference between scheduled and worked hours. The associate's total sales and average sales for the period are also shown.

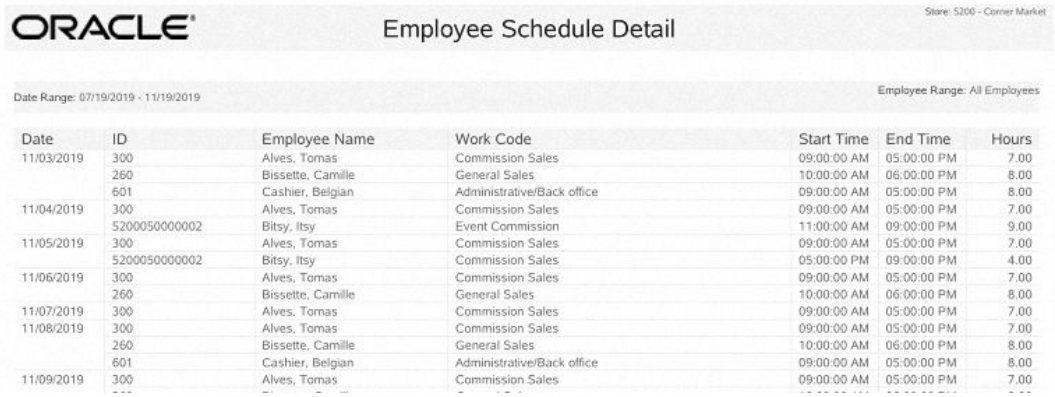
Figure 27-31 Associate Performance Report



- **Employee Schedule Detail** - This report shows the employees who are scheduled for each day in the selected week. Each day of the week is listed, the employees scheduled, their individual start and end times, and the total hours for each day. This report also includes the total scheduled hours for the week.

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Figure 27-32 Associate Schedule Detail Report



- **Employee Time Off Summary Report** - This report lists all employees who have time off scheduled for the selected week, and it shows the time-off days, hours (if less than a full day), and the reason for the time-off.

Figure 27-33 Time Off Summary Report



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

Timecard Comments

To view timecard record comments, select the **Header Overflow Menu** and then select **View Comments**.

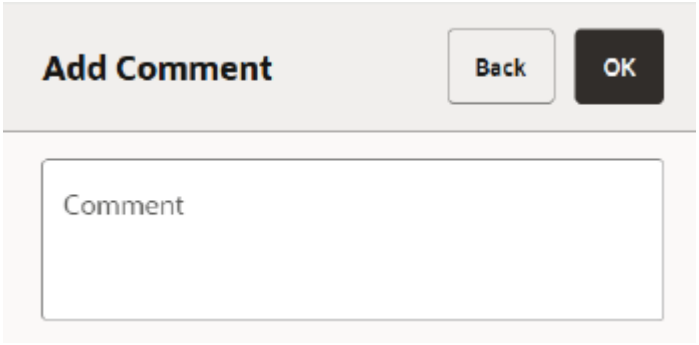
Oracle Retail Xstore POS displays the comments associated with the current timecard record. In addition to the text of the comment, the comment's date and time of entry, and the ID of the person who created the comment are also shown.

Adding Comments

1. To add timecard record comments, select the **Overflow Menu** and then select **Add Comments**.
2. Oracle Retail Xstore POS displays the **Add Comment** form. Type a comment and select **OK** to add the comment to the timecard record.

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Figure 27-34 Timecard Comment Form



Shift Maintenance

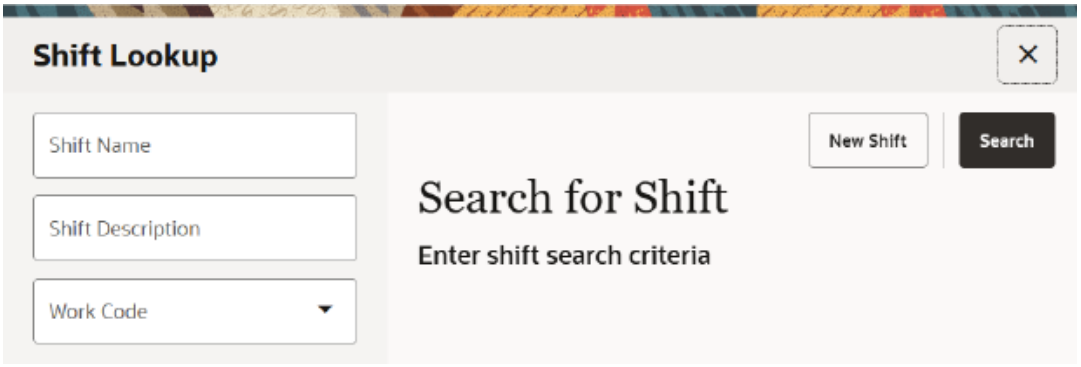
To make associate scheduling easier, you can create and edit pre-defined shifts that may be applied during the associate scheduling function.

Creating a New Shift

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

1. At the Scheduling Maintenance & Payroll Menu select **Shift Maintenance**.
2. Oracle Retail Xstore POS prompts for the shift information. Select **New Shift** to create a new shift type.

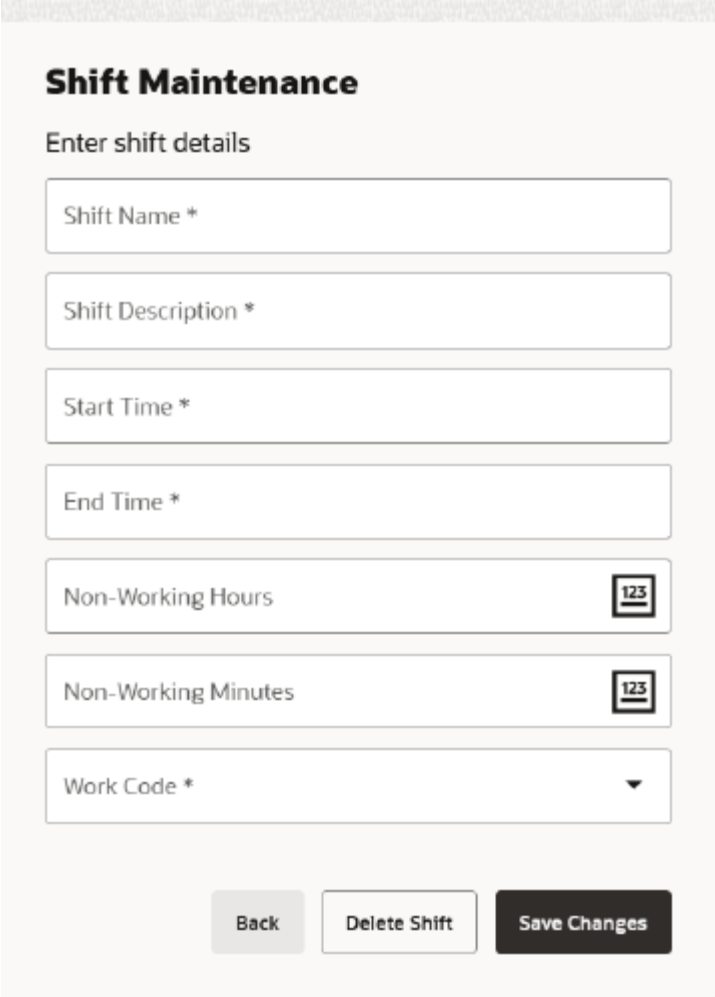
Figure 27-35 Shift Lookup



Oracle Retail Xstore POS prompts for the shift detail information. Enter the information for the new shift:

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Figure 27-36 Shift Detail Prompt



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

3. Select **Save Changes** to create the new shift.

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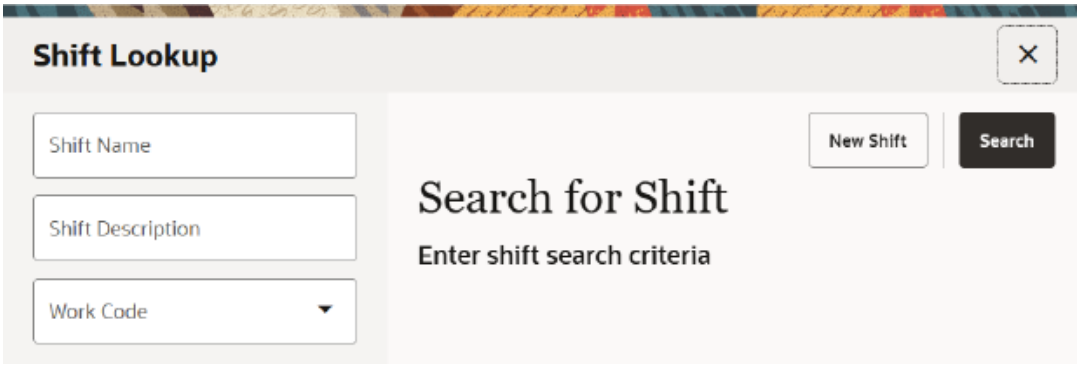
> **Note**
>
> During associate scheduling, this new shift is available as an option in the pre-defined list of shifts. See Adding a Pre-Defined Shift for detailed information about using the **Add Shift From List** schedule option.

Editing an Existing Shift

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

1. After logging in, select **Associate** from Global Navigation.
2. At the Associate Menu, select **Scheduling Maintenance & Payroll**.
3. From the Scheduling Maintenance & Payroll, select **Shift Maintenance** .
4. Oracle Retail Xstore POS prompts for the shift information. Enter the required information and select **Search** to continue. If you do not enter any information, Xstore displays a list of all shifts.

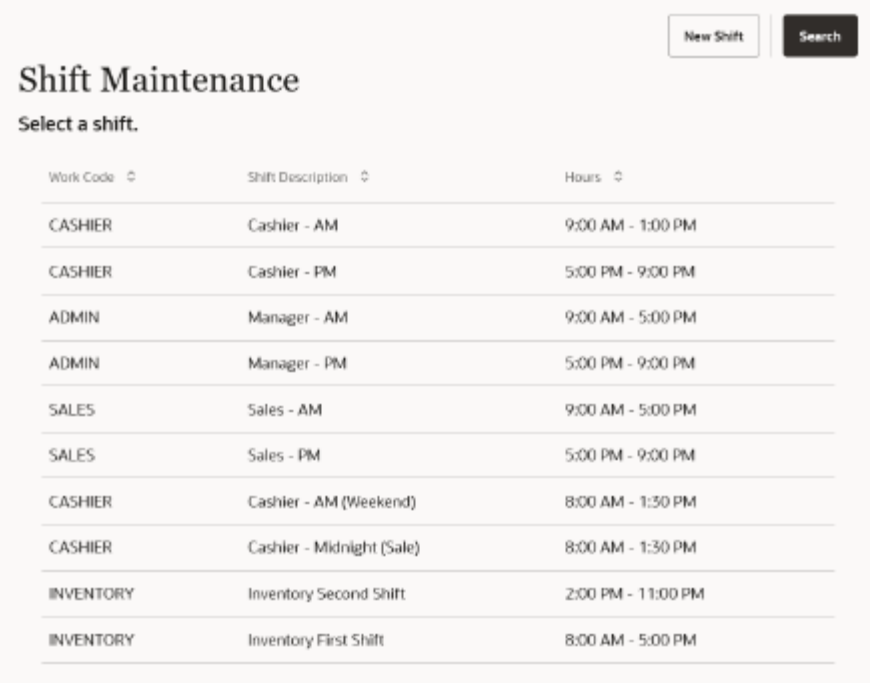
Figure 27-37 Shift Maintenance Form



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

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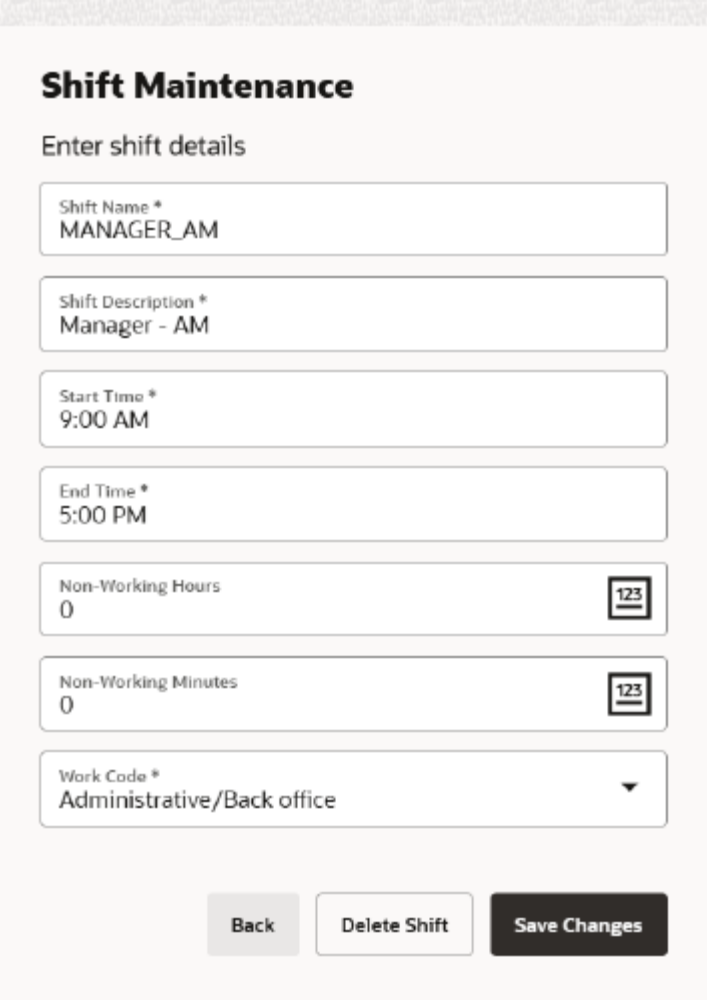
Figure 27-38 Shift List



5. Oracle Retail Xstore POS displays the shift's detail information.

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Figure 27-39 Shift Maintenance



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

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

Schedule Reports

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

Schedule reports are available from the Schedule Reports menu.

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1. Select **Reporting**.

   At the Reporting menu, select **Associate Reports**.
2. At the Associate Reports menu, select **Associate Schedule Reports**.
3. Select a report from the Schedule Reports list.

Associate Time Off Summary Report

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

See Printing the Time-Off Schedule for more information.

Associate Performance Report Overview

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

This report includes the following associate information:

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

Schedule Detail Report Overview

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

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

Time Off Maintenance

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

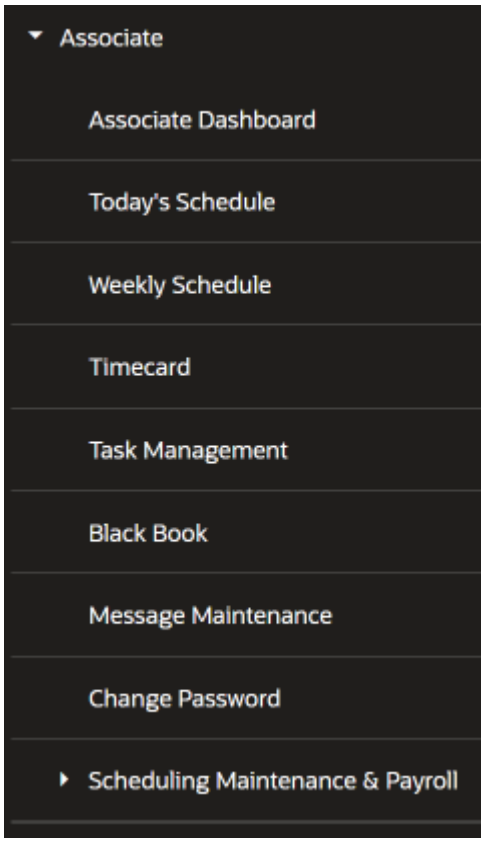
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Adding Time-Off Periods

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

1. After logging in, select **Associate** from Global Navigation.

Figure 27-40 Associate Menu



2. At the Associate Menu, select **Scheduling Maintenance & Payroll**.
3. At the Scheduling Maintenance & Payroll Menu, select **Time Off Maintenance**.
4. Oracle Retail Xstore POS prompts for the week to be scheduled. Select the week you want to schedule.

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Figure 27-41 Schedule Weeks List



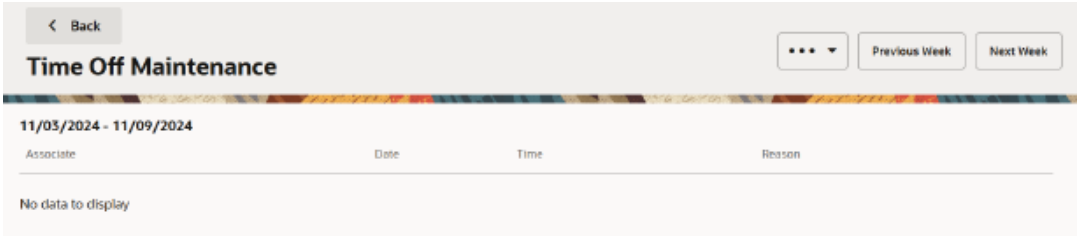
> **Note**
>
> The current week is selected by default.

> **Note**
>
> You can only select dates within the currently selected week.

5. Oracle Retail Xstore POS displays the Associate Time Off Scheduling screen showing any previously scheduled time-off events for this week.

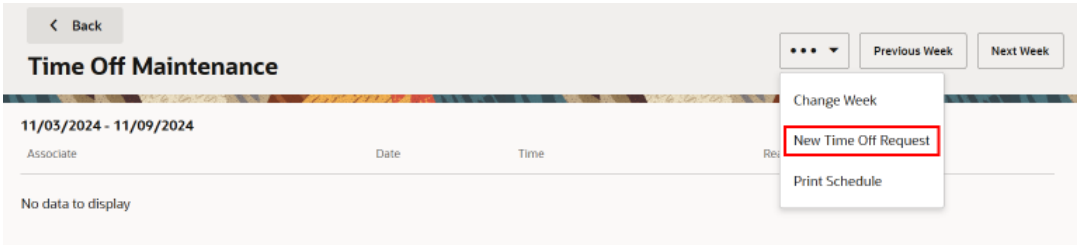
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Figure 27-42 Time Off Maintenance



6. Select the **Header Overflow Menu** and then select, **New Time Off Request**.

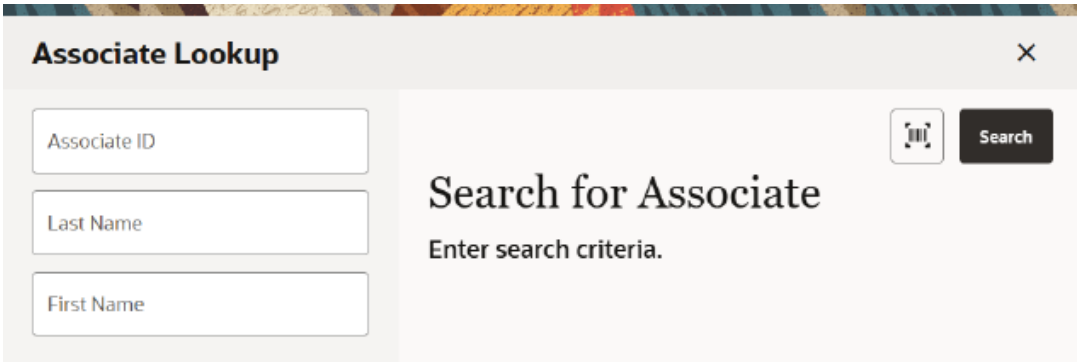
Figure 27-43 Associate Time Off Scheduling



> **Note**
>
> Select **Previous Week** to view time-off from the week before the week that is displayed.
>
> Select the **Next Week** option to view time-off for the week after the week that is displayed.
>
> To view any other time-off schedule, select the **Change Week** option to select a specific schedule date from the list of weeks.

7. Oracle Retail Xstore POS prompts for the associate's information. Enter the associate's information and select **Search** to continue.

Figure 27-44 Associate Search Form



8. Oracle Retail Xstore POS displays a list of associates who match the search criteria. Select an associate from the list.

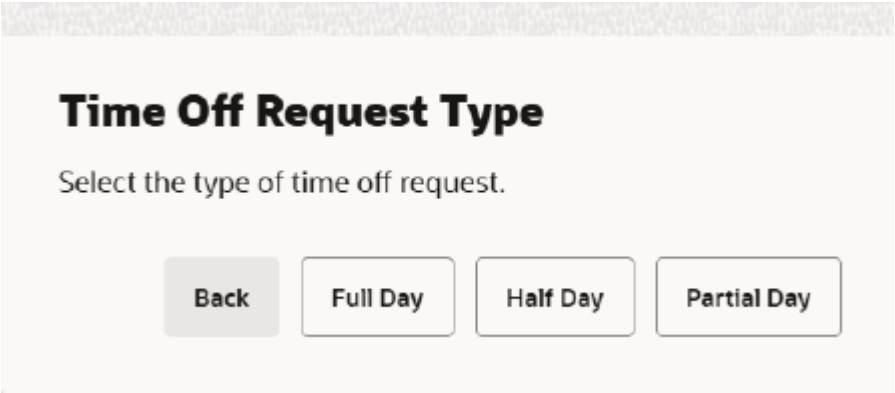
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Figure 27-45 List of Matching Associates



9. After the associate has been selected, Oracle Retail Xstore POS prompts for the type of time-off event information. Select the time-off type to continue:

Figure 27-46 Time-off Event Type Prompt

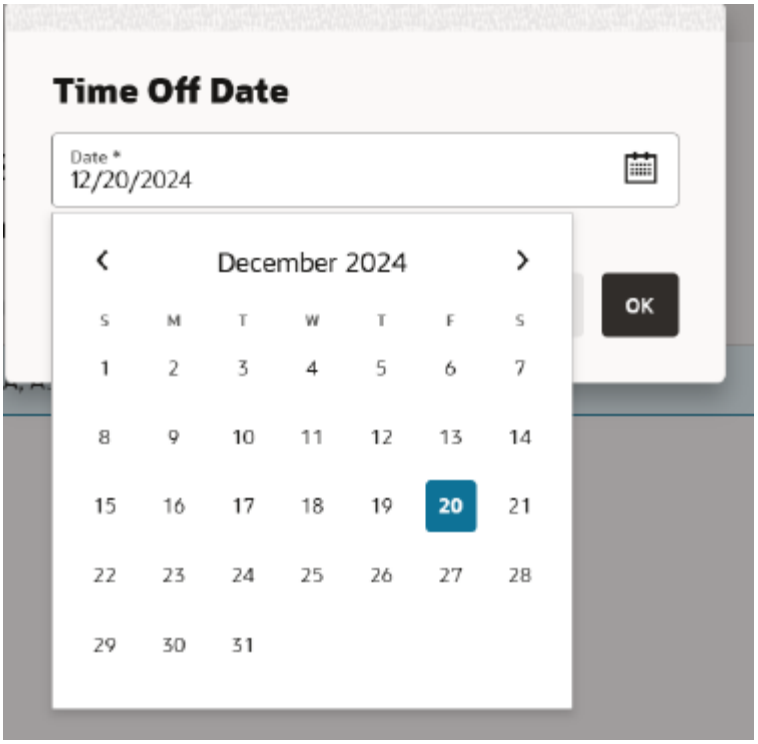


- Select the **Full Day** option if the associate has requested time off for the entire day or days.
- Select the **Half Day** option if the associate has requested half of the day off, such as morning or afternoon.
- Select the **Partial Day** option if the associate has requested part of the day, such as 2 hours off.

10. Oracle Retail Xstore POS prompts for the time-off event date. Enter the starting time-off date and select**OK** to continue.

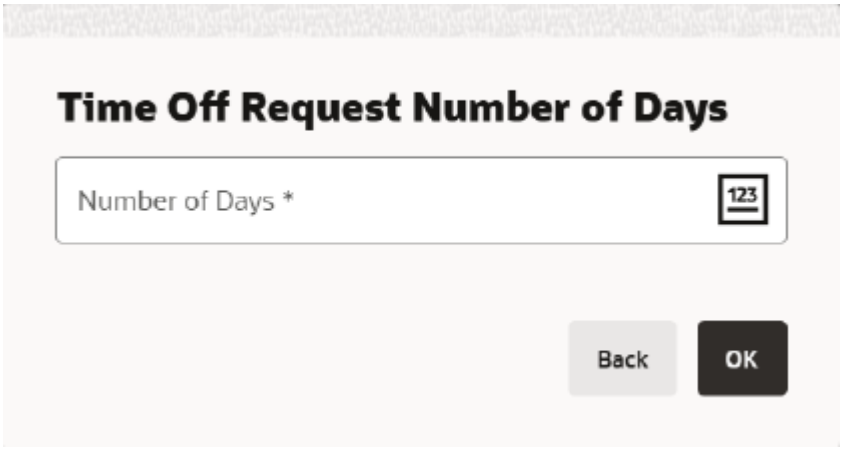
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Figure 27-47 Time Off Date Prompt



- FULL DAY - If you chose the full day option, Oracle Retail Xstore POS prompts for the number of days for this time-off event. Enter the number of full days the associate has requested off and select **Save Changes** to continue. Go to step 8.

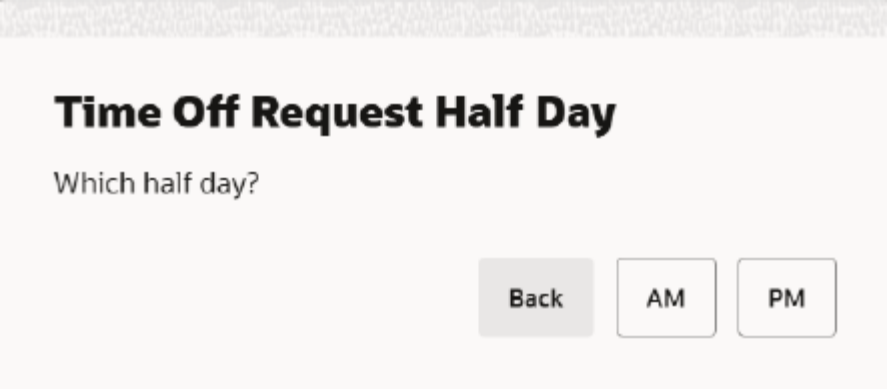
Figure 27-48 Number of Days Prompt



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

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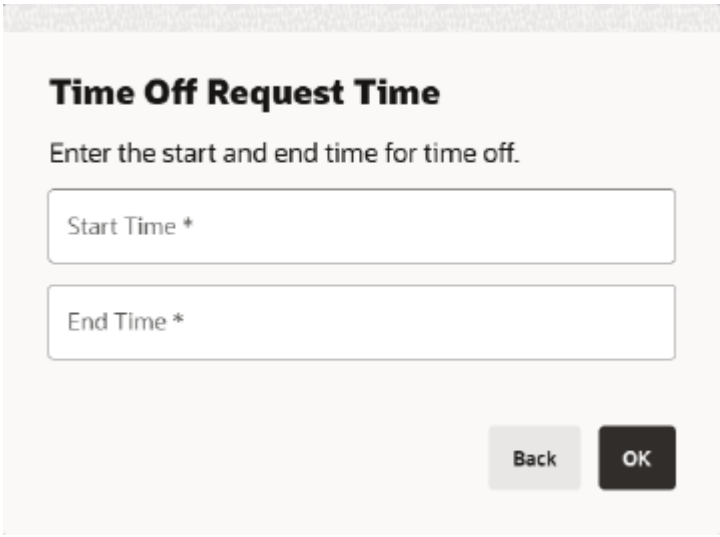
Figure 27-49 Half Day Time-Off Prompt



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

- PARTIAL DAY - If you chose the partial day option, Oracle Retail Xstore POS prompts for the start and end times. Enter the information as required and select **Save Changes**. Go to step 8.

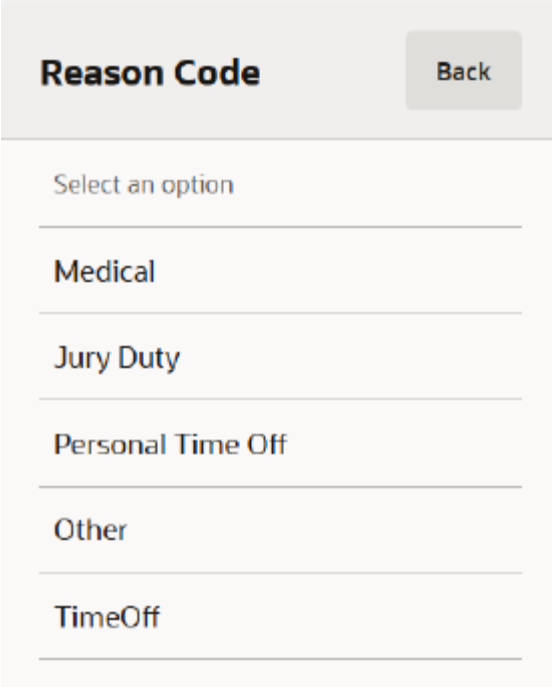
Figure 27-50 Partial Time-Off Prompt



11. Oracle Retail Xstore POS prompts for the time-off reason. Select a reason for the time-off event from the list.

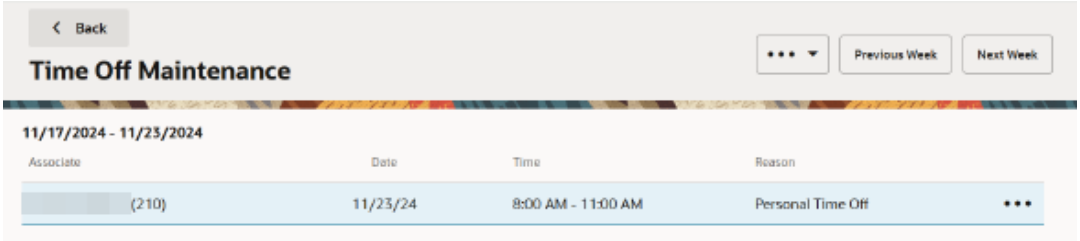
Copyright © 2025, Oracle and/or its affiliates.

Figure 27-51 List of Time-Off Reasons

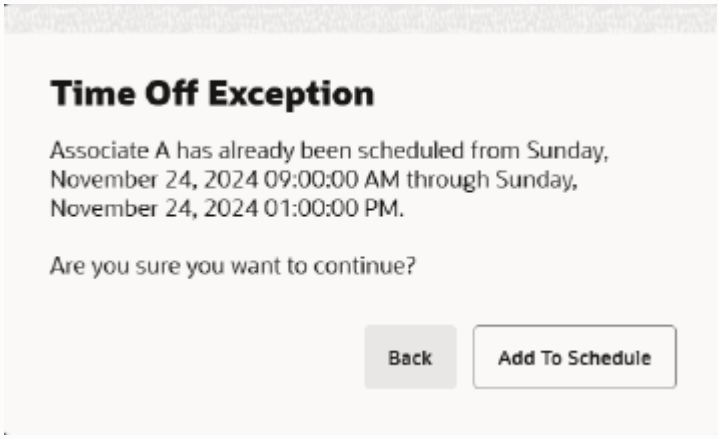


Oracle Retail Xstore POS adds the associate's time-off event to the Associate Time Off Scheduling screen for the selected week.

Figure 27-52 Associate Time Off Scheduling Screen



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> **Note**
>
> Time Off Exception
>
> If the associate has already been scheduled to work on that day (or days), the system prompts you that there is a time-off exception.
>
> **Figure 27-53 Time Off Exception**
>
> 
>
>
> - Select **Add to Schedule** to schedule the associate's time off as requested.
> - Select **Back** to cancel the request.

Editing an Associate Time-Off Period

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

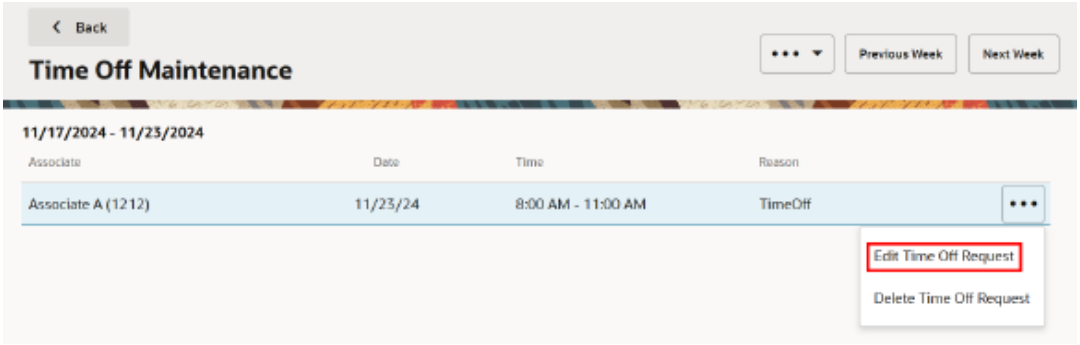
1. At the Associate Scheduling Maintenance Menu select Maintain Associate Time Off.
2. Oracle Retail Xstore POS prompts for a schedule week. Select the week for the time-off event. See Figure 27-55.

> **Note**
>
> The current week is selected by default.

3. Oracle Retail Xstore POS displays the Associate Time Off Scheduling screen showing the previously scheduled time-off events. Select the **Row Overflow Menu** for the time- off event you want to change and select **Edit Time Off Request**.

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Figure 27-54 Time Off Maintenance



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

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

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

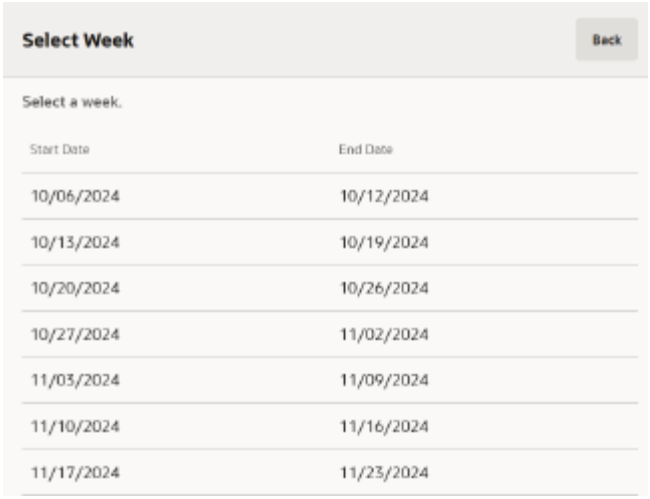
Removing an Associate Time-Off Period

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

1. At the Scheduling Maintenance & Payroll Menu select **Time Off Maintenance**.
2. Oracle Retail Xstore POS prompts you to select a schedule week. Select the week for the time-off event.

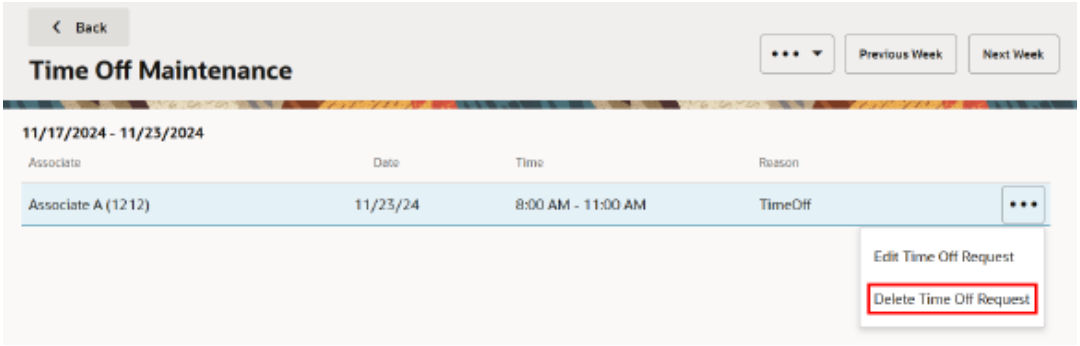
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Figure 27-55 Schedule Weeks List - Time Off



> **Note**
>
> The current week is selected by default.

3. **Figure 27-56 Delete Time Off Request**



Oracle Retail Xstore POS displays the Associate Time Off Scheduling screen showing the previously scheduled time-off events. Select the **Row Overflow Menu** for the time-off event you want to remove from the schedule and select **Delete Time Off Request**.

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

4. Oracle Retail Xstore POS prompts you to confirm the time-off event to be removed from the schedule. Select **Yes** to remove the selected associate time-off event. Oracle Retail Xstore POS removes the selected time-off event from the schedule.

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Printing the Time-Off Schedule

You can print the Associate Time-off Summary Report from both Time Off Maintenance and from Schedule Maintenance.

- Printing the schedule using the Time Off Maintenance Header Overflow Menu (**Print Schedule**) prints the current schedule shown on the screen.
- Printing the schedule from the Schedule Maintenance Header Overflow Menu prompts you to select a week to be printed.

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

Regenerate Payroll

Select this option to recreate the payroll file.

1. At the **Scheduling Maintenance & Payroll** menu, select **Regenerate Payroll** .

The payroll file is regenerated.

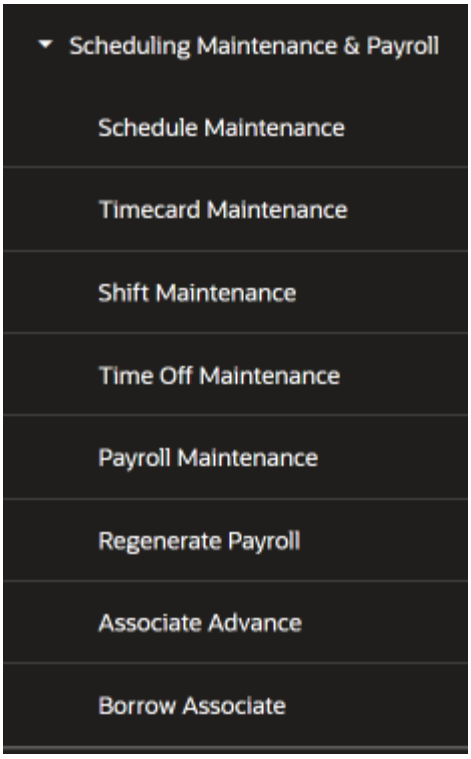
Associate Advance

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

1. After logging in, select **Associate** from Global Navigation.
2. Select **Scheduling Maintenance & Payroll**.

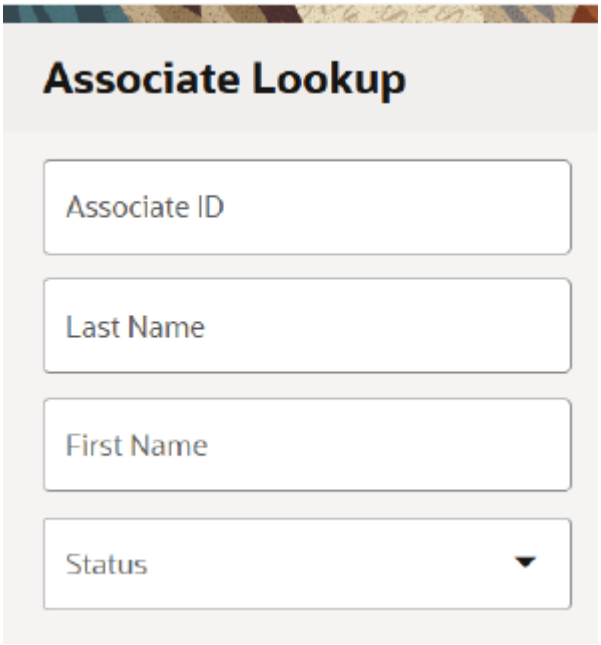
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Figure 27-57 Scheduling Maintenance & Payroll Menu



3. Select **Associate Advance**.
4. The system prompts you to enter the lookup criteria. Enter the criteria you want to use for finding an associate's record and select **Search**.

Figure 27-58 Associate Lookup Form

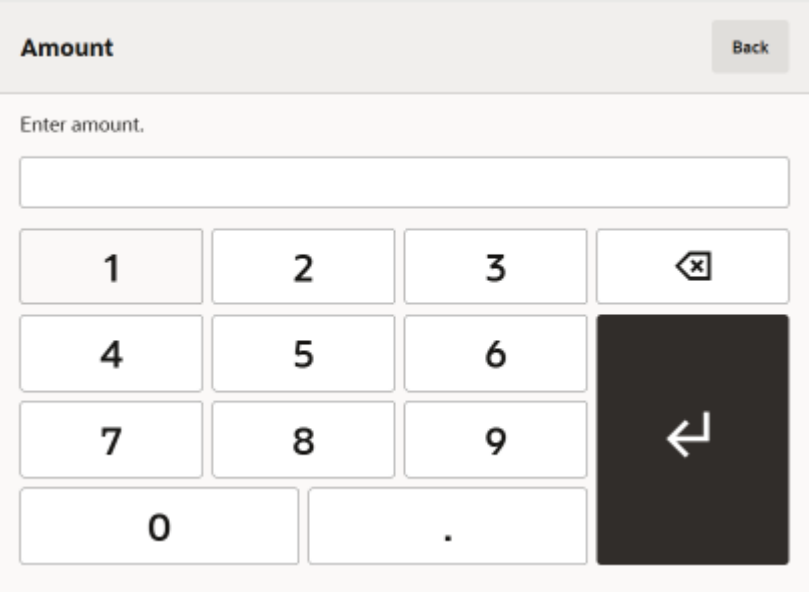


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- If you enter an Associate ID, Oracle Retail Xstore POS may immediately display a prompt for the cash advance amount.
- If you enter search criteria that results in more than one record being found, or if your system is set up to always show a list, you must select the associate you want from the list.

5. At the prompt, enter the cash advance amount and select **Return** to continue.

Figure 27-59 Cash Advance Amount Prompt



The system records the transaction and returns to Global Navigation.

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

The cash drawer opens to remove the cash advance.

6. If the system prompts you to close the cash drawer, select **OK** to respond to the prompt.

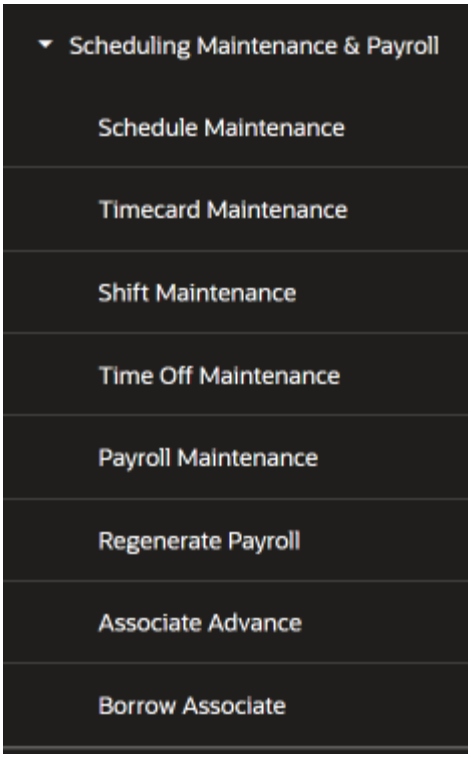
Borrow Associate

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

1. After logging in, select **Associate** from Global Navigation.
2. Select **Scheduling Maintenance & Payroll**.

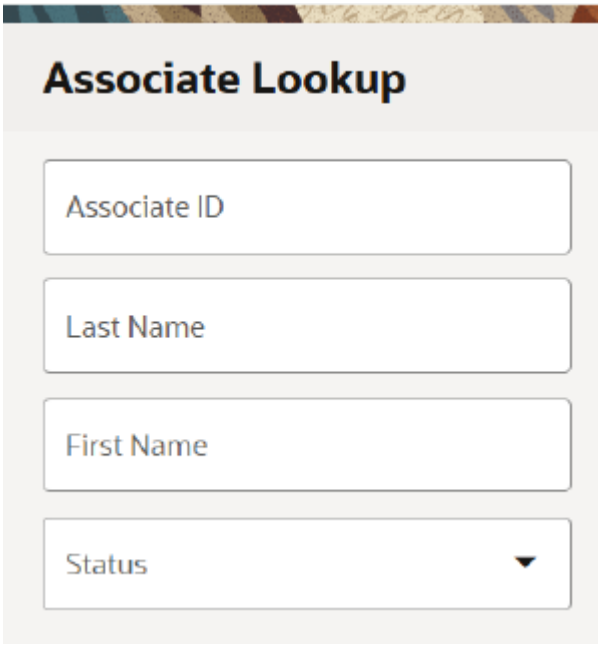
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Figure 27-60 Scheduling Maintenance & Payroll Menu



3. Select **Borrow Associate**.
4. At Associate Lookup, enter your criteria for finding the associate you want to borrow and select **Search**.

Figure 27-61 Associate Lookup Form

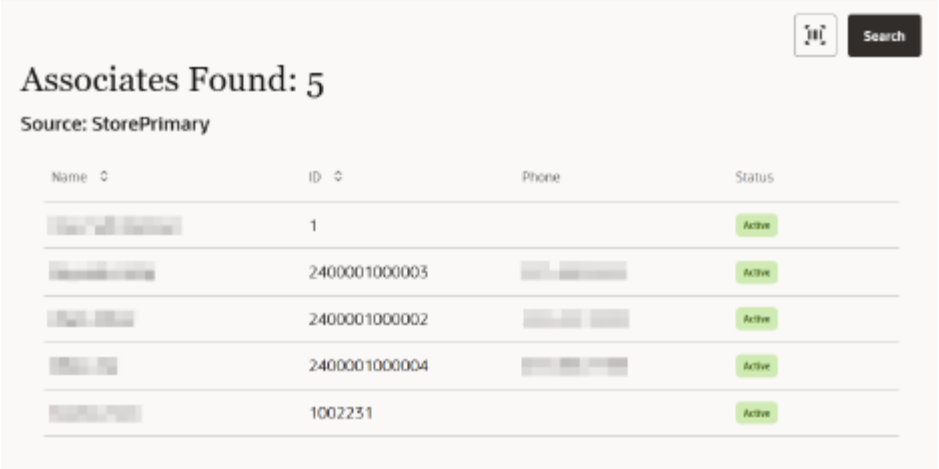


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> **Note**
>
> If you know the associate's ID, you can enter it in the Associate ID field so that only that associate is listed.

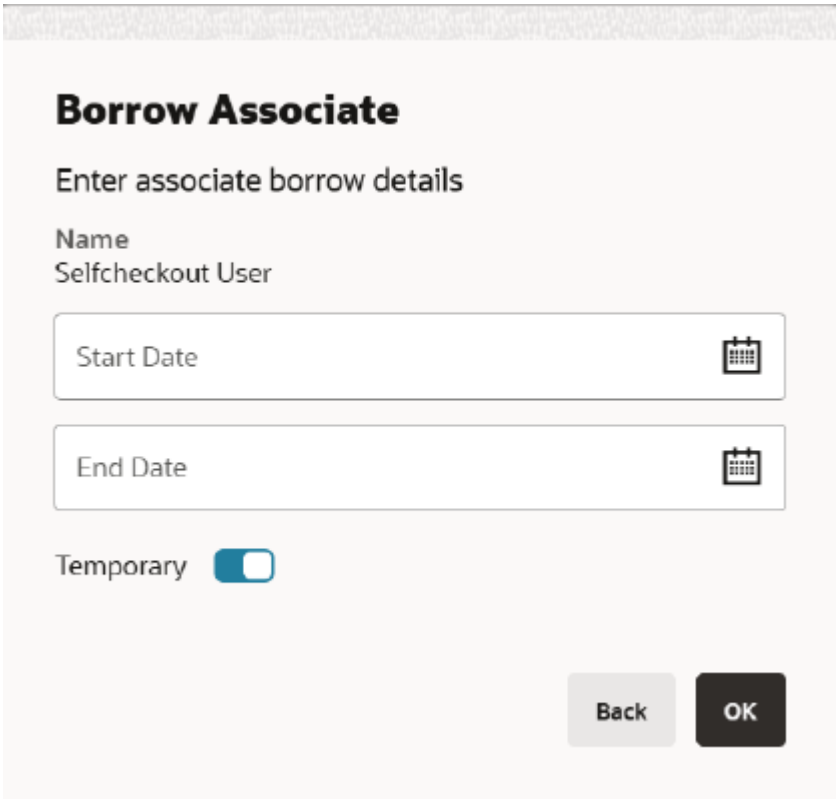
5. If the results include more than one associate, choose the associate you want.

Figure 27-62 Associate Borrow Search List



6. After you select one of the employees listed, or if only one associate is found, the **Borrow Associate** form displays:

Figure 27-63 Borrow Associate Detail Form



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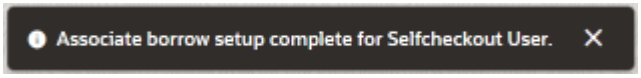
a. Enter the **Start Date** and **End Date**.

b. Indicate whether the associate is being borrowed temporarily by selecting **Yes** or **No** from the list in the Temporary field.

7. Select **OK**.

8. The system displays a confirmation message when the process for borrowing an associate is complete.

Figure 27-64 Associate Borrow Completion



Select **OK** to continue. The system returns to Global Navigation.

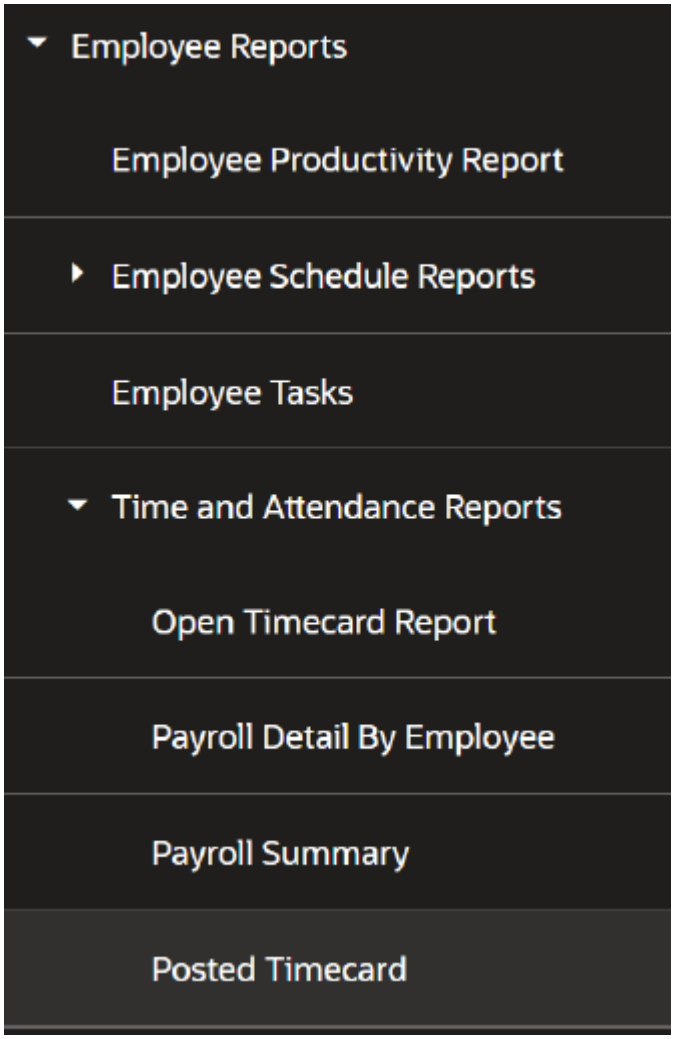
This associate is now available for associate functions in the borrowing store.

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

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Reports

Figure 27-65 Time and Attendance Reports



The following Payroll and Timecard reports are available from the Reporting menu - Associate Reports:

- Open Timecard Report
- Payroll Detail By Associate Report
- Payroll Summary Report
- Posted Timecard Report

Open Timecard Report

The **Open TimeCard Report** provides a listing of employees who have timecards with Clock-In times but who have not yet clocked out from work. The report lists the associate's name and ID, the clock-in time and the work code selected at clock-in time.

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Figure 27-66 Open Timecard Report



This report includes the following information:

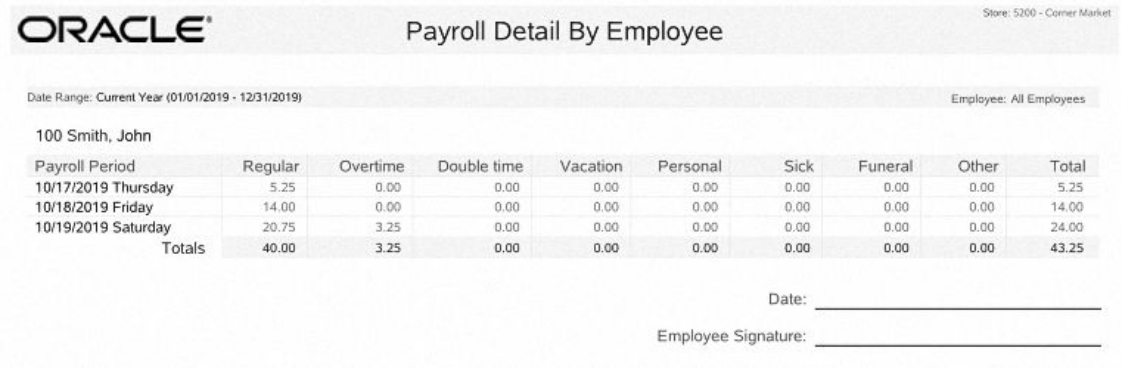
- Associate ID
- Name
- Clock-In Time
- Register
- Work Code

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

Payroll Detail By Associate Report

The **Payroll Detail By Associate Report** shows a detailed breakdown for each associate's payroll record by day and payroll category.

Figure 27-67 Payroll Detail by Associate Report



This report includes the following information:

- Payroll Period
- Regular Hours
- Overtime Hours
- Double-time Hours
- Vacation Hours
- Personal Hours
- Sick Hours

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- Funeral Hours
- Other Hours
- Total Hours

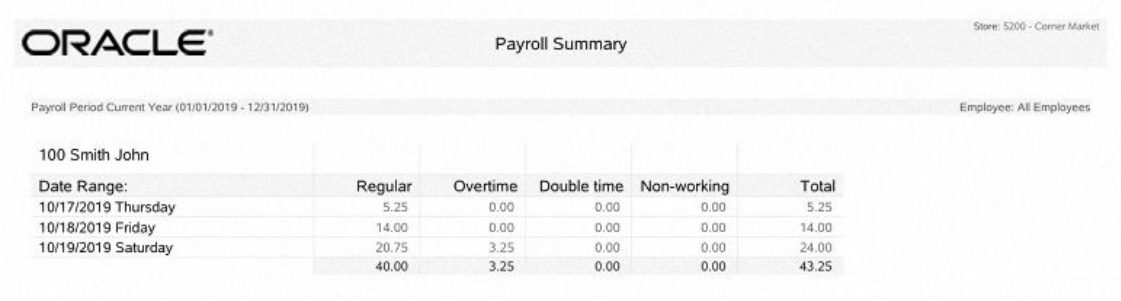
The report also includes lines where employees may sign and date the printed report to indicate they reviewed the payroll information.

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

Payroll Summary Report

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

Figure 27-68 Payroll Summary Report


Payroll Summary

Store: 5200 - Corner Market

Payroll Period Current Year (01/01/2019 - 12/31/2019)

Employee: All Employees

100 Smith John

Date Range:	Regular	Overtime	Double time	Non-working	Total
10/17/2019 Thursday	5.25	0.00	0.00	0.00	5.25
10/18/2019 Friday	14.00	0.00	0.00	0.00	14.00
10/19/2019 Saturday	20.75	3.25	0.00	0.00	24.00
	40.00	3.25	0.00	0.00	43.25

This report includes the following information:

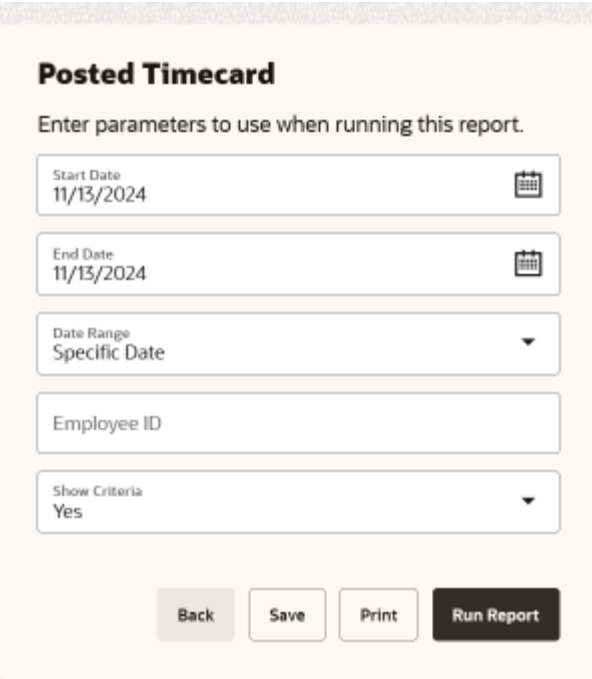
- Associate Name/ID
- Date/Weekday
- Reg Hours - The regular hours worked, excluding overtime hours.
- Over Time Hours - The overtime hours worked.
- Double Time Hours - Overtime hours worked at a double pay rate.
- Non-Working Hours - Non-working categories include Vacation Hours, Sick Hours, Personal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

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

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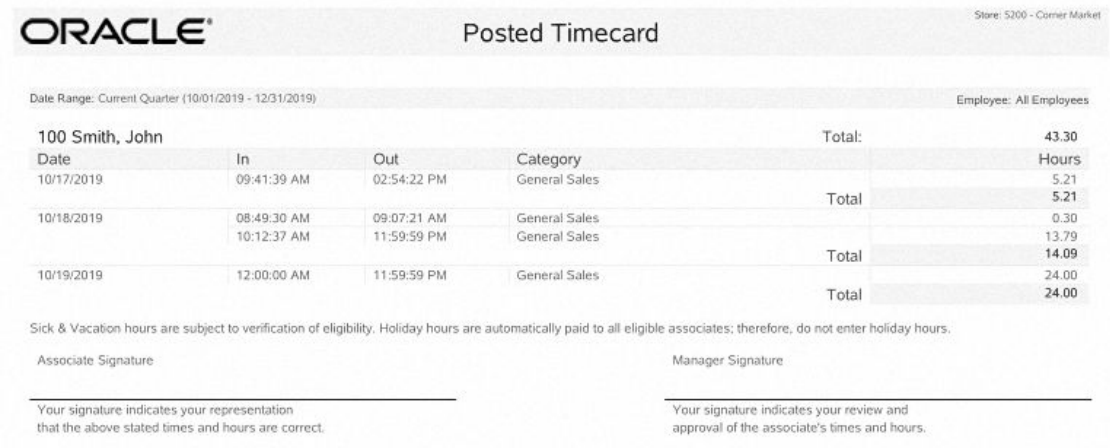
Posted Timecard Report

Figure 27-69 Posted Timecard Report Criteria



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

Figure 27-70 Posted Timecard Report



This report includes the following information:

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- Date
- Time In
- Time Out
- Category
- Hours
- Day Total
- Week Total

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

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Maintaining Customer Information

Customer options include activities that relate to entering new customers into the customer database and updating customer information along with the maintenance of customer accounts such as orders, layaways, special orders, gift registry and work orders.

Functionality includes:

- Balance Inquiry
- Customer Maintenance
- Gift Registry
- Layaway Maintenance (Desktop, Thin Client, and Tablet)
- Order Options
- Receipt Reprint Options
- Special Order Maintenance (Desktop, Thin Client, and Tablet)
- Work Order Options (Desktop, Thin Client, and Tablet)

This section covers the following topics:

- Searching for a Customer Record
- Edit Customer
- Customer Information Consent
- Adding a New Customer Record
- Enroll in Loyalty
- Change Country
- Balance Inquiry

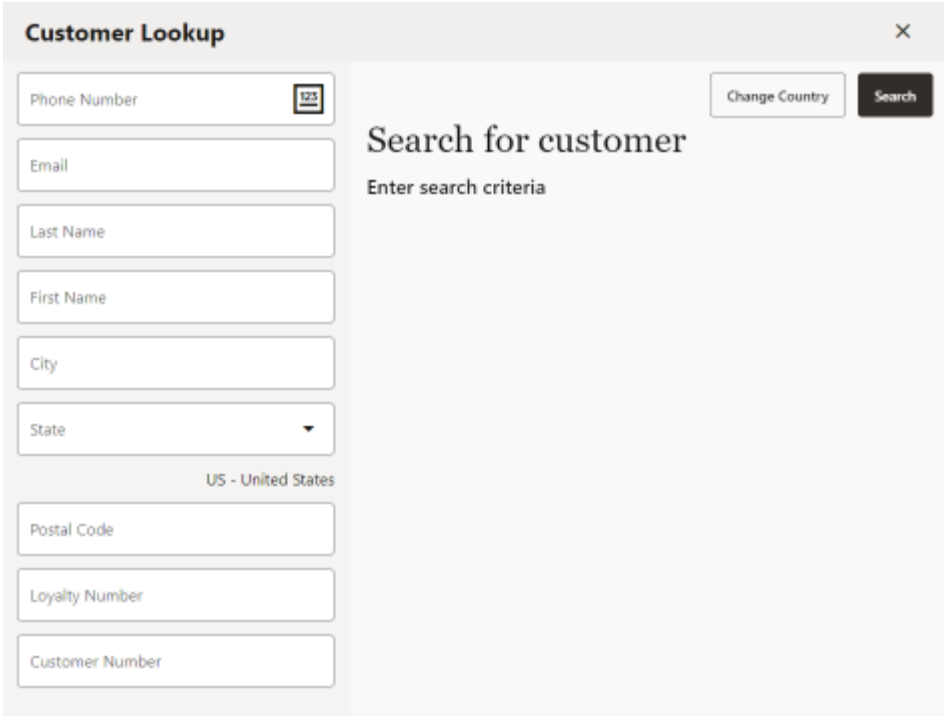
Searching for a Customer Record

When you want to assign a customer to the sale during a transaction, the database is searched to see if the customer record already exists. If the record is found in the database, you may want to view the information or confirm that it is correct. If the record is not found in the customer database, you can create a new customer record and enter the information provided by the customer.

1. Select **Customer** from Global Navigation. Then select **Customer Maintenance**. See Figure 22-3.

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Figure 28-1 Customer Search Criteria



> **Note**
>
> Enter as much information as possible in the Customer Search form to limit the number of customer records that are returned. You may enter partial names in the Last and First name fields.
>
> The maximum number of returned records is configurable. If your search results exceed that number, you may see a message indicating there are too many results. Select **OK** to close the message.

2. Enter your search criteria and then select **Search**.
   - **Phone Number** - Phone number associated with the customer.
   - **Email** - Email associated with the customer.
   - **Last Name** - Customer last name.
   - **First Name** - Customer first name.
   - **City** - City in the customer's address.
   - **State** - State in the customer's address.

     > **Note**
     >
     > Values in this drop-down menu can be changed using Change Country.

   - **Postal Code** - Postal or zip code.

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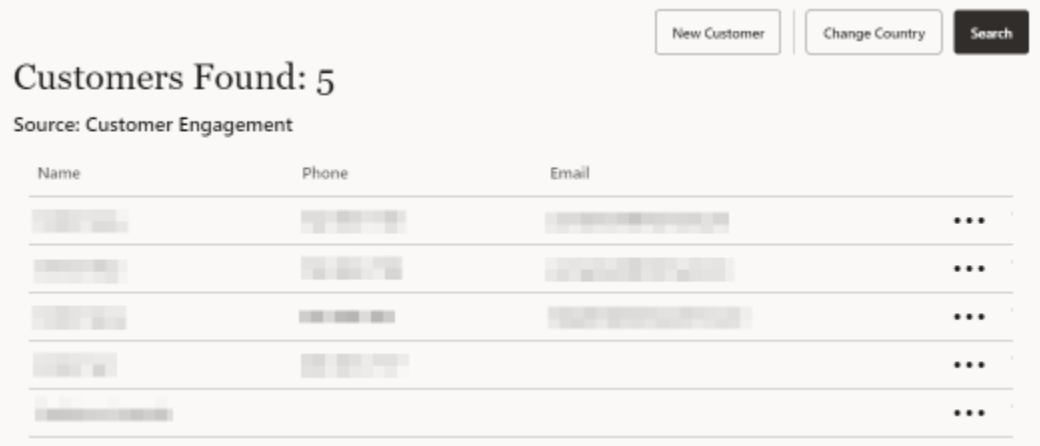
- **Loyalty Number** - Customer loyalty number.
- **Customer Number** - Customer ID number.

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

   If only one name matches the search criteria, the system may automatically display the customer record rather than presenting a list, if your system is set up to do so.

   If more than one customer record matches your search criteria, select a customer from the list by touching the line. If a long hold on the individual line is performed, you are given the option to review, continue, or modify this individual customer detail.

Figure 28-2 Customer Search List

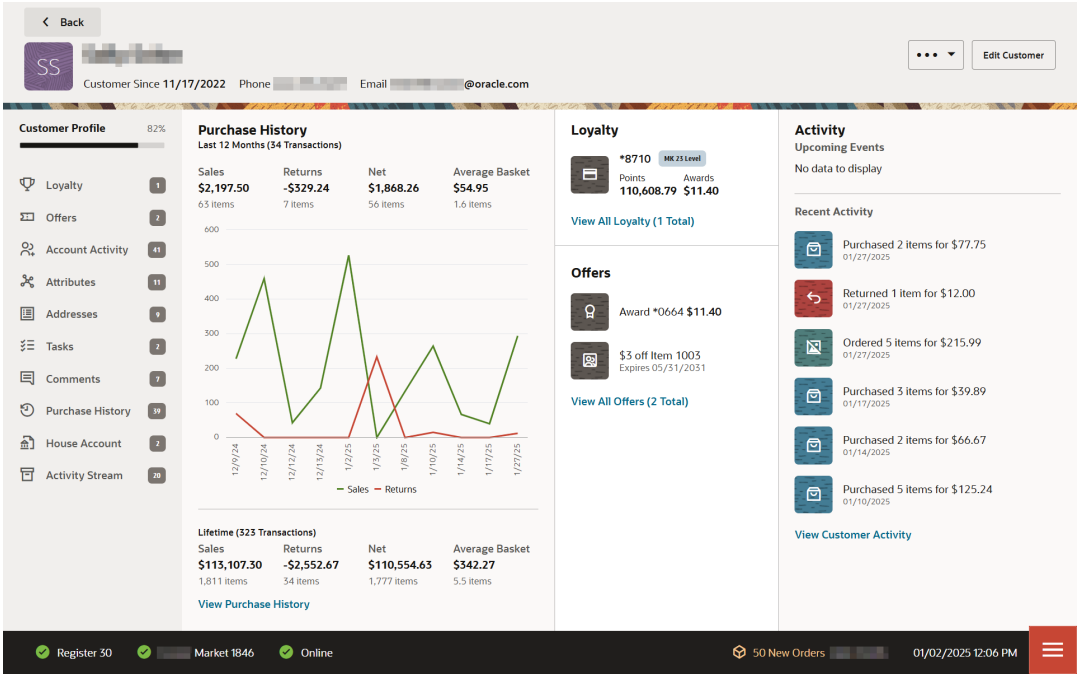


> **Note**
>
> The Source field below the header **Customer Search** indicates the data source from which this information was retrieved. The data source depends upon your system's configuration. If your system is integrated with the Oracle Retail Customer Engagement Cloud Services application and the customers are found there, Customer Engagement is indicated as the source. Customers may also be found in other configurable sources such as the Xstore POS database or Xcenter.

4. Choose one of these options:
   - Perform a **new search** by entering different search criteria and then select **Search**.
   - Select the **Customer Overflow Menu** and then select, **Edit Customer Information** to view or edit the customer record.
   - Select **New Customer** to display a form for adding a new customer record to the customer database. See Adding a New Customer Record.
   - Select a **customer** from the list to open the Customer Dashboard.

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Figure 28-3 Customer Dashboard



A customer record always opens in a read-only mode and cannot be edited unless you change to the editing mode.

5. Choose one of these options:

- **Back** - Returns to the Customer Search form.
- **Edit Customer** - Select **Edit Customer** to activate the fields on the window to allow you to change information in the customer record.

  Select the field you want to change and replace the old entry by typing over it with the new information.

> **Note**
>
> Any field requires an entry is marked with an asterisk. Any field that has a selectable list of options displays a down arrow on the right side of the field.

- **Customer Dashboard Overflow Menu** - The options include:.
  - Select **New Customer** to display a form for adding a new customer record to the customer database. See Adding a New Customer Record.
  - Select **Print Customer** to display a list of printers for printing the Customer Dashboard.
  - Select **Enroll in Loyalty** to start the process of enrolling the customer in to a loyalty program. See Enroll in Loyalty for more information.
  - Tax Exemptions

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Edit Customer

1. Select **Edit Customer** to open the Customer Information drawer.
2. Select the field you want to change and replace the old entry by typing over it with the new information.
3. Select **OK** to save the information to the database. Select **Back** if you decide not to keep the changes you made.

Customer Information Consent

Xstore allows retailers to capture a customer's consent for collecting their personal information.

If this functionality is enabled, when creating a new customer record or by accessing the customer record in the transaction, you are automatically prompted with a Consent Preferences pop up. If the customer has already given consent and the terms and conditions are current, then they will not be prompted again. However, if the terms and conditions have been updated, the customer will be prompted to update their consent preferences.

The terms and conditions are provided by the retailer. Xstore provides the ability to configure multiple consent check boxes for the customer to select.

Once the customer has agreed to the terms and conditions and the consent boxes have been checked, select the **Accept** button.

If the customer declines consent, the consent captured date is cleared and it may impact the ability to perform some specific transaction types depending on the retailer's configurations.

After selecting the **Accept** button, the terms and conditions may be reviewed and signed electronically by the customer.

Customers and employees may ask the retailer to remove their personal information by anonymizing or deleting it from their records. If a customer or associate requests to remove their data, a check is made to ensure that the customer or associate is eligible to be removed from the application. For example, customers with any open transactions would not be eligible for data removal. Open transactions include open orders, a house account balance, or open layaway transactions, and so on.

Adding a New Customer Record

If you search for a customer name and it is not found in the customer database, you can create a new record for the customer. The system displays a message as shown in the figure below if there is no current record.

Figure 28-4 Customer Not Found Message



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1. Select **New Customer** to display the Customer Information drawer in edit mode.

> **Note**
>
> The information you entered in the Customer Search form automatically populates the appropriate fields on the Customer Information drawer.

If customer information consent functionality is not enabled, continue at step 4.

If customer information consent functionality is enabled, a terms and conditions screen opens showing consent preferences and requesting that the customer accepts or declines to the terms and conditions listed. See Customer Information Consent for more information.

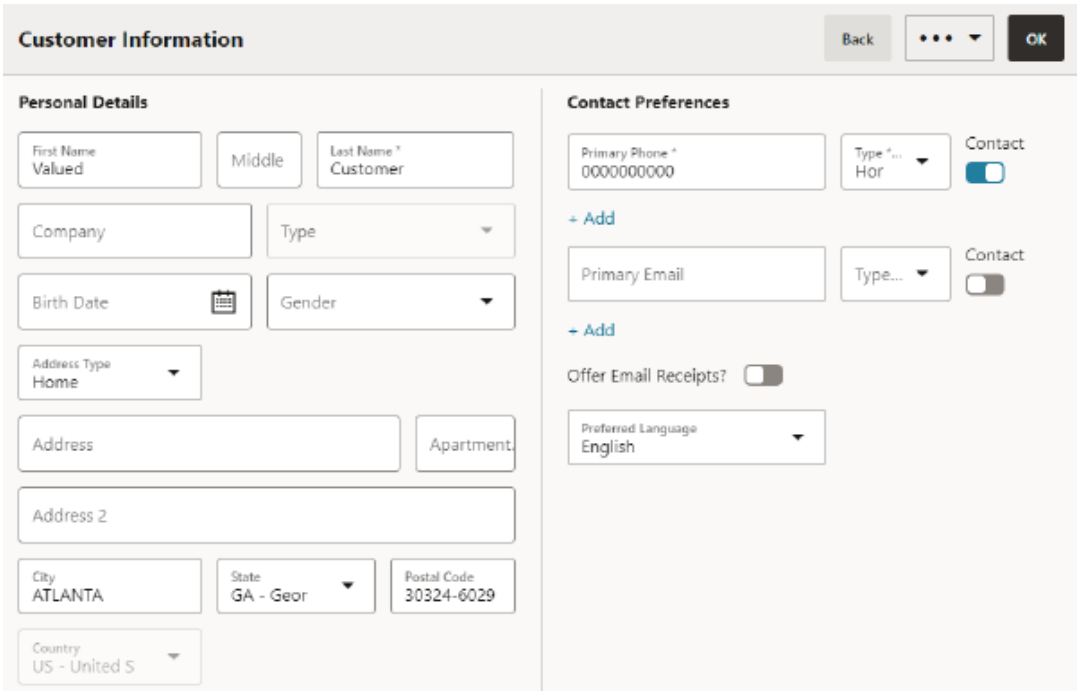
Select the relevant check boxes if the customer agrees to accept the terms and conditions, and consent preferences.

To refuse consent, select **Decline** to return to the previous screen.

2. Select **Accept**. Ask the customer to electronically sign the signature capture on the mobile device to acknowledge they are accepting the terms and conditions displayed on the previous screen.
3. Select **Accept** to confirm the customer has acknowledged the terms and conditions and signed the receipt. The customer's acceptance is associated to the customer record.

   A confirmation screen is displayed indicating that the customer's consent selections have been updated in the system. Select **OK** to continue. The customer maintenance screen opens with editable fields.
4. Enter customer contact information. Your system may be configured to capture and display the following information on the **Contact Information** tab. Any of the fields may be designated as a required entry (per your store policy).

Figure 28-5 Customer Information - Edit Customer



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Any field that requires an entry is marked with an asterisk.

Any field that has a selectable list of options displays a down arrow on the right side of the field.

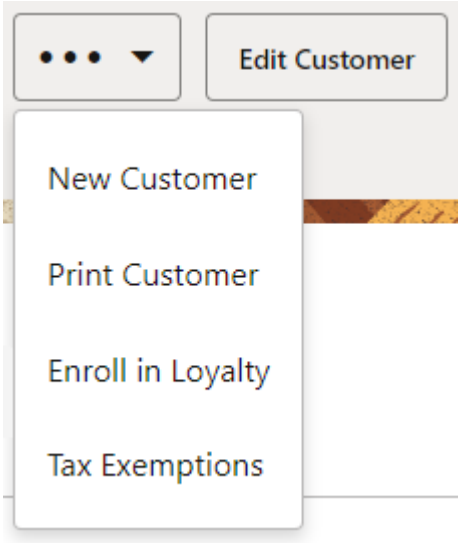
> **Note**
>
> When you enter a valid postal code for the customer, the system automatically enters the city and state information.

5. Select **OK** to save the information to the database. Select **Back** if you decide not to keep the changes you made.

Enroll in Loyalty

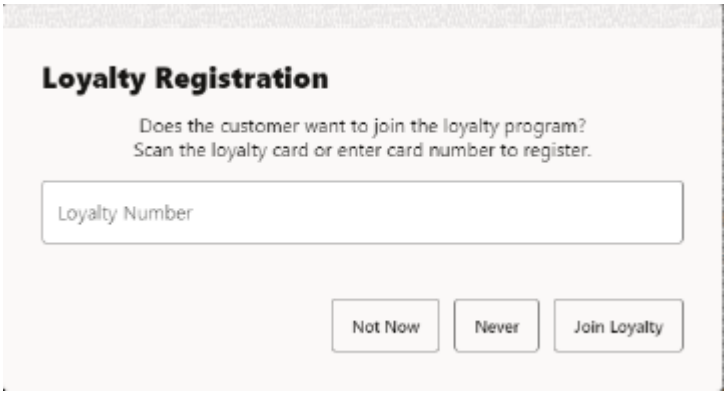
To register a customer to the loyalty program:

Figure 28-6 Customer Dashboard Overflow Menu Options



1. In the Overflow Menu, select **Enroll in Loyalty**.

Figure 28-7 Loyalty Registration



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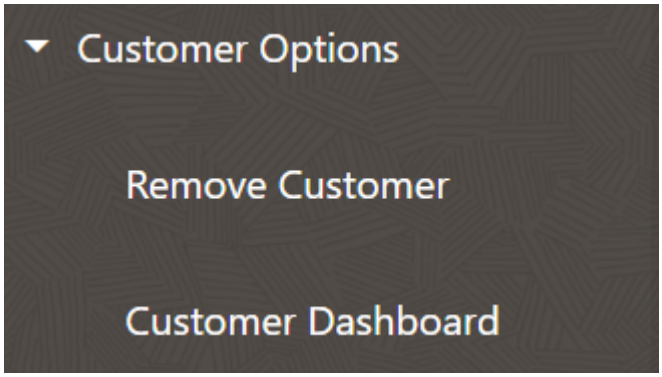
2. Swipe the loyalty card or enter card number.
3. Select **Join Loyalty**.
4. Select **Save Changes** to save the loyalty card information to the customer's record.

Change Country

To change the states/provinces in the State field (if present) to those of a different country:

1. The ability to change the country is accessed through the following methods.
   - **Customer Lookup**
     - From the Home Screen, select **Customer**. The Customer Lookup screen appears.
     - Select **Change Country**.
     - OR
   - **Customer Information**
     - From the Customer Search Results list, select the **Overflow Menu** located at the end of the row and select **Edit Customer Information**. The Customer Information screen appears.
     - Select the **Header Overflow Menu** and then select, **Change Country**.
     - OR
   - **Edit Customer Address**
     - From the Shopping Cart, select **Customer Options** and then select **Customer Dashboard**.

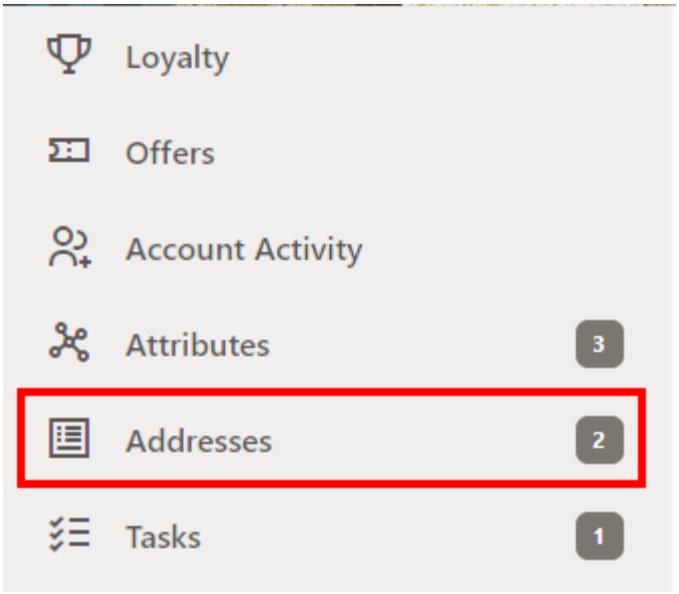
Figure 28-8 Customer Options Menu



     - Select **Addresses**. The Address drawer appears.

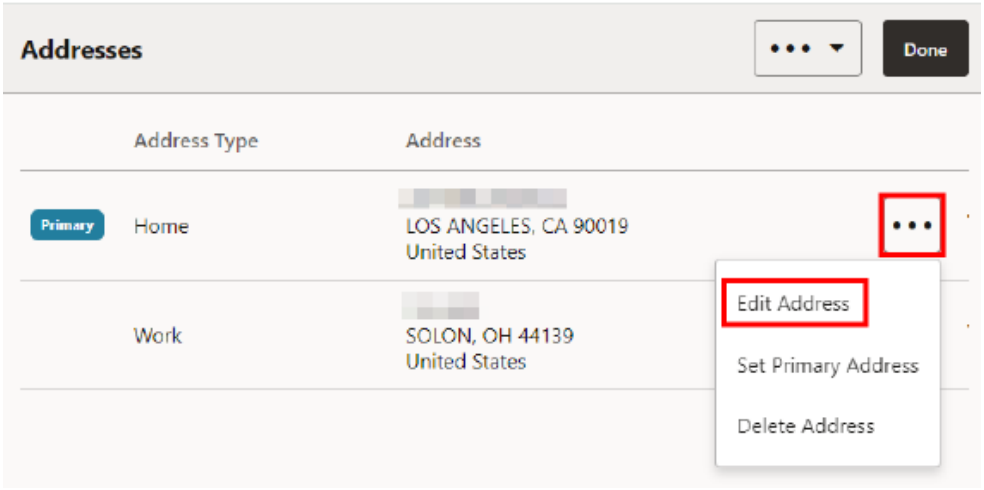
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Figure 28-9 Addresses



– Select the **Overflow Menu** located at the end of the row and then select, **Edit Address**. The Edit Customer Address drawer appears.

Figure 28-10 Edit Address



– Select the and then select, **Change Country**.

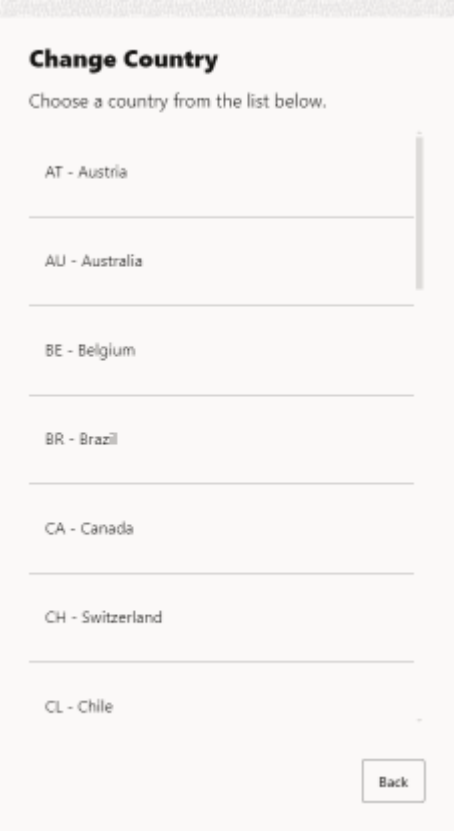
Figure 28-11 Edit Customer Address Screen



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2. Select a **Country**, or Select **Back** to return without changing the Country.

Figure 28-12 Change Country List



Balance Inquiry

Gift cards and store credit vouchers may be used as a tender until the total value of the account has been used. Since the amount left on a card or voucher cannot be visibly seen, this function electronically checks the account record and tells you about the remaining value on the account. You can also use Balance Inquiry to look up an encoded item's price on a gift receipt.

Use the balance inquiry process to check the amount remaining on a customer's store credit voucher, gift card or gift certificate, and an item's price from a gift receipt.

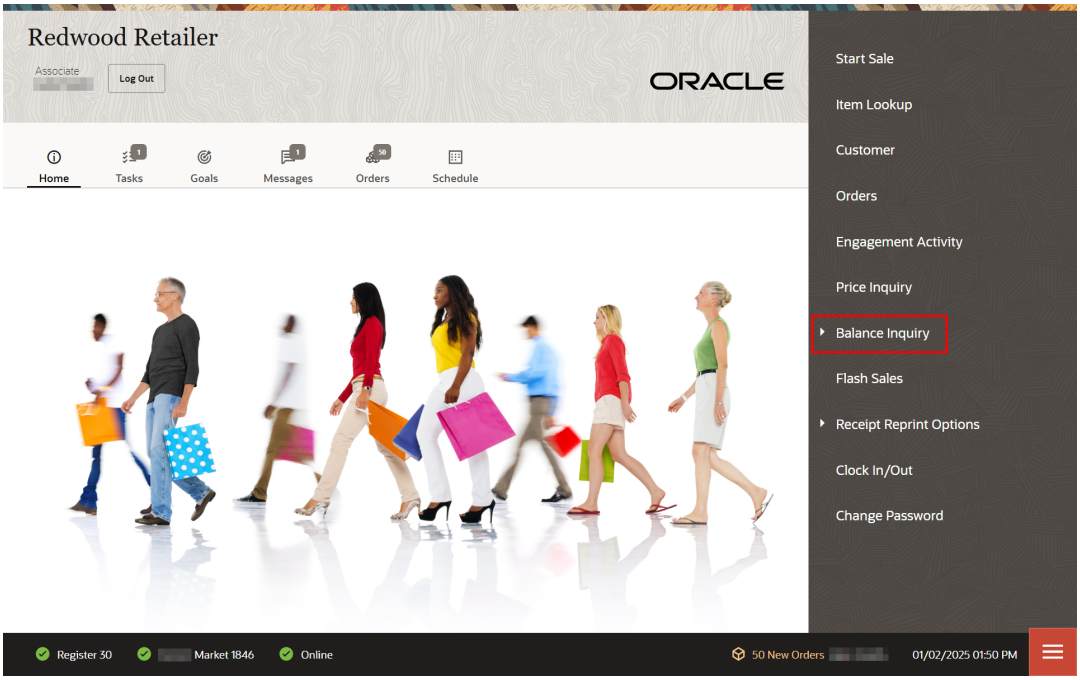
> **Note**
>
> Depending upon the configuration of your system, this option may be available from several different locations.

1. Select **Balance Inquiry** from the Customer Menu to view the inquiry functions available in your store. See Figure 22-3.

   Alternatively, the Balance Inquiry menu can be accessed from the Home screen menu.

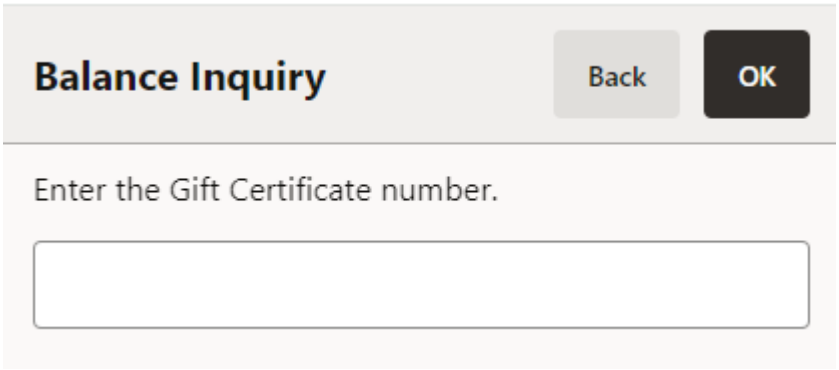
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Figure 28-13 Home Screen Menu



2. Select the type of inquiry you want to perform by selecting the appropriate option from the Balance Inquiry menu.
   - **Gift Card Balance**: Show the remaining balance on a gift card.
   - **Gift Certificate Balance**: Shows the remaining balance on a gift certificate.
   - **Gift Receipt Inquiry**: To view the encoded item's price on a gift receipt.
   - **Loyalty Balance**: Shows the loyalty point balance.
   - **Store Credit Balance**: Shows the remaining store credit balance.
3. At the prompt, enter the information as prompted: a card number, account number, or gift receipt information.

Figure 28-14 Gift Certificate Inquiry Prompt



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Figure 28-15 Store Credit Number Prompt

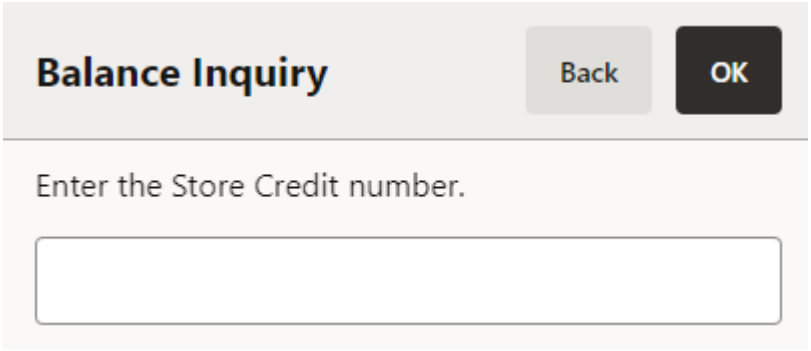


Figure 28-16 Gift Receipt Inquiry Prompt

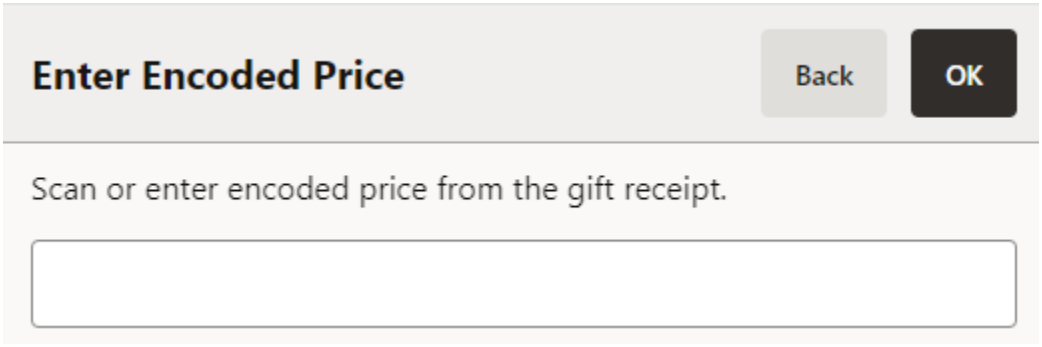
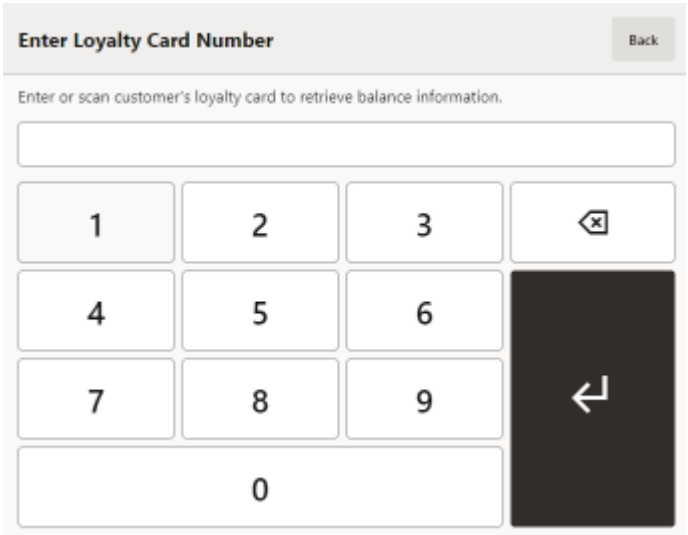


Figure 28-17 Loyalty Balance Inquiry



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> **Note**
>
> The information required here varies according to the type of balance inquiry you are performing. Enter the applicable information and select **OK** to continue.

4. The system retrieves the account balance/gift receipt information and displays the information on the screen.
   - If applicable, select **Yes** to print a receipt for this balance information.

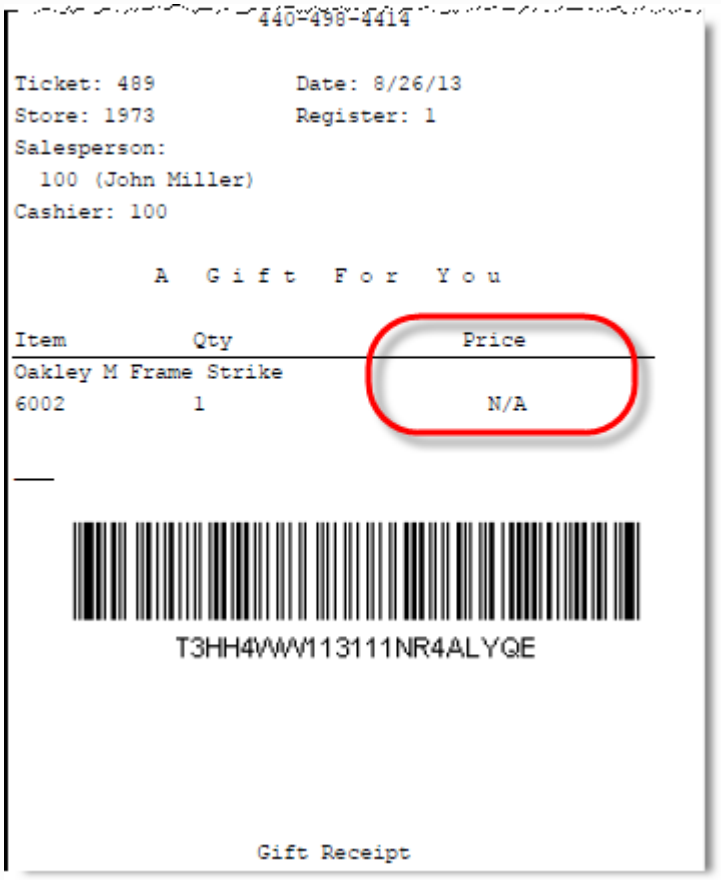
     <OR>
   - If applicable, select **No** if you do not need a printed receipt for this balance information.
   - If the option to print a receipt is not available, select **OK** to close the prompt.

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Note

The system displays a message if the account is closed or cannot be located.

If a deal or discount was applied to the gift item at the time of purchase, you cannot use Balance Inquiry to look up the price. No item price code is printed on the receipt.

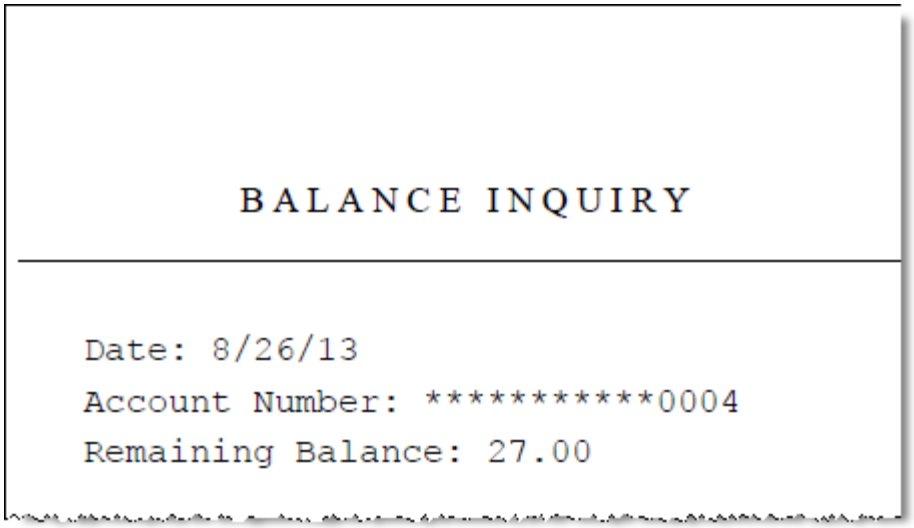


When a balance inquiry for a store credit or gift certificate is performed, Xstore POS first determines which currency the store credit or gift certificate is in. If this currency is different than your store's local currency, then the foreign tender amount of the store credit or gift certificate is automatically converted to the local tender and amount using the current exchange rate on file. This localization is shown on the screen and on the receipt, if printed.

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

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Figure 28-18 Sample Balance Inquiry Receipt



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Customer Dashboard

Customer Dashboard includes activities that relate to entering new customers into the customer database, updating customer information, viewing or printing customer information, and deleting a customer record.

Customer Dashboard is typically used when an associate discovers that a customer's name is not in the database and must be entered for the first time. Other common situations that trigger the customer dashboard occur when incorrect customer information is found and must be revised, and when information is lacking and must be entered.

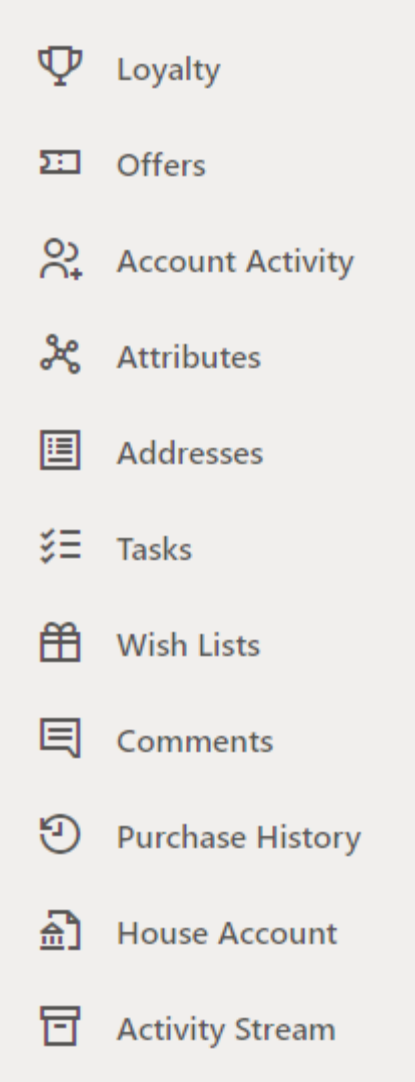
> **Note**
>
> Customer Dashboard activities are controlled by user security. An associate must have privileges in the system to perform any customer maintenance activities.

The Customer Dashboard contains information about the customer.

- Dashboard
- Customer Information
- Loyalty
- Offers
- Account Activity
- Attributes
- Addresses
- Tasks
- Wish Lists
- Comments
- Purchase History
- House Account
- Activity Stream

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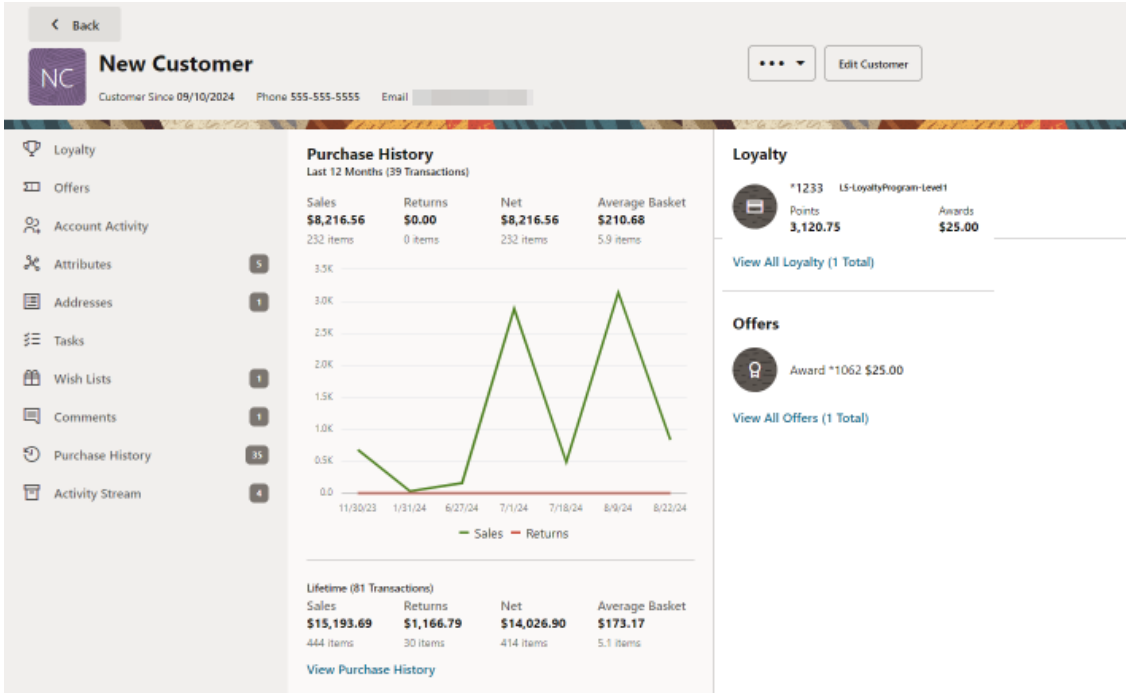
Figure 29-1 Customer Dashboard - Options



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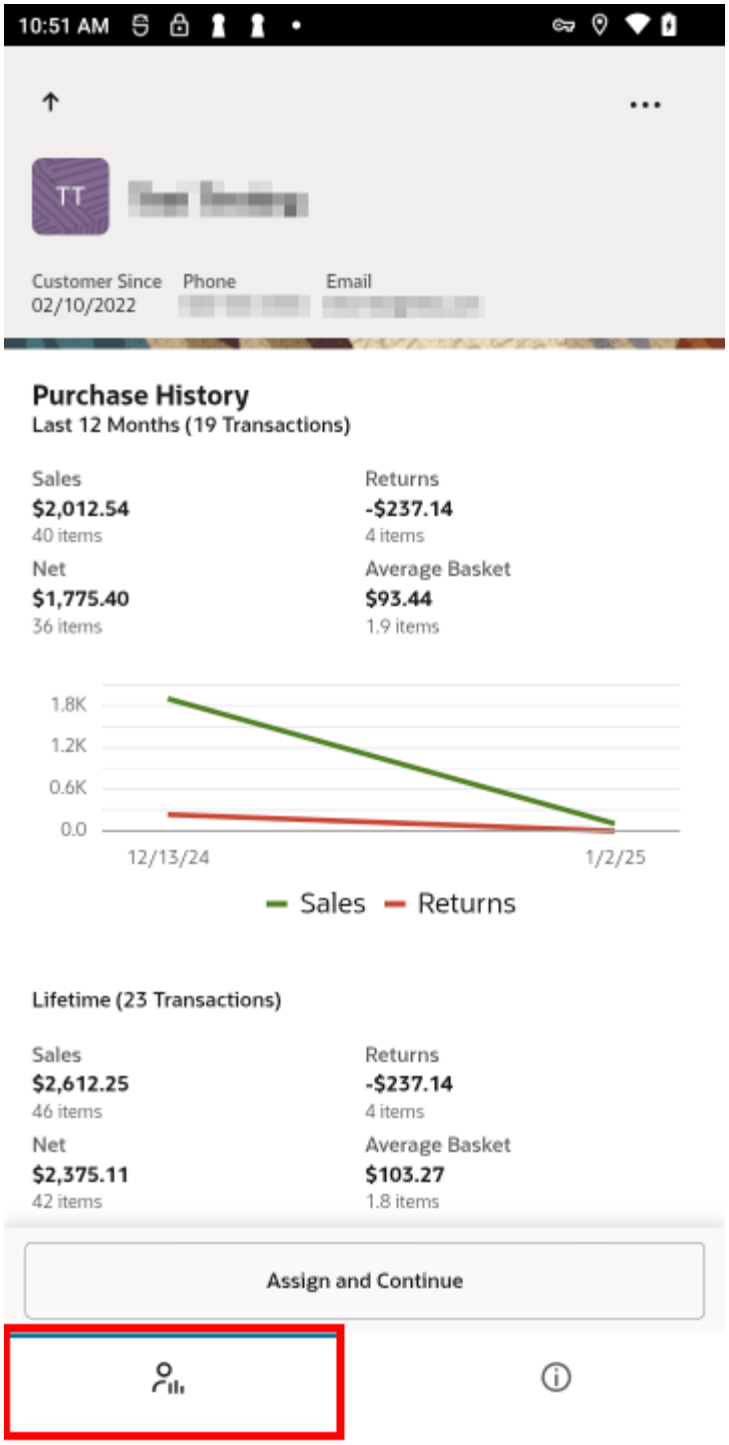
Customer Dashboard

Figure 29-2 Customer Maintenance - Dashboard



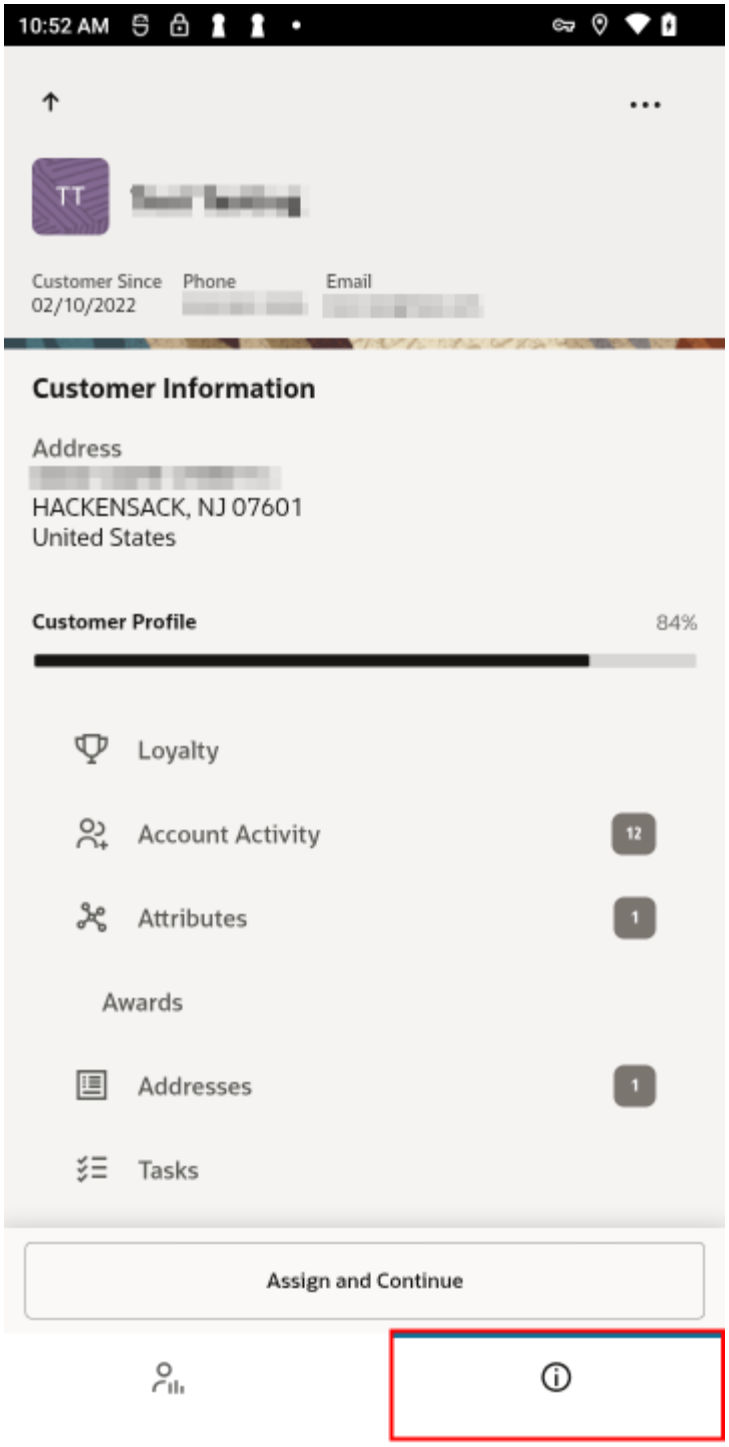
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Figure 29-3 Customer Dashboard (Handheld) - Overview



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Figure 29-4 Customer Dashboard (Handheld) - Navigation



The Dashboard displays the following information:

- Header Bar
  - **Customer Avatar:** An avatar representing the customer, for example a picture or customer's initials.
  - **Customer Name:** The name of the customer.

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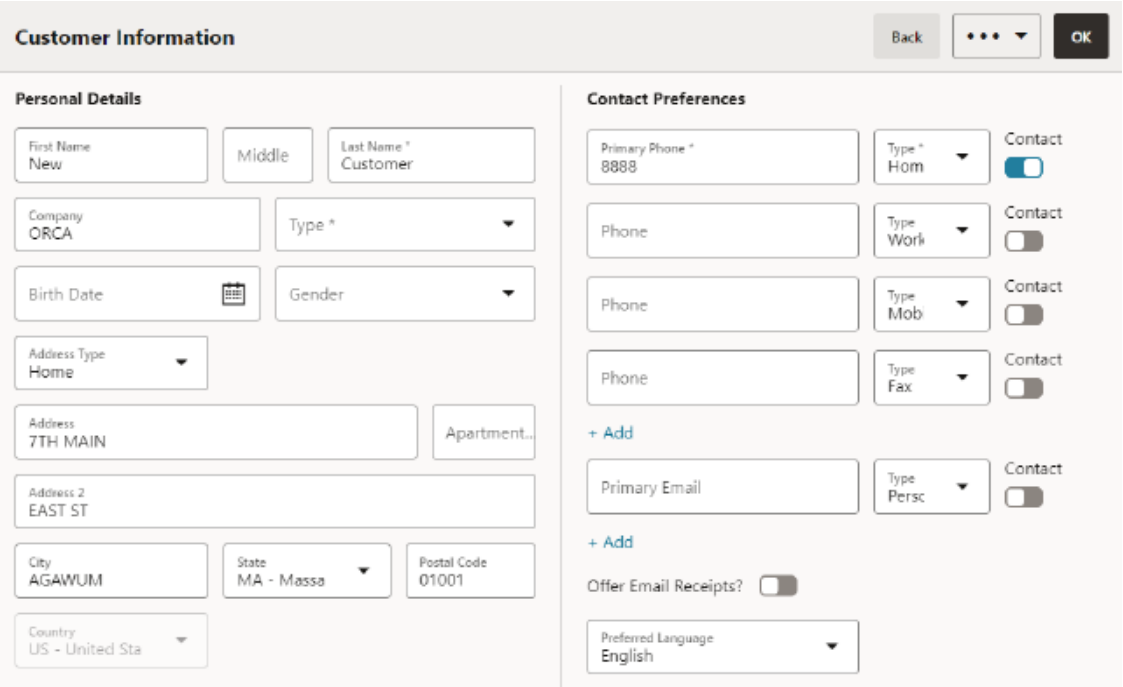
  - **Customer Since:** The date the customer was entered in the system.
  - **Phone:** Primary phone number on file.
  - **Email:** Primary email address on file.
  - **Header Overflow Menu**
    * New Customer
    * Print Customer
    * Enroll in Loyalty
    * Tax Exemptions
    * Create House Account
  - Edit Customer
- Left Panel Options displays the following drawers:
  - **Loyalty:** Loyalty program points and awards
  - **Offers:** Awards and Entitlements
  - **Account Activity:** Customer account and activities
  - **Attributes:** Group Membership, Customer Attributes, Customer Segments, and Tax Exempt Information
  - **Addresses:** Customer addresses
  - **Tasks:** List of tasks associated to the customer
  - **Wish Lists:** List of items a customer wants to receive
  - **Comments:** A text entry that further clarifies an entry
  - **Purchase History:** Chronological list of past purchases
  - **Activity Stream:** Chronological list of past activities
- Center Panel
  - Purchase History: Details table containing the Totals and Item count for the Sales, Returns, Net, and Average Basket for the last 12 months. Then a graphic plotting the Sales versus Returns in the last 12 months for that customer.
  - Lifetime: Total number of transactions and a Details table containing the Totals and Item count for the Sales, Returns, Net, and Average Basket for that customer.
  - View Purchase History: Displays the Purchase History drawer.
- Right Panel
  - Loyalty
    * Loyalty Number: Loyalty account ID.
    * Program Level
    * Points: Number of points accumulated in the loyalty account.
    * Awards: Awards in the awards account.
    * View All Loyalty
  - Offers
    * Award Number
    * Value

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* View All Offers

Customer Information

Figure 29-5 Customer Maintenance - Customer Information



The Customer Information drawer contains the following fields:

- Personal Details
  - **First**: First name.
  - **Middle:** Middle name or middle initial.
  - **Last**: Last name.
  - **Company**: Company or organization associated with the customer.
  - **Type**: Type of company or organization.
  - **Address Type**: : Type of address. For example, Home, Work, or Primary.
  - **Address**: Primary street address.
  - **Apartment**: Primary address apartment.
  - **Address 2**: Secondary address unit designators.
  - **City**: City of the primary address.
  - **State**: State or province of the primary address.
  - **Postal Code**: Postal or zip code.
  - **Country**: Country of primary address.
- Contact Preferences

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- **Primary Phone:** Primary Phone telephone number.
- **Type**: Type of Phone. For example, Home, Work, or Mobile.
- **Contact**: A switch that indicates whether the customer permits the store to contact them through the associated telephone number or e-mail address.

> **Note**
>
> Select **+ Add** to add more phone numbers if required.

- **Primary Email**: Primary email address.
- **Type**: Type of Email. For example, Personal, or Work.
- **Contact**: A switch that indicates whether the customer allows the store to send email receipts to the primary email address.

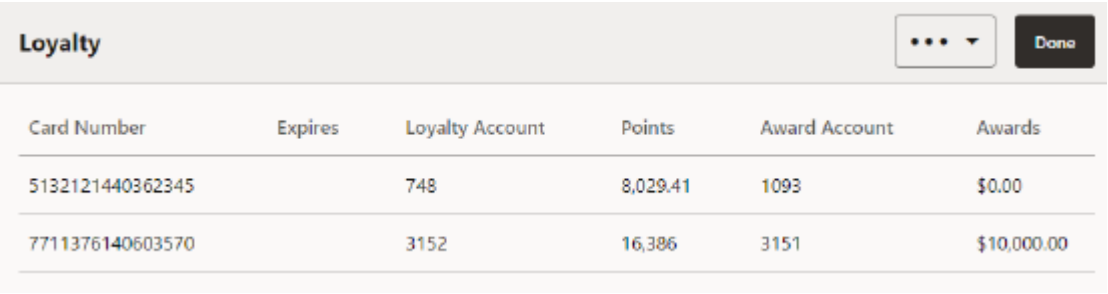
> **Note**
>
> Select **+ Add** to add more Email Addresses if required.

- **Offer Email Receipts?**: Indicates whether the customer allows the store to send e-mail receipts to the primary e-mail address.
- **Anniversary Date**: Date on which the customer was added to the system.
- **Preferred Language:** Primary language for the customer.

If Customer Information Consent functionality is enabled, the consent preferences are accessible via the **Review Customer Consent** option within the Customer Options menu.

Loyalty

Figure 29-6 Loyalty Drawer



This drawer displays the following information for each loyalty card:

- **Card Number:** Card number.
- **Expires:** Card expiration date.
- **Loyalty Account:** Loyalty account ID.
- **Points:** Number of points accumulated in the loyalty account.

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- **Award Account:** Award account ID.
- **Awards:** The total amount of the awards.

Overflow Menu Options

The Account tab includes the following options specific to this tab:

- **Print Balance Receipt:** Prints a receipt showing loyalty account balance information.
- **Print Loyalty History:** Prints a Loyalty Account History report on the report printer. The information in this report includes the information shown in the Customer Account History section of the Account tab. This report provides current and historical information about a customer's loyalty accounts. See the *Oracle Retail Xstore Point of Service Reports Guide* for more information about this report.

No Loyalty Programs

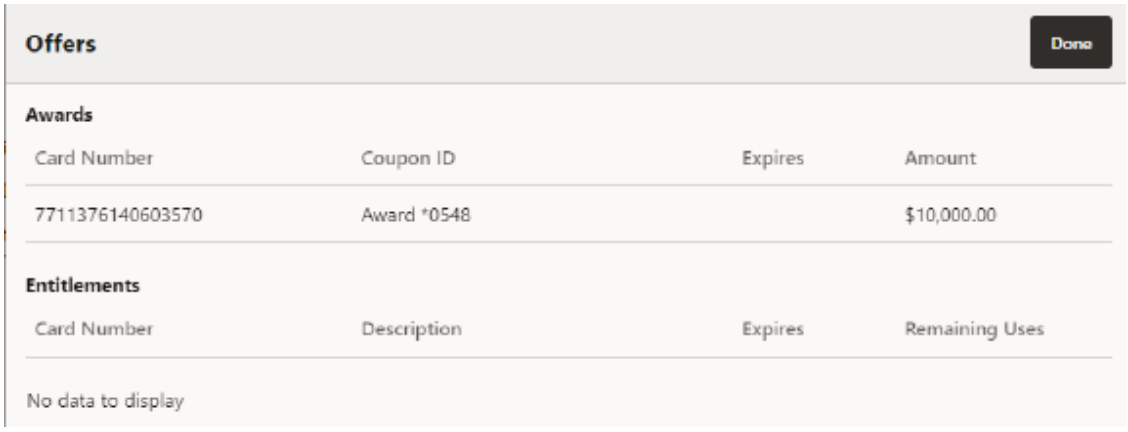
If loyalty programs are not used by your system, the Accounts drawer will display the Customer Account Detail information.

The Customer Account Detail lists special accounts that are owned by the customer. The account status (such as OPEN or CLOSED) is noted along with a date and current amount due on the account if applicable.

Offers

The Offers drawer displays e-awards, coupons and entitlements that are available and whether they have been applied to the transaction. When a customer is linked to a transaction, the number of offers is displayed. As qualifying items are added to the transaction, entitlements are automatically applied to the basket. Coupons need to be scanned or entered to be applied to the transaction. The different offer types are represented by distinguishing icons on both the offers and the sales display panel.

Figure 29-7 Offers Drawer



The following information is displayed for each offer type:

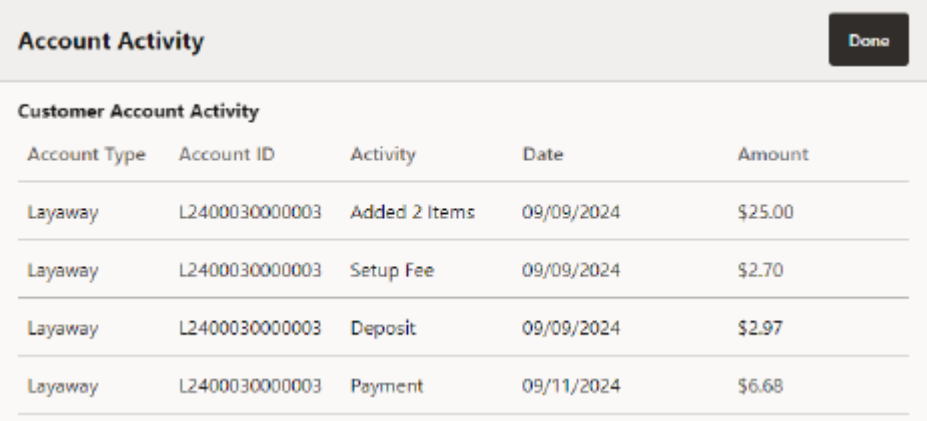
- **Awards**

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  - **Card Number** - The number of the card.
  - **Coupon ID** - ID for the e-award, coupon or entitlement.
  - **Expires** - Expiration of offer.
  - **Amount** - The amount of the award.
- **Entitlements**
  - **Card Number** - The number of the card.
  - **Description** - Description of the coupon.
  - **Expires** - Expiration of offer.
  - **Remaining Uses** - The number of times the entitlement can be used again.

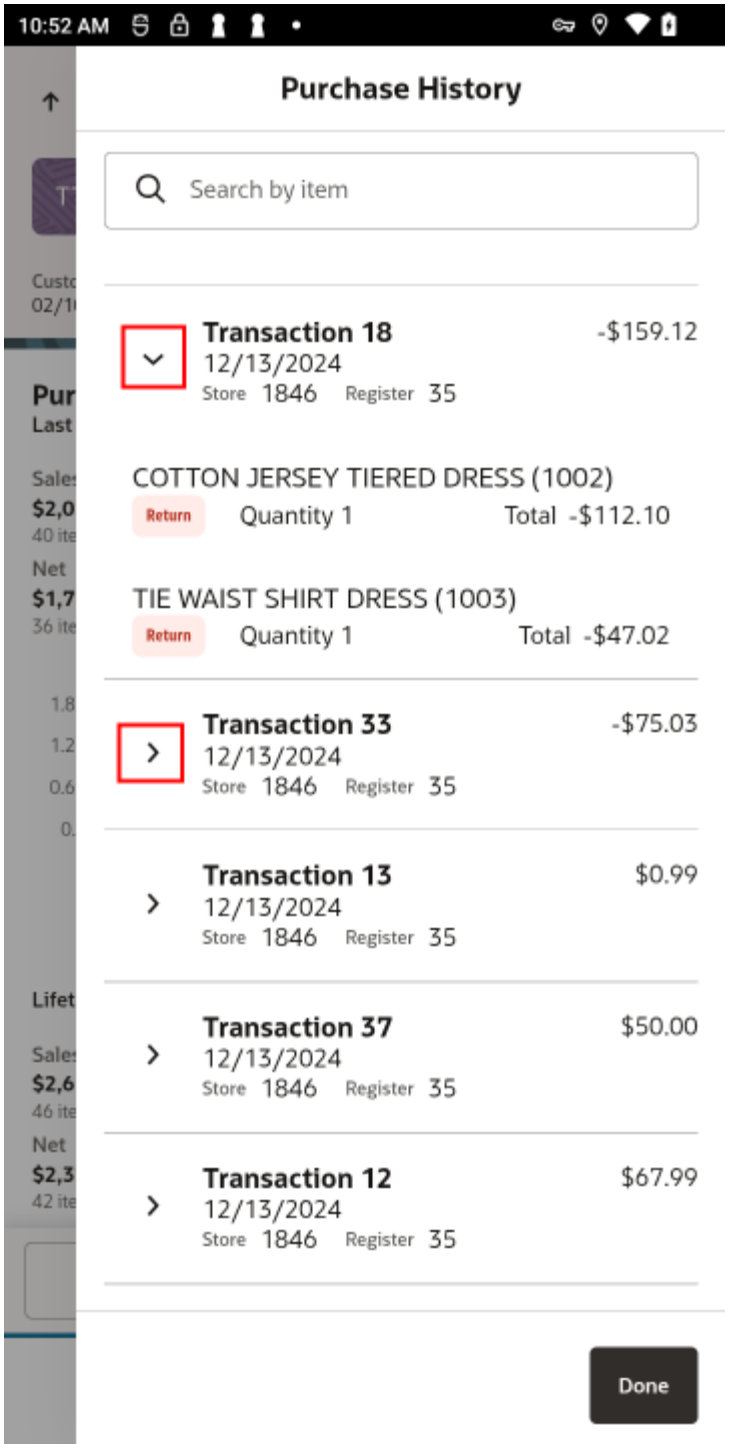
Account Activity

Figure 29-8 Customer Dashboard - Account Activity



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Figure 29-9 Customer Dashboard (Handheld) - Purchase History



This drawer displays the following information about the customer's account activity:

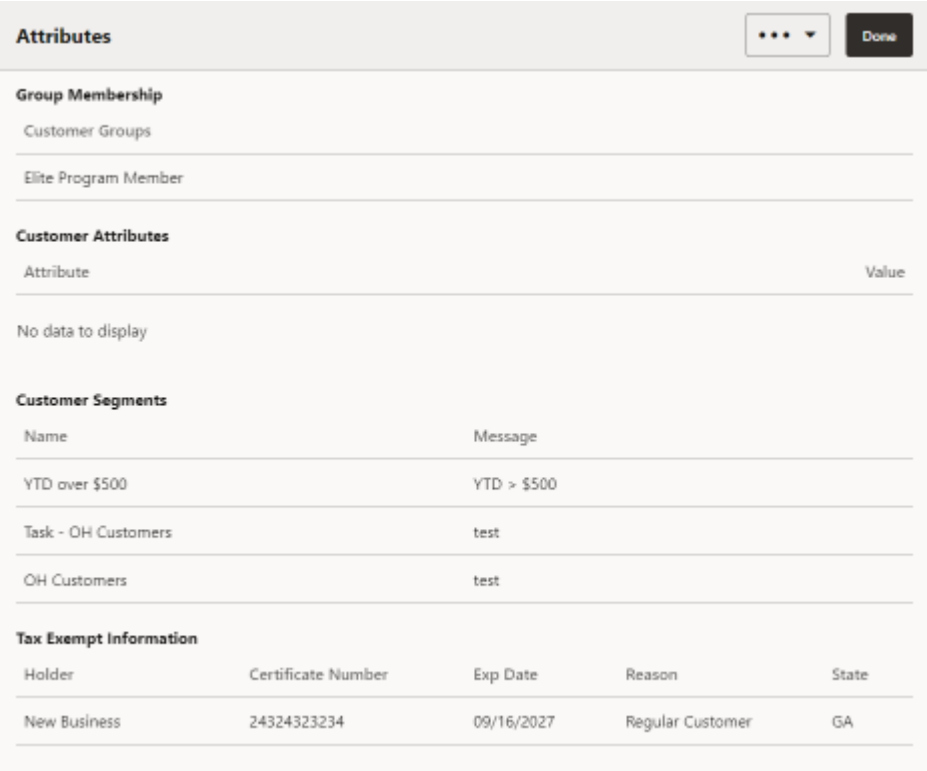
Copyright © 2025, Oracle and/or its affiliates.

> **Note**
>
> Activity rows that have been voided show a line through the entire row.

- **Account Type:** Type of customer account.
- **Account ID:** ID of the account.
- **Activity:** Type of activity.
- **Date:** Date of the activity.
- **Amount:** Amount associated with the activity.

Attributes

Figure 29-10 Customer Dashboard - Attributes



The Attributes drawer contains the following fields:

- **Group Membership:** The group to which the customer belongs. Groups are defined by the store or home office. A customer may be associated with one or more groups. If groups are not defined, no customer groups are listed in this section.
- **Customer Attributes:** Attributes for the customer. Attribute categories are defined by the home office and provide additional information about the customer.
- **Customer Segments:** Segments to which the customer belongs. Segments are groupings that share common criteria. This information is provided by Customer Engagement.

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Identifying a customer with a segment may be helpful in customer analysis and in sale promotions.

> **Note**
>
> This field cannot be edited. Segments are provided by Oracle Retail Customer Engagement.

- **Tax Exempt Information:** Tax exemptions associated with the customer. A customer may have one or more exemptions.

Addresses

Figure 29-11 Customer Dashboard - Addresses

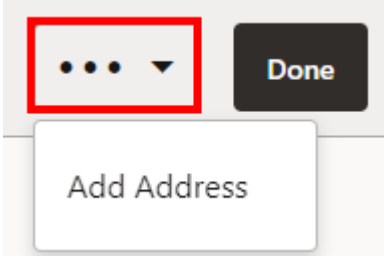


Addresses drawer shows all the addresses associated with the customer. This drawer displays the following information for each customer address:

- **Address Type:** Type of address. For example, Home, Work, or Primary.
- **Address:** The address.

To add an address select the **Header Overflow Menu** and then select Add an Address

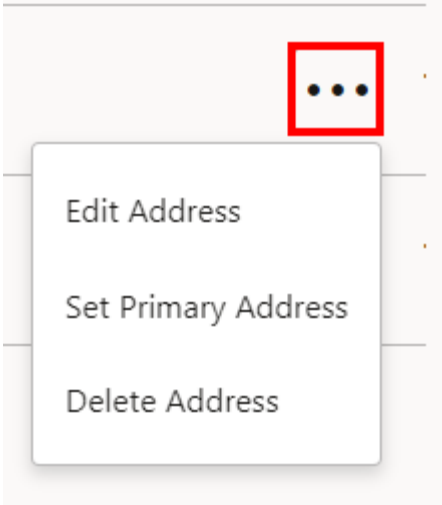
Figure 29-12 Add Address



To make changes to the addresses for an existing customer, select the **Header Overflow Menu** and perform the appropriate procedure:

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Figure 29-13 Customer Dashboard - Address Menu



- Edit Address - Edit an address assigned to a customer record.
- Set Primary Address - Change the primary address for a customer.
- Delete Address - Remove an address from a customer record.

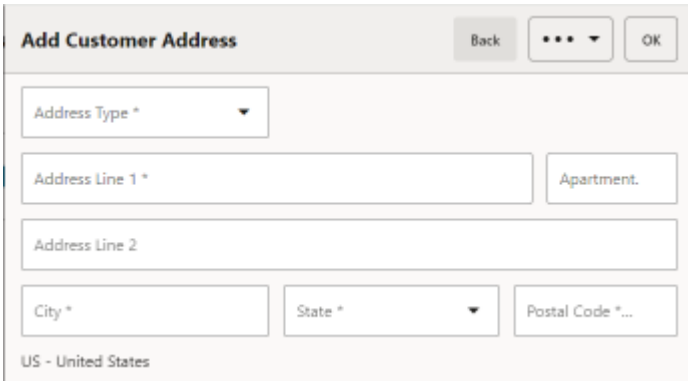
Add an Address

To add an address for a customer:

1. From the Overflow Menu select **Add Address**.

   An Add Customer Address window opens.

Figure 29-14 Customer Maintenance - Add Address



2. If necessary, change the country for the address. See Change Country.
3. If it is available, use **Address Lookup** to find the address.
4. If necessary, enter the address information:

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> **Note**
>
> Required fields are asterrisked for distinction.

- **Type:** Type of address (for example, Home, Work, or Vacation).
- **Address:** The first and second lines of the address.
- **Apartment:** Apartment for the address.
- **City:** City for the address.
- **State:** State or province for the address.
- **Postal Code:** Postal or zip code for the address.
- **Country:** Country of the address. Select the Overflow Menu and then select **Change Country** to change this value. See Change Country.

5. Select **OK**.

   The address is added to the list of customer addresses.

Edit an Address

To edit an address for a customer:

1. Select the **Row Overflow Menu** for the desired address, and then select, **Edit Address**.

   An Edit Customer Address window opens.
2. If it is available, use **Address Lookup** to find the address.
3. If necessary, make changes to the address information:

> **Note**
>
> Required fields are marked with an asterisk.

- **Address Type:** Type of address (for example, Home, Work, or Vacation).
- **Address:** The first and second lines of the address.
- **Apartment:** Apartment for the address.
- **City:** City for the address.
- **State:** State or province for the address.
- **Postal Code:** Postal or zip code for the address.
- **Country:** Country of the address. Click the **Change Country** button to change this value. See Change Country.

4. Select **OK**.

   The address is added to the list of customer addresses.

Designate a Primary Address

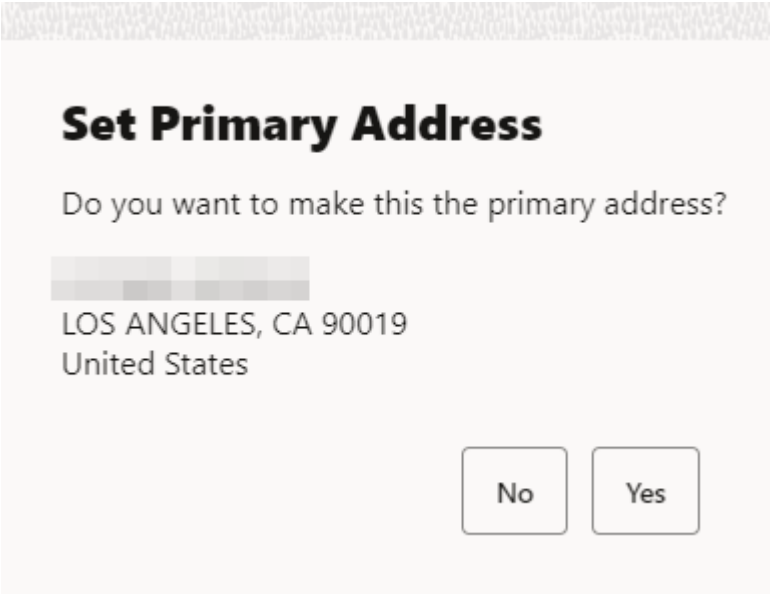
To change the primary address for a customer:

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1. Select the **Row Overflow Menu** for the desired address, and then select **Set Primary Address**.

   Xstore opens a confirmation prompt.

Figure 29-15 Customer Dashboard - Set Primary Address



2. Select **Yes** to set the primary address, or select **No** if it is the incorrect address. Xstore returns to the **Addresses** drawer.

   The address is set as the primary address for the customer. The new primary address is displayed on the top of the list of customer addresses.

Delete an Address

To delete an address from a customer record:

1. Select the **Row Overflow Menu** and then select, **Delete Address**.

   Xstore opens a confirmation prompt.

2. Select **Yes** in the confirmation prompt to delete the address, or select **No** to return to the **Addresses** drawer without deleting an address.

   The address is deleted from the customer record.

> **Note**
>
> You cannot delete the primary address for the customer.

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Tasks

Figure 29-16 Customer Dashboard - Tasks Drawer



The Tasks drawer displays all tasks associated with the customer. This drawer displays the following information for each task:

- **Date:** Date the task should begin.
- **Description:** The name of the task.
- **Start Time:** Time the task should begin.
- **Duration:** Length of time designated for the task.
- **Activity:** Type of task.
- **Status:** Indicates the progress of the task.
- **Priority:** Importance of the task: high, medium, or low.
- **Associate:** The associate or associate group responsible for completing the task.

Status

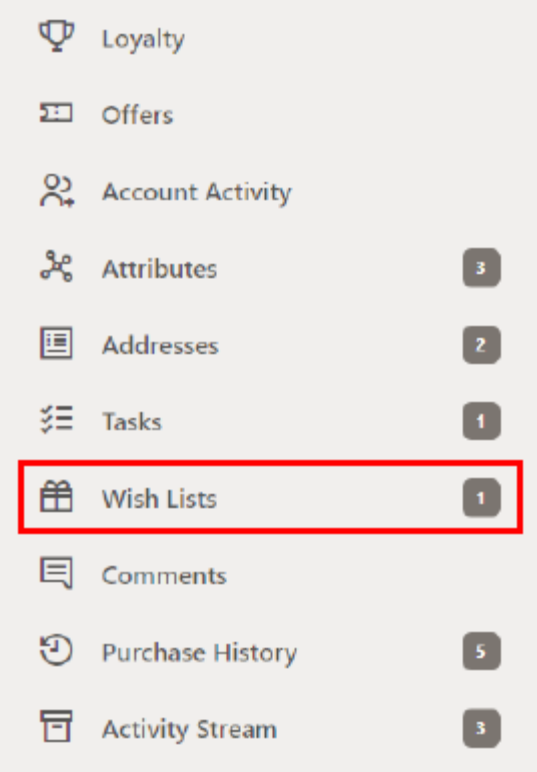
The status field can have one of the following values for a task:

- **Open:** The task is open, but not started.
- **In Progress:** The task has been started, but not completed.
- **Cancelled:** The task has been cancelled and cannot be reopened or edited.
- **Closed:** The task has been completed and cannot be reopened or edited.

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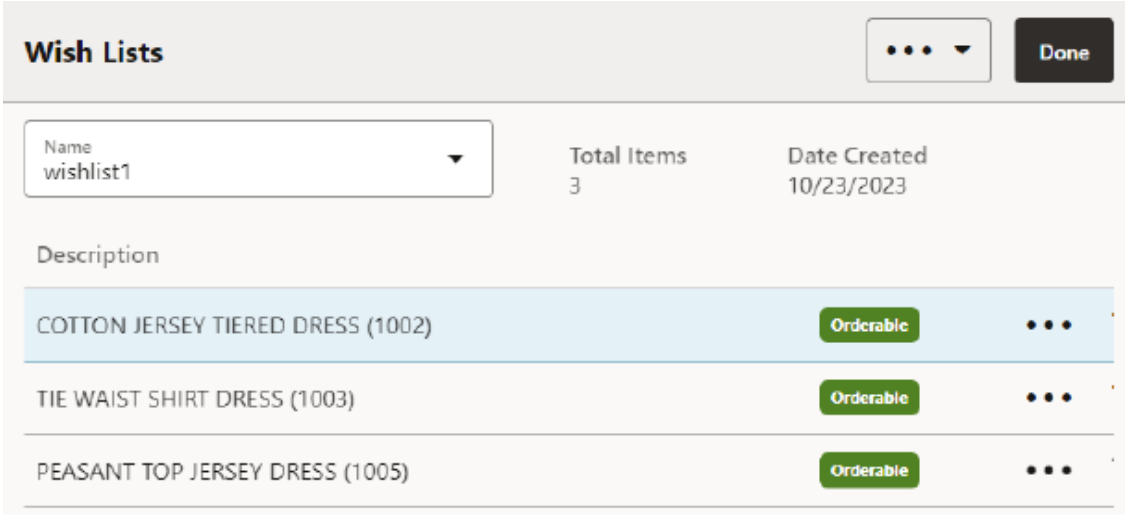
Wish Lists

Figure 29-17 Customer Dashboard - Wish Lists



If Xstore is integrated with Oracle Retail Customer Engagement, this drawer displays any items in the customer's personal wish list. A customer account may have multiple wish lists associated with it, but only one wish list can be viewed at a time. To view another wish list, select the **Wish List Name** drop down menu.

Figure 29-18 Wish Lists



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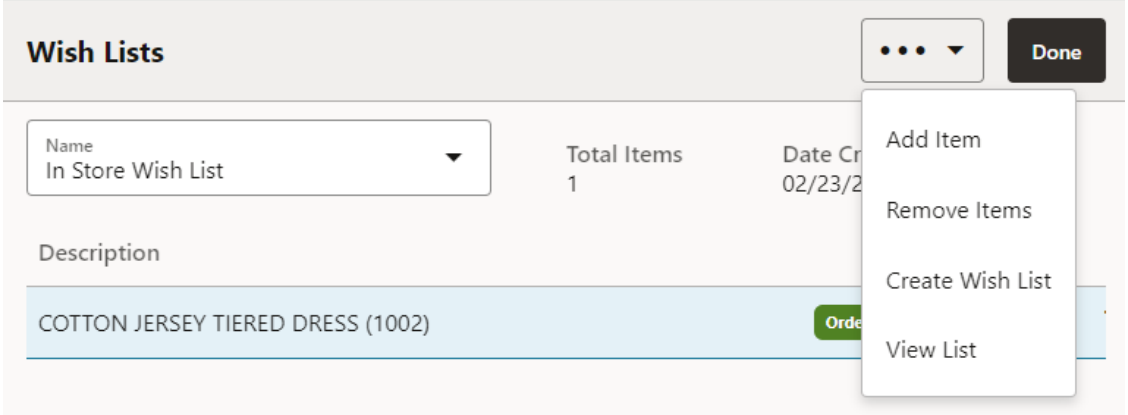
This Wish List displays the following information for each wish list item:

- **Name:** The name of the Wish List.
- **Total Items:** Total number of items in the Wish List.
- **Date Created:** The date the Wish List was created.
- **Description:** Description of the item.
- **Item ID:** ID of the item.
- **Orderable:** Indicates whether the item can be ordered.

Selecting the individual line displays the Item Overview. Select **Done** to go back to the list.

Wish List Overflow Menu Options

Figure 29-19 Wish List Overflow Menu Options

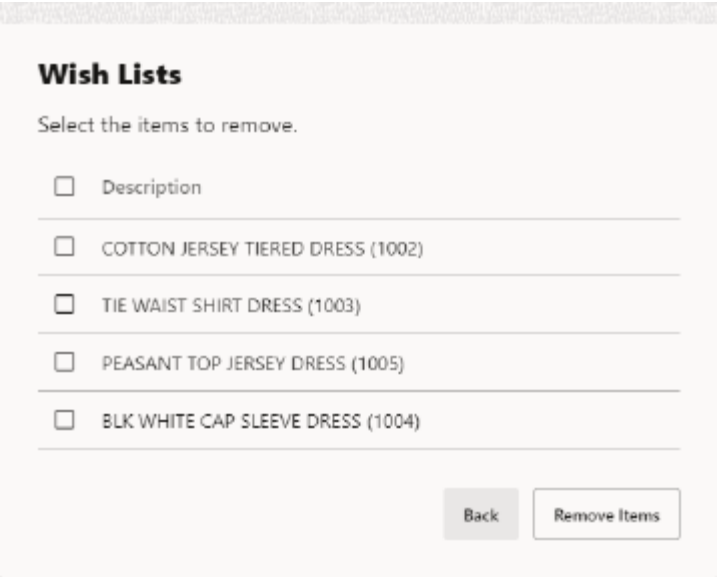


The following Wish List item options include:

- **Add Item**
  - Select **Add Item**. Item Lookup displays.
  - Enter the search criteria.
  - Select **Search**.
  - Select the **Item** from the list of results. The item is added to the Wish List.
- **Remove Items**
  - Select **Remove Items**.

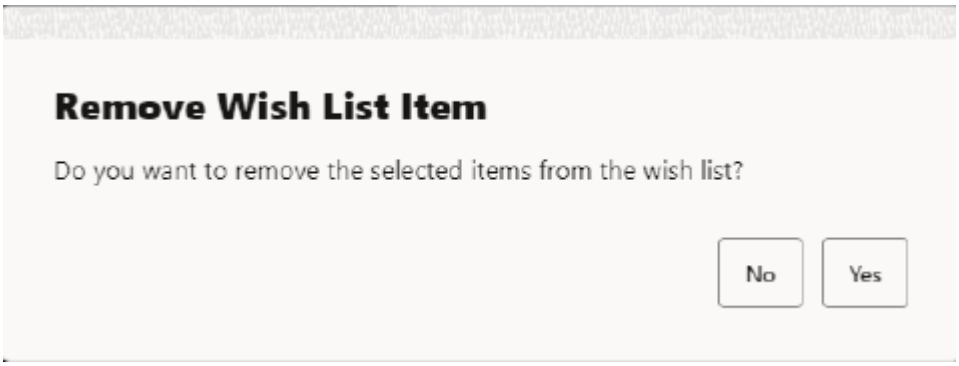
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Figure 29-20 Remove Items



- Select the check boxes for **one or more items** for removal. Select the check box next to Description to Select All.
- Select **Remove Items**, or select **Back** to close the window without saving any changes.

Figure 29-21 Remove Wish List Item Confirmation

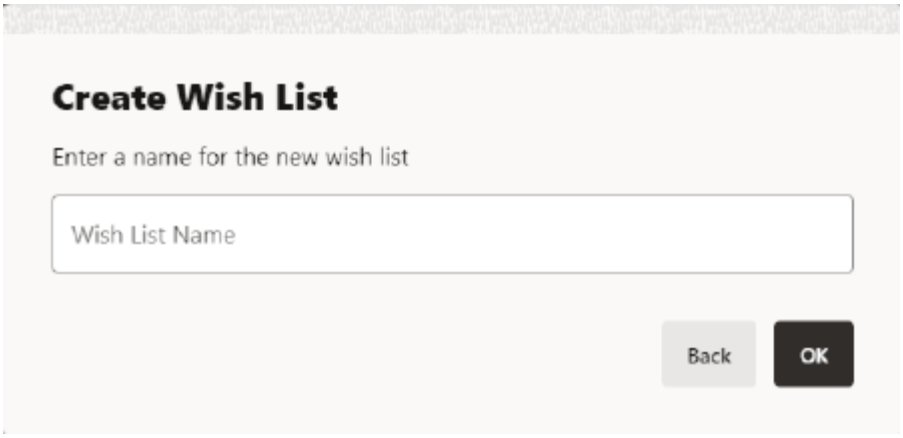


- Select **Yes** to confirm. Select **No** to close the window without saving any changes.

- **Create Wish List**
  - Select **Create Wish List**.

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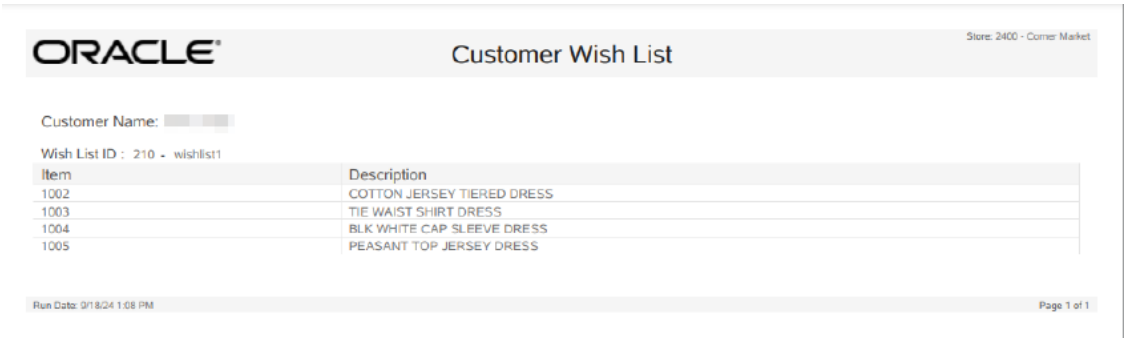
Figure 29-22 Create Wish List



  - Enter a **Wish List Name**.
  - Select **OK** to save the list, or select **Back** to return to Wish Lists without saving any changes.

- **View List**
  - Select **View List**. The Customer Wish List Report displays.
  - When finished, **Download**, or **Print** the report.

Figure 29-23 Customer Wish List Report



Comments

Figure 29-24 Customer Dashboard - Comments



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The Comments drawer shows any comments associated with this customer. This drawer displays the following information for each comment:

- **Comment:** The comment entered by the customer.
- **Created on:** Information about when the comment was created, and the comment itself.
- **Created by:** ID of the associate who entered the comment.

Adding a Comment

To add a comment:

1. If necessary, select **Save Changes** to save the customer record.

   > **Note**
   >
   > When creating a new customer, comments cannot be added until the information for the customer has been saved.

2. Select the Overflow Menu and then select, **Add Comment**.

   An Add Comment window opens.

3. Enter the comment.
4. Select **OK**.

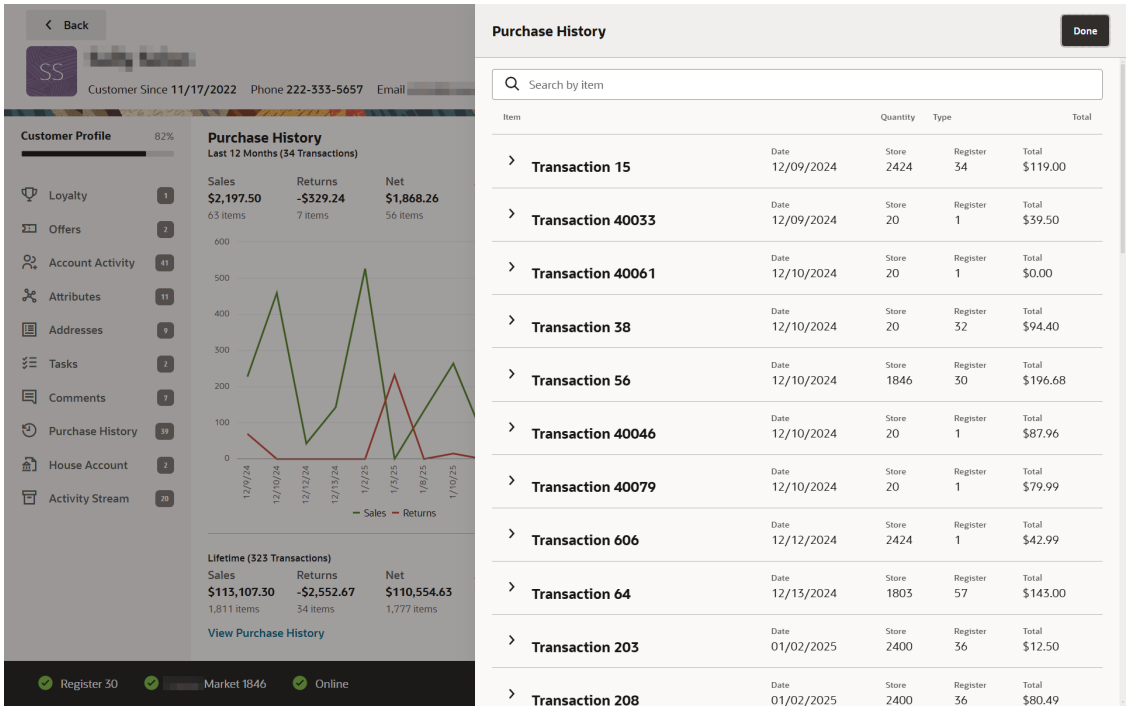
   The comment is saved and added to the customer record.

Purchase History

Used as a method of establishing a customer's purchase history from the past.

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Figure 29-25 Customer Dashboard - Purchase History



This drawer shows detailed information about sales transactions for the customer within the last 365 days. This drawer displays the following information:

> **Note**
>
> You have the ability to expand and collapse each row by selecting the arrow.

- Transaction Row - Displays information about a transaction.
- Item Row - Displays information about an item within a transaction.
- Item Overview - Displays information about a selected item.

> **Note**
>
> This field cannot be edited. Segments are provided by Oracle Retail Customer Engagement.

Transaction Row

Transaction rows display the following information:

> **Note**
>
> You have the ability to expand and collapse each row by selecting the arrow.

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- **Item:** The transaction number and when expanded, the items in the transaction.
- **Date:** The date of the transaction.
- **Store:** Store ID.
- **Register:** The ID of the register used in the transaction.
- **Total:** Total amount of the transaction.

Item Row

Select the Item Transaction ID to display the following information:

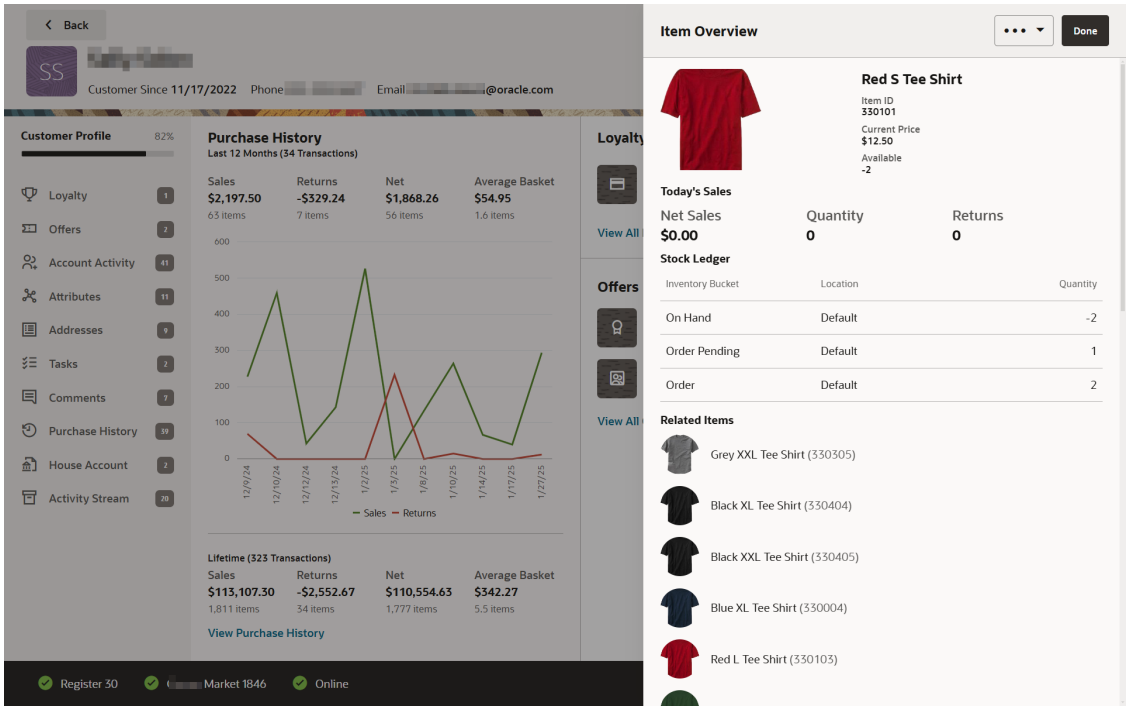
> **Note**
>
> You have the ability to expand and collapse each row by selecting the arrow.

- **Item:** The description and ID number of the item.
- **Quantity:** Quantity of the item.
- **Type:** The transaction type.
- **Price:** Price of the item.

Item Overview

After selecting an item, this drawer displays information about the selected item:

Figure 29-26 Item Overview



Top Area

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The Item Overview drawer displays the Overflow Menu option Item Dashboard as well as the following information:

- Picture of the item (if available).
- Description: Description of the item.
- Item ID: The ID of the item.
- **Current Price:** Price of the item.
- **Available:** Amount on hand..

Today's Sales

Sales information for the item on the current day includes:

- **Net Sales:** Net amount of sales minus returns for the item on the current day.
- **Quantity:** Number of items sales of the item on the current day .
- **Returns:** Number of returns of the item on the current day.

Stock Ledger

The Stock Ledger table displays the following information for each inventory bucket in which the item is located:

- **Inventory Bucket:** Inventory bucket in which the item is located.
- **Location:** Location of the item.
- **Quantity:** Quantity of the item in the inventory bucket.

Related Items

The Related Items area includes the following information about items like the selected item:

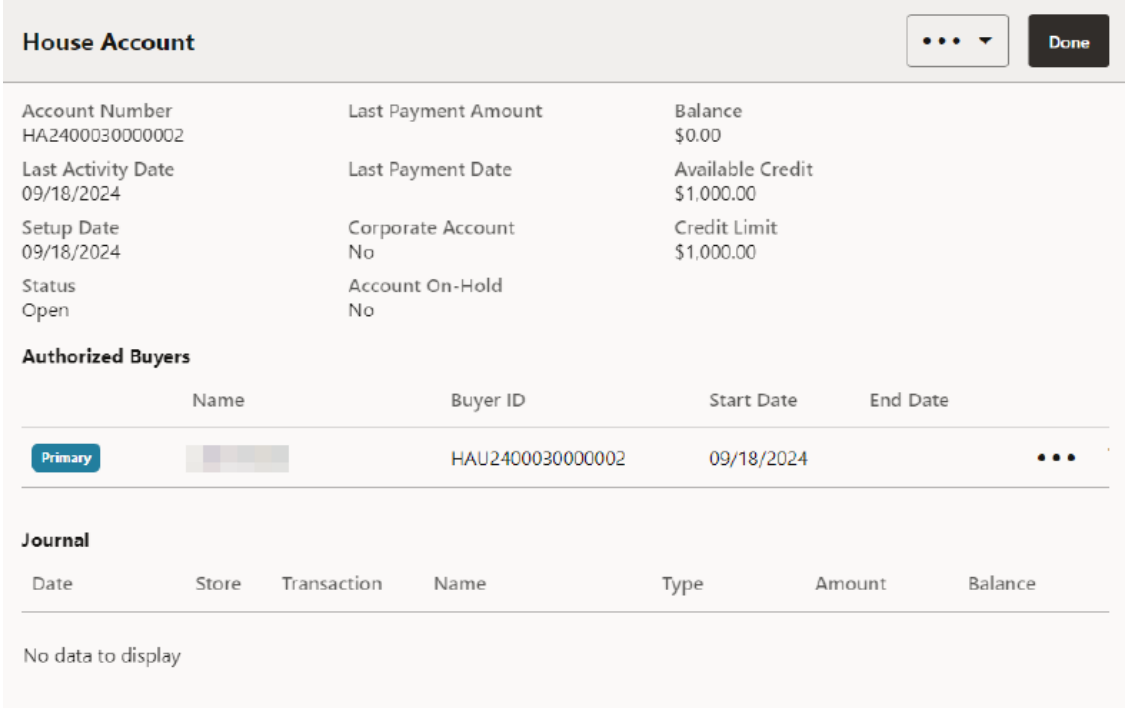
- Picture of the item
- Description of the item
- Item ID

Select **Done** to return to the Purchase History.

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House Account

Figure 29-27 Customer Dashboard - House Account



The House Account drawer displays the following types of information about the customer's house account:

- House Account Details - Details about the house account.
- Authorized Buyers - Information about each buyer authorized to use the house account.
- Journal - Information about each activity performed on the house account.

> **Note**
>
> This information is only available for customers who have set up a valid house account.

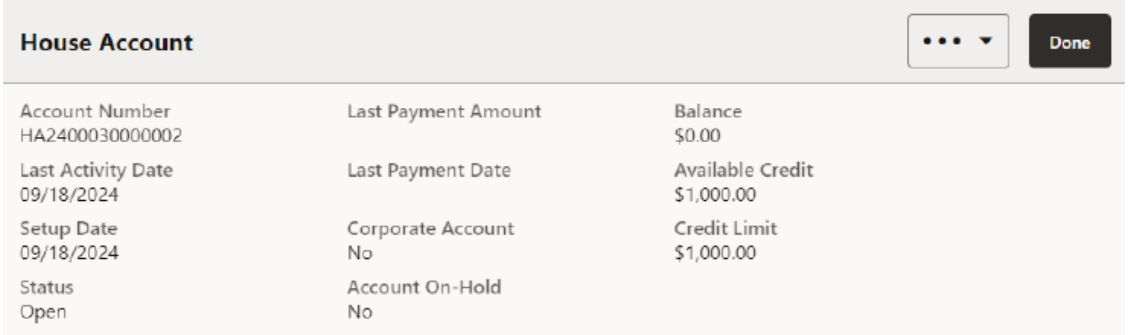
To make changes to the information in the House Account tab:

- Change House Account Status - Change the status of a house account.
- Change House Account Limit - Change the credit limit for a house account.
- Change Authorized Buyers - Make changes to the authorized buyers associated with a house account.

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House Account Details

Figure 29-28 House Account Details



The top section displays the following information about the house account:

- **Account #:** ID number for the house account.
- **Last Activity Date:** Date of the most-recent activity on the account.
- **Setup Date:** Date the account was created.
- **Status:** Status of the account: Open, Hold, or Closed.
- **Last Payment Amount:** Most-recent payment amount on the account.
- **Last Payment Date:** Date of the most-recent payment on the account.
- **Corporate Account:** If Yes, this is a corporate House Account and cannot be changed.
- **Account On-Hold:** If Yes, this account cannot be used for purchases; however, payments can be made on the account.
- **Balance:** Balance amount on the account.
- **Available Credit:** Difference between the credit limit and the outstanding balance on the account that is available for purchases.
- **Credit Limit:** Credit limit on the account.

Authorized Buyers

This section displays the following information about the people authorized to use the house account:

- **Primary:** An icon displays in this column indicating the primary authorized buyer for the account.
- **Name:** Name of the buyer.
- **Buyer ID:** House account ID of the buyer.
- **Start Date:** Date on which the buyer is first permitted to use the account.
- **End Date:** Date on which the buyer is no longer permitted to use the account.

Overflow menu options include:

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- Edit Buyer
- Deactivate Buyer
- Set Primary Buyer

Journal

This section displays the following information for each activity performed on the account:

- **Date:** Date of the activity.
- **Store:** ID of the store where the activity took place.
- **Transaction:** ID number for the transaction in which the activity took place.
- **Name:** Name of the customer.
- **Type:** Type of activity performed.
- **Amount:** Amount of the activity.
- **Balance:** Balance of the account following the activity.

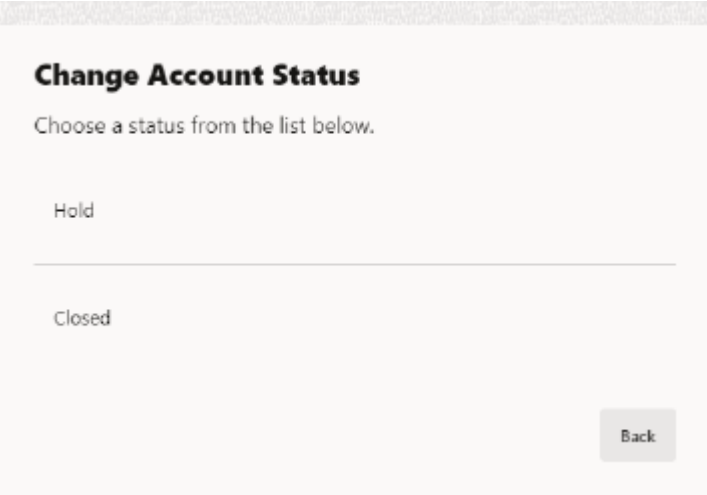
Change House Account Status

To make changes to a customer's house account:

1. Select the Overflow Menu in the House Account drawer, then select **Change Status**.

   A Change Account Status window opens.

Figure 29-29 Change Account Status Window



2. Select the new status for the account:
   - **Hold:** The authorized buyer cannot use the account for new purchases but can make payments on the account. The edit options for account limit and authorized buyer options are not available for accounts that are on hold.
   - **Closed:** The house account is no longer available for any activity.
   - **Reinstate:** An account with a status of **Hold** can be activated again by selecting this option.

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- **Open:** An account with a status of **Closed** can be activated again by selecting this option.

The status of the house account is changed.

Change House Account Limit

To change the credit limit for a house account:

1. Select the Overflow Menu in the House Account drawer, then select **Edit Credit Limit**.

   A House Account Information window opens with the current credit limit for the account.

Figure 29-30 Customer Dashboard - House Account Credit Limit



2. Enter the new credit limit for the house account.
3. Select **Return**.

   The credit limit for the house account is changed to the new value.

Change Authorized Buyers

A house account can have more than one buyer associated with it. To make changes to the authorized buyers for a house account, use the appropriate procedure:

- Add an Authorized Buyer - Add an authorized buyer to a house account.
- Edit an Authorized Buyer - Edit information for an authorized buyer.
- Deactivate an Authorized Buyer - Deactivate an authorized buyer.
- Designate a Primary Buyer - Change the primary buyer to another person.

Add an Authorized Buyer

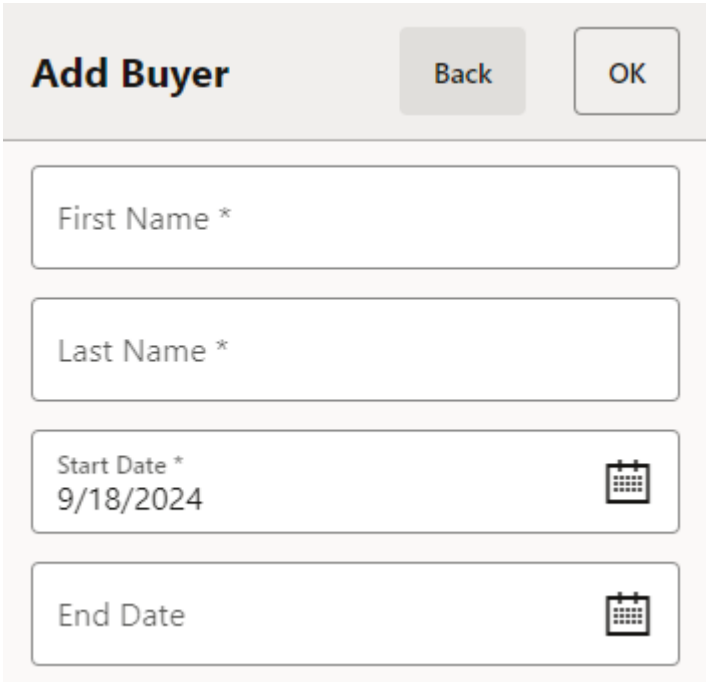
To add an authorized buyer to a house account:

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1. Select the **Overflow Menu** in the House Account drawer, then select **Add Buyer**.

   An Add Buyer window opens.

Figure 29-31 Customer Maintenance - House Account Add Buyer



2. Enter the information for the buyer:

> **Note**
>
> Asterisks indicate the field is required.

   - **First Name:** First name of the new buyer.
   - **Last Name:** Last name of the new buyer.
   - **Start Date:** Date on which the buyer will first be permitted to use the house account.
   - **End Date:** Date on which the buyer will no longer be permitted to use the house account.

3. Select **OK** to accept the changes and close the drawer. Select **Back** to close the drawer without saving the changes..

   The name of the new authorized buyer is listed in the **Authorized Buyers** section of the **House Account** drawer.

Edit an Authorized Buyer

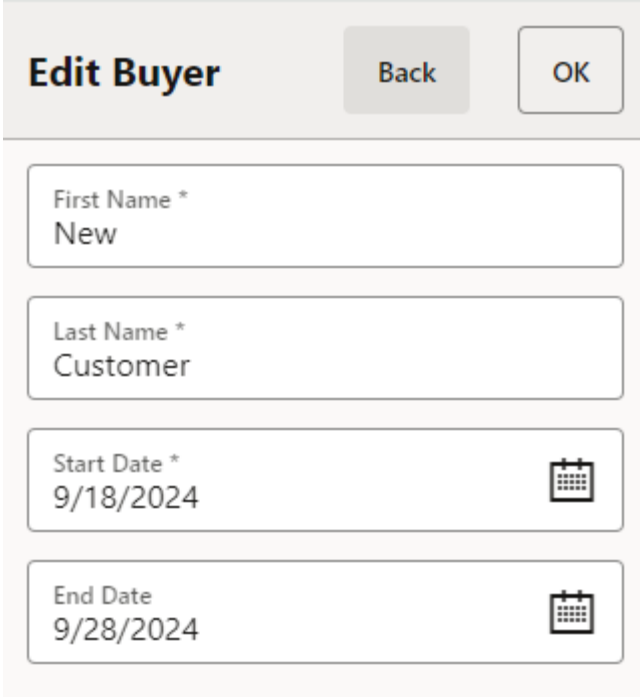
To edit an authorized buyer associated with a house account:

1. Select the Overflow Menu, then select **Edit Buyer**.

   The Edit Buyer drawer displays.

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Figure 29-32 Customer Dashboard- House Account Edit Buyer



2. Enter the updates for the buyer:

> **Note**
>
> Asterisks indicate the field is required.

- **First Name:** First name of the new buyer.
- **Last Name:** Last name of the new buyer.
- **Start Date:** Date on which the buyer will first be permitted to use the house account.
- **End Date:** Date on which the buyer will no longer be permitted to use the house account.

3. Select **OK** to accept the changes and close the drawer. Select **Back** to close the drawer without saving the changes..

   The information for the buyer is updated in Xstore.

Deactivate an Authorized Buyer

To deactivate an authorized buyer associated with a house account:

1. Select the **Overflow Menu** for an authorized buyer.
2. Select **Deactivate Buyer**. The End Date for the selected buyer is set to today's date.

Designate a Primary Buyer

To change the primary buyer for a house account:

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1. Select the **Overflow Menu**.
2. Select **Set Primary Buyer**. The selected buyer is designated as the primary buyer and moved to the top of the Authorized Buyers list. A**Primary** icon displays next to their name. The list is sorted alphabetically below the primary buyer's name.

Activity Stream

The Activity Stream drawer displays the customer's events and recent activity on the customer's account for a configured amount of time.

> **Note**
>
> The Default Time Period is 60 days.

Upcoming Events

A customer event can be any of the following: House Account Payment, Birth Date, Task, Or Registry/Wish List Dates. Upcoming events are displayed in chronological order (starting with the soonest event date first).

Recent Activity

Recent Activity is defined as a completed transaction (Sale, Return, Order, Layaway, Special Order, Send Sale, for example) or a Customer Event that occurred in the past.

Select **Done** to return to the Customer Dashboard.

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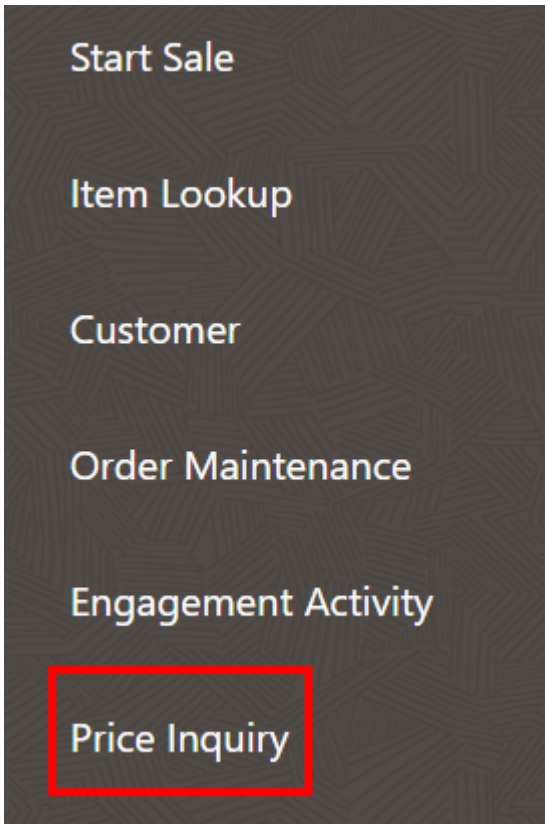
30
Price Inquiry

If you want to look up the price of an item, select **Price Inquiry** from the Home Screen. You can look up the price for an item when you are logged out.

To look up the price of an item, follow the steps below.

1. Select **Price Inquiry** from the Home Menu.

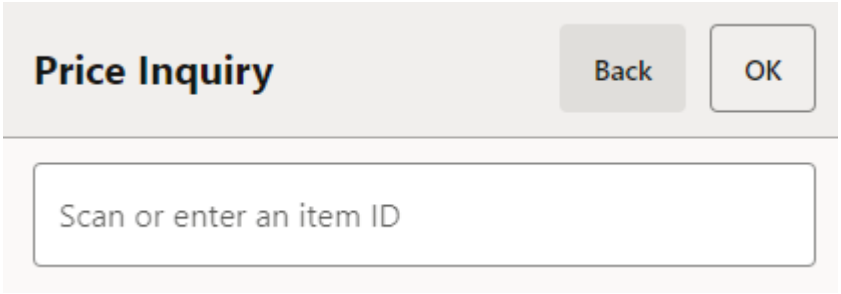
Figure 30-1 Home Screen Menu - Price Inquiry



You are prompted for the item. Scan, or enter the item and select **OK**.

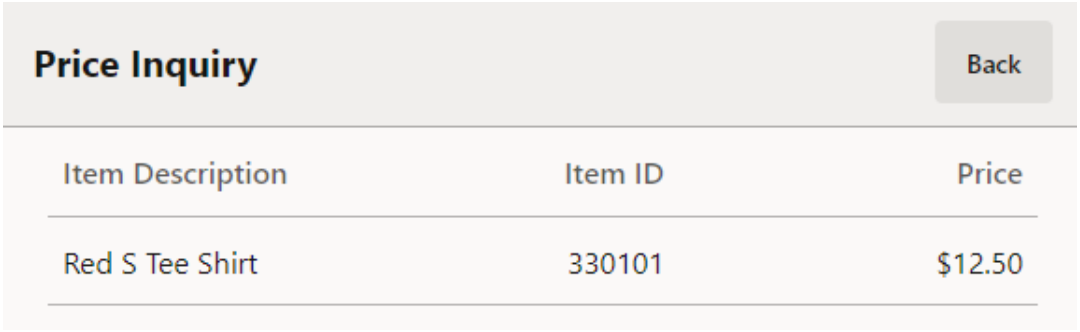
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Figure 30-2 Price Inquiry Item Prompt



The item description, item ID and the corresponding price are displayed.

Figure 30-3 Price Inquiry Result



> **Note**
>
> If the displayed price is a deal price, the system marks the price with the text Sale.

2. Select **Back** to close the screen.

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31

Gift Registry Maintenance

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

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

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

Refer to the following topics for more information about the point of sale functions.

- Selling Gift Registry Items
- Returning/Cancelling Gift Registry Items

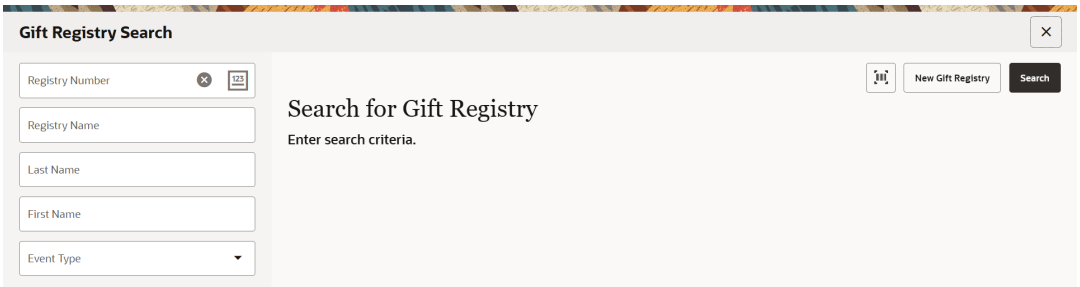
Refer to the following topics for more information about the maintenance functions.

- Accessing the Gift Registry
- Modifying a Gift Registry
- Print Registry

Accessing the Gift Registry

1. From the Global Navigation menu, select **Customer**.
2. Select **Gift Registry Maintenance** from the Customer menu. See Figure 22-3.
3. You have the following options at the Gift Registry Search prompt:

Figure 31-1 Gift Registry Search Prompt

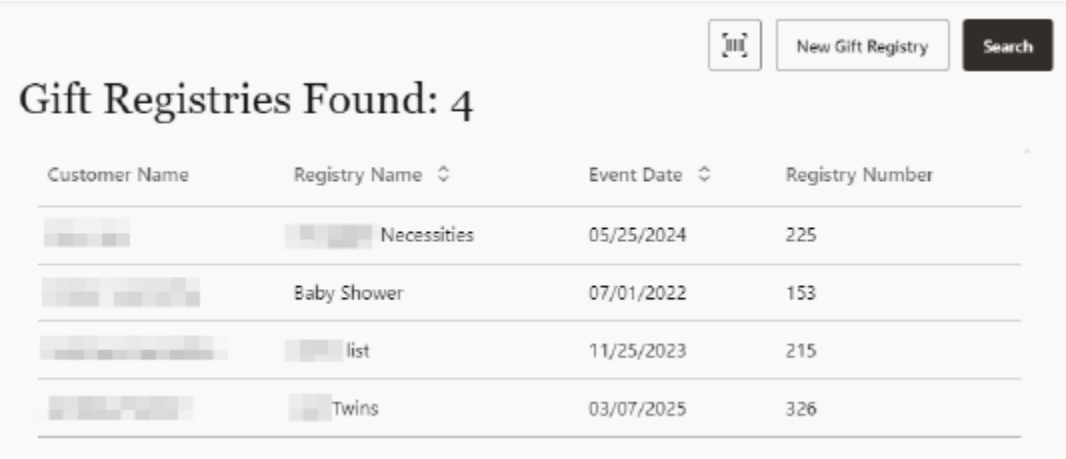


- To create a new registry, select **New Gift Registry**. Skip to Creating a New Registry.
- To search for a gift registry, enter one or more search criteria and the select **Search**. You can search by: Registry #, Registry Name, Owner First Name, Owner Last Name, Event Type, or scan a Registry ID. Continue with step 4.

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4. If Xstore retrieves more than one registry, select the registry you wish to view.

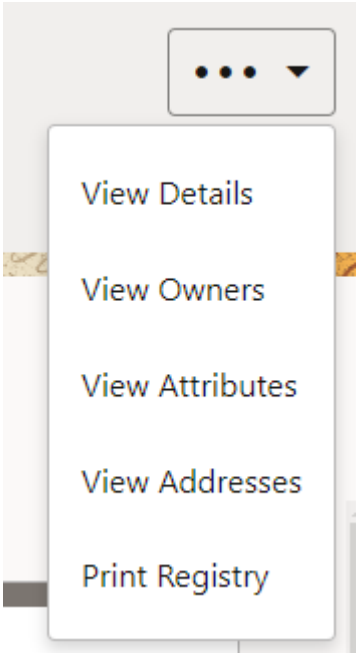
Figure 31-2 Multiple Search Results



> **Note**
>
> To create a new registry, select New. See Creating a New Registry.

5. Select a Gift Registry from the list, and then select the **Header Overflow Menu** to view the Gift Registry menu.

Figure 31-3 Gift Registry Context Menu



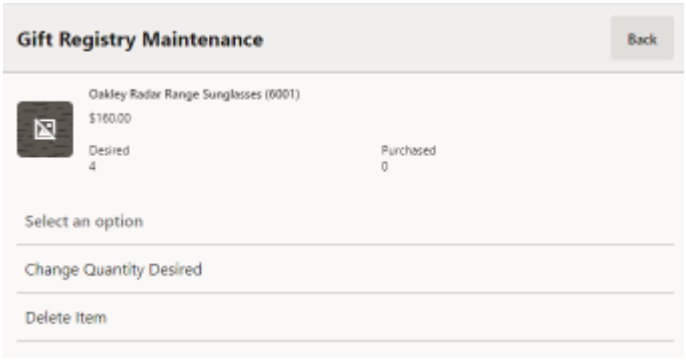
You have the following options at this screen:

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- Select **View Details** to review and edit the gift registry information. See Viewing and Modifying Details.
- Select **View Owners** to view and edit registry owner information. See Viewing and Modifying Owners
- Select **View Attributes** to see additional attribute information such as wedding date, baby's gender, and so on. See Viewing and Modifying Attributes.
- Select **View Addresses** to view any addresses associated with the registry. Addresses include before event, after event, and vendor's address. See Viewing and Modifying Addresses.
- Select **Print Registry** to print the gift registry. See Print Registry.

Select an item to access the options menu.

Figure 31-4 Gift Registry Options



You have the following options at this screen:

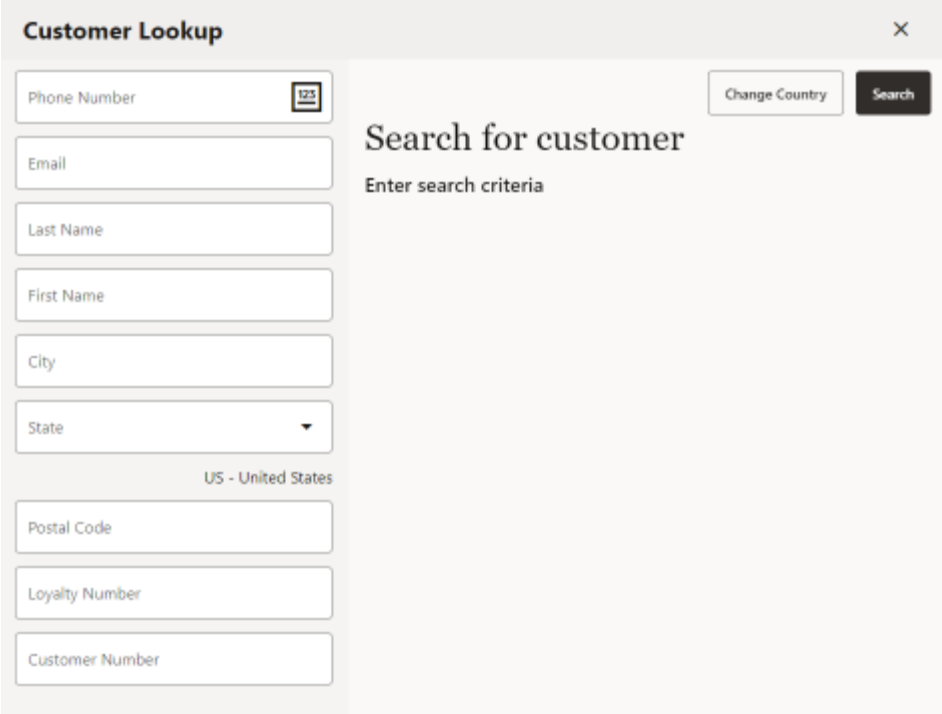
- Select **Change Quantity Desired** to update the desired item quantity. See Changing the Quantity.
- Select **Delete Item** to remove the item from the gift registry. See Deleting an Item.

Creating a New Registry

1. To create a new registry, select **New** from the Gift Registry Search prompt or the search results list. See Figure 31-1. The Customer Search form displays.
2. Enter the search criteria for the person for which you wish to create a gift registry. Select **Process**.

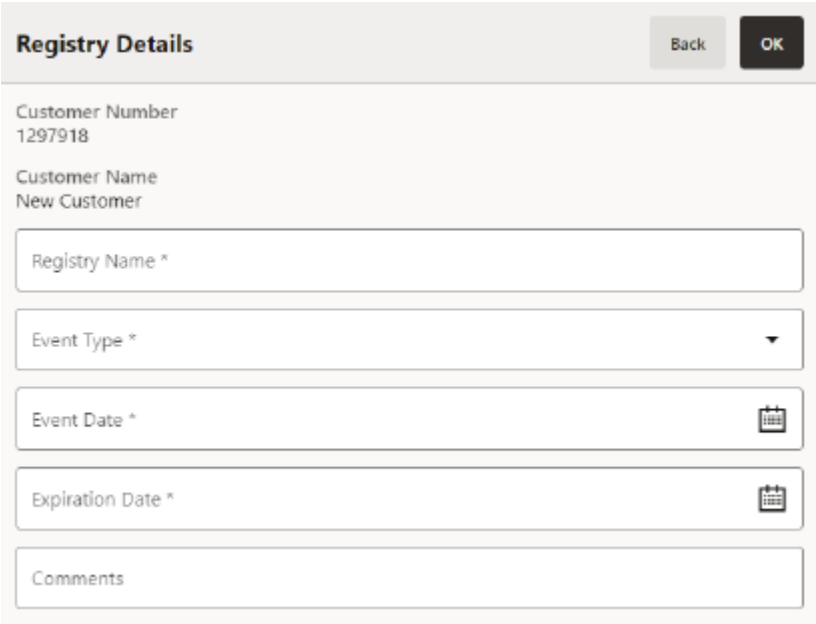
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Figure 31-5 Customer Search Form



3. Select the customer from the retrieved list. If the customer is not listed, create a new customer record by selecting **New**. See Associating a Customer with a Transaction for instructions. Once you've added a new customer, the Registry Details screen displays.

Figure 31-6 Registry Details



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Table 31-1 Gift Registry Fields

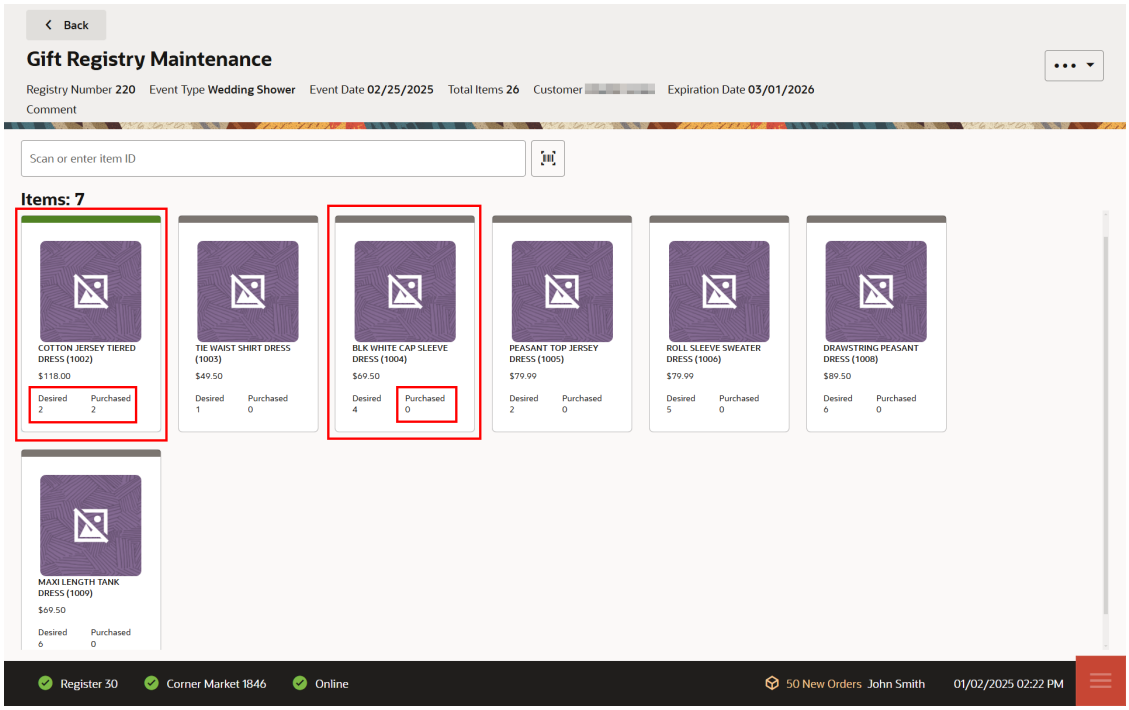
Field	Description
Registry Name	Describe the event.
Event Type	Select an event from the drop-down list.
Event Date	Event date must be equal to or earlier than the expiration date.
Expiration Date	Expiration date must be later than the current business date.
Comments	Optional field.

4. Complete the required fields and select **OK**:
5. The gift registry screen displays. The Registry information can be viewed and modified using **View Details** in the **Overflow Menu**.
6. To add or modify registry information see Modifying a Gift Registry.

Working With Gift Registries

Once a Gift Registry is created, a customer may want an update on what items have been purchased. A green bar indicates the quantity desired has been met for that item. A gray bar indicates the item has not met the full quantity for that item.

Figure 31-7 Gift Registry Maintenance - Item Quantity Indicators



Modifying a Gift Registry

1. With a gift registry displayed, add or modify the registry information as needed.

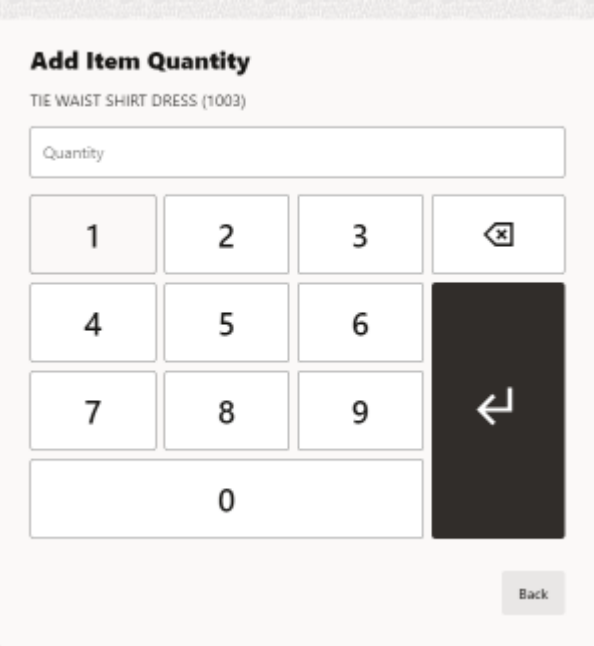
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- to add an item, refer to Adding Items
- to change the quantity, refer to Changing the Quantity
- to delete an item, refer to Deleting an Item
- to view/modify details, refer to Viewing and Modifying Details
- to view/modify owners, refer to Viewing and Modifying Owners
- to view/modify attributes, refer to Viewing and Modifying Attributes
- to view/modify addresses, refer to Viewing and Modifying Addresses

Adding Items

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

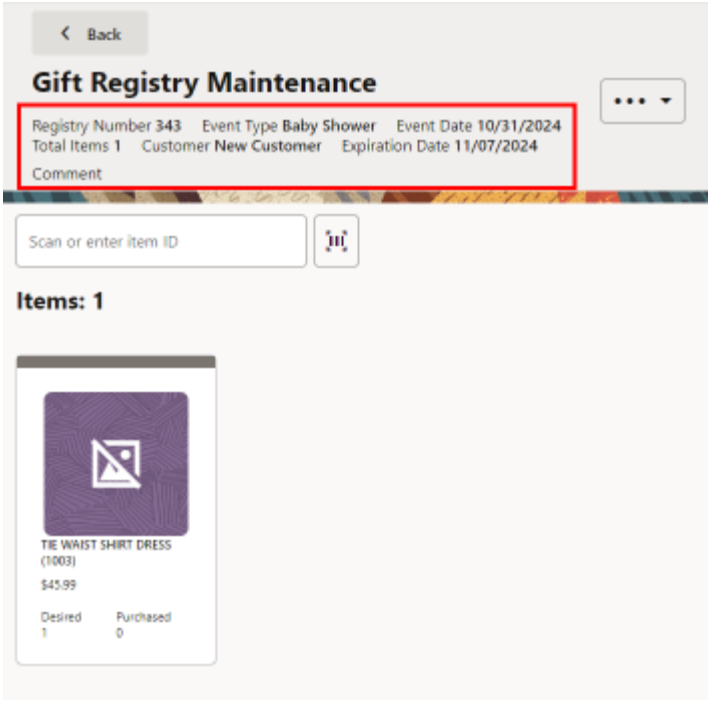
Figure 31-8 Enter Quantity



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

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Figure 31-9 Gift Registry Screen

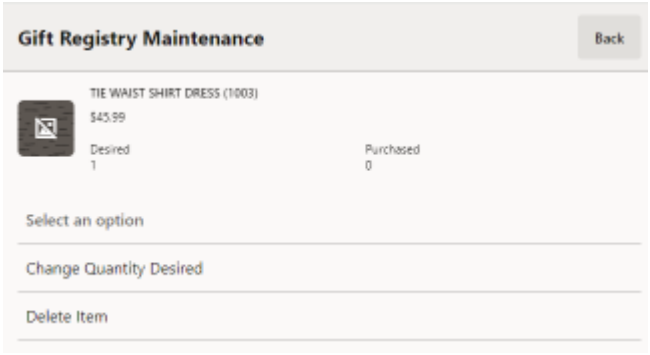


> **Note**
>
> The gray bar indicates the quantity desired for that item has not been met. See Working With Gift Registries for more information.

Changing the Quantity

1. From the Gift Registry screen, select the item you wish to modify.

Figure 31-10 Gift Registry - Change Qty Desired



2. Select **Change Quantity Desired**.
3. Enter the new**Quantity** then select **Return**. Select **Back** to close without saving any changes.

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Deleting an Item

1. From the Gift Registry screen, select the item you wish to delete.
2. Select **Delete Item**. The item is deleted.

Viewing and Modifying Details

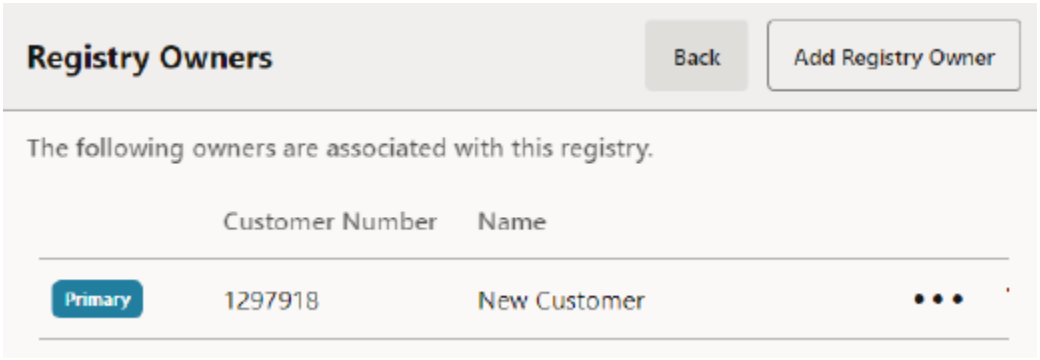
The View Details option displays the information that was initially entered when setting up the registry.

1. From the Gift Registry screen, select the **Overflow Menu** and then select, **View Details**.
2. Modify the information as needed and select **OK**. Select **Back** to close without saving any changes.

Viewing and Modifying Owners

1. From the Gift Registry maintenance screen, select the **Overflow Menu** and then select, **View Owners**.
2. The Registry Owners list displays. An icon labelled as "**Primary**" indicates the primary owner.

Figure 31-11 Registry Owners List



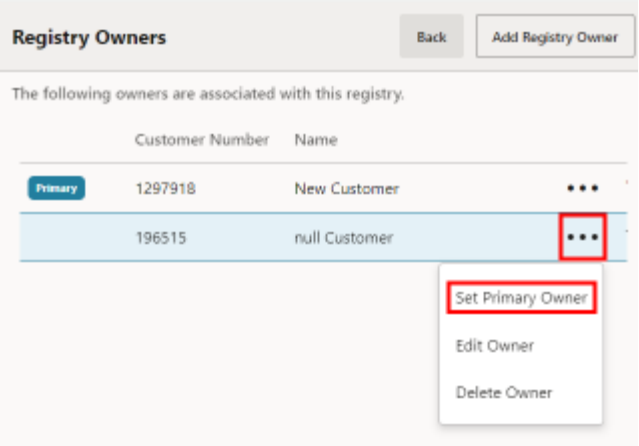
To Modify the Primary Owner

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

1. From the Registry Owners list, select the **Row Overflow Menu** for the owner you wish to change to the primary.
2. Select **Set Primary Owner**.

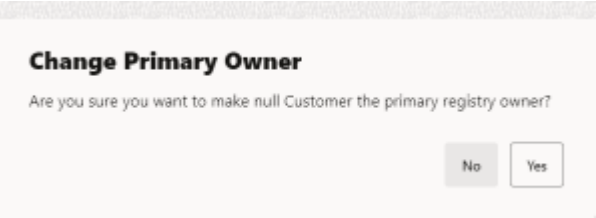
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Figure 31-12 Gift Registry Make Primary Option



3. When prompted, select **Yes** to confirm the change.

Figure 31-13 Change Primary Owner



4. The new primary owner is moved to the top of the list and is labelled as **Primary**.

To Create a New Owner

Perform the following steps to create a new owner.

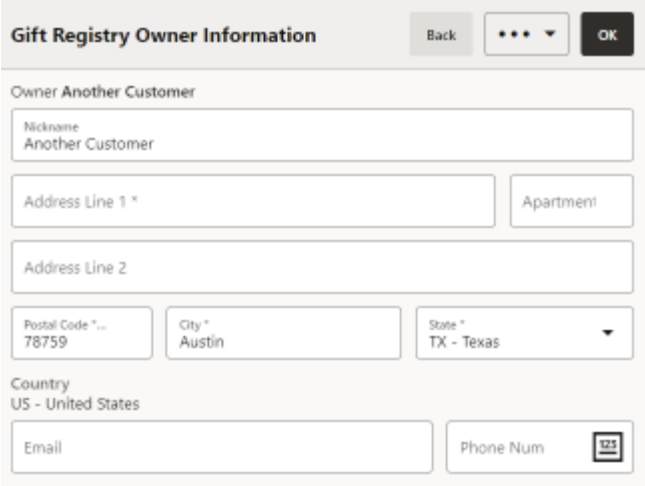
1. From the Registry Owners list, select **Add Registry Owner** (see Figure 31-11).
2. The customer search screen displays. Enter your search criteria for the person you wish to add as an owner. Select **Search**.

> **Note**
>
> If the customer is not listed, create a new customer record by selecting **New Customer**. See Add a New Customer Record for more information.

3. If more than one customer matches your search criteria, select the customer from the retrieved list.
4. Verify the address, modify if needed, and select **OK**.

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Figure 31-14 Gift Registry Owner Information



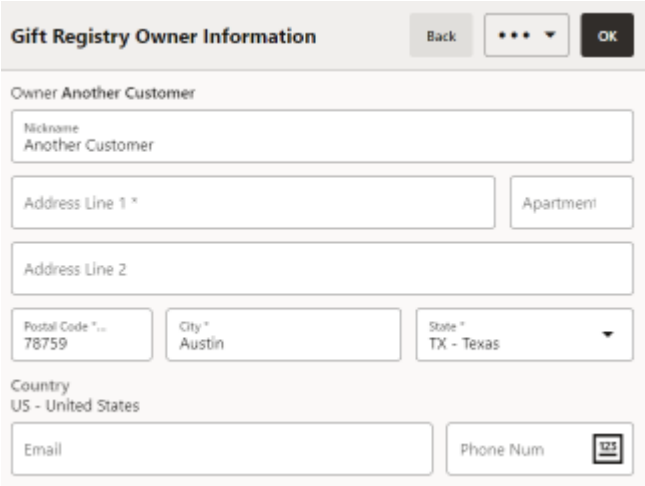
> **Note**
>
> The address information will be saved in the Customer Maintenance screen Addresses Drawer with the address type of Gift Registry. Any modifications you make to the address will not change the primary customer address information.

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

To Edit Registry Owner Information

1. From the Registry Owners list, select the **Header Overflow Menu** for the owner you wish to edit. (See Figure 31-11).
2. Select **Edit Owner**.
3. Make your edits as needed.

Figure 31-15 Gift Registry Owner Information - Edit Mode



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4. Select **OK** to save the changes, or select **Back** to close without saving.

To Delete an Owner

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

> **Note**
>
> You cannot delete a primary owner. Select **Cancel** to close the prompt, since the primary registry owner cannot be deleted.
>
> Designate a different primary owner prior to deletion. See To Modify the Primary Owner.

2. Select **Delete Owner**.
3. When prompted, select **Yes** to confirm the deletion.
4. The Registry owner screen displays without the deleted owner. Select **Back** to return to the gift registry. To modify the primary owner, see To Modify the Primary Owner.

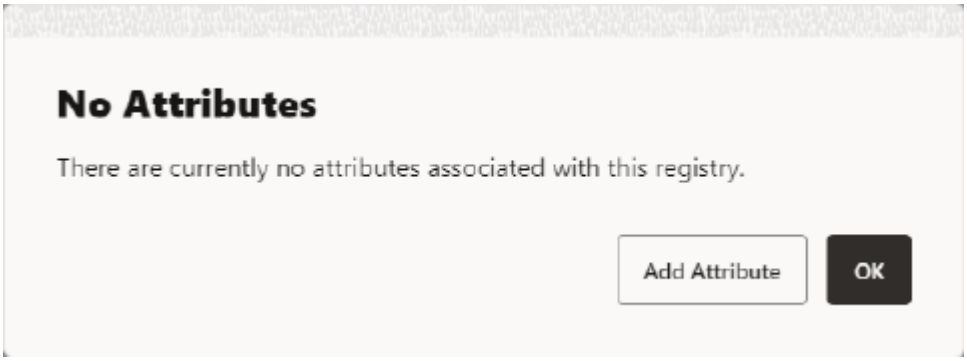
Viewing and Modifying Attributes

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

To Create a New Attribute

1. From the Gift Registry screen, select **View Attributes** from the Context Menu.

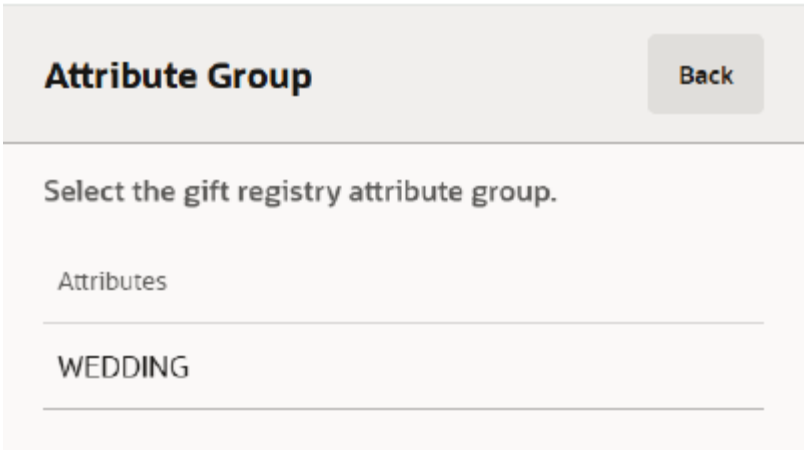
Figure 31-16 No Attributes



2. Select **Add Attribute**.

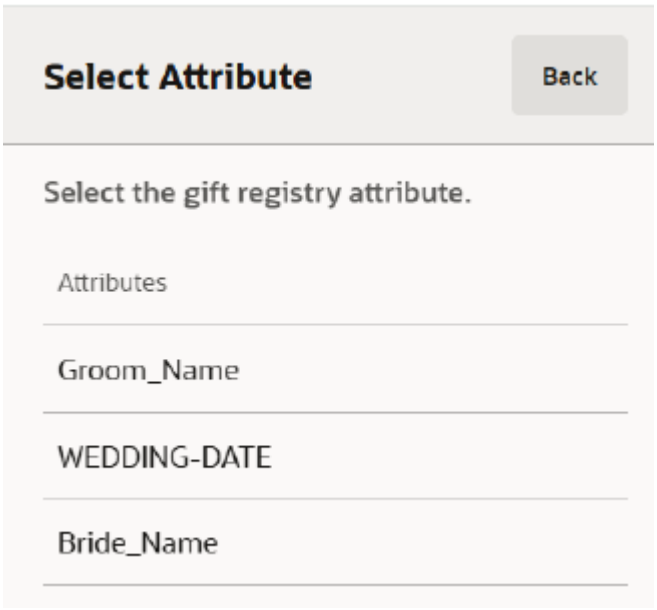
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Figure 31-17 Gift Registry Attribute Group



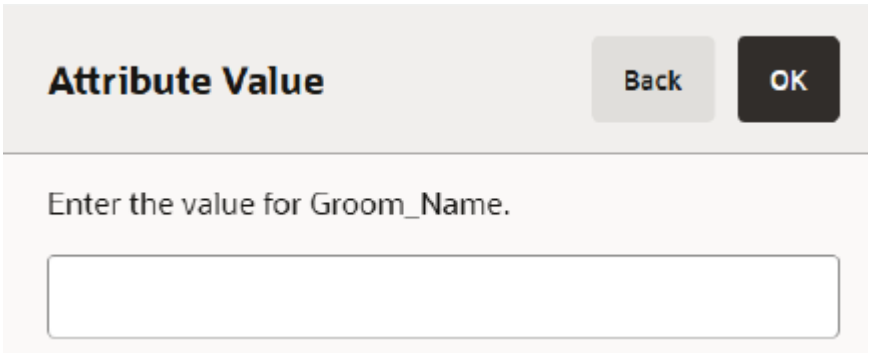
3. Select the attribute you wish to add.

Figure 31-18 Select Attribute List



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

Figure 31-19 Attribute Value



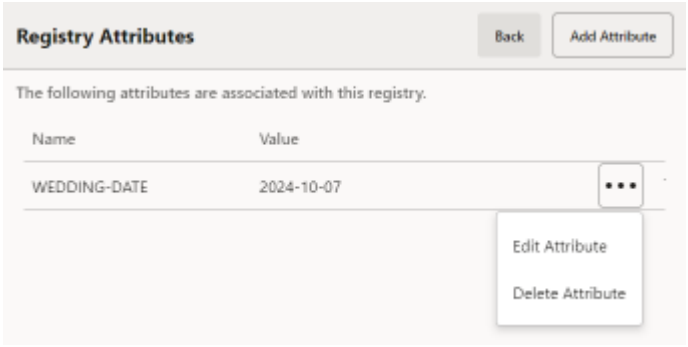
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5. Select **Back** to return to the Gift Registry screen.

To Edit an Attribute

1. From the Gift Registry screen, select the **Header Overflow Menu** and then select, **View Attributes**.
2. From the Registry Attributes list, select the **Row Overflow Menu** for the attribute you wish to edit.

Figure 31-20 Gift Registry Attribute Options



3. Select **Edit Attribute**.
4. Depending on the type of attribute, you may need to add a value to the attribute value focus bar or select from a list of values then select **Enter**. The attribute value is updated accordingly.

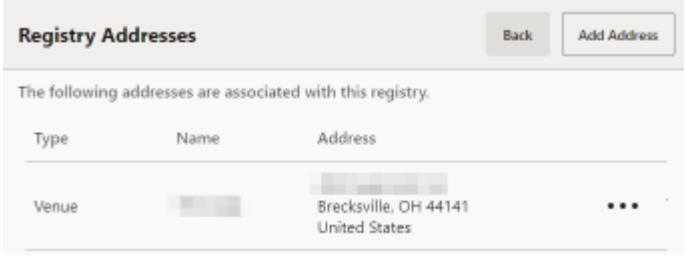
To Delete an Attribute

1. From the Gift Registry screen, select the **Header Overflow Menu** and then select, **View Attributes** .
2. From the Registry Attributes list, select the **Row Overflow Menu** for the attribute you wish to delete.
3. Select **Delete Attribute**. The attribute is removed.

Viewing and Modifying Addresses

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

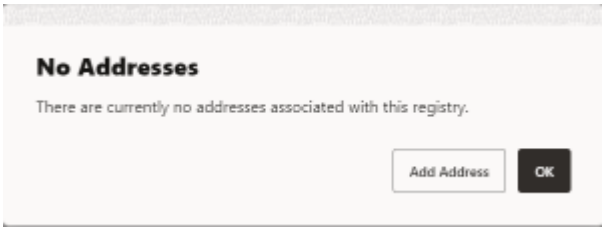
Figure 31-21 Gift Registry Address List



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- If no addresses are associated with the gift registry, this message displays. Select **OK** to close the message prompt or select **Add Address**to add an address for this registry.

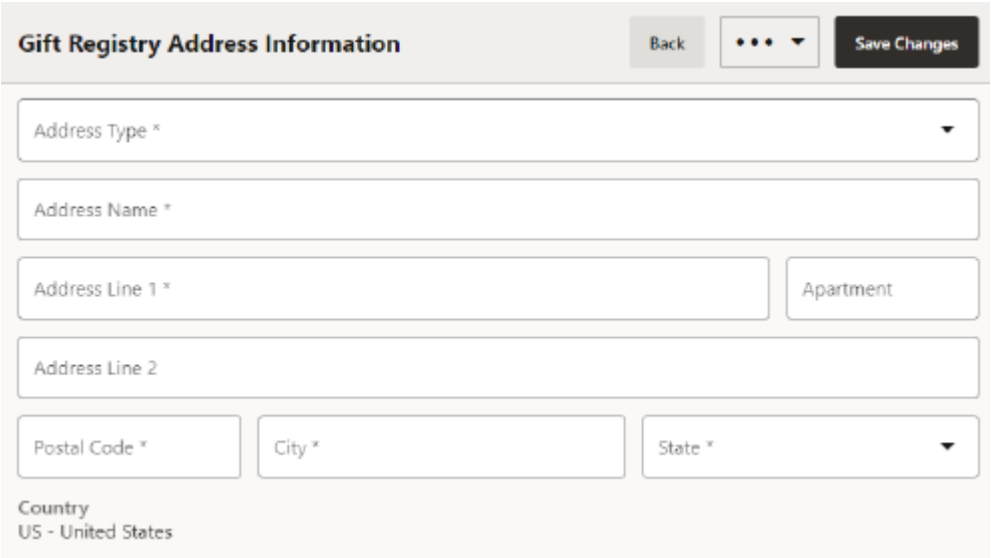
Figure 31-22 No Address Prompt



To Create a New Address

1. From the Gift Registry screen, select the **Overflow Menu** and then select, **View Addresses**.
2. From the Gift Registry address list or the **No Address on file** prompt, select **Add Address**.
3. When prompted, enter the required fields:

Figure 31-23 Address Information Form



4. Select **Save Changes**.

To Edit an Existing Address

1. From the Gift Registry screen, select the **Header Overflow Menu** and then select, **View Addresses**.
2. From the Gift Registry address list, select the **Row Overflow Menu** for the address you wish to edit.
3. Select **Edit Address**.

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4. Modify the information and then select **Save Changes**.

To Delete an Existing Address

1. From the Gift Registry screen, select the **Header Overflow Menu** and then select, **View Addresses**.
2. From the Gift Registry address list, select the **Row Overflow Menu** for the address you wish to delete.
3. Select **Delete Address**.
4. When prompted, select **Yes** to confirm that you want to delete the address.

Print Registry

1. From the Gift Registry maintenance screen, select the **Overflow Menu** and then select, **Print Registry**.
2. With the report displayed, select **Print**, to print the report.

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

> **Note**
>
> See the *Oracle Retail Xstore Point of Service Reports Guide* for more information about reports.

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32

Send Sale Shipping

A send sale item is an item that must be shipped to a customer-specified off-site location after it is purchased. Send sales are set up at the register.

> **Note**
>
> Refer to Send Sale Transactions for information about setting up these orders at the POS.

Send Sales can be tendered with Pay By Link (Customer Not Present). When paying by Pay By Link (PBL), the shipping documents cannot be processed, hence shipped, until the transaction is fully paid for.

After the customer is emailed a PBL link to complete the payment, the send sale status is set to **Awaiting Process**. When Xstore receives notification that payment is successful, the status is set to **Closed**. This could be minutes, hours, or days later. If the customer does not make the payment before the expiration date they are given, then Xstore voids the send sale order.

Send Sale paid with PBL that is awaiting payment or is voided due to the PBL expiring, can be found listed in the Messages Tab on the home screen.

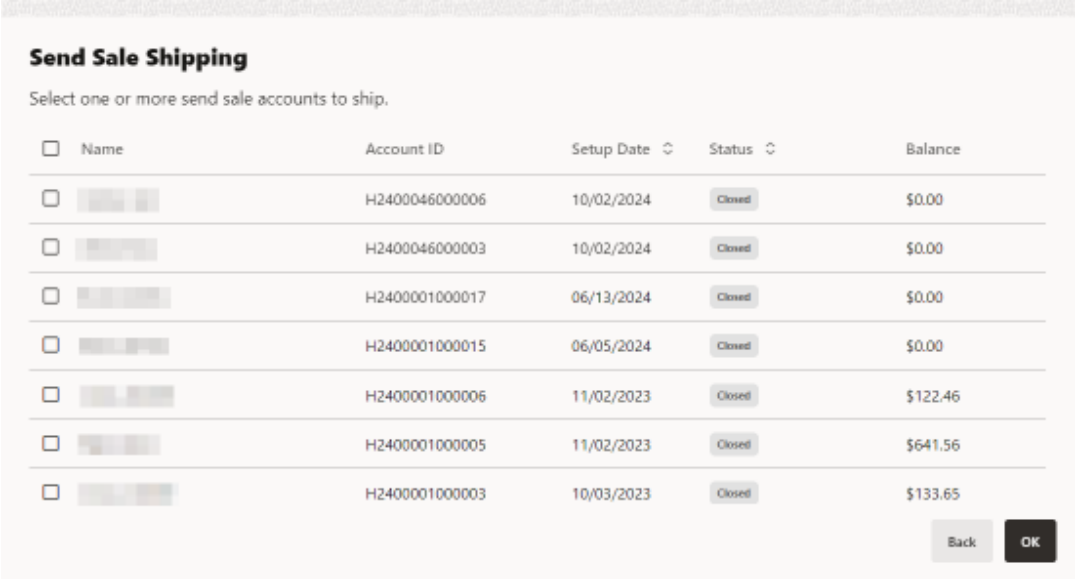
- Accessing Send Sales Shipping Documents
- Shipping Label and Packing Slip
- Customer Account Activity Report

Accessing Send Sale Shipping Documents

1. From Global Navigation, select **Extended Transactions**.
2. Select **Send Sale Shipping** from the Customer menu. See Figure 22-3.
3. Oracle Retail Xstore POS displays the list of Send Sales orders waiting to be shipped.

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Figure 32-1 Send Sale Shipping List



4. Select an order to process.

> **Note**
>
> Multiple orders can be selected, allowing the process of selecting shipping and printing to continue to the next order until all selected send sale orders are done.

Only **Closed** orders can be processed, hence shipped. You will be asked about printing the shipping label and packing slip. Continue with Shipping Label and Packing Slip.

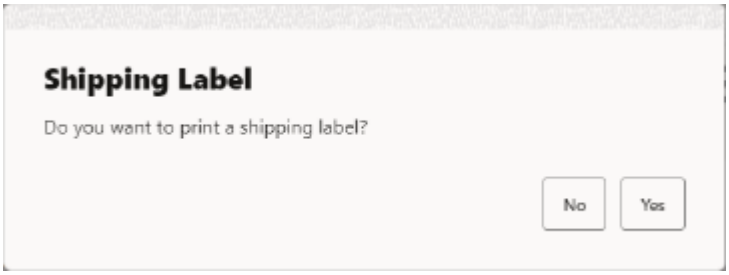
If an **Awaiting Payment** order is selected, that is, it was tendered by Pay By Link and the payment is not complete yet, the following message is shown:

Shipping Label and Packing Slip

After selecting a **Closed** order, determine the printing options for the label and packing slip:

1. Select **Yes** to print a shipping label or select **No** to continue with Shipping Label and Packing Slip.

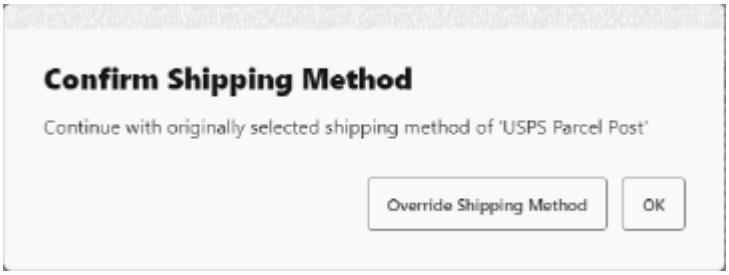
Figure 32-2 Print Shipping Label Prompt



2. If you selected **Yes** in the previous step, select the proper shipper and shipping method.

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Figure 32-3 Shipping Method



3. Select **OK** when you are ready to print. Select printer from the list if multiple printers are setup.

Figure 32-4 Label Selection

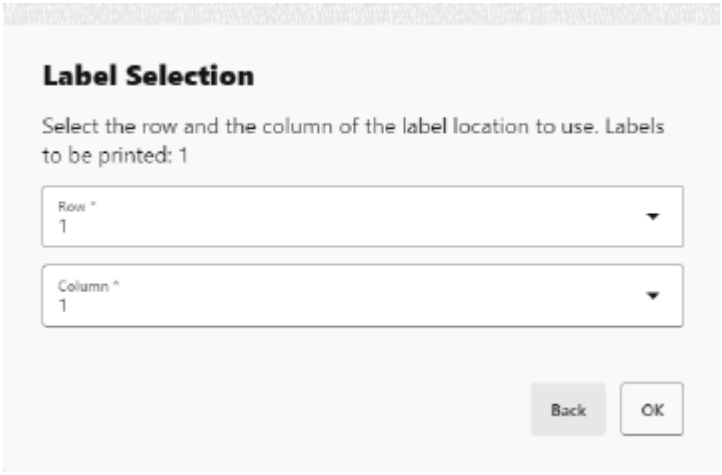
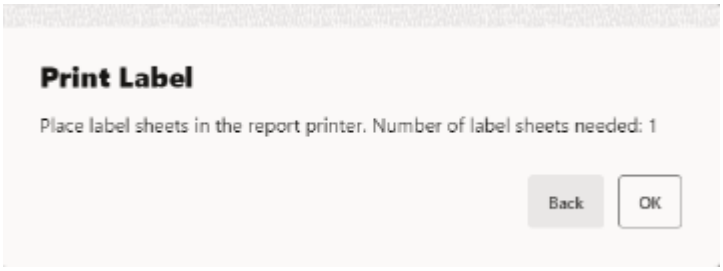


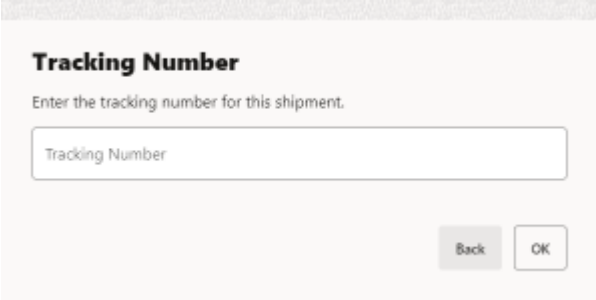
Figure 32-5 Print Label



If prompted for a tracking number:

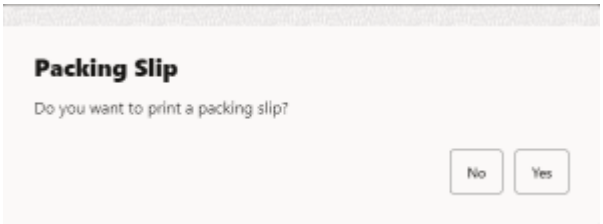
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Figure 32-6 Enter Tracking Number Prompt



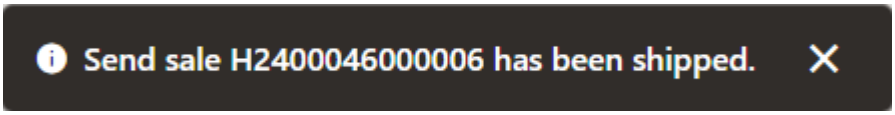
4. Enter the tracking number and select **Process**.
5. Select **Yes** to print a packing slip or select **No** to continue without printing a packing slip.

Figure 32-7 Print Packing Slip Prompt



A confirmation message is displayed:

Figure 32-8 Send Sale Shipped Message



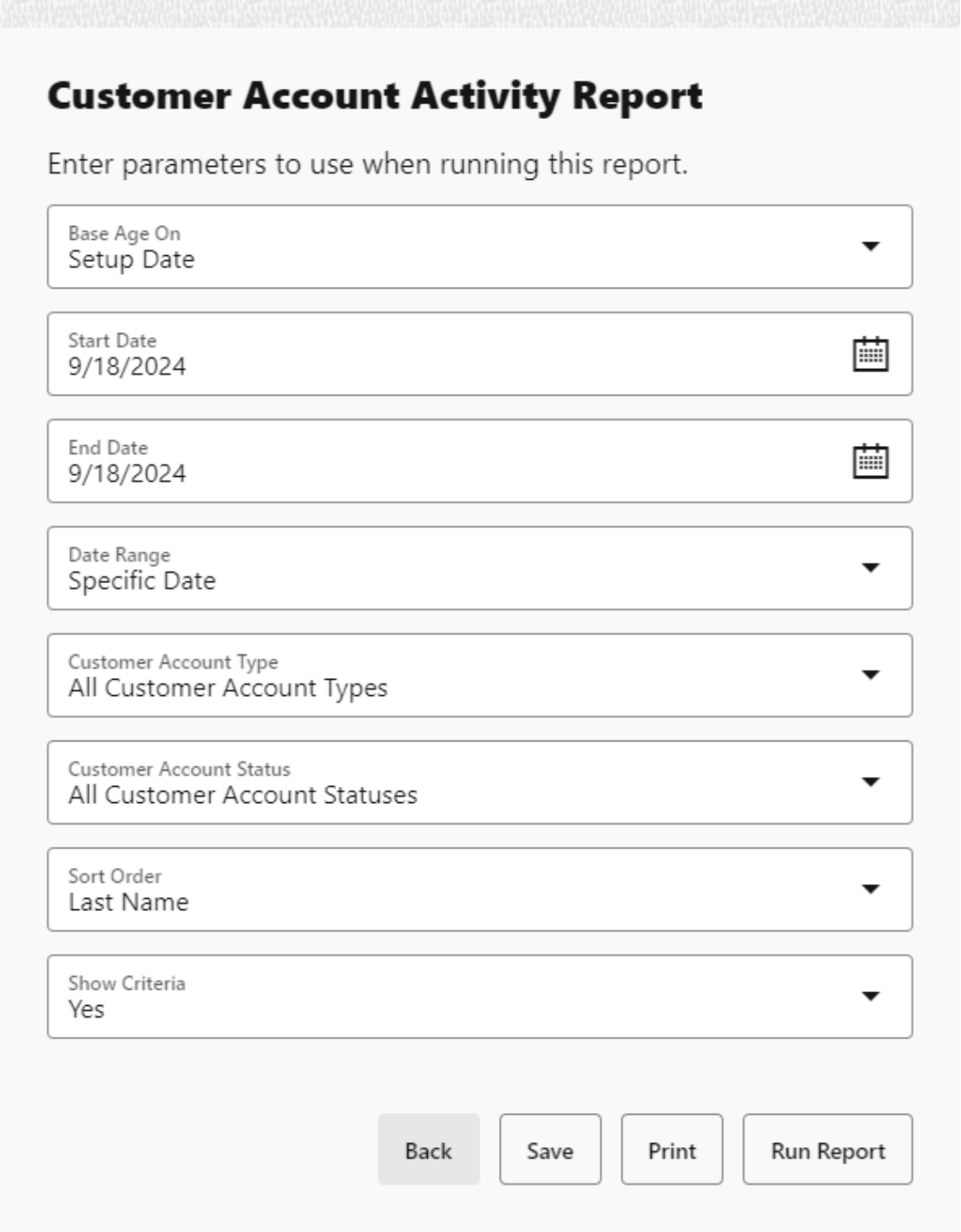
6. Select **OK**. If multiple send sale orders were selected, Xstore repeats this process for all send sale orders selected.

Customer Account Activity Report

Send Sale Orders as an account type, has been added to the current report, Customer Account Activity Report.

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Figure 32-9 Customer Account Activity Report



Run the **Customer Account Activity Report** and filter on Send Sale Orders in the **Customer Account Type** drop-down to get a report on the store's Send Sale Orders. In the **Customer Account Status** field you can further filter to see all Send Sale Orders that have not been paid by the tender type, Pay By Link.

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

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33

Layaway Maintenance

Layaways are like special orders and work orders because they are persistent sales. Generally, this indicates that the sale transaction in which the layaway is created is not the end of the transaction's life cycle.

Persistent sales can have an arbitrary number of transactions in their life-cycles, but non-persistent sales consist of a single transaction (and a possible void of that transaction). The operational rules for layaways may also differ from those for non-persistent sales or even other types of persistent sales. For example, a layaway does not require the customer to pay for the items in full when purchased.

Also, layaway items may not be reflected in the store's sales figures until the customer takes the item into possession (at pickup).

After a layaway account has been created, the account information is available from the context menu, outside of a sale, with functions to track, update, and maintain layaway accounts.

> **Note**
>
> Refer to Create a Layaway for information about setting up layaway accounts.

The following sections are contained in this chapter:

- Layaway Reports
- Accessing Layaway Maintenance
- To Cancel a Layaway Account
- Cancel Layaway - When the Customer Is Present

Layaway Reports

The following reports are available from the Reports menu to help maintain layaway accounts:

- Layaway Aging Summary Report
- Layaway Aging Detail Report
- Layaway Account Activity Summary Report
- Layaway Account Activity Detail Report

The Layaway Aging reports show layaway accounts based on a specified aging period. Select the Summary report option to print a condensed version of the Layaway Aging Report and select the Detail report option to print an itemized version of the Layaway Aging Report.

The Layaway Account Activity reports show layaway accounts based on status such as Inactive, Overdue, Delinquent, and so on. Select the Summary report option to print a condensed version of the Layaway Account Activity Report and select the Detail report option to print an itemized version of the Layaway Account Activity Report.

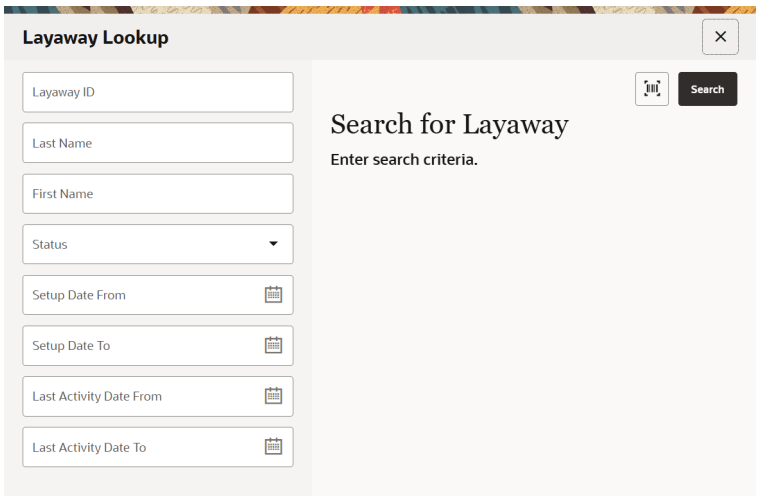
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> **Note**
>
> Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for more information about setting up and running these reports.

Accessing Layaway Maintenance

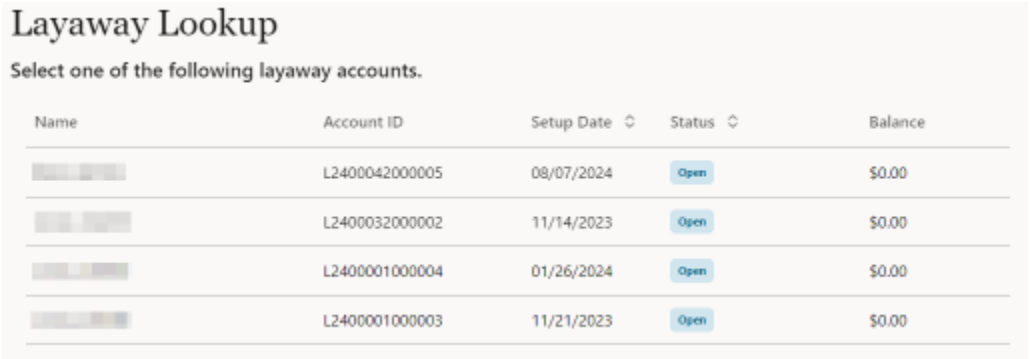
1. From Global Navigation, select **Extended Transactions**.
2. Select **Layaway Maintenance** from the Customer menu. See Figure 22-3.
3. Oracle Retail Xstore POS displays the Layaway Search form, prompting for search criteria. Enter the criteria you want to use for finding a layaway record and select **Search**:

Figure 33-1 Layaway Search Form



- If you enter a specific layaway ID and Oracle Retail Xstore POS finds it, the record is displayed.
- If you enter search criteria that results in more than one record being found, or your system is set up to display the accounts list, you must select the record you want from the list.

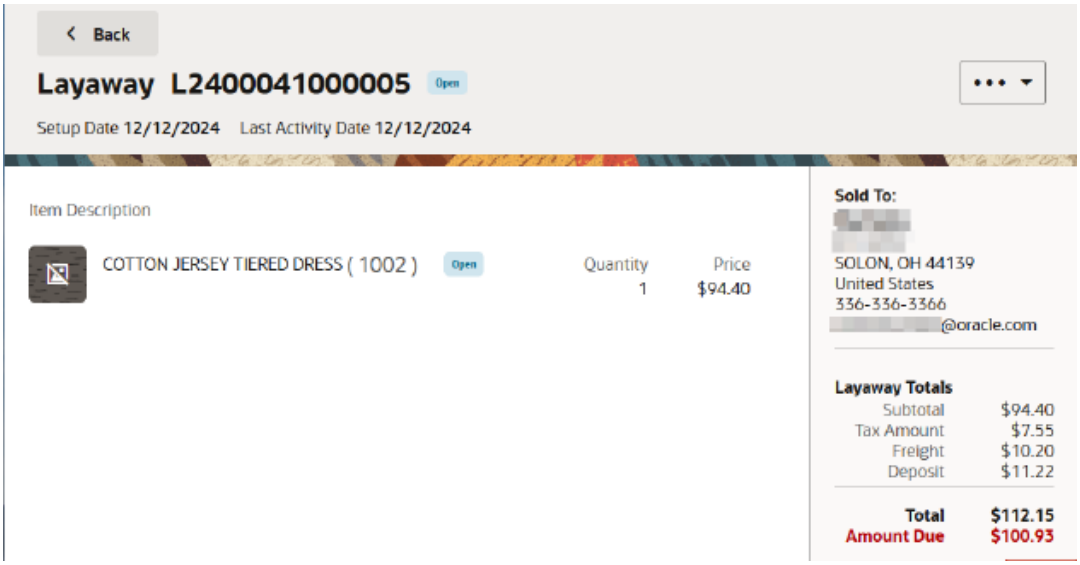
Figure 33-2 Layaway Search Results List



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Oracle Retail Xstore POS displays the Layaway screen for the selected record.

Figure 33-3 Layaway Screen



The Layaway screen provides the following information:

- Static Information Area
- Items Panel
- Customer Information
- Layaway Totals

Static Information Area

The upper panel on the screen shows the summary information for the Layaway account. Information includes the following:

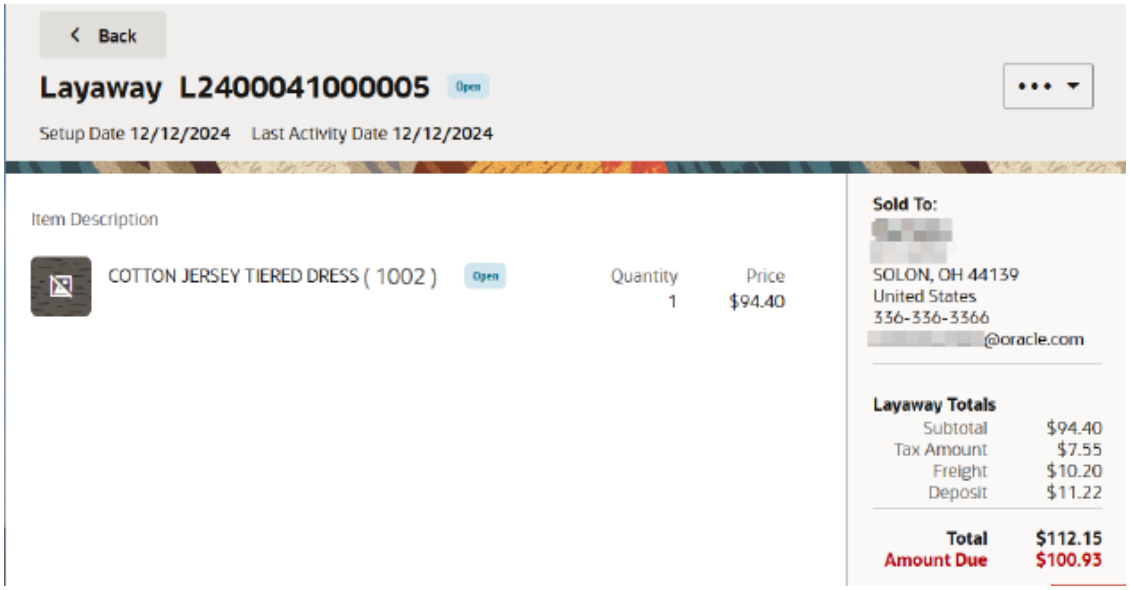
- **Layaway ID:** The Layaway identifier.
- **Status:** The status of the item (Open, Picked Up, Cancelled).
- **Setup Date:** The date the layaway was made.
- **Last Activity Date:** Date of the most-recent activity on the account.
- **Layaway Options:** Select the Header Overflow Menu to access the following options:
  - Cancel Layaway
  - Layaway Activity History
  - Add Comment

Layaway Maintenance Screen

The Items panel contains the following information:

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Figure 33-4 Layaway Maintenance Screen



- **Item Description**: The item description.
- **Item ID**: The item identifier.
- **Status**: The status of the item (Open, Picked Up, Cancelled).
- **Quantity**: The item quantity.
- **Price**: The extended price for the item (price x quantity).

Customer Information

The customer information area displays:

- **Sold To**: The purchasing customer's name and address information.
- **Company**: The purchasing customer's company, if applicable.
- **Phone**: The purchasing customer's telephone number(s).
- **Email**: The purchasing customer's email address.

Layaway Totals

The layaway totals information displays:

- **Subtotal:** The Layaway subtotal (the shipping fee amount is not included in the subtotal).
- **Tax Amount:** The tax on the Layaway.
- **Freight:** The freight cost associated with the order.
- **Fees:** Additional cost associated with the Layaway.
- **Deposit:** The amount of deposit, if any.
- **Total:** The total for the Layaway (the shipping fee amount is included in the total).
- **Amount Due:** The amount due for the Layaway.

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Layaway Options

Detailed Layaway information can be found using the Header Overflow Menu. You can Cancel, View Layaway Activity History, and Add/View Comments.

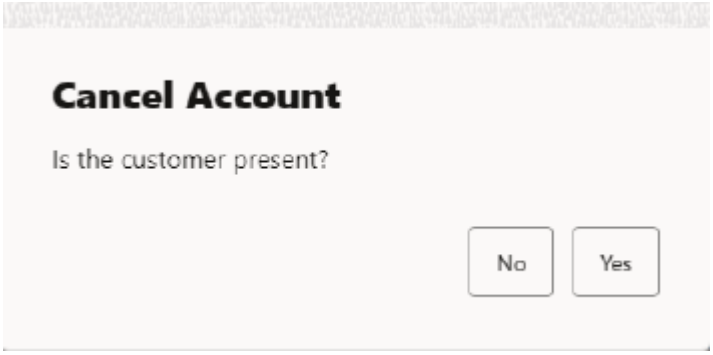
- Cancel Layaway: Select this option to cancel the Layaway.
- Layaway Activity History: Shows the activity information for the Layaway account.
- Comments: Shows any comments associated with the Layaway account.

To Cancel a Layaway Account

The option to cancel a layaway account is available on all three tabs (Item, Activity, and Comments) while you are viewing the account you want to cancel.

1. Search for the layaway account that you want to cancel.
2. When Oracle Retail Xstore POS displays the account, select the **Cancel Layaway** option from the **Header Overflow Menu**.
3. Oracle Retail Xstore POS displays a message asking if the customer is present during the cancellation of the layaway account. Select **Yes** or **No**.

Figure 33-5 Prompt to Check for Presence of Customer During Cancellation



- **Customer not present**

  If you select **No**, indicating the customer is not present:

  a. The system displays a prompt asking if you are sure you want to cancel the layaway account. Select **Yes** (responding **No** returns to the Layaway screen).

  b. The system displays a prompt indicating that the balance amount due to the customer will be transferred to an escrow account. Select **OK** to respond to the prompt and continue.

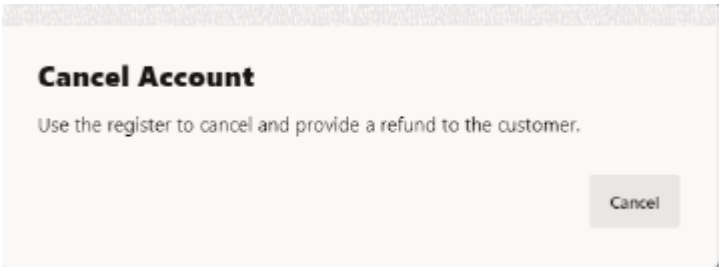
  c. The system returns to the Layaway Search form. You may select **Back** to return to the Customer Maintenance and Accounts Menu and perform other functions (see Figure 33-1).

- **Customer present**

  If you select **Yes**, indicating the customer is present, Oracle Retail Xstore POS displays the following prompt. Select **Cancel** and continue with the procedure Cancel Layaway - When the Customer Is Present below.

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Figure 33-6 Prompt if Customer is Present



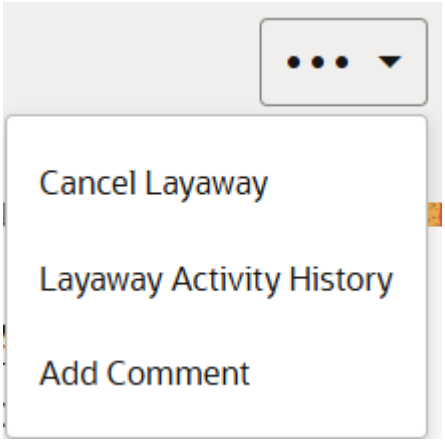
Cancel Layaway - When the Customer Is Present

To cancel a layaway when the customer is present:

1. Select **Start Sale** from the Main Menu.
2. Assign an associate to the transaction, if your system's configuration requires an associate.
3. The **Customer Lookup** form displays. Enter search criteria in the form for the customer whose layaway account must be canceled and select **Search**.
4. Select the correct customer from the list.
5. The Sale screen displays and the customer who owns the layaway account is associated with it. Select the **Extended Transaction** option from the Shopping Cart Menu.
6. Select **Layaway** from the **Extended Transaction** menu.
7. Xstore displays a list of Layaway accounts for the selected customer. Select the Layaway account to be canceled to continue.
8. Select the **Overflow Menu** located at the end of the row, and then select **Cancel Layaway**.
9. Select **Yes** if the customer is Present in order to continue the process.
10. Select **Yes** to cancel the layaway and return to the Sale screen to complete the transaction.

Layaway Activity History

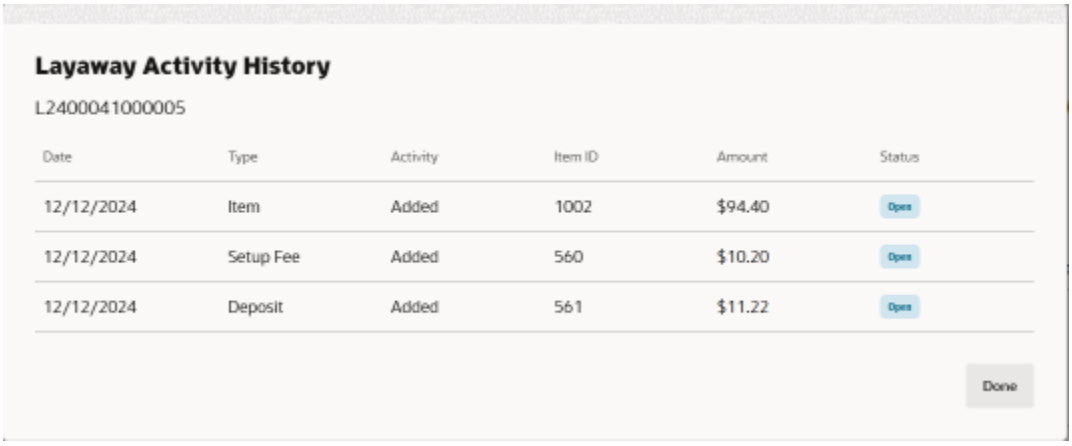
Figure 33-7 Layaway Options



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To view the Layaway Activity History select the **Header Overflow Menu** and then select **Layaway Activity History**. The Layaway Activity History contains the following information:

Figure 33-8 Layaway Activity History



- **Tran ID**: The transaction identifier for the layaway activity.
- **Date**: The date the layaway activity took place.
- **Type**: The layaway activity type associated with the amount of the activity.
- **Activity**: The action performed.
- **Item ID**: The item identifier.
- **Amount**: The amount for the associated type of activity on the account.

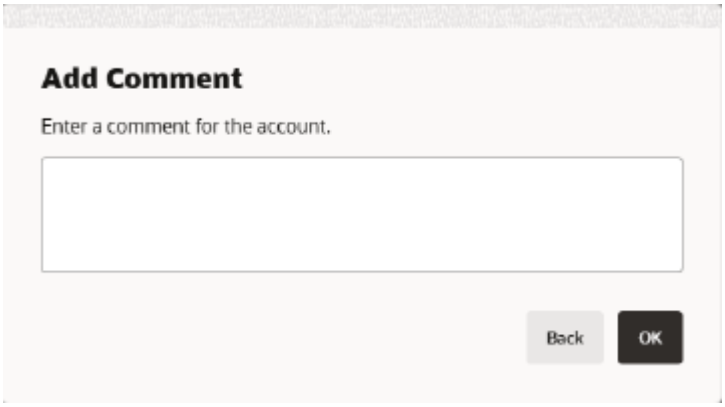
Comments

You can add or view comments for the layaway. To add or view a comment do the following actions:

Add Comment

1. Select the **Add Comment** option from the **Header Overflow Menu**.

Figure 33-9 Add Comment



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2. Enter a comment.
3. Select **OK** to save the comment, or **Back** to close without saving.

> **Note**
>
> Once a comment is added, the View Comments option is available.

View Comments

1. Select the **View Comments** option from the **Header Overflow Menu**.

Figure 33-10 View Comments



2. Select **Back** to close the comment.

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Special Order Maintenance

After a Special Orders account has been created, the account information is available to track, update, and maintain Special Order accounts.

> **Note**
>
> Refer to Create a Special Order for information about setting up Special Order accounts at the POS.

Special Orders Report:

A Special Orders Report is available from the Reports Menu. This report shows when the account was created, the owner's name, the account's status, and the item amount.

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

This chapter covers the following topics:

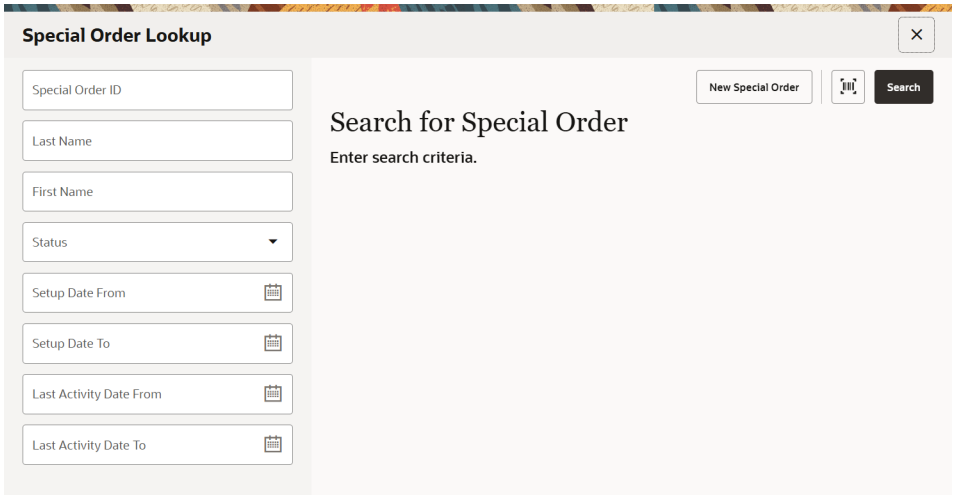
- Accessing Special Order Maintenance
- Special Order Screen
- To Cancel a Special Order Account

Accessing Special Order Maintenance

1. From Global Navigation, select **Extended Transactions**.
2. Select **Special Order Maintenance** from the Customer menu. See Figure 22-3.
3. Oracle Retail Xstore POS displays the Special Order Search form, prompting for search criteria. Enter the criteria you want to use for finding a Special Order record and select **Search**.

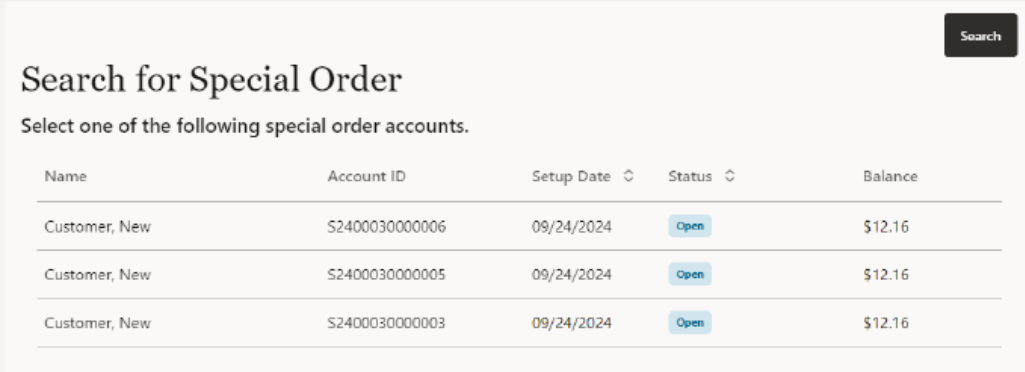
Copyright © 2025, Oracle and/or its affiliates.

Figure 34-1 Special Order Search Form



- If you enter a Special Order ID, Oracle Retail Xstore POS displays that Special Order record if the ID exists and if it is unique.
- Your search criteria may result in multiple records being found. Your system may also be set up to display the accounts list even when only one record is found. You must select the record you want from the list.

Figure 34-2 Special Order Search List

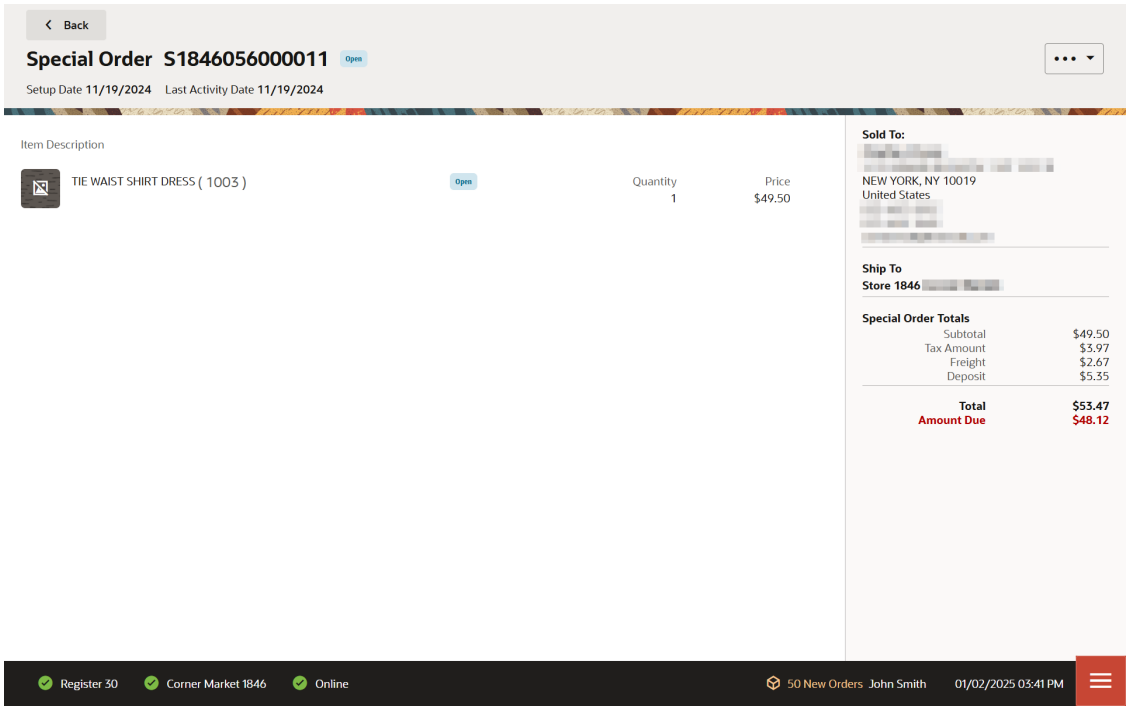


Oracle Retail Xstore POS displays the Special Order screen for the selected record.

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Special Order Screen

Figure 34-3 Special Order Screen



The Special Orders screen contains the following information:

- Static Information Area
- Customer Information
- Order Totals
- Special Order Options

Static Information Area

The upper portion of the screen shows the summary information for the Special Order account, including its status and customer contact information. This panel is always displayed when viewing any of the tabs on this screen.

Customer Information

The customer information area displays:

- **Sold To**: The purchasing customer's name and address information.
- **Company**: The purchasing customer's company, if applicable.
- **Email**: The purchasing customer's email address.
- **Phone**: The purchasing customer's telephone number(s).

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- **Ship To**: The name and address information to ship to.

Order Totals

The order totals information displays (may vary based on your configuration):

- **Subtotal**: The order subtotal (the shipping fee amount is not included in the subtotal).
- **Fees**: Additional cost associated with the order.
- **Tax Amount**: The tax on the order.
- **Total**: The total for the order (the shipping fee amount is included in the total).
- **Amount Due**: The amount due for the order.

Special Order Options

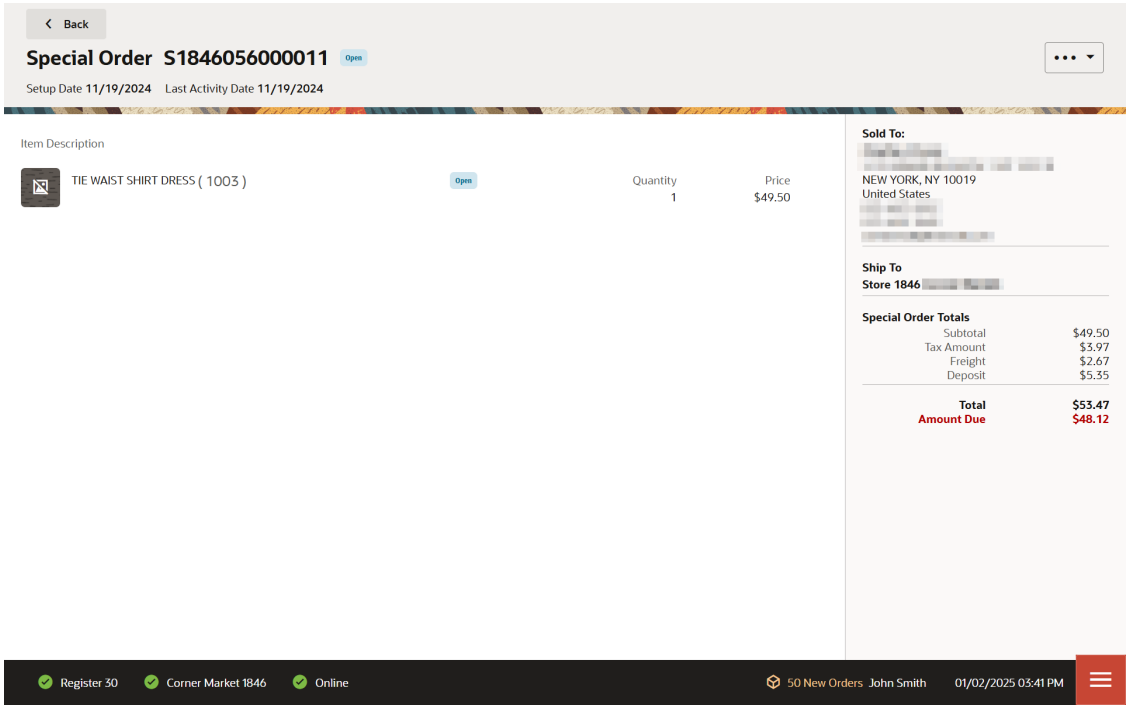
The following options display specific information about the customer's Special Order account.

- Items: Shows the item information for the Special Order account.
- Activity: Select the **Header Overflow Menu** and then select **Special Order Activity History** to display the activity information for the Special Order account.
- Comments Tab: Select the **Header Overflow Menu** and then select **Add Comment** to add or view any comments associated with the Special Order account.

Items

The Items tab contains the following information:

Figure 34-4 Items Tab Information



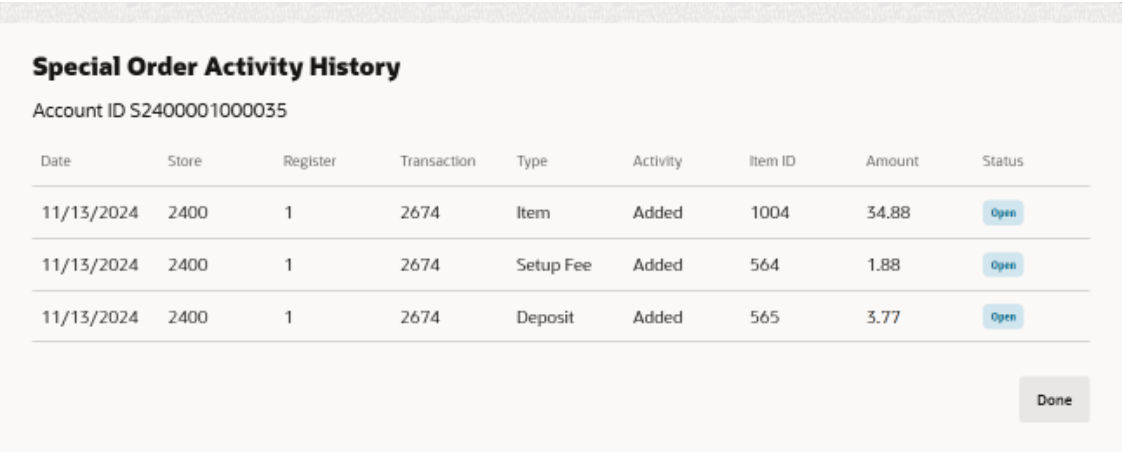
Copyright © 2025, Oracle and/or its affiliates.

- **Status**: The status of the item (Open, Received, Ship, Picked Up, Cancelled, Cancelled to Escrow).
- **Item ID**: The item identifier.
- **Item Description**: The item description.
- **Quantity**: The item quantity.
- **Ext. Price**: The extended price for the item (price x quantity).

Activity

The Special Order Activity History shows the activity information for the account and contains the following information:

Figure 34-5 Activity History Information



- **Date:** The date the Special Order activity took place.
- **Store:** The store identifier where the Special Order activity took place.
- **Register:** The register identifier where the Special Order activity took place.
- **Transaction:** The transaction identifier for the Special Order activity.
- **Type:** The Special Order activity type associated with the amount of the activity.
- **Activity:** The action performed.
- **Item ID:** The item identifier.
- **Amount:** The amount for the associated type of activity on the account.
- **Status:** The Status of the special order.

Comments

You can add or view any comments associated with the account.

- Add Comment
  - Select the **Header Overflow Menu** and then select, **Add Comment**.
  - Enter a **Comment**.

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- Select **OK** to save the comment, or select **Back** to close without saving.

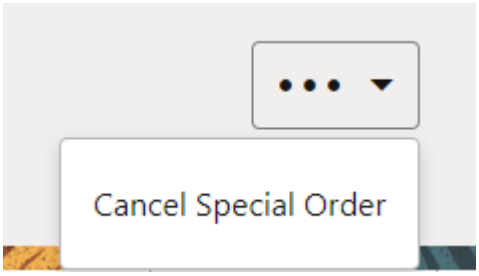
- View Comment
  - Select the **Header Overflow Menu** and then select, **View Comments**.
  - Select **Back** to close.

To Cancel a Special Order Account

The option to cancel a special order account is available on all three tabs: Items, Activity, and Comments while you are viewing the account you want to cancel. Closed accounts cannot be canceled.

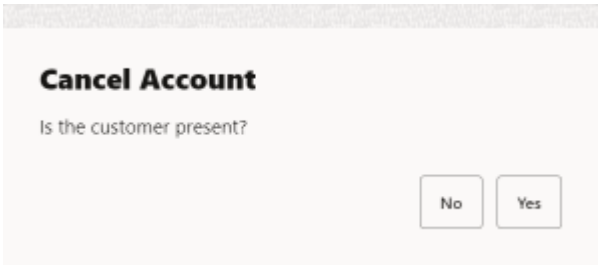
1. Search for the Special Order account that you want to cancel.
2. When Oracle Retail Xstore POS displays the account, select the **Cancel Special Order** option in the Overflow Menu.

Figure 34-6 Cancel Special Order



3. Oracle Retail Xstore POS displays a message asking if the customer is present during the cancellation of the special order account. Select **Yes** or **No**.

Figure 34-7 Checking for Presence of Customer



- If you select **No**, continue with Customer Not Present.
- If you select **Yes**, continue with Customer Present.

Customer Not Present:

If you select **No**, indicating the customer is not present:

a. The system displays a prompt asking if you are sure you want to cancel the special order account. Select **Yes**.

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b. The system displays a prompt indicating that the balance amount due to the customer has been transferred to an escrow account. Select **OK** to respond to the prompt and continue.

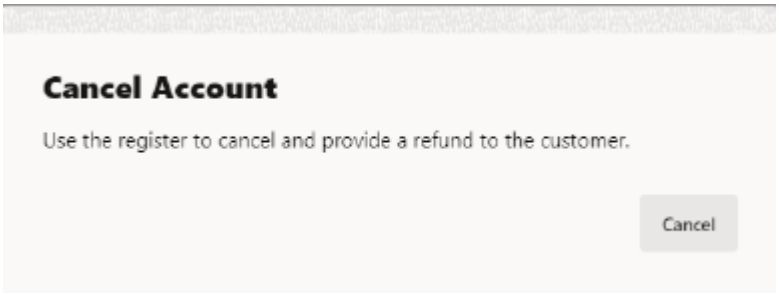
c. The system returns to the Special Order Search form. You may select **Back** to return to the Customer Maintenance and Accounts Menu and perform other options. See Figure 34-1.

   The order status and item status are updated to Cancelled to Escrow.

Customer Present:

If you select **Yes**, indicating the customer is present, Oracle Retail Xstore POS displays the following prompt. Select **Cancel** to continue.

Figure 34-8 Prompt if Customer is Present



> **Note**
>
> Refer to Special Orders for more information about Special Order accounts at the POS.

a. Select **Start Sale** from the Main Menu.

b. Assign an associate to the transaction if your system's configuration requires an associate and select **OK**.

c. The Customer Lookup form displays.

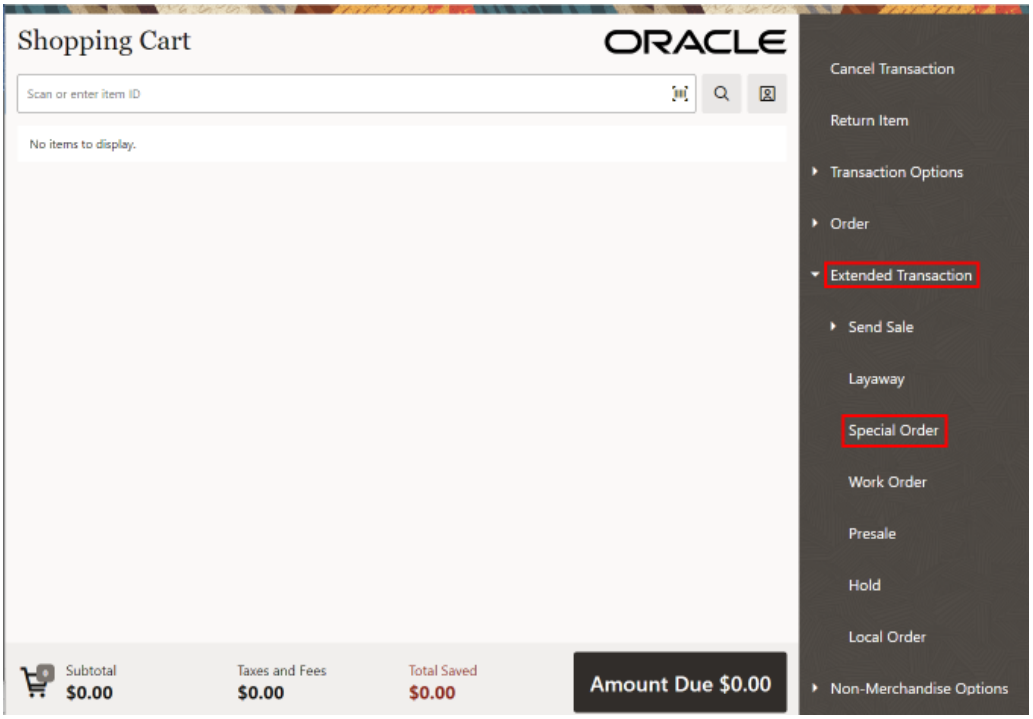
   Enter search criteria in the form for the customer whose special order account must be canceled and select **Search**.

d. If more than one customer name matches your criteria, select the correct customer from the list.

e. The Sale screen displays and the customer who owns the special order account is associated with it.

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Figure 34-9 Sale Screen Showing Shopping Cart Menu

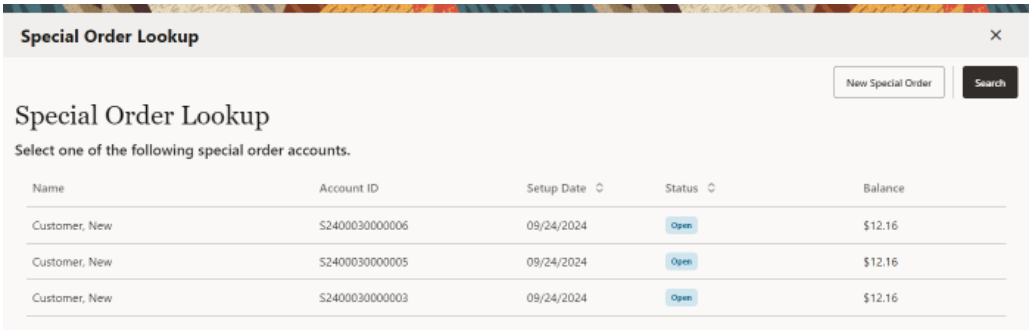


Select **Extended Transaction** from the Context Menu.

f. Select **Special Order** from the Extended Transaction menu.

g. Oracle Retail Xstore POS displays a list of special order accounts for the selected customer.

Figure 34-10 Special Order Search Results

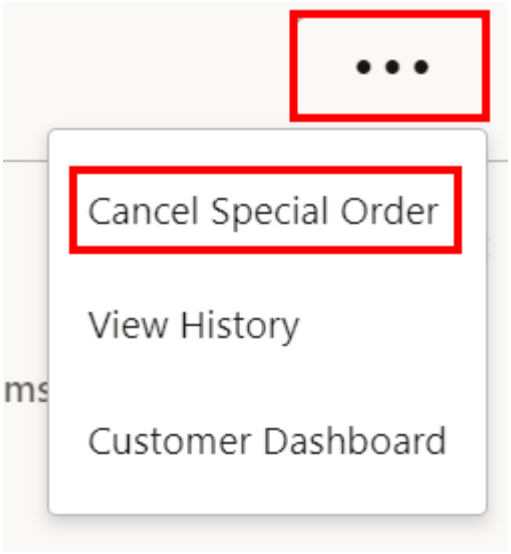


Select the special order account to be canceled.

h. The system displays the details of the special order account you selected in the Special Order Mode.

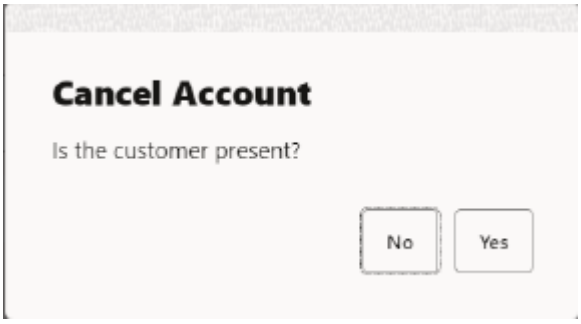
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Figure 34-11 Special Order Overflow Menu



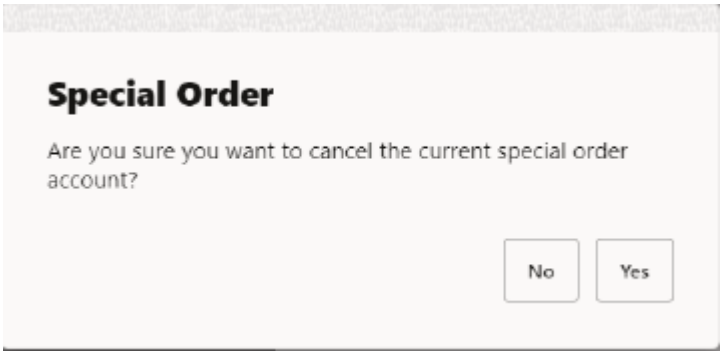
i. Click **Cancel Special Order** from the Context Menu.

Figure 34-12 Customer Present Prompt



j. Select **Yes** to indicate the customer is present. If the customer is present, a second confirmation prompt opens.

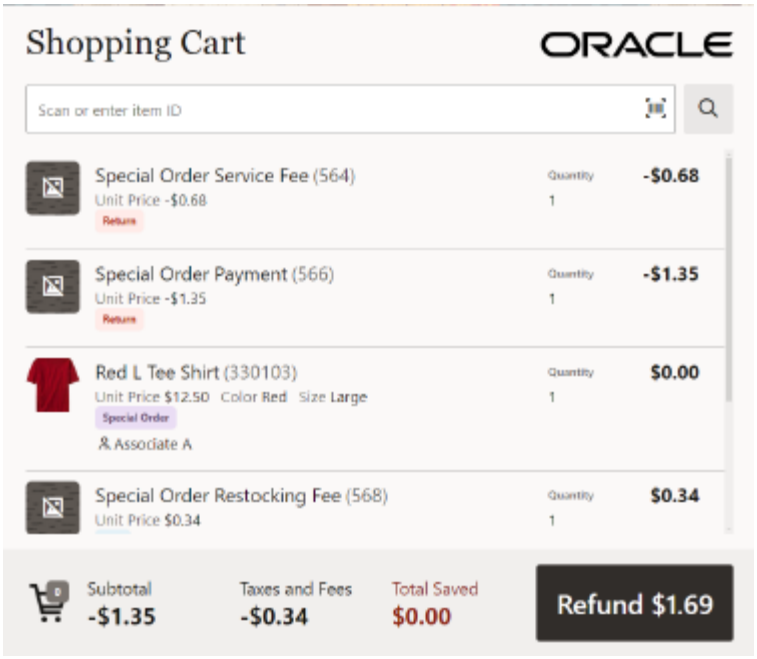
k. **Figure 34-13 Cancel Confirmation Prompt**



l. Confirm you want to cancel the special order. Select **Yes** to cancel the special order.

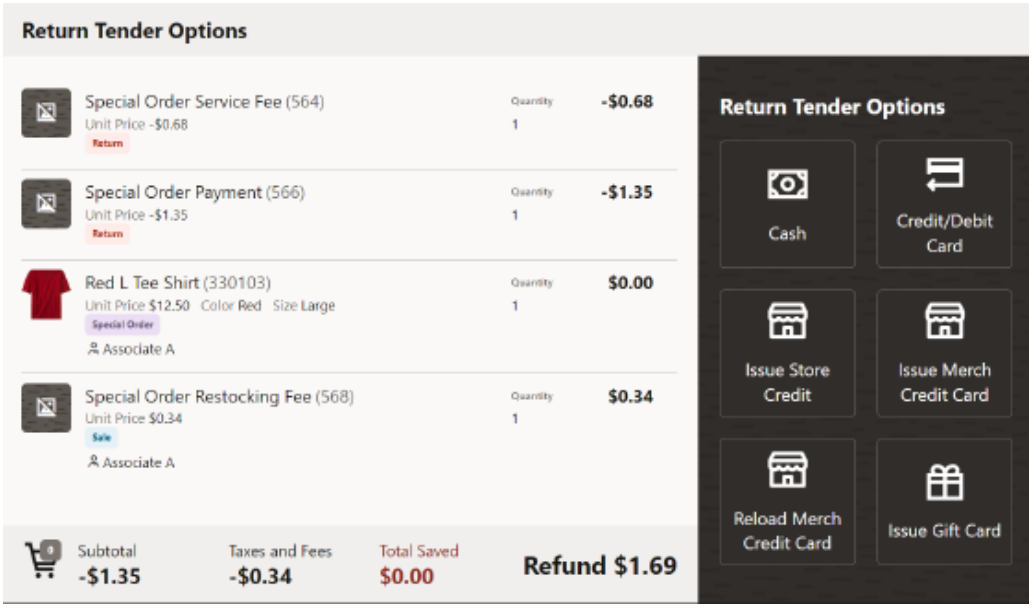
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Figure 34-14 Cancel Special Order Refund



The special order is canceled and the refund amount is applied to the transaction. Continue with Tendering to process the refund.

Figure 34-15 Cancel Special Order Tender



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35

Work Order Maintenance

A Work Order is a request to take some action (perform a task) on an item. The item may be on the current sale transaction at the register, or it may be a previously- purchased item.

Work Order tasks may be organized into logically related categories. For example, some tasks may be related to jewelry, while others are related to automotive parts. Vendors who perform the work must be defined and associated with a store location because it's possible that a vendor may offer service only within a restricted geographic area.

After a Work Order has been created, the information in the Work Order account is accessible from the Work Order Maintenance function to track, update, and maintain Work Order accounts.

> **Note**
>
> Refer to Work Order Transactions for information about setting up Work Orders at the POS.

This chapter contains the following sections:

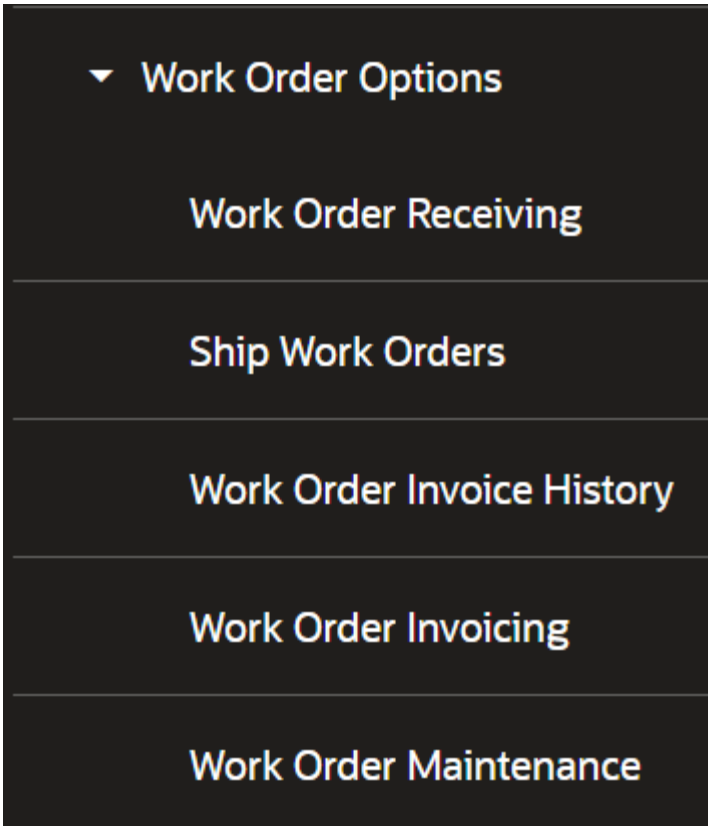
- Accessing Work Order Maintenance Functions
- Maintaining Work Orders
- Shipping Work Orders
- Receiving Work Orders
- Work Order Invoices

Accessing Work Order Maintenance Functions

1. From Global Navigation, select **Extended Transactions**.
2. Select the **Work Order Options** option.
3. Oracle Retail Xstore POS displays the Work Order Options menu. The following work order options are available:

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Figure 35-1 Work Order Options Menu



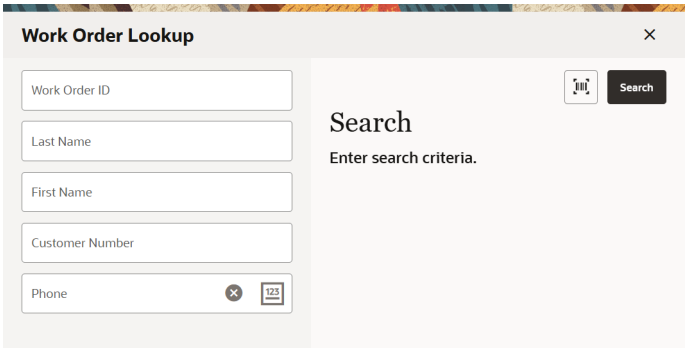
- Receive Work Orders - Select this option to receive completed Work Order items from the repair vendor. Refer to Receiving Work Orders.
- Ship Work Orders - Select this option to ship Work Order items to the repair vendor. Refer to Shipping Work Orders.
- Work Order Invoice History - Select this option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

Maintaining Work Orders

1. In Global Navigation, select, **Extended Transactions**.
2. Select **Work Order Options**.
3. Select **Work Order Maintenance** . The system prompts for Work Order search information. Enter the criteria you want to use for finding a Work Order record and select **Search**.

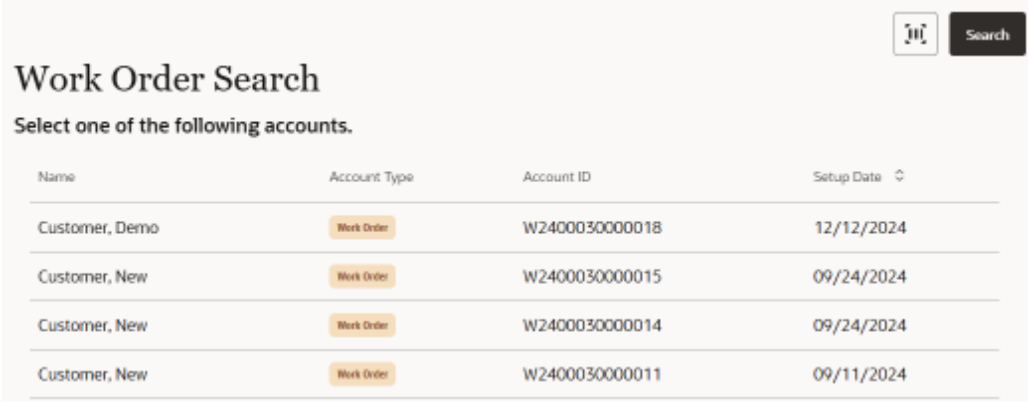
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Figure 35-2 Work Order Search



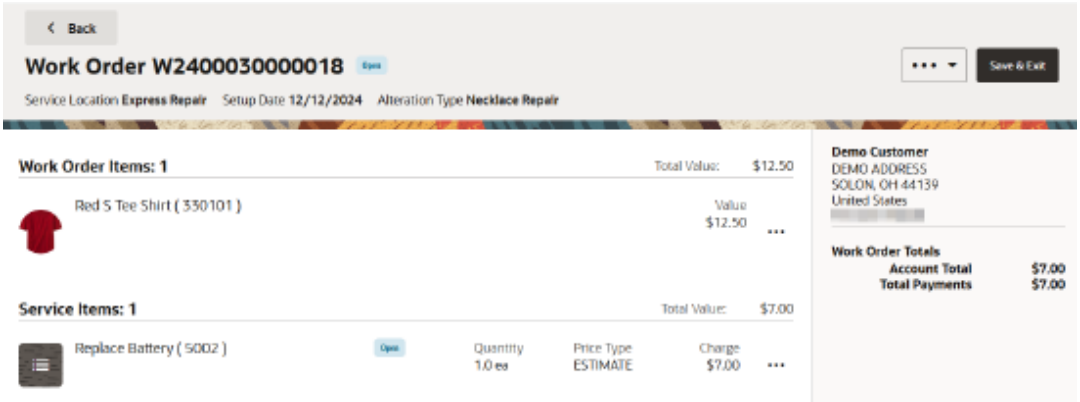
- If Oracle Retail Xstore POS finds the Work Order, it is displayed in a list.
- The search criteria you entered may result in more than one record being found. Select the record you want from the list.

Figure 35-3 Work Order Screen



4. Select a Work Order record and Oracle Retail Xstore POS displays the Work Order screen.

Figure 35-4 Work Order



The Work Order window displays the following information:

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- Static Information
- Work Order Information Panels
-
-

Static Information Area

- **Work Order Id:** A unique identifying number assigned to the Work Order. This number cannot be changed.
- **Status:** The status for the Work Order account:
  - The Status may be changed as the Work Order moves through the Alteration/Repair process. For example, each new Work Order has a status of Open when it is created. If work is performed at the store, the in-store service provider may change the status to In Progress when work is begun on the item.

    The list of possible statuses for the work order account is: Open, Pending, In Progress, Ready to Pickup, Closed, Refundable, Overdue, and Delinquent.
- **Service Location:** The actual location where Work Order services are performed. To edit the service location:
- **Setup Date:** The date the work order was created.
- **Alteration Type**: These categories are defined by the home office and assigned to the Work Order when it is created. The Alteration Type cannot be changed for this account.

Select the Header Overflow Menu to perform the following actions:

- Cancel Work Order
- Edit Work Order Details
  - **Status**: The status for the Work Order account:
  - **Priority**: The priority of the Work Order account. The default is set to Normal but may be changed to Urgent or Priority if the customer needs the item immediately.
  - **Expected Finish Date**: This is the date the item should be ready for customer pickup. Depending upon your store policy, this date may be calculated automatically based on certain Work Order parameters entered during setup.
  - **Date Customer Approved Work**: The date that the customer reviewed and approved the work to be performed on the item(s) and the amount that will be charged.
  - **Customer Approved Amount**: This is the maximum dollar amount the customer has agreed to pay for the work to be performed on the item, without requiring additional notification.
  - **Last Customer Notify Date**: The date the customer was last contacted about the Work Order account. For example, if the service provider notifies you that the repair is running behind schedule, you may need to inform the customer about the delay. You would update this field to track the date the customer was contacted.
  - **Contact Method**: The customer's preferred mode of contact.
- Work Order History
- View or Add Comments

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Cancel a Work Order

Select the **Overflow Menu** located at the end of the row and then select, **Cancel Work Order**.

Select **Yes** to cancel the work order or, select **No** to return to the previous window.

Work Order History

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

Select the **Header Overflow Menu** and then select, **Work Order History**.

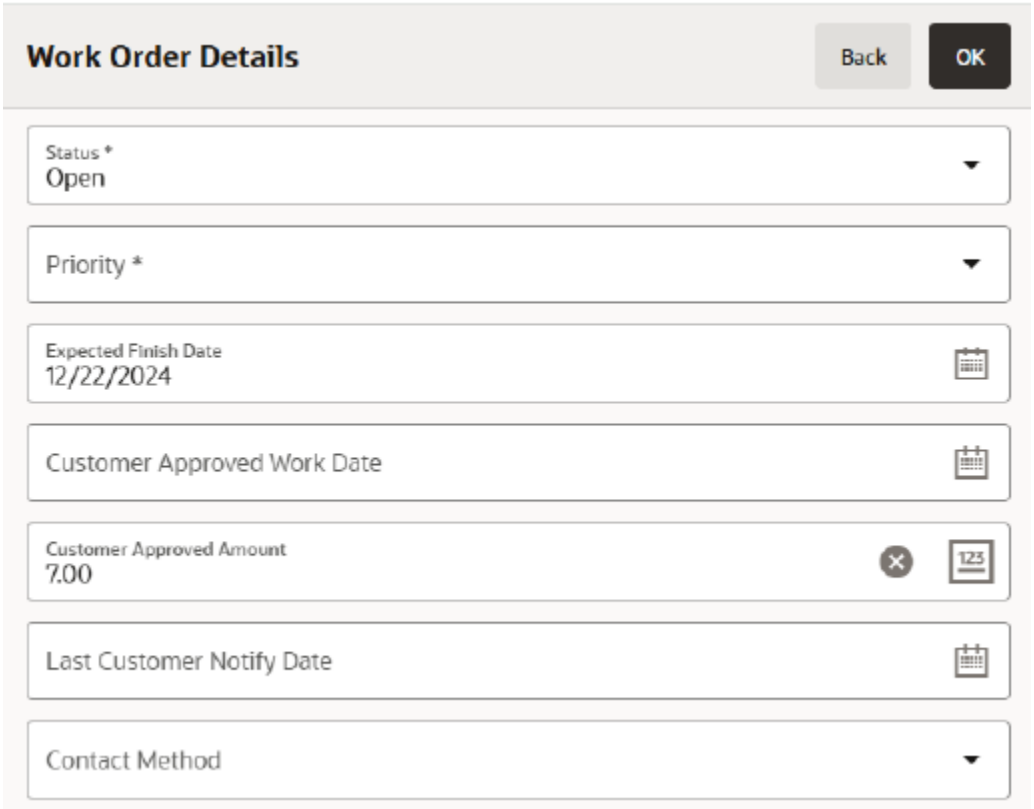
- **Date**: The date of each Work Order activity.
- **Work Order ID**: The Work Order Identifier, and the status and price for the activity.
- **Status:** The status of the work order.
- **Balance:** The balance due.

Click **Done** to close the Work Order History.

View Work Order Details Drawer

1. With the Work Order record displayed, select the **Edit Work Order Details** option from the **Header Overflow Menu** to open the Work Order Details drawer.

Figure 35-5 Work Order Details Drawer



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2. Make changes to any of the fields:
   - Select the field you want to change and replace the old entry by typing over it with the new information.
   - Any fields that require entries are marked with an asterisk.
   - Any fields that have lists attached display a down arrow on the right side of the field.
3. Select **OK** to save the changes, or **Back** to close, see the note below .

> **Note**
>
> After selecting Back, you must select Yes to close the drawer without saving.

Work Order Comments

Any comments associated with the Work Order are shown on the Comments drawer. You can also add a new comment for a Work Order record.

Adding Comments

1. Select the **Header Overflow Menu** and then select **Add Comment** . Oracle Retail Xstore POS displays the comment form.
2. Type a comment and select **OK**.

   Oracle Retail Xstore POS adds the new comment to the Work Order record.

Viewing Comments

1. Select the **Header Overflow Menu** and then select **View Comments** . Oracle Retail Xstore POS displays the comments for the work order.
2. Select **Back** to close the window.

Work Order Information Panels

Left Panel - Work Order Items

- A picture of the item if available.
- **Description:** The item description.
- **Item ID:** The item identifier.
- **Value:** The price of the item.
- Work Order options include:
  - Edit Item Value
  - Edit Item Description

Left Panel - Service Items

- **Service Picture:** If available, a picture of the service.
- **Service ID:** The ID of the service.
- **Status:** The current state of the task.
- **Quantity:** If a part is needed to perform a task, this entry indicates how many parts are needed.

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- **Price Type:** Prices may be categorized; for example, an Actual price or Estimated Price.
- **Charge:** The dollar amount that will be charged to the customer for performing the task.
- Service Item options include:
  - **Change Quantity**: Select this option to change the task quantity. Refer to Changing the Quantity for procedural information.
  - **Change Price**: Select this option to change the task price. Refer to Changing the Price for procedural information.
  - **Change Tax Location**: Select this option to change the tax location. Refer to Changing the Tax Location for procedural information.
  - **Exempt Item Tax** : Select this option to change the tax to tax exempt. Refer to Changing the Tax to Tax Exempt for procedural information.
  - **Change Item Tax Amount**: Select this option to change the tax amount. Refer to Changing the Tax Amount for procedural information.
  - **Change Item Tax Percent**: Select this option to change the tax percentage. Refer to Changing the Tax Percentage for procedural information.

Right Panel - Customer Information

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

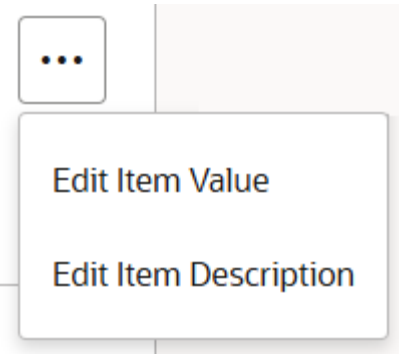
Right Panel - Work Order Totals

- **Account Total**: The total for the Work Order account. This amount cannot be changed.
- **Total Payments**: The total amount the customer has paid on this account. This amount cannot be changed.

Select **Save & Exit** to save any changes you made to the Work Order summary record.

Editing Item Information

Figure 35-6 Edit Item Information



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

- **Edit Item Value**: Select this option to change the valuation of the Work Order item. This is the value placed on the merchandise being serviced. This value is typically used for shipping insurance and store liability purposes.
  1. When you select this option, Oracle Retail Xstore POS prompts you to choose the item from a list of items on this Work Order account. Select the item.

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2. At the Work Order item value prompt, type a new value for this item and select **OK**.

   Oracle Retail Xstore POS updates the Work Order item valuation with this information.

3. Select the **Save Changes** Context menu option to save any changes you made to the Work Order item record.

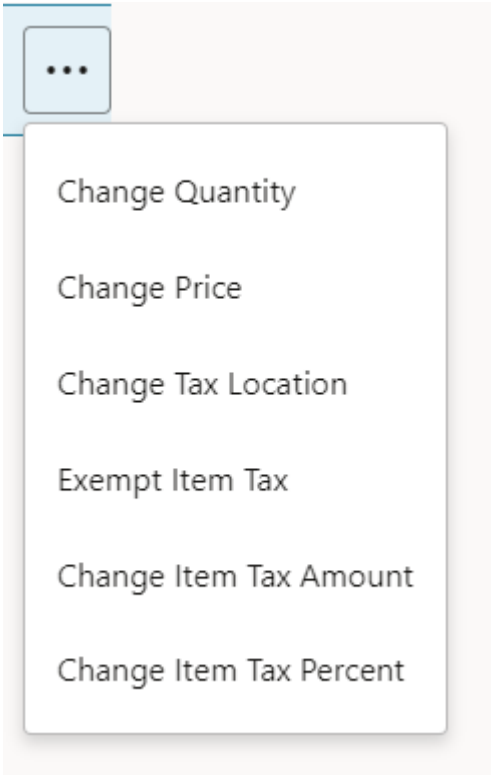
- **Edit Item Description**: Select this option to change the description of the Work Order item.

  1. When you select this option, Oracle Retail Xstore POS prompts you to choose the item from a list of items on this Work Order account. Select the item.
  2. At the Work Order item description prompt, type a new description for this item and select **OK**. Oracle Retail Xstore POS updates the Work Order item description with this information.
  3. Select **Save Changes** to save any changes you made to the Work Order item record.

Changing the Quantity

> **Note**
>
> While in Edit mode, select the overflow menu for the item to access the menu options available in the Items drawer.

Figure 35-7 Item Overflow Menu



1. Select the **Overflow Menu** located in the header.

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2. Select the **Change Quantity** option.
3. Oracle Retail Xstore POS displays a list of line items currently on this Work Order. Select an item from the list.

> **Note**
>
> If the item you selected is not eligible for a quantity change, Oracle Retail Xstore POS displays a message informing you that the item quantity cannot be changed.

4. Oracle Retail Xstore POS prompts for the item quantity to be added to this Work Order. Enter the **Quantity** and then select, **Return**. Oracle Retail Xstore POS adds the new quantity and the associated price to the Work Order.
5. Select **Save Changes** to save any changes you made to the Work Order record.

   Oracle Retail Xstore POS adjusts any charges as required.

> **Note**
>
> If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary Tab.

Changing the Price

> **Note**
>
> While in Edit mode, select the **Overflow Menu** located at the end of the row to access the menu options available in the Items drawer. See Figure 35-7 .

1. Select the **Overflow Menu** located at the end of the row for that item and then select, **Change Price** .
2. Oracle Retail Xstore POS displays a list of line items currently on this Work Order. Select an item from the list.

> **Note**
>
> If the item you selected is not eligible for a price change, Oracle Retail Xstore POS displays a message informing you that the item price cannot be changed.

3. Oracle Retail Xstore POS prompts for the item price to be added to this Work Order. The item you selected is displayed in the price change prompt. Enter the new **Item Price** and then select **Return**.
4. Select a Price Change Reason code.
5. Oracle Retail Xstore POS updates the new price for the Work Order line item. Select **Done** option to save any changes you made to the Work Order detail record.

   Oracle Retail Xstore POS adjusts any charges as required.

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Changing the Tax Location

> **Note**
>
> While in Edit mode, select the overflow menu for the item to access the menu options available in the Items drawer. See Figure 35-7 .

1. Select the **Overflow Menu** located in the header.
2. Select **Change Tax Location** .

> **Note**
>
> If the item you selected is not eligible for a tax location change, Oracle Retail Xstore POS displays a message informing you that the item tax location cannot be changed.

3. Oracle Retail Xstore POS prompts for the postal code for the new tax location. Enter the postal code.

   Oracle Retail Xstore POS changes the tax on the item based on the new postal code.

> **Note**
>
> If the postal code you entered is not recognized as a valid tax location, the current store's tax rate is used.

4. If you are prompted for a tax change reason, select a reason from the list.
5. Select **Save Changes** to save any changes you made to the Work Order detail record.

   Oracle Retail Xstore POS adjusts any charges as required.

> **Note**
>
> If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary tab.

Changing the Tax to Tax Exempt

> **Note**
>
> While in Edit mode, select the overflow menu for the item to access the menu options available in the Items drawer. See Figure 35-7 .

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1. Select the **Overflow Menu** located in the header.
2. Select **Exempt Item Tax** .
3. If prompted with a list of the current taxes on the item, select the tax to change. Select a tax to change.
4. Depending upon the customer's tax status, you have the following options:
   - If the customer associated with the Work Order has a current tax exemption on file, you are prompted to select the tax-exempt identifier from the list of exemptions on file for this customer. Select the tax exemption to apply to the item. Then select, **Select & Continue**.

     <OR>
   - If the customer associated with the Work Order does not have a current tax exemption on file, you are prompted to enter the tax-exempt information. Enter the tax-exempt information and save your entries.

     Oracle Retail Xstore POS applies the tax exemption to the Work Order item.
5. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

   Oracle Retail Xstore POS adjusts any charges as required.

> **Note**
>
> To add tax exempt information, see the *Oracle Retail Xstore POS User Guide*.

Changing the Tax Amount

> **Note**
>
> While in Edit mode, select the overflow menu for the item to access the menu options available in the Items drawer. See Figure 35-7 .

1. Select the **Overflow Menu** located in the header.
2. Select **Change Item Tax Amount** .
3. Oracle Retail Xstore POS may display a list of the current taxes on the item and prompt you to select the tax to change. If prompted, select a tax to change.

   Oracle Retail Xstore POS prompts for the new tax amount. Enter the new **Tax Amount**. Select **Return**.
4. If you are prompted for a tax change reason, select a reason from the list.
5. Select the **Save Changes** option to save any changes you made to the Work Order detail record.

   Oracle Retail Xstore POS adjusts any charges as required.

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> **Note**
>
> If a change to the Work Order causes the charge to exceed the customer's authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary tab.

Changing the Tax Percentage

> **Note**
>
> While in Edit mode, select the overflow menu for the item to access the menu options available in the Items drawer. See Figure 35-7 .

1. Select the **Overflow Menu** located in the header.
2. Select **Change Item Tax Percent** option.
3. Oracle Retail Xstore POS may display a list of the current taxes on the item and prompt you to select the tax to change. If prompted, select a tax to change.
4. Oracle Retail Xstore POS prompts for the new tax percentage. Enter the new **Tax Percentage**, then select **Return**.

   Oracle Retail Xstore POS changes the tax percentage on the item.
5. If you are prompted for a tax change reason, select a reason from the list.
6. Select the **Save Changes** option to save any changes to the Work Order detail record.

   Oracle Retail Xstore POS adjusts any charges as required.

> **Note**
>
> If a change to the Work Order causes the charge to exceed the customer authorization limit, you may be prompted to confirm the changes with the customer. This information can be edited at the Summary tab.

Shipping Work Orders

Use the shipping function to ship Work Order items to the repair vendor.

1. To ship a Work Order item to a repair vendor, select **Ship Work Orders** from the Work Order Options menu. See Figure 35-1.
2. The system prompts for the shipping location (repair vendor) search information. Enter the information as required to find the service location for the Work Order and select **Search** to continue.

> **Note**
>
> To see a list of all service locations, leave the fields blank and select **Search**.

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- If more than one service location matches the search criteria you entered, the system displays a list of service locations. Select one or more of the service locations from the list and select **OK**.
- If only one location matches the search criteria, the system displays the Work Order accounts that are pending shipment to that service location.

3. Select a Work Order account from the list of Work Order accounts to be sent to this service location.
4. The system creates a shipping document for the Work Order and displays the shipping document information. Select **OK** to continue with the shipping process.
5. The system prompts: Do you want to print a packing slip? Select **Yes** to print a packing slip.
6. The system prompts for the label location on the label sheet. Select where the first label should be printed on the label sheet. This allows you to use partial sheets to avoid wasting labels.

   The system calculates the number of label sheets you need, the number of unused labels that will remain on the label sheet and prompts you to load the label stock in the printer.
7. Select **OK** when you are ready to print the shipping label.

   The system prints the labels and returns to the Shipping Location Search form where you can continue shipping Work Orders to service locations.
8. The system prompts: Do you want to print a shipping label?
   - Select **No** if you do not want to print a packing slip. The system skips printing a packing slip.

     <OR>
   - Select **Yes** to print a packing slip on the report printer. Xstore returns to the Shipping Location Search Form.

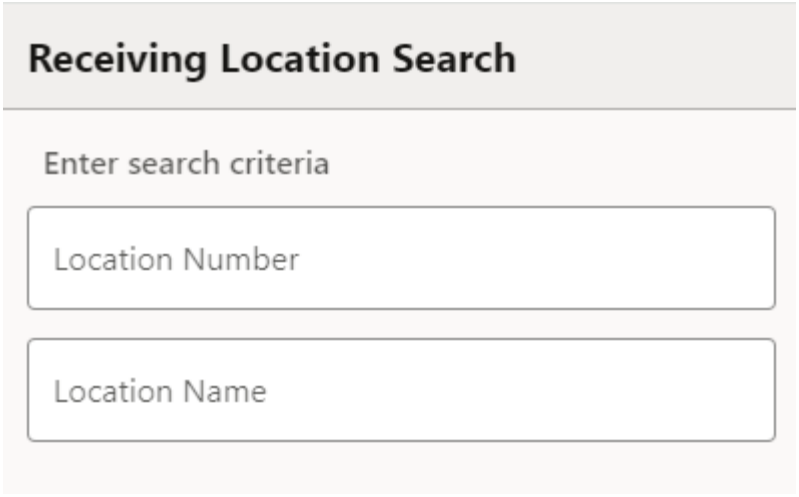
Receiving Work Orders

Use the receiving function to receive completed Work Order items from the repair vendor.

1. To receive a Work Order item from a repair vendor, select **Receive Work Orders** from the Work Order Options menu. See Figure 35-1.
2. The system prompts for the receiving location (repair vendor) search information. Enter the information as required to find the service location for the Work Order and select **Process** to continue.

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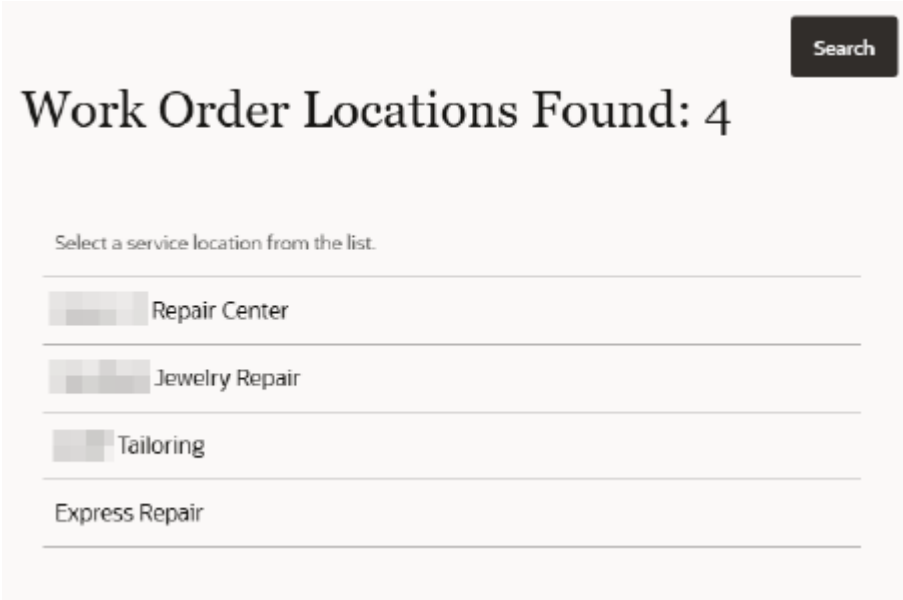
Figure 35-8 Receiving Location Search Form



> **Note**
>
> To see a list of all service locations, leave the fields blank and select **Search**.

- If more than one service location matches the search criteria you entered, the system displays a list of service locations. Select a service location from the list.

Figure 35-9 Work Order Service Location List

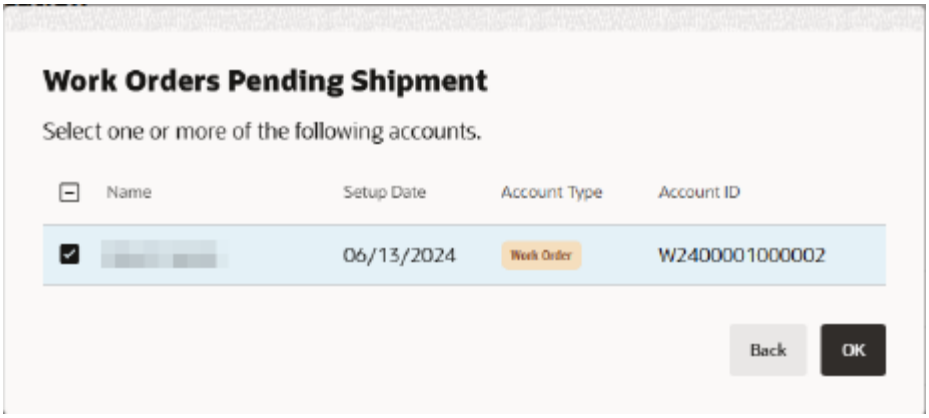


- If only one location matches the search criteria, the system displays the Work Order accounts pending receipt from this service location.

3. Select a Work Order account from the list of Work Order accounts to be received from this service location.

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Figure 35-10 Work Order Search List



4. The system creates a receiving document for the Work Order.

   Select a **Printer** from the list to create a packing list for this receiving document, any receipts as configured for your store, and returns to the Receiving Location prompt where you can continue receiving Work Orders from service locations.

   Once the work order is received, the system marks the Work Order item as Ready To Pick Up.

Work Order Invoices

Use this function to maintain your Work Order invoice information from the repair vendors.

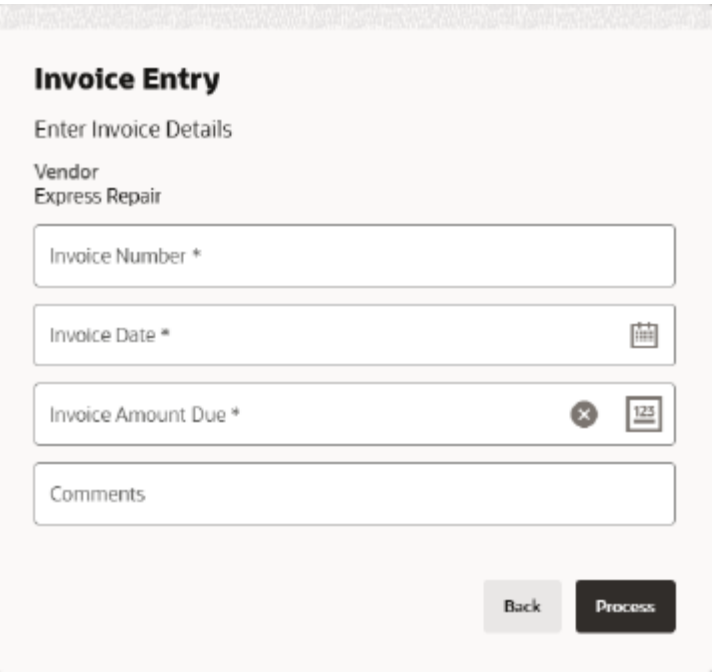
1. From Global Navigation, select **Extended Transactions**.
2. Select **Work Order Options** .
3. Select **Work Order Invoicing**.
4. The system prompts for the invoicing location. Enter the search criteria to find the location and select **Search** to continue.

> **Note**
>
> To see a list of all service locations, leave the fields blank and select **Search**.

5. If more than one service location matches the search criteria you entered, the system displays a list of service locations. Select a **service location** from the list.

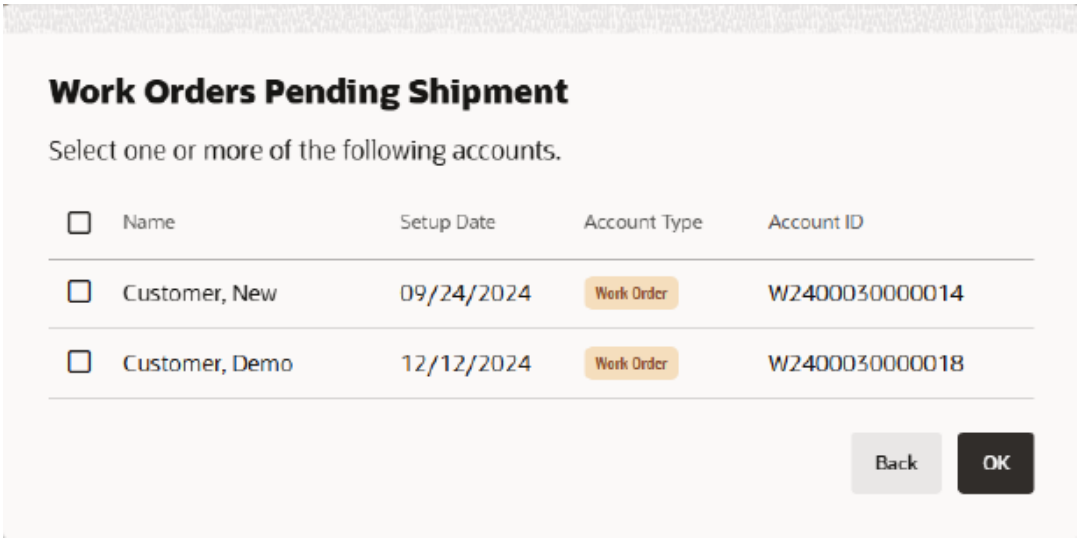
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Figure 35-11 Invoice Entry



6. Enter the required information as found on the invoice from the service vendor and select **OK** to continue.

Figure 35-12 Work Orders Pending Shipment

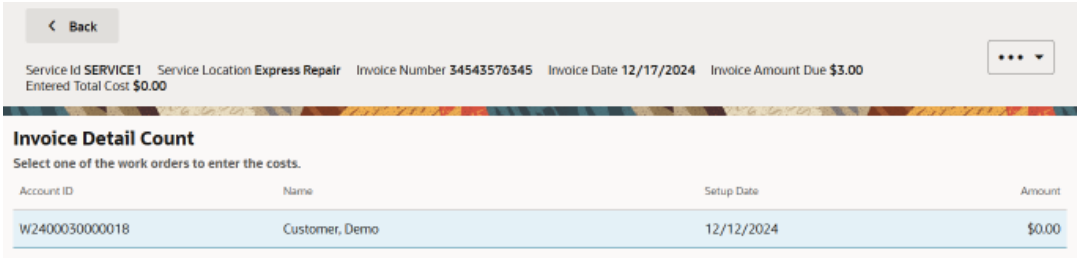


7. The system prompts you to select Work Order accounts for this invoice. Select the account(s) from the list and Select **OK** to continue.

> **Note**
>
> You may select multiple accounts.

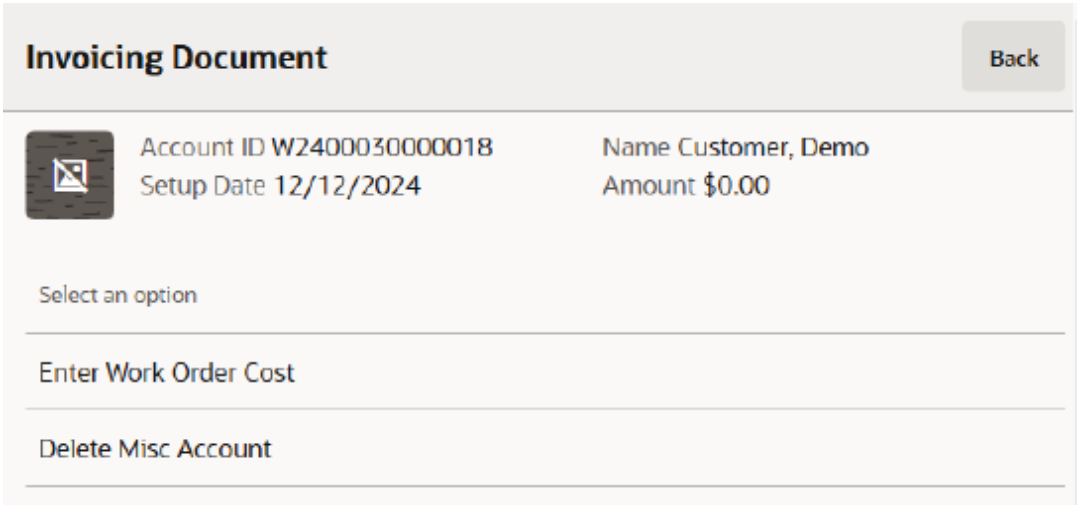
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Figure 35-13 Invoice Detail Count



8. Select one for the work orders to enter the costs.

Figure 35-14 Invoicing Document



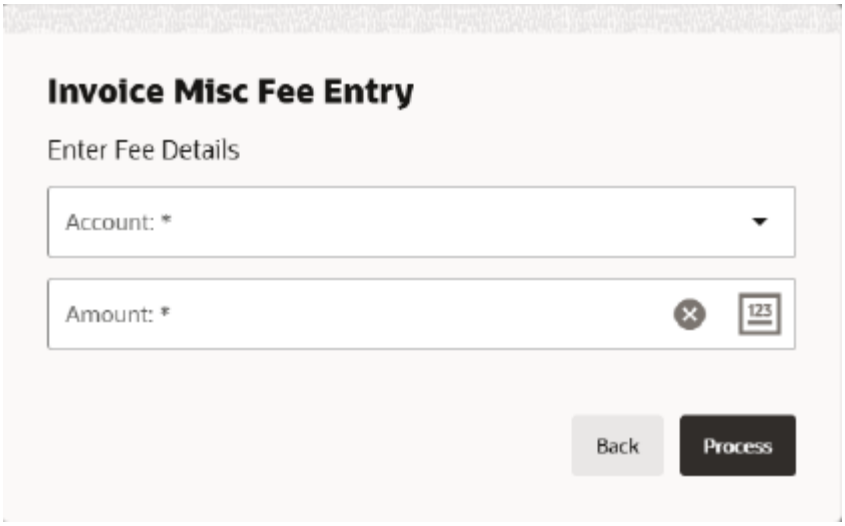
9. Select an option.
   - Enter Work Order Cost
     - Select Enter Work Order Cost.
     - Select one of the accounts to enter a cost.
     - Enter the Cost Amount.

       The system displays a running total at the bottom of the screen as you enter the costs for each Work Order.
   - Delete Misc Account - Select this option to delete the Miscellaneous Account.

   Select the **Header Overflow Menu** and then select, **Add Misc Fee** to add a fee.

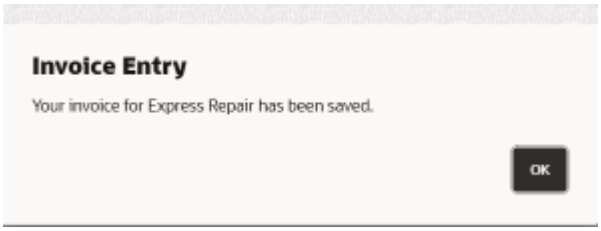
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Figure 35-15 Invoice Misc Fee Entry



10. Enter the **Fee Details**.
11. Select **OK**.
12. The system verifies that the amounts you entered match the amount due for this invoice:
    - If the amounts do not match, the system displays a message indicating the amounts do not balance and you must re-enter the invoice Work Order costs. Select **OK** to acknowledge the prompt.
    - Select the **Header Overflow Menu** and then select, **Save Invoice** to save the invoice.

Figure 35-16 Invoice Information Saved Prompt



Scan or select a printer form the list to complete the process.

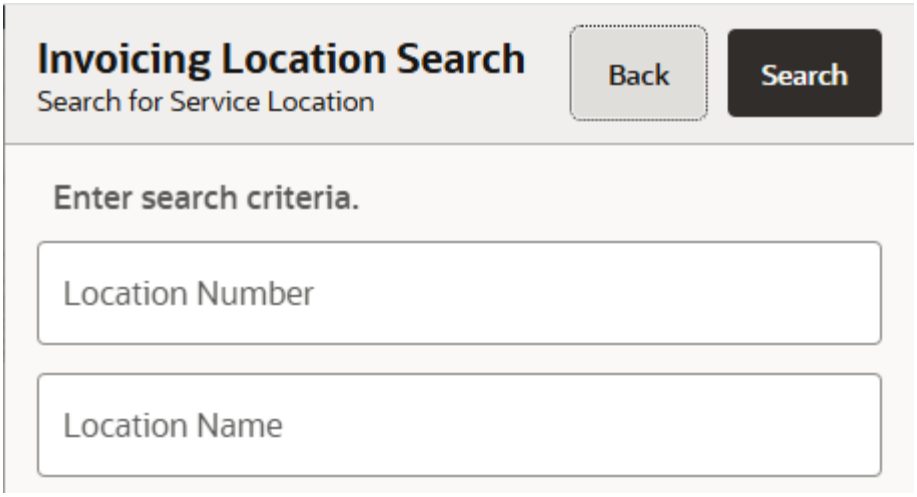
Viewing Work Order Invoice History

Use this function to view information about completed Work Order invoices.

1. From Global Navigation, select **Extended Transactions**.
2. Select **Work Order Options**.
3. Select **Work Order Invoice History**.
4. The system prompts for the invoicing location.

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Figure 35-17 Invoicing Location Search Form



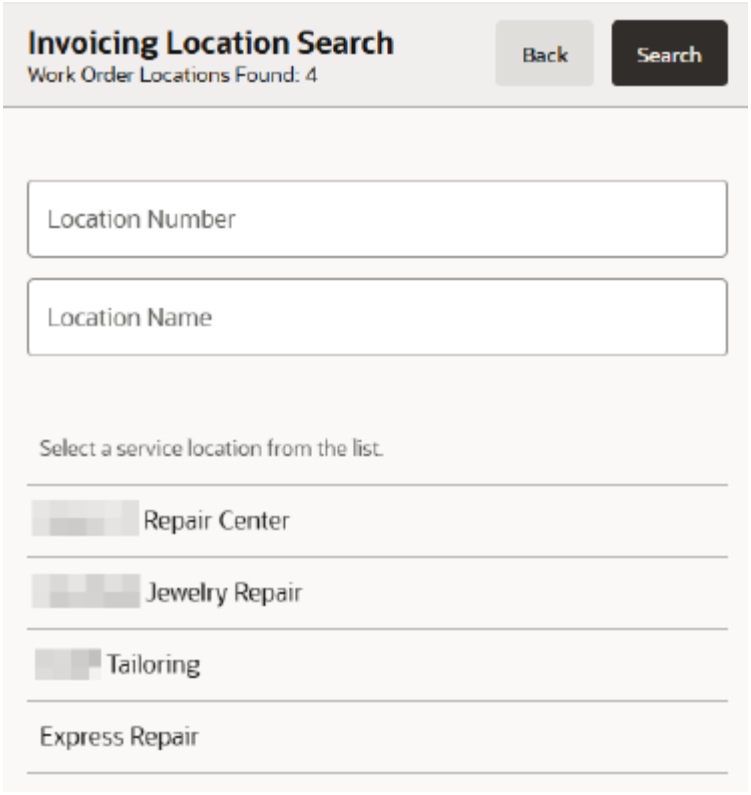
Enter the search criteria to find the location and select **Search** to continue.

> **Note**
>
> To see a list of all service locations, leave the fields blank and select **OK**.

5. If more than one service location matches the search criteria you entered, the system displays a list of service locations.

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Figure 35-18 Service Locations



Select a service location from the list and select **Search** to continue.

6. Select the invoice you want to view for the selected service location to continue.

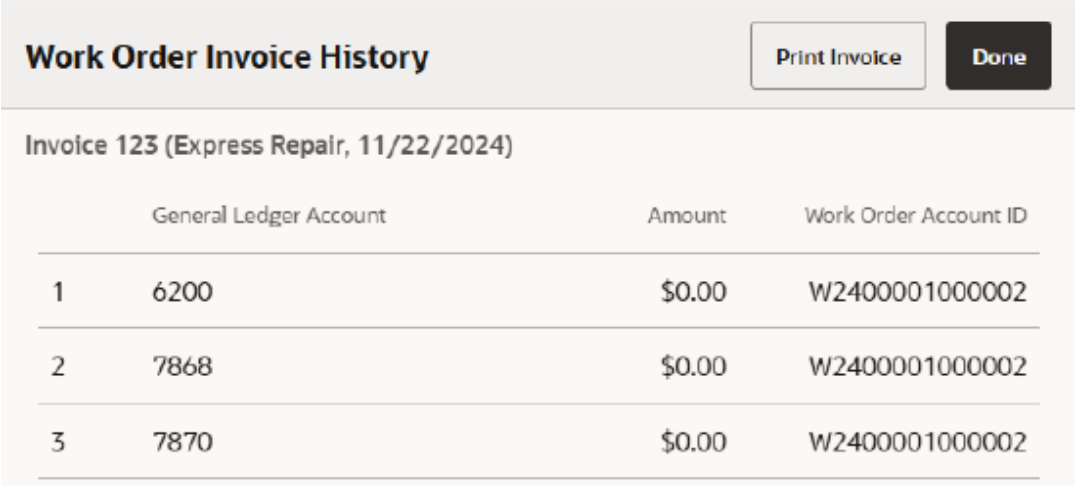
Figure 35-19 Service Location Invoices



7. The system displays the invoice detail:

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Figure 35-20 Invoice Line Detail



- Select **Done** to close the invoice detail form and return to the Work Order Options Menu.
- Select **Print Invoice** to print the invoice on the report printer.

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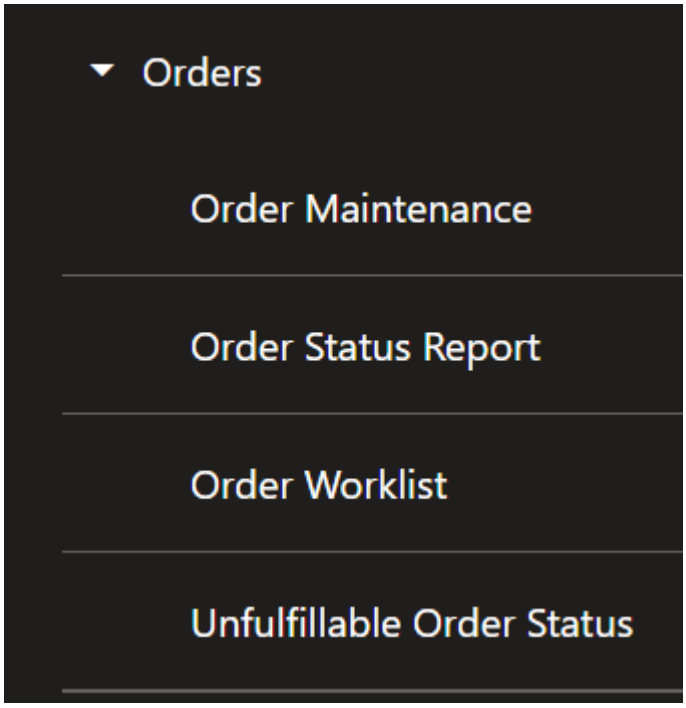
36
Omnichannel Order Maintenance

Oracle Retail Order Orchestration Cloud Service is an optional module that can be interfaced with Xstore to provide information about inventory availability across all sales channels. Using the functionality described in Order Transactions Through Order Orchestration Cloud Service, you can sell an item that is not in stock at your store and the Order Orchestration Cloud Service module automatically selects the best location to fulfil the customer's order across the enterprise. After any Omnichannel order is placed, the Order Maintenance feature set offers the ability to view and action orders assigned to the store for fulfillment or retrieval by the customer.

This chapter contains the following sections:

- Order Maintenance
- Order Status Report
- Order Worklist
- Unfulfillable Order Status

Figure 36-1 Orders



Order Lookup

After Order Broker is configured for your store, use the Order options to maintain the order. A store can only see orders initiated in the store and orders downloaded to the store for sourcing or pick up.

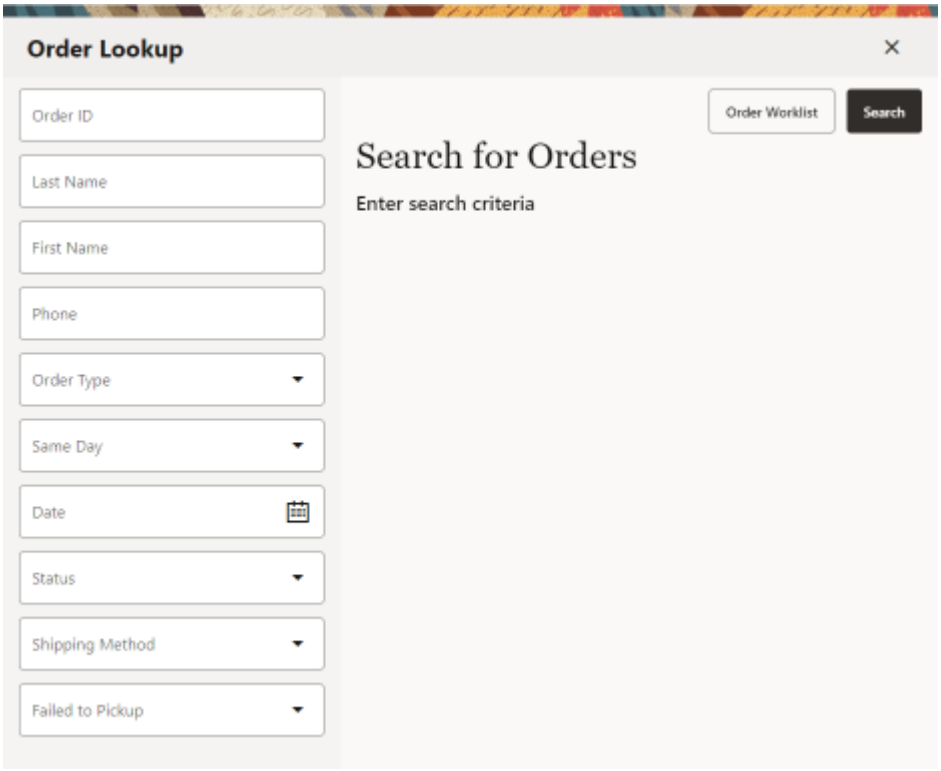
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If your store has been assigned as the source to fulfil an Order Broker order, you need, to ship the items to the customer. If the Order Broker order was created in your store, you can use these options to track the progress of the order as it is processed.

To maintain/view an order:

1. Select **Orders** from Global Navigation.
2. Select the **Order Maintenance** option from the Orders menu.

Figure 36-2 Order Search Form



3. At the Order Search form, enter the search criteria needed to find an order:

> **Note**
>
> To find all pending orders for fulfilment, select the **Open** Order Status value as the search criterion.

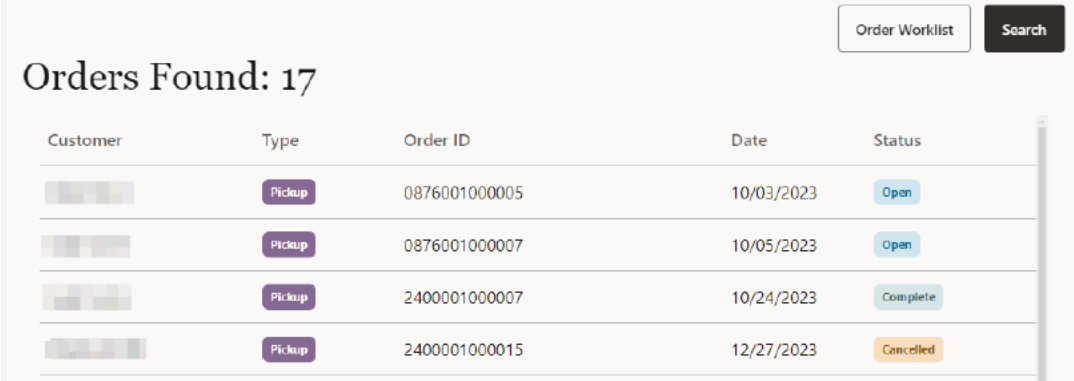
- **Order ID:** The order identifier number.
- **Last Name:** The customer's last name.
- **First Name:** The customer's first name.
- **Phone:** The customer's phone number.
- **Order Type:** The type of order.
- **Order Date:** The date the order was set up.
- **Status:** See Order Status.

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- **Shipping Method:** The shipping method for the order.
- **Failed to Pickup:** Select **Yes** to search for orders that have not been collected within a certain time from when the order was ready for pick up.

4. At the Order Search results list, select an order.

Figure 36-3 Order Search Return List

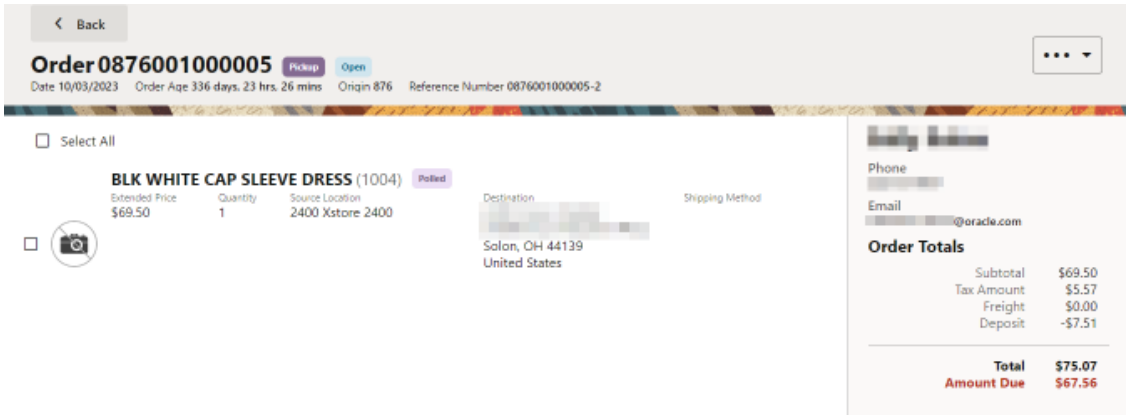


The system displays the Order maintenance screen. See View Order for details.

View Order

Selecting an order from the Search List displays the Order Dashboard.

Figure 36-4 View Order



The following information is displayed on this screen:

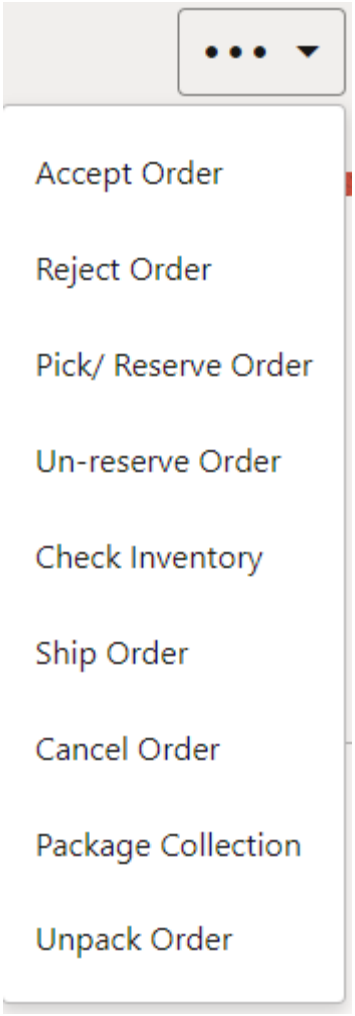
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Table 36-1 Order Dashboard

Component	Description
Top Area	Contains the type of Order Number, Order Type, Order Status, Date, Order Age, Origin and Reference Number. This area also displays a drop down menu with the Order Options. The order number is the number provided by the system that requested/originated the order. The reference number is an optional value that identifies the order. The status displays next to the Order Number. The area displays the following information: • **Order Number:** System generated numeric identifier. • **Status:** - The item status. See Item Status. • **Order Date:** The date and time the order was created. • **Order Age:** The number of days since the order was placed. • **Order Origin:** The location in which the order was created. • **Reference Number:** The Order ID appended with last order line sequence number.
Left Panel	• **Item:** The item identifier and description. • **Order Item Status:** The status of the individual item. • **Extended Price:** The item's extended price (the item quantity x the item unit price - discounts). • **Quantity:** The item quantity. • **Source Location:** The location name and ID that sourced the order request. • **Destination** - The delivery address, or pickup location for the order. • **Shipping Method:** The type of shipping method.
Right Panel	• **Sold To** - The purchasing customer's name and address information. • **Phone** - The purchasing customer's telephone number(s). • **Company** - The purchasing customer's company, if applicable. • **Email** - The purchasing customer's email address. **Order Totals** • **Subtotal** - The order subtotal (the shipping fee amount is not included in the subtotal). • **Tax Amount** - The tax on the order. • **Freight** - The freight cost associated with the order. • **Deposit** - The amount of deposit, if any. • **Total** - The total for the order (the shipping fee amount is included in the total). • **Amount Due** - The amount due for the order.

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Figure 36-5 Order Options Menu



Select an option from the Order Options menu to process the order: Accept Order, Reject OrderPick/Reserve Order, Un-reserve Order, Check Inventory, Ship Order, Cancel Order, Package Collection or Unpack Order..

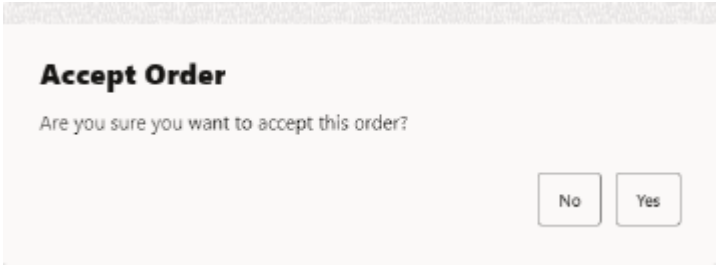
Accept Order

To Accept an order or specific items on an order:

1. At the Order Maintenance screen, select the specific items or for the entire order, select the **Accept Order** menu option.

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Figure 36-6 Accept Order Prompt



2. At the confirmation prompt, select **Yes** to accept the order.
3. At the Order Accepted prompt, select **OK** to continue.

Reject Order

When you reject an order or specific item in the order, it changes the order status to open sends it back to the Order Broker where another source/fulfilment location is determined.

1. At the Order Maintenance screen, select specific items or for the entire order, select **Reject Order**.
2. At the Reject Order confirmation prompt, select **Yes** to reject the order.

Figure 36-7 Reject Order Confirmation Prompt



3. If prompted, select a reject reason code.

Pick/Reserve Order

After accepting an order, the items need to be retrieved and put aside. When picking/reserving items for an order, the screens shown are dependent on your store's configuration.

To display a scannable pick list rather than printing a paper pick slip, **Enable Pick Slip Scanning** must be enabled, and the Scan Pick List Items option is shown at the bottom of the Order Worklist screen. Continue with Scan Pick Slip Items.

If the **Enable Pick Slip Scanning** setting is not enabled, the pick slip is printable from the Order Worklist screen or automatically printed when the order is accepted. Continue with Picking/Reserving an Order.

Scan Pick Slip Items

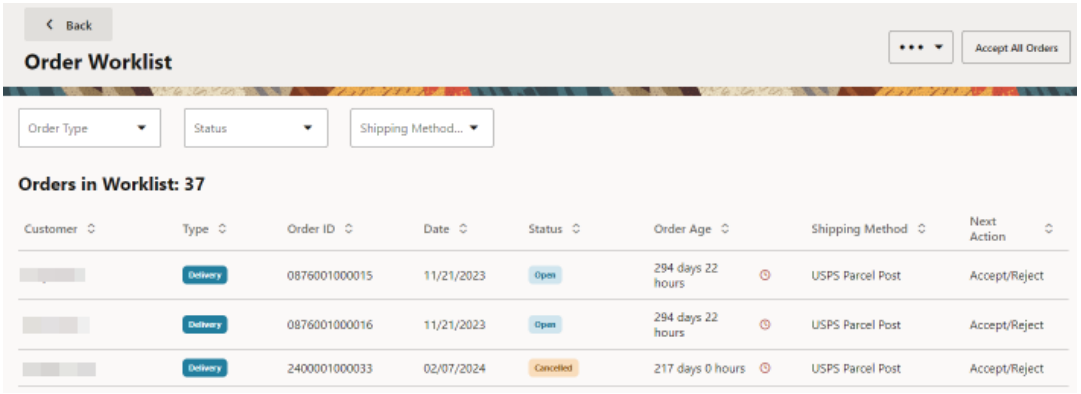
Using the virtual pick list, items to pick are scanned from a list on a mobile device. If needed, the items can be entered manually if the barcode is unreadable. Scanning items ensures the items being set aside, for order fulfilment, are the exact items required. This functionality

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replaces the printed pick list from automatically printing upon Order Acceptance. The option to print a pick list is still available if desired by selecting the **Print Pick List** option from the Order Worklist.

1. At the Order Worklist, select the order and select **Scan Pick List Items**.

Figure 36-8 Order Worklist with Scan Pick List Items Enabled



2. If your store is configured to disallow the splitting of an order line where there are multiple quantities into multiple order lines, a warning message that their store does not allow fulfilment of partial line orders. Confirm you have the quantities required for line items before scanning.
3. On the mobile device scan each item as it is picked. As items are scanned, the Quantity of that item goes down.

   Continue scanning each item until all items have been scanned. When the required quantity of the item has been scanned, the item is removed from the list.

   If the item does not scan, select **Manual Entry** and enter the ID of the item.

   If an item is scanned or entered that does not belong to an order, a warning message is shown. Select **OK** to continue.

Print Pick List

The pick slip is printable from the Order Worklist screen (see Figure 36-8) or automatically printed when the order is accepted.

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Figure 36-9 Pick Slip



Picking/Reserving an Order

To Pick/Reserve items on an order:

1. At the Order Worklist screen, select the order to pick/reserve.
2. At the Order Maintenance screen, select the specific items or for the entire order, select **Pick/Reserve Order**. If you cannot fulfil the order for some reason, you can reject the order at this point. See Reject Order for more information about rejecting an order.

> **Note**
>
> The **Pick/Reserve Order** menu option is only available after you accept the order.

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If your system has the **Scan Items Prior to Adding to Transaction** setting configured, the items display in a list to scan from to confirm they are the correct items.

If your system does not have the **Scan Items Prior to Adding to Transaction** setting configured, collect the items and continue at step 5.

3. Scan the items from the list. The items will be marked Reserved and can be shipped or ready for customer pickup.

   If the item does not scan, select **Manual Entry** and enter the ID of the item.

   If an item is scanned or entered that does not belong to an order, a warning message is shown. Select **OK** to continue.

4. After all items for the order have been scanned or manually entered, select **OK** at the prompt.

5. The items will be marked Reserved and can be shipped or ready for customer pickup.

   - For Delivery type orders, use the Ship Order function to complete the order delivery process. See Ship an Order.
   - For other Order types, the Order status is updated to Ready for Pickup.

Un-reserve Order

To un-reserve an order:

1. Since the order has been accepted it will no longer appear in the Order Worklist. From the Main menu, select **Customer - Order Options - Order Maintenance**.
2. Enter the search criteria and select **Search**.
3. If more than one order is returned, select the order you wish to modify.
4. Select **Un-reserve Order**.
5. Select **Yes** to confirm.

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

Cancel Order

Orders that customers have failed to pickup can be cancelled at a store if no deposit or money has been taken and the items returned to on-hand inventory for that store.

Orders that have had a deposit taken, associates should contact the customer to remind them to collect the order or to refund/cancel it in the Register mode.

To cancel an omnichannel order that has not been collected:

1. Open an existing order, see Order Maintenance.
2. Click **Cancel Order** from the Context Menu.
3. Confirm you want to cancel the order:

   Click **No** to return to the order without canceling it. Click **Yes** to cancel the order.

4. Select a reason code to cancel the order.

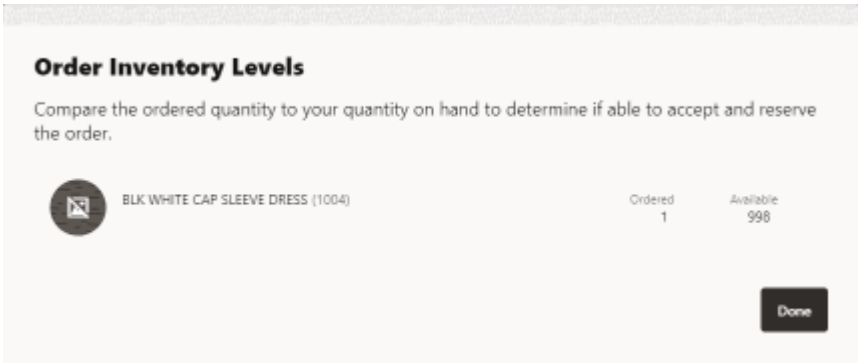
   The Order Status is updated to Cancelled and the on-hand inventory automatically adjusted.

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Check Inventory

1. To verify you have enough stock on hand to fulfil an order, select the **Check Inventory** menu option. The Order Inventory Levels form shows the item quantity ordered and the current quantity on hand.

Figure 36-10 Order Inventory Levels Form



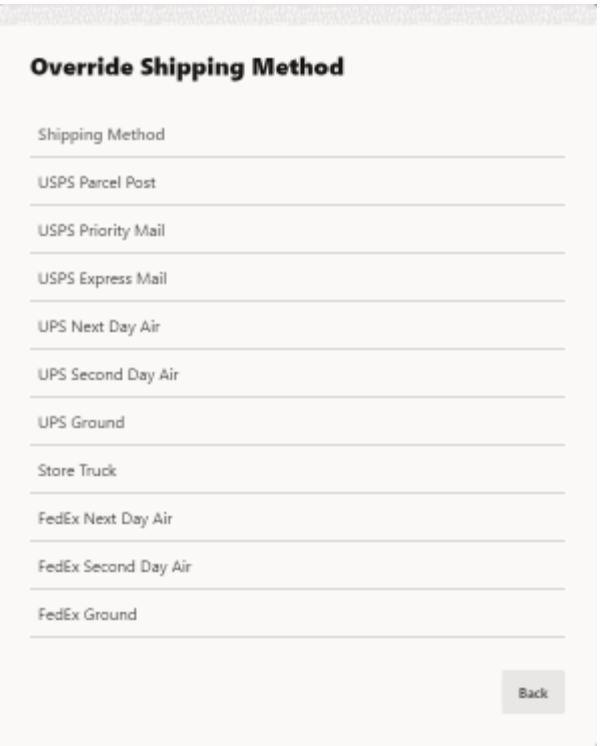
Ship an Order

For Delivery type orders, select the Ship Order menu option to ship the items. Xstore POS creates the Shipping Document for this order. This option is only available at the order sourcing location when the status of the items on the order is Reserved.

1. At the Order Maintenance screen, select **Ship Order** from the Context Menu.
2. When prompted, select **Yes** to confirm you want to ship the order.
3. When prompted, select **Yes** to print a shipping label.
4. If prompted, enter the total weight for the shipment and select Process.
5. When prompted whether to accept the shipping method chosen when the order was set up, perform one of the following steps:
   - To accept the shipping method selected during order setup, select **OK** and go to step 6.
   - To change the shipping method selected during order setup, select **Override Shipping Method**, select a shipping method from the list.

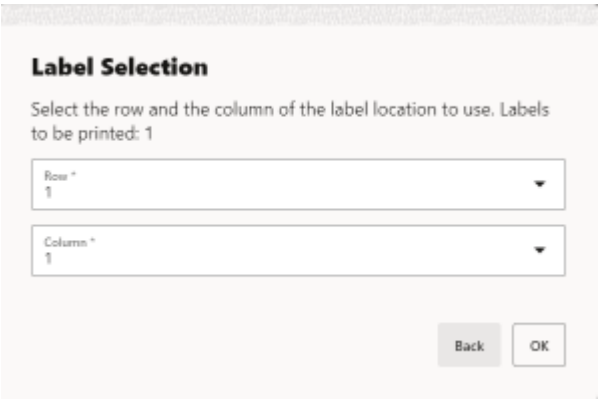
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Figure 36-11 Select Shipping Method



> **Note**
>
> The Override Shipping Method option is controlled by security.
>
> You are prompted for Manager override if you do not have the required level of security to perform this function as indicated by the Security Override icon shown here.

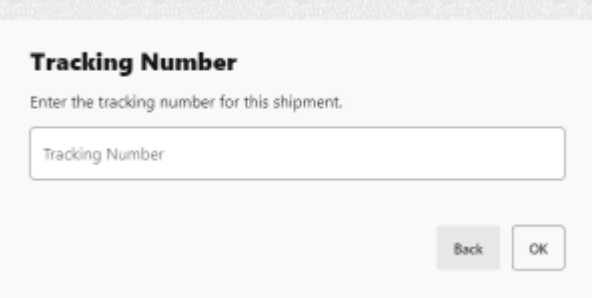
Figure 36-12 Print Label Prompt



6. Print the shipping label. If the shipping carrier's label cannot be printed for any reason, you can print a label manually by following the prompts for label location selection and printing.

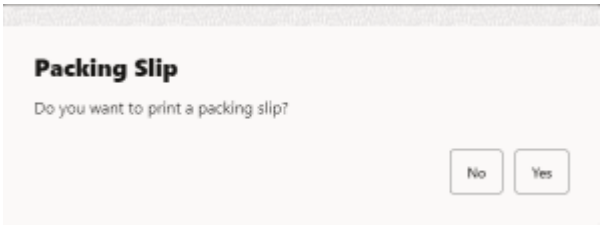
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Figure 36-13 Tracking Number Prompt



7. If prompted, enter the tracking number for the shipment and select **Process**.

Figure 36-14 Packing Slip Prompt



8. If prompted, to print a packing slip for the shipment, select **Yes** to print the packing slip.

   Xstore POS returns to the Order maintenance screen. The status for each item is updated to either In Transit if the order is being shipped to another store or Fulfiled if the order is being shipped directly to the customer.

Allocating an Item

If you do not use the Xstore POS Receiving module to receive items, select the Allocate Items menu option at the Order maintenance screen to automatically mark the item as received and ready for pickup. This allocation process performs all the Order Broker updates, local status updates, and customer e-mailing rules typically performed by the Xstore POS receiving module and moves ON_HAND inventory to the ORDER bucket for allocation purposes.

The Allocate Items menu option is only available when the following conditions are true:

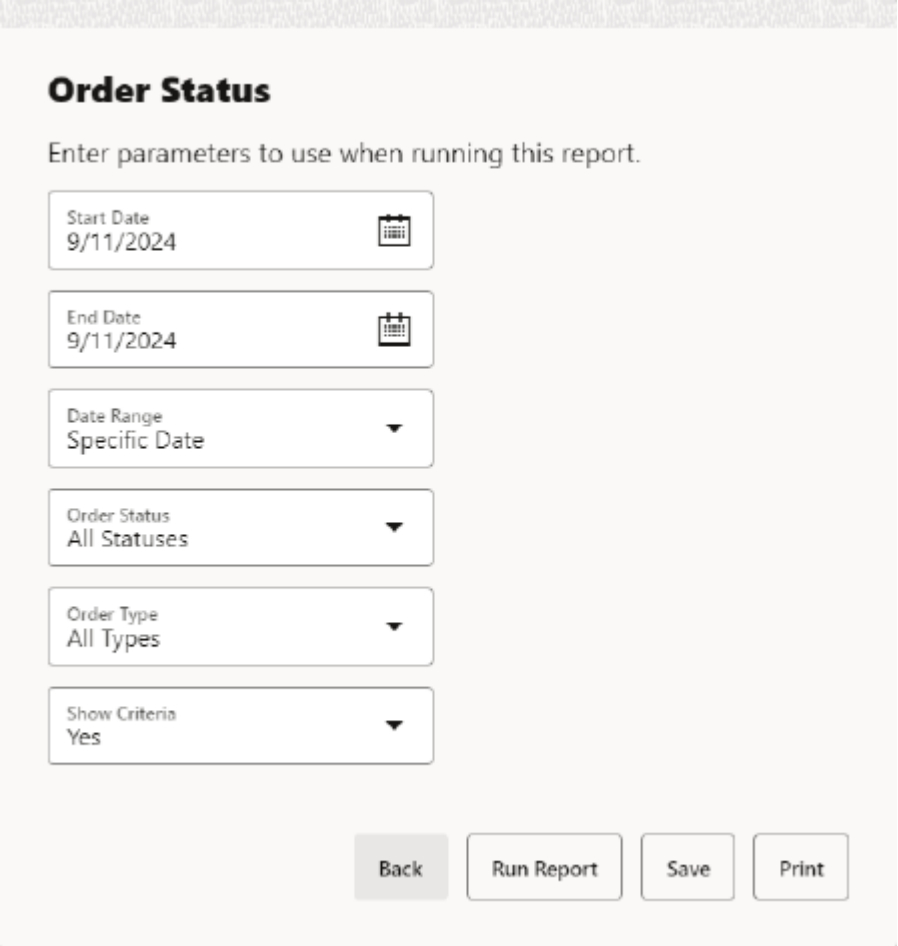
- Your system is not set up to auto-generate receiving documents
- The order type is either Transfer Pickup or Web Pickup
- This is the store where the order is to be picked up
- The items on the order have a status of In Transit

1. To allocate items, select the **Allocate Items** menu option at the Order maintenance screen.
2. When prompted, select **Yes** to confirm you want to receive the item(s). The system updates the item status to Received and the order status is updated to Ready for Pick Up.

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Order Status Report

Figure 36-15 Order Status



Order Worklist

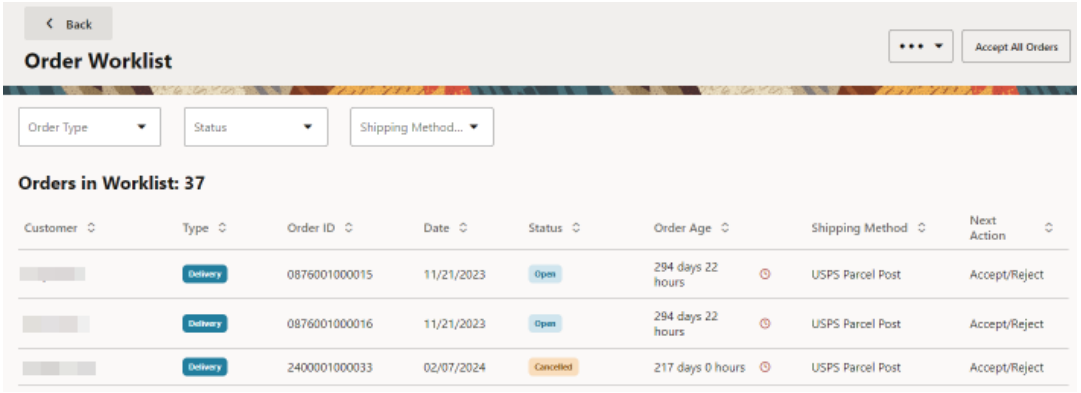
The Order Worklist shows orders that require action: either fulfillment, or rejection if you cannot fulfil the request.

1. Select the Order Worklist option from the Order Options menu to display a list of orders to be fulfilled by this store.

> **Note**
>
> The orders shown in the Order Worklist are the orders that require action: either fulfilment, or rejection if you cannot fulfil the request.
>
> Depending on your store configuration (set in SystemConfig.xml), delivery orders may be listed before customer pickup orders.

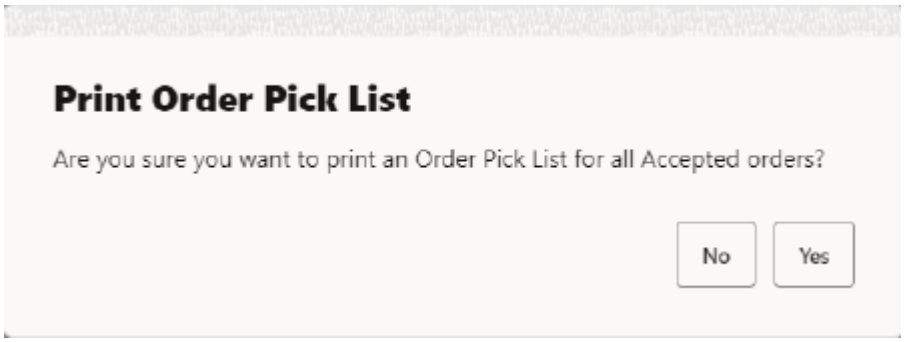
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Figure 36-16 Order Worklist



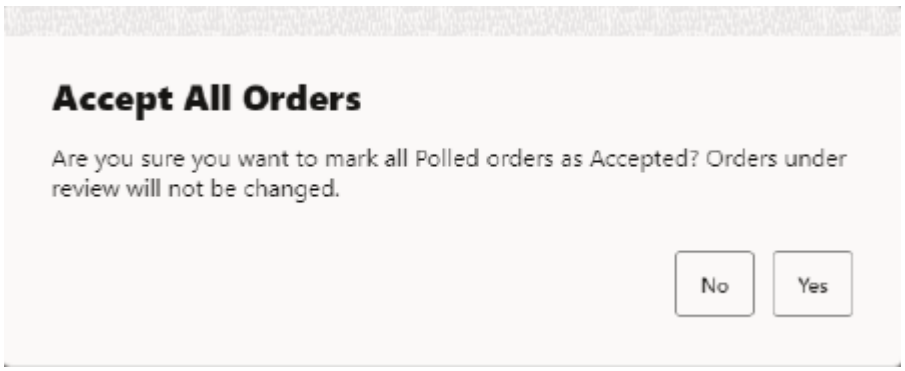
2. The following Order Worklist actions are available:
   - Print Order Pick List
     - Select the **Header Overflow Menu** and then select **Print Order Pick List**.

Figure 36-17 Print Order Pick List



     - Select **Yes** to print an Order Pick List for all Accepted Orders.
     - Select **No** to return to the Order Worklist.
   - Accept All Orders
     - Select **Accept All Orders**.

Figure 36-18 Accept All Orders



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  - Select **Yes** to mark all Polled orders as Accepted.
  - Select **No** to return to the Order Worklist.
- Sort Orders by Order Type, Status, and Shipping Method

3. You may also select an order from the Order Worklist and then perform the following actions by selecting the **Header Overflow Menu**:
   - Accept Order
     - Orders
     - Same Day Order
   - Reject Order
   - Pick/Reserve Order
   - Un-reserve Order
   - Check Inventory
   - Ship Order
   - Print Shipping Label
   - Cancel Order
   - Package Collection
   - Unpack Order

> **Note**
>
> The Action column may indicate "Under Review." When the order is under review, you cannot accept or reject items. The customer can, however, cancel the order.
>
> If you select **Accept All Orders** a prompt displays indicating orders under review will not be changed.

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

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Same Day Orders

Xstore POS now supports the ability for orders to be delivered via a courier the same day the order is placed. This new feature is an integration with the new Collect and Receive platform which works directly with the courier. When the ‘Same Day’ functionality is configured in Xstore, the order maintenance functionality has been modified to handle the ability to prepare orders to be picked up by a courier, and delivered to the customer.

If an Omnichannel order arrives in the store to pick/pack status with the Same Day Delivery attribute from Order Broker via the web service then a store message automatically generates. The message will state, "There are XX orders that require same day delivery. Please review them in Order Maintenance”. The message will include the number (XX) of Same Day orders.

The message will stay active until all Same Day Delivery orders have been Accepted or Rejected using Order Maintenance.

> **Note**
>
> In order to accept a same day order, you must be able to fulfill the **entire** order. If any item is **not available** the order must be **rejected**. See Reject Orders.

Same Day Order Maintenance

Xstore POS can be configured to support Same Day Orders. Once an order is assigned to the store to be fulfilled as a Same Day Order, use Order Options to maintain those orders. A store can only see Same Day orders assigned to them.

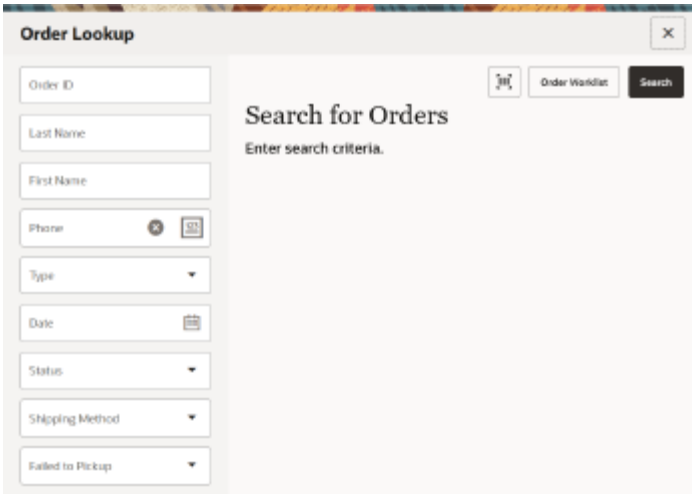
If your store has been assigned as the source to fulfil an Order Broker Same Day order, you need to use this process to ship the items to the customer on the same day.

To maintain/view an order:

1. Select **Orders** from Global Navigation.
2. Select the **Order Maintenance** option from the Order Options menu.

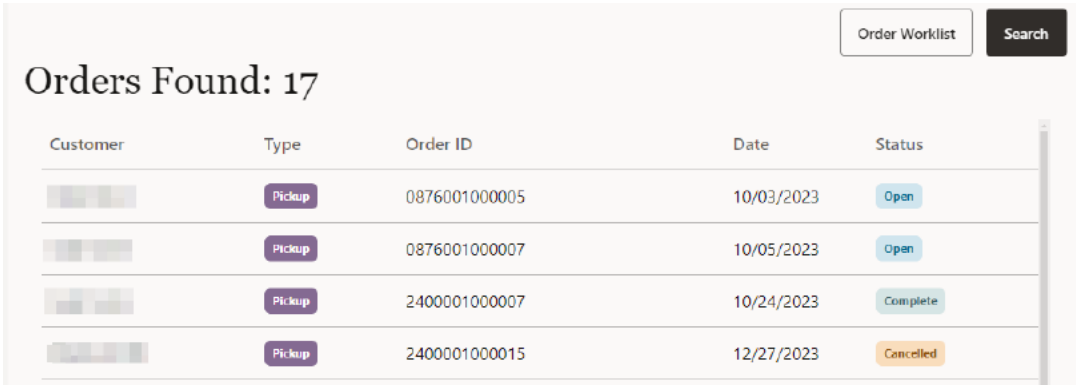
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Figure 37-1 Order Search Form



3. At the Order Search form, enter the search criteria needed to find an order:
   - **Order ID:** The order identifier number.
   - **Last Name:** The customer's last name.
   - **First Name:** The customer's first name.
   - **Phone:** The customer's phone number.
   - **Order Date:** The date the order was set up.
   - **Order Status:** See Order Status.
   - **Failed to Pickup:** Select **Yes** to search for orders that have not been collected within a certain time from when the order was ready for pick up.
   - **Same Day:** Select **Yes** to see only Same Day Delivery orders in the search results. Select **No** to remove all Same Day Delivery order in the search results.
4. At the Order Search results list, select an order.

Figure 37-2 Order Search Return List



The system displays the Order maintenance screen. See View Order for details.

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Same Day: View Order

Selecting a same day order from the Search List displays the Order Maintenance screen.

The following information is displayed on this screen:

Table 37-1 Order Maintenance Screen

Component	Description
1. Static Area	Contains the type of order, Customer Name, order number, age information, and reference number. The order number is the number provided by the system that requested/originated the order. The reference number is an optional value that identifies the order. It is the order ID appended with last order line sequence number. The status displays on the far right. See Order Status for status definitions. Order Type values include the following: • **Transfer Pickup Order** (Pickup This Store) • **Pickup Order** (Pickup Other Store) • **Delivery Order** (Customer Delivery)
2. Order Information	• **Order Date** - The date and time the order was created. • **Order Origin** - The location in which the order was created. • **Under Review** - Yes or No. • **Failed to Pickup** -Yes or No. • **Comments** - Any notes associated with the order. • **Same Day** - Yes or No.
3. Customer Information	• **Sold To** - The purchasing customer's name and address information. • **Company** - The purchasing customer's company, if applicable. • **Email** - The purchasing customer's email address. • **Phone** - The purchasing customer's telephone number(s).
4. Order Totals	• **Subtotal** - The order subtotal (the shipping fee amount is not included in the subtotal). • **Deposit** - The amount of deposit, if any. • **Tax Amount** - The tax on the order. • **Freight** - The freight cost associated with the order. • **Total** - The total for the order (the shipping fee amount is included in the total). • **Balance Due** - The amount due for the order.
5. Item Information	• **Item** - The item identifier and description. • **Status** - The item status. See Item Status. • **Qty** - The item quantity. • **Source Location** - The location name and ID that sourced the order request. • **Order Destination** - The delivery method and delivery address, or pickup location for the order. • **Ext Price** - The item's extended price (the item quantity x the item unit price - discounts).

Select an option from the Context Menu to process the Same Day order: Accept Order, or Reject Order. While the other options are available, you can only Accept or Reject a Same Day order at this point in the process.

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Same Day: Accept Order

To Accept a same day order:

1. At the Order Maintenance screen, select the **Accept Order** menu option.
2. At the confirmation prompt, select **Yes** to accept the order, or select **No** to close the prompt and return to the order.

   Result: If **Yes** is selected, the order is accepted and you proceed to the next step: Pick/Reserve Order.

Same Day: Pick/Reserve Order

After accepting an order, **all** the items must be retrieved and put aside. When picking/reserving items for an order, the screens shown are dependent on your store's configuration.

To Pick/Reserve a same day order:

1. At the Order Maintenance screen, select the **Pick/Reserve Order** menu option.
2. At the confirmation prompt, select **Yes** to pike/reserve the order, or select **No** to close the prompt and return to the order.

   Result: If **Yes** is selected, all the items in the order are picked/reserved.
3. Click **OK** to close the confirmation.

Same Day: Ship Order

For Same Day Delivery type orders, select the Ship Order menu option to ship the items. Xstore POS creates the Shipping Document for this order. This option is only available at the order sourcing location when the status of the items on the order is Reserved.

A key difference for Same Day orders is after the order has been Shipped, Xstore will not send a fulfillment updated to Order Broker. The fulfillment update to Order Broker will happen when the courier picks up the package(s) and is part of the Package Collection process below.

1. At the Order Maintenance screen, select **Ship Order** from the Order Maintenance menu.
2. When prompted, select **Yes** to confirm you want to ship the order or select **No** to return to the order.
3. Click the Package Count dialog box to display the Package Count.
4. Use the on screen number pad to **enter the number of packages** in the order. Reset the number entered at any time by clicking the red x.
5. Select the curved left facing arrow to accept the package count.

> **Note**
>
> If the package count exceeds the number of items on the order, a prompt will appear instructing the associate to select packages that are less then or equal to the number of items on the order. If at any point the items cannot be shipped, then the order must be Unreserved and Rejected. See Reject Order for those details.

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6. Select **Process** to continue, or select **Cancel** to return to the order.
7. For same day shipping you are **required** to select **Yes** to print a shipping label.

> **Note**
>
> The next steps may vary based on the type of printing system used by your retailer.

8. Confirm the label selection and click **Process**, or click **Back** to return to the order.
9. Follow the instructions in the Print Label window and click **OK** to print, or **Cancel** to return to the order.
10. Select the **Printer Name**.

> **Note**
>
> The selections displayed are based on the printers available in your location.

11. Click **OK** to submit the print job.
12. If prompted, to print a packing slip for the shipment, select **Yes** to print the packing slip.
13. Select the **Printer Name**.

> **Note**
>
> The selections displayed are based on the printers available in your location.

Result: The packing slip print job is submitted. Click **OK** to proceed to the next step.

14. If the courier fails to arrive then see Same Day: Unpack Order otherwise proceed to the next step.
15. When the courier arrives to pick up the order for delivery, a document is needed to confirm to the courier the items in the order. The document is a Courier Delivery Handover.

    Select **Yes** to print the courier delivery handover document.
16. Select the **Printer Name**.

    Result: The courier delivery handover print job is submitted. Click **OK** to proceed to the next step.
17. The system books the courier, the Courier Booked displays the provider and pickup deadline. Click **OK** to proceed to the next step.
18. The order can now be viewed in Order Maintenance and has an internal Xstore status of 'Awaiting Collection'. This status is not shared with any other systems. At this point the associate should put the packages aside with the hand off document until the courier comes to the store to pickup the ordered packages.

    When the courier arrives at the store, proceed to Package Collection.

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> **Note**
>
> Once an order is awaiting collection you can also use the criteria Status > Awaiting Collection in the Order Search Form. See Order Maintenance for information on how to navigate to the Order Search Form.

Same Day: Package Collection

Package Collection occurs when the courier arrives at the store to pick up and deliver the same day order. To complete the Same Day Order process do the following:

1. When the delivery driver collects the order click Package Collection.

   Result: The Package Collection window displays.

2. Click **Yes** to confirm all packages in the order have been confirmed and collected by the delivery driver, or click **No** to return to the order.

   If **Yes** is selected, the order is marked **Complete** and Xstore sends an order fulfillment update to Order Broker.

Same Day: Unpack Order

There are two scenarios where Unpack Order is used.

- **Courier Fails to Arrive at Store for Pickup**

  If the courier fails to arrive at the store by the designated deadline do the following.

  1. Navigate to the Order Maintenance Menu.
  2. Search for the order using the criteria Status > Awaiting Collection.
  3. Select the desired order from the search results.
  4. Click **Unpack Order**.

     The Unpack Order prompt displays.

  5. Click **Yes** to cancel the order and return the items to inventory, or click **No** to return to the order.

- **Courier Returns to Store with Items**

  In some cases the courier is unable to complete the delivery and returns to the store with items. In this scenario do the following:

  1. Navigate to the Order Maintenance Menu.
  2. Search for the order using the criteria Order ID and enter the Order Number.
  3. Select the order from the search results.
  4. Click **Unpack Order**.

     The Unpack Order prompt displays.

  5. Click **Yes** to cancel the order and return the items to inventory, or click **No** to return to the order.

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Local Order Maintenance

A Local Order uses inventory from the local store inventory only, that is from stock in the store/on hand.

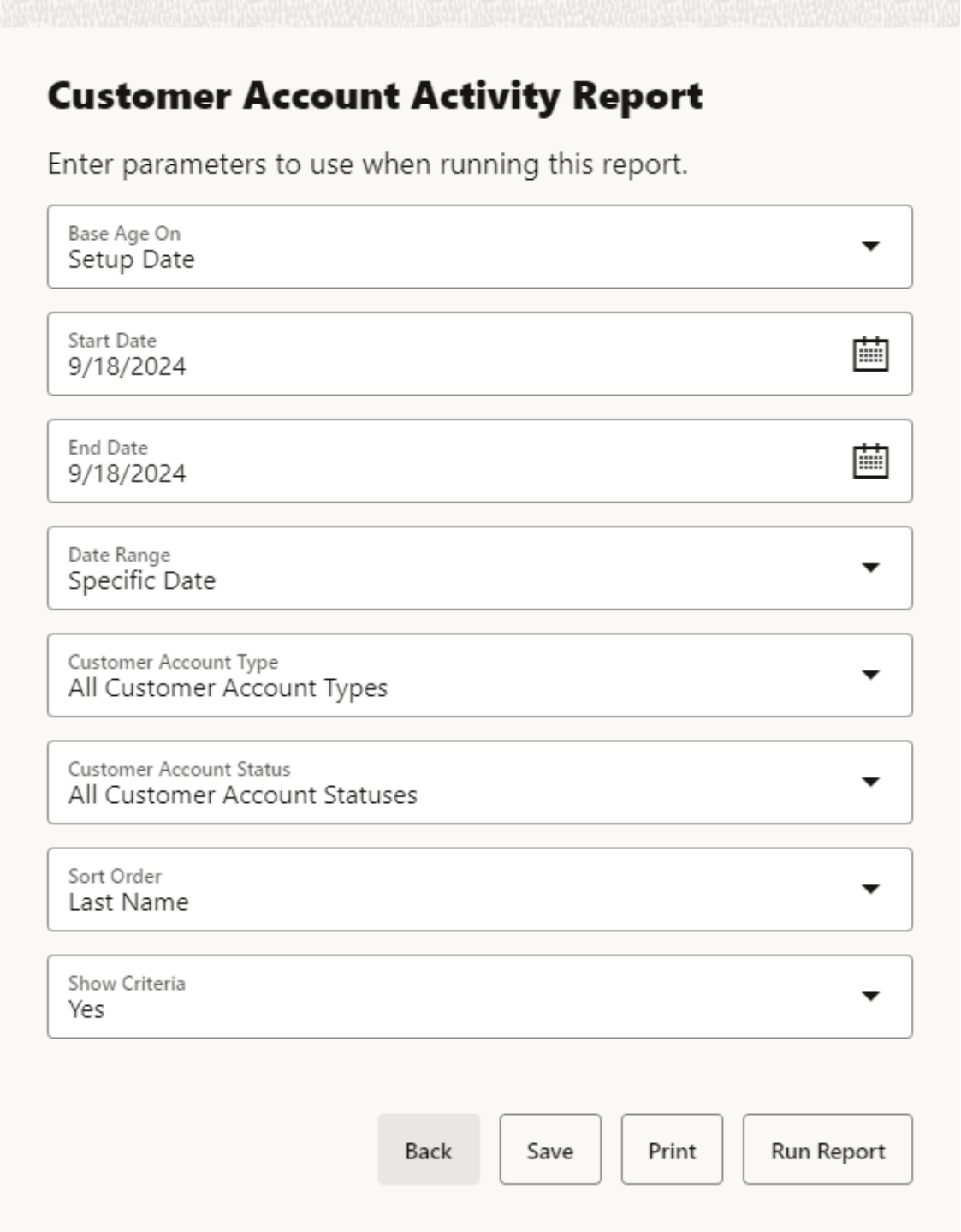
After a Local Order Maintenance account has been created via Extended Transactions menu on the Sale screen, an associate can search for a Local Order, view a Local Order, pick/reserve the order, add and view comments.

> **Note**
>
> Refer to Creating a New Local Order for information about setting up these orders at the POS.

Local Inventory Orders as an account type, has been added to the current report, Customer Account Activity Report.

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Figure 38-1 Customer Account Activity Report



Run the **Customer Account Activity Report** and filter on Local Orders in the **Customer Account Type** drop-down to get a report on the store's Local Orders. In the **Customer Account Status** field you can further filter to see all Local Orders that have not been paid by the tender type, Pay By Link.

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

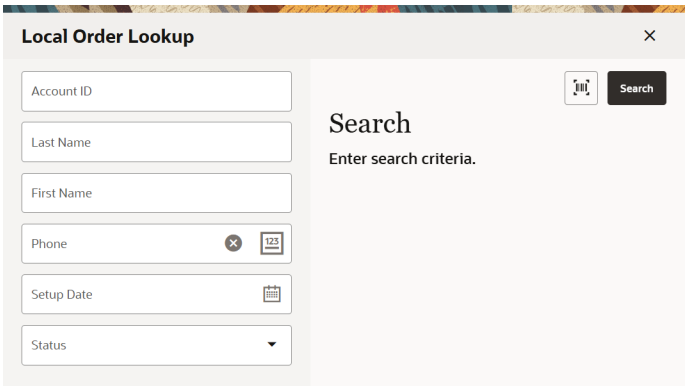
This chapter covers the following topics:

- Accessing Local Order Maintenance
- Local Order Screen
- Pick/Reserve Local Order Items

Accessing Local Order Maintenance

1. From Global Navigation, select **Extended Transactions**.
2. Select **Local Order Maintenance** from the Customer menu. See Figure 22-3.
3. Oracle Retail Xstore POS displays the Local Inventory Order Search form, prompting for search criteria.

Figure 38-2 Local Order Search Form

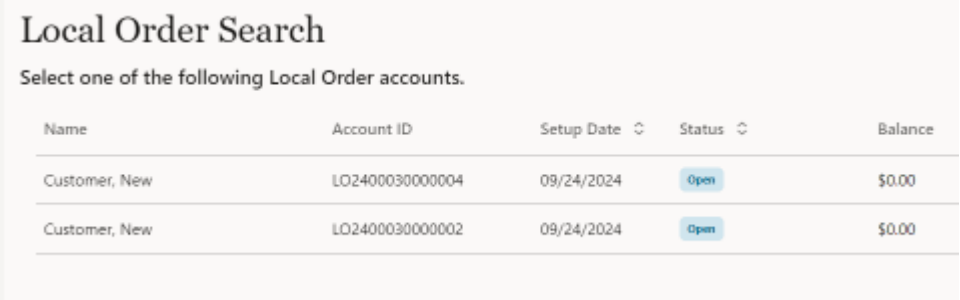


Enter the criteria you want to use for finding an order record and select **Process**.

- If you enter a Local Inventory Order ID, Oracle Retail Xstore POS displays that Local Inventory Order record if the ID exists and if it is unique.
- Your search criteria may result in multiple records being found. Your system may also be set up to display the accounts list even when only one record is found. You must select the record you want from the list.

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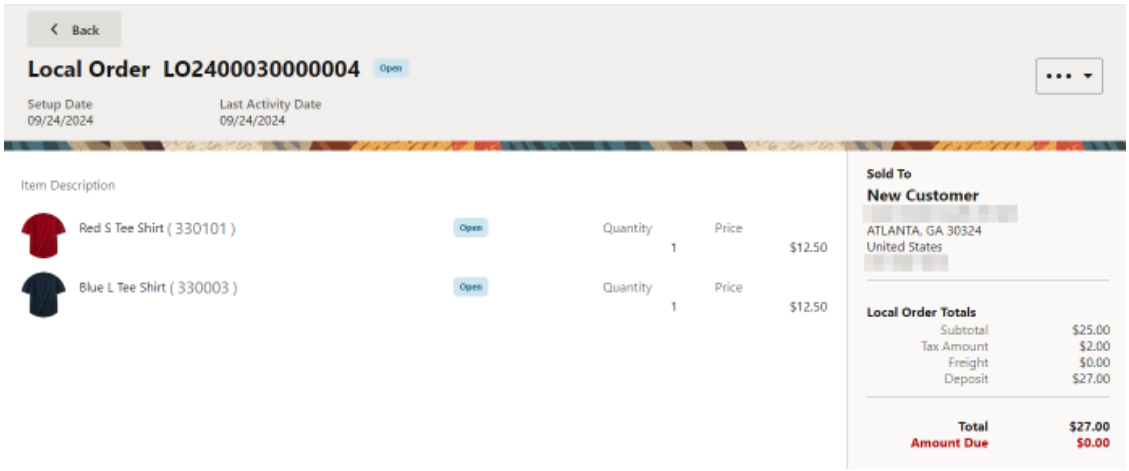
Figure 38-3 Local Inventory Order Search List



Oracle Retail Xstore POS displays the Local Inventory Order screen for the selected record.

Local Order Maintenance

Figure 38-4 Local Order Maintenance Screen



The Local Order Maintenance screen displays the following information:

- Local Orders: Header
- Left Panel
  - A picture of the item (if available).
  - **Item Description**: The item description.
  - **Item ID**: The item identifier.
  - **Status**: The status of the item (Open, Received, Picked Up, Cancelled).
  - **Quantity**: The item quantity.
  - **Price**: The extended price for the item (Price times Quantity).
- Right Panel
  - Sold To.
    - **Sold To**: The purchasing customer's name and address information.
    - **Company**: The purchasing customer's company, if applicable.

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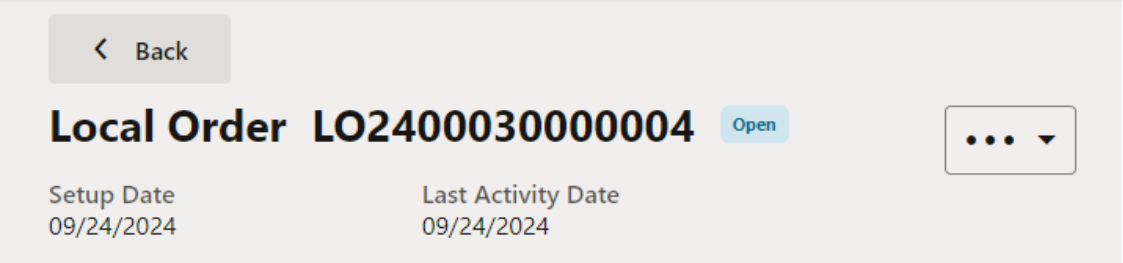
    - **Address**: The purchasing customer's address.
    - **Phone**: The purchasing customer's telephone number(s).
  - Local Order Totals
    - **Subtotal** - The order subtotal (the shipping fee amount is not included in the subtotal).
    - **Tax Amount** - The tax on the order.
    - **Freight** - The freight cost associated with the order.
    - **Deposit** - The amount of deposit, if any.
    - **Total** - The total for the order (the shipping fee amount is included in the total).
    - **Amount Due** - The amount due for the order.

Each area contains specific information about the customer's order account.

- Header: Order Information: Shows the Header information for the Local Inventory account.
- Right Panel: Shows the customer and item information for the Local Inventory account.
-
-
- Add//View Comments: Enter or view any comments associated with the Local Order account.

Header: Order Information

Figure 38-5 Local Order Header Area



The header shows the activity information for the account and contains the following information:

- **Account ID**: The local order identifier.
- 6
- **Status** - The current order status : New, Ready for Pickup, Open, Awaiting Payment, Void, and Closed.
- **Setup Date**: The date the order was made.
- **Last Activity Date**: Date of the most-recent activity on the account
- Overflow Menu Options include:
  - Cancel Local Order

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- Pick or Reserve
- Local Order Activity History
- Add/View Comments

Right Panel

The right panel, as shown above, contains the following information:

- Right Panel: Customer Information
- Right Panel: Order Totals

Right Panel: Customer Information

The customer information area displays:

- **Sold To**: The purchasing customer's name and address information.
- **Company**: The purchasing customer's company, if applicable.
- **Address**: The purchasing customer's address.
- **Phone**: The purchasing customer's telephone number(s).

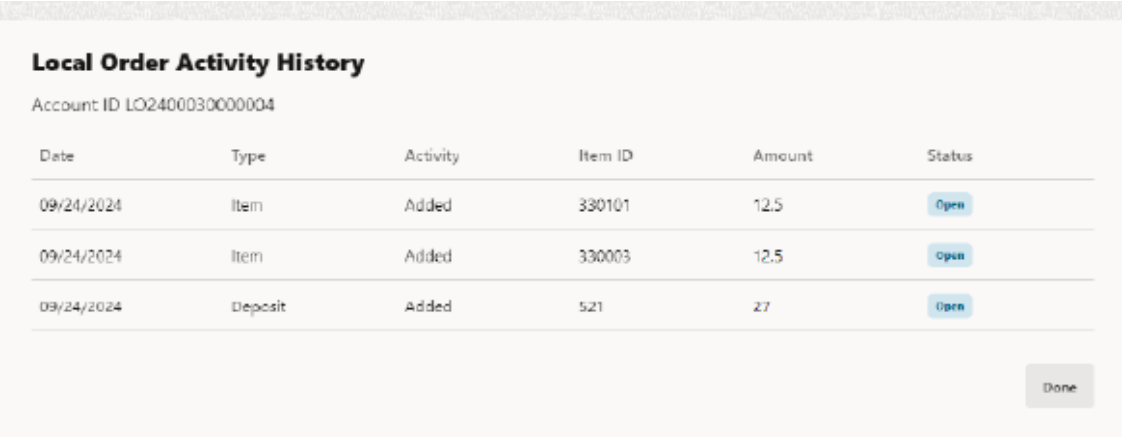
Right Panel: Order Totals

The order totals information displays:

- **Subtotal**: The order subtotal (the shipping fee amount is not included in the subtotal).
- **Tax Amount**: The tax on the order.
- **Total**: The total for the order (the shipping fee amount is included in the total).
- **Balance Due**: The amount due for the order.

Local Order Activity History

Figure 38-6 Local Order Activity History



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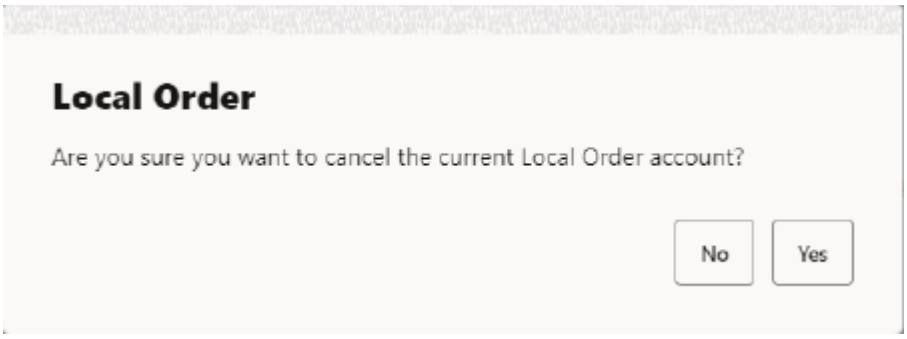
- **Date**: The date the action took place..
- **Type**: The type of line item (item, fee, or credit) that the activity is being performed on.
- **Activity**: The action performed on the activity.
- **Item ID**: The item identifier.
- **Status**: The status of the item (Open, Received, Picked Up, Cancelled).
- **A**: The extended price for the item (Price times Quantity).

Cancel an Order

To cancel a Local order:

1. Open a Local Order, see Create a Local Order..
2. Indicate whether to cancel the Local Order:

Figure 38-7 Cancel Order

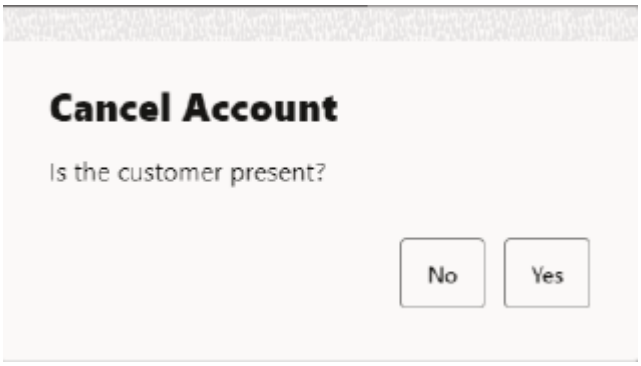


- Select **Yes** to cancel the Local Order.

  The Local Order is canceled and the refund amount is applied to the transaction.
- Select **No** to return to the Local Order without canceling it.

3. A confirmation prompt opens.

Figure 38-8 Customer Present Cancel Layaway



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- Select **Yes** if the customer is present.
- Select **No** if the customer is not present.

4. Select **Refund**. A list or return tender types are shown.

Figure 38-9 Local Order Return Tender Types for Customer Present

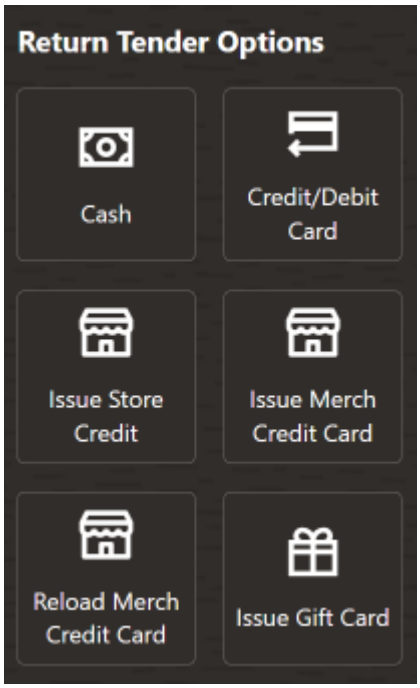
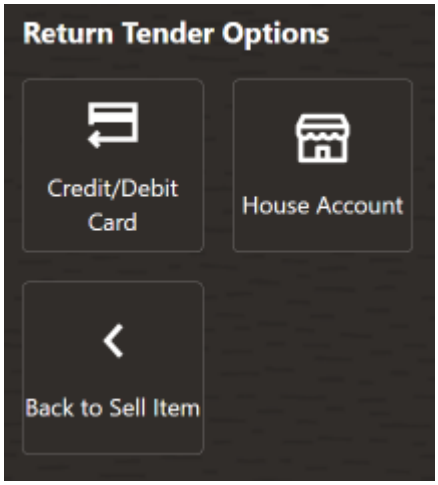


Figure 38-10 Local Order Return Tender Types for Customer Not Present



5. Select a return tender type. The system returns to Sale mode where you can complete the cancel process and process a refund.

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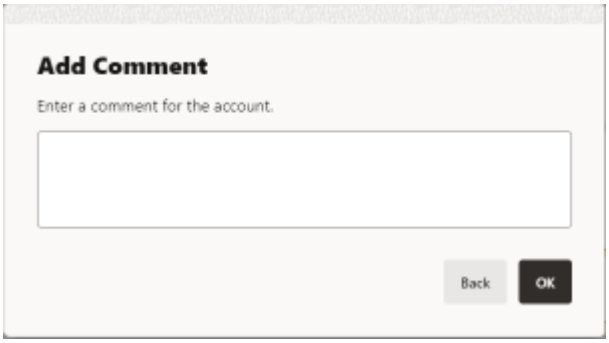
Add/View Comments

> **Note**
>
> Multiple comments may be entered for a Local Order.

To add a comment to a Local Order

1. Select the Overflow Menu and then select **Add Comment**.

Figure 38-11 Add Comment: Local Orders



2. Enter the comment.
3. Select **OK** to save the comment, or select **Back** to close without saving.

To view comments for a Local Order:

1. Select the Overflow Menu and then select **View Comments**.

Figure 38-12 View Comments: Local Orders



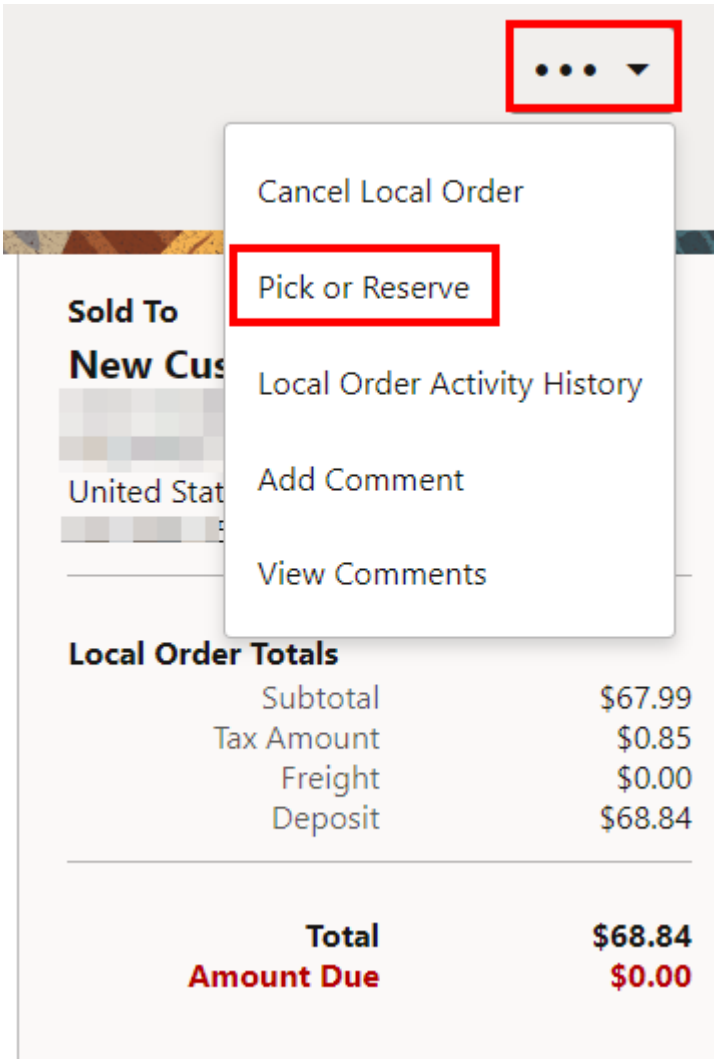
2. Select **Back** to close the comments.

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Pick/Reserve Local Inventory Order Items

1. Find the Local Inventory Order. See Accessing Local Inventory Order Maintenance.
   - If prompted, enter search criteria to find the Local Inventory Order.
   - If a customer has been associated with the transaction, Xstore POS returns a list of Local Inventory Orders for the customer.
2. Select a Local Inventory Order from the list. Only paid for open orders can be selected for picking.

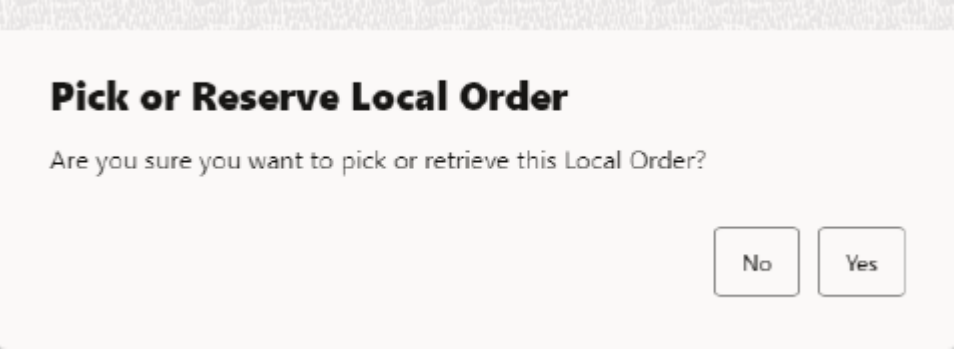
Figure 38-13 Local Inventory Order Pick/Reserve Option



3. At the Local Inventory Order screen, select **Pick /Reserve** to fulfill the order.

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Figure 38-14 Local Inventory Order Pick Prompt



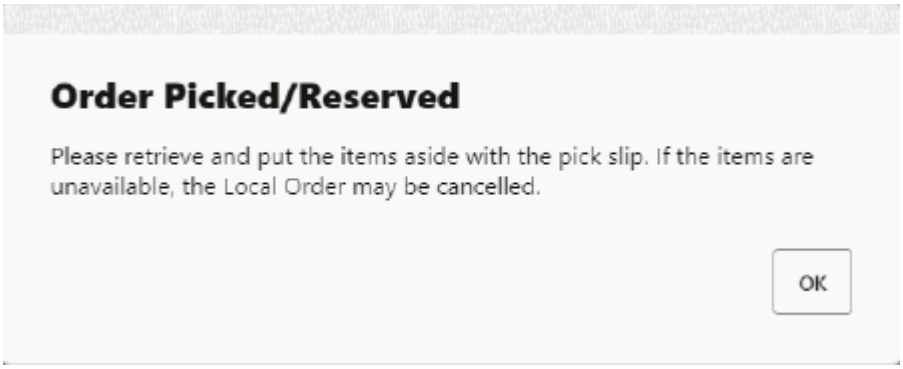
4. If prompted, select **Yes** to pick up all the items.

> **Note**
>
> This prompt only displays when there are multiple Local Inventory Order items.

5. When the Scan Item Configuration is enabled, you are prompted to scan items at pick up to ensure they are the correct items being picked. The items are set to Ready for Pickup status after scanning.

   If Xstore POS is not configured to scan items at the pick/reserve process, a pick slip with the items on it will print from the receipt printer. The items/order is marked as Ready for Pickup.

Figure 38-15 Local Inventory Order Picked



6. Select **OK**.

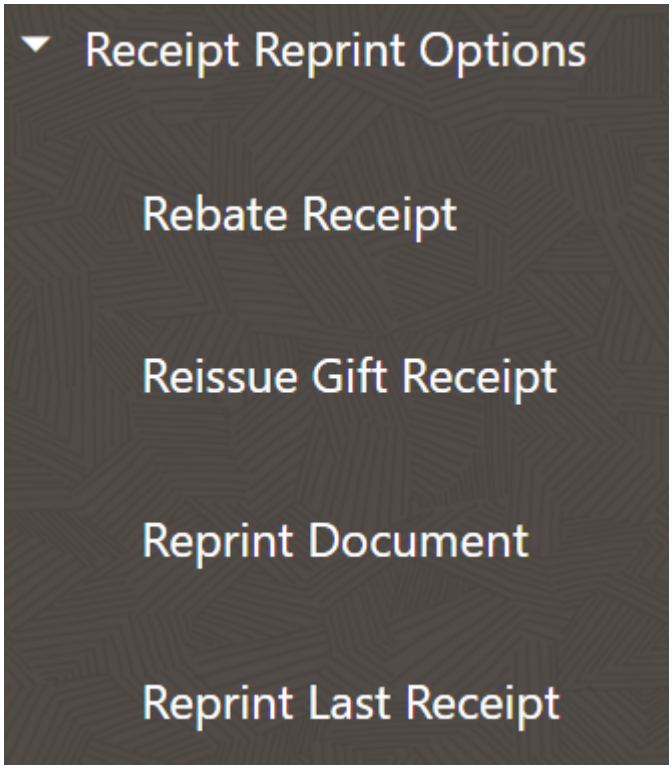
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Receipt Reprint Options

The reprint options provide a way to recover when there is a printer error or the printer jams. They allow you to reprint a receipt or a rebate offer for the customer.
Receipt Reprint Options can be accessed from several areas of the system such as the Sale screen, Login screen and the Customer option, from all device types. See Feature Availability.

Figure 39-1 Receipt Reprint Options



1. From Global Navigation, select **Customer**.
2. Then select, **Receipt Reprint Options**.
3. Select from the available options:
   - Rebate Receipt
   - Reissue Gift Receipt
   - Reprint Document
   - Reprint Last Receipt

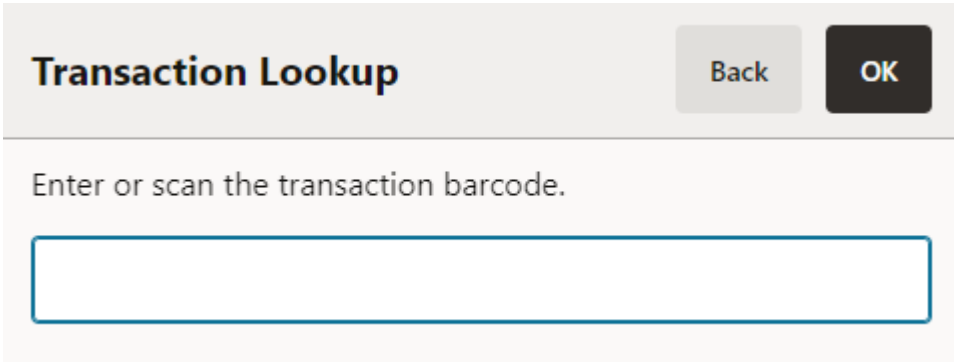
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Rebate Receipt

Rebate receipts may be offered to customers so that they can retain the original receipt for a purchase, and mail in the rebate receipt as proof of purchase.

1. Select **Rebate Receipt**. The system prompts for transaction information.

Figure 39-2 Transaction Lookup



2. Enter the transaction information by doing one of the following:
   - Scan the barcode on the original sale receipt.
   - Enter the barcode information and select **OK**. The rebate receipt prints on the receipt printer.

> **Note**
>
> The receipt is clearly labeled as a rebate authorization receipt.

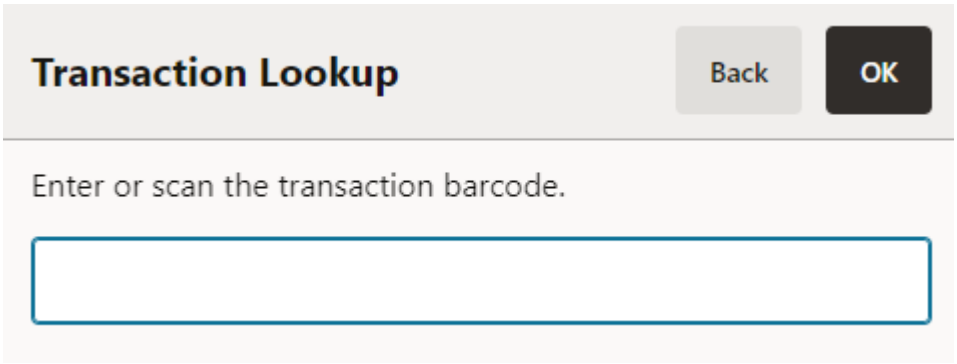
This receipt cannot be used for merchandise returns.

Reissue Gift Receipt

To create gift receipts for a previously completed transaction:

1. Select **Reissue Gift Receipt**. The system prompts for transaction information.

Figure 39-3 Transaction Lookup



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2. Enter the transaction information by doing one of the following:
   - Scan the barcode on the original transaction receipt.
   - Enter the barcode information and select **OK**.

   Xstore POS displays a list of items eligible for a gift receipt.
3. Select the gift receipt items using the appropriate procedure:
   - Select Gift Certificate Items in a Sale
   - Group Gift Receipt Items

   Xstore POS prints the receipt.

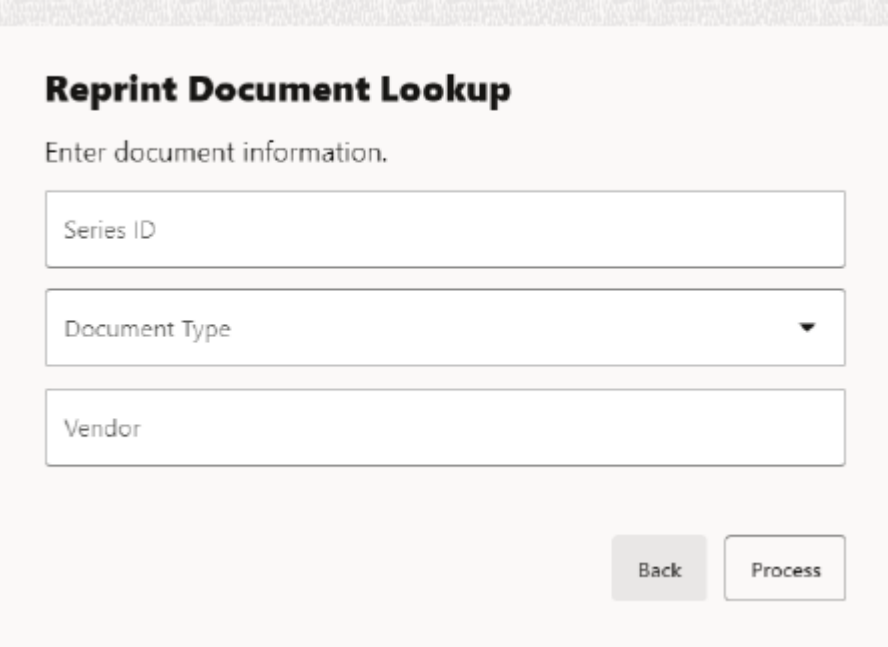
Reprint Document

To reprint a document (such as a rebate offer):

1. Click **Receipt Document**.

   The Reprint Document Lookup window opens.

   Figure 39-4 Reprint Document Lookup



2. Enter the search information for the document:
   - **Series ID**: Enter the ID for the document series.
   - **Document Type**: Select the type of document.
   - **Vendor**: Enter the name of the vendor who produced the document.
3. Click **Process**.

   Xstore POS displays a list of documents matching the search criteria.
4. Click the correct document.
5. Select **Reprint Selected** or **Reprint All**.

   Xstore POS reprints the document on the report printer.

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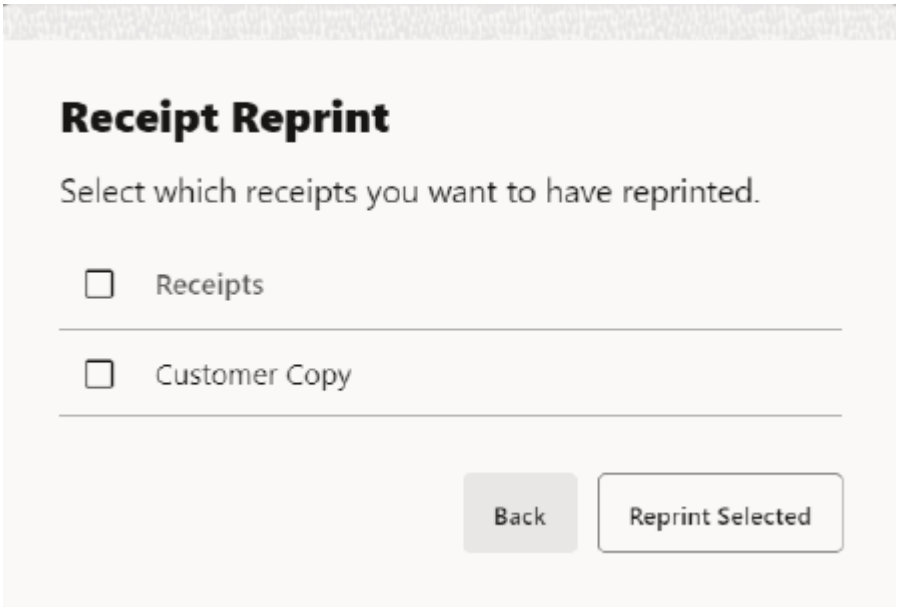
Reprint Last Receipt

To reprint the last receipt created by the register:

1. Click **Reprint Last Receipt**.

   Xstore POS Point of Service prompts whether to reprint the last receipt.

Figure 39-5 Receipt Reprint



2. Select which receipts you want to have reprinted.
3. Select **Reprint Selected** to reprint the last receipt

> **Note**
>
> The receipt is clearly labeled as a reprinted receipt.

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Electronic Journal

The electronic journal is an electronically captured record of all transactions. The search capabilities allow you to quickly locate any transaction and to view the detailed information on the receipt associated with a specific transaction. You may also print gift receipts, reprint receipts, tax free invoices and post void transactions from the Electronic Journal if you have the proper security permissions. A Journal Report showing detailed transaction information is also available.

The following topics are described in this chapter:

- Accessing Journal Functions
- Viewing the Electronic Journal
- Viewing Transaction Detail
- Printing a Gift Receipt
- Post Voiding a Transaction
- Printing a Rebate Receipt
- Reprinting a Receipt
- Journal Report

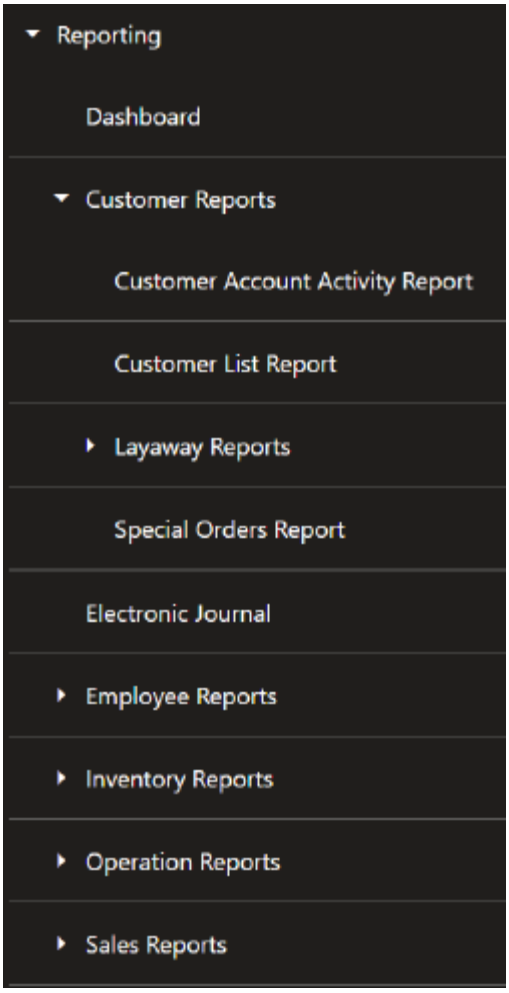
Accessing Journal Functions

The Reporting menu provides options to view the Electronic Journal and to run the Journal Report.

1. After logging in, select **Reporting** from Global Navigation.

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Figure 40-1 Reporting Menu



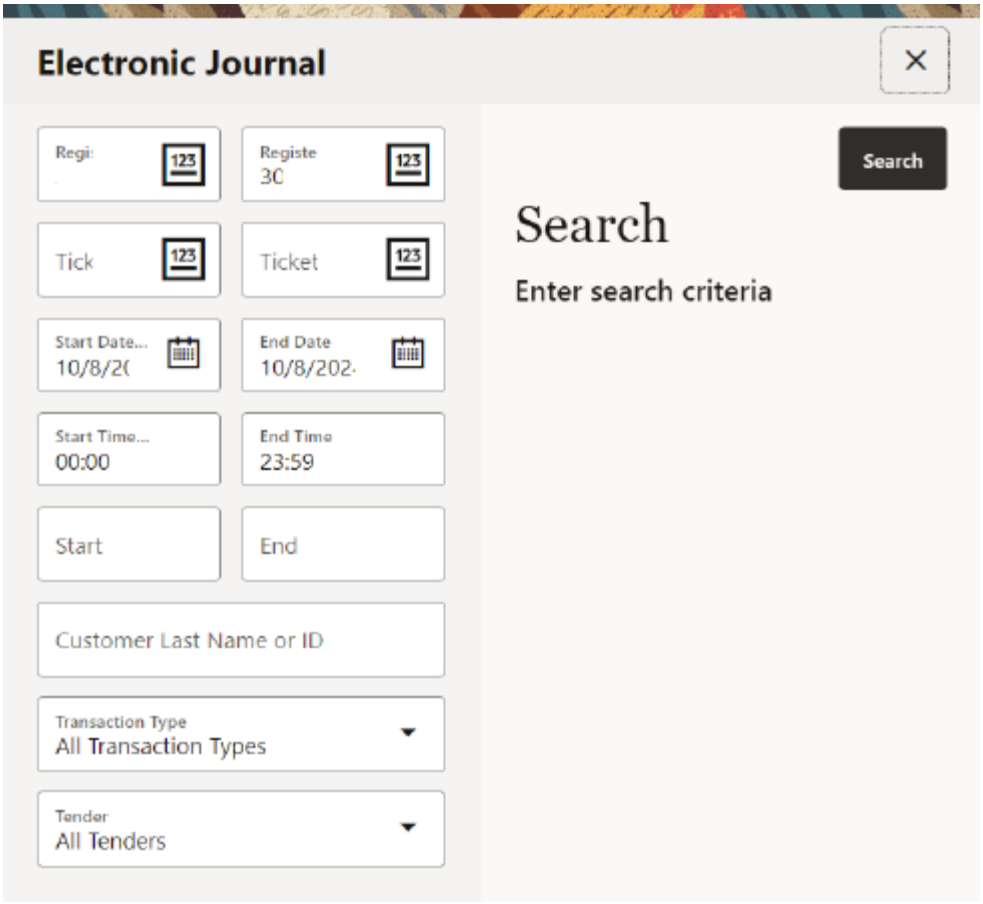
2. From the Reporting menu, either:
   - Select **Electronic Journal** to view the Electronic Journal records or,
   - Select **Sales Reports**, then select **Journal Report** from the Sales Reports menu to run the Journal report. Refer to Journal Report for more information.

Viewing the Electronic Journal

1. At the Reporting menu, select **Electronic Journal**.

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Figure 40-2 Electronic Journal Transaction Search



2. The system displays the Transaction Search form. Enter your search criteria and select **Process**.

> **Note**
>
> Depending on your store's configuration, a **Check Account Number** search field displays as well as a **Read Check from MICR** button.

The following search parameters are available:

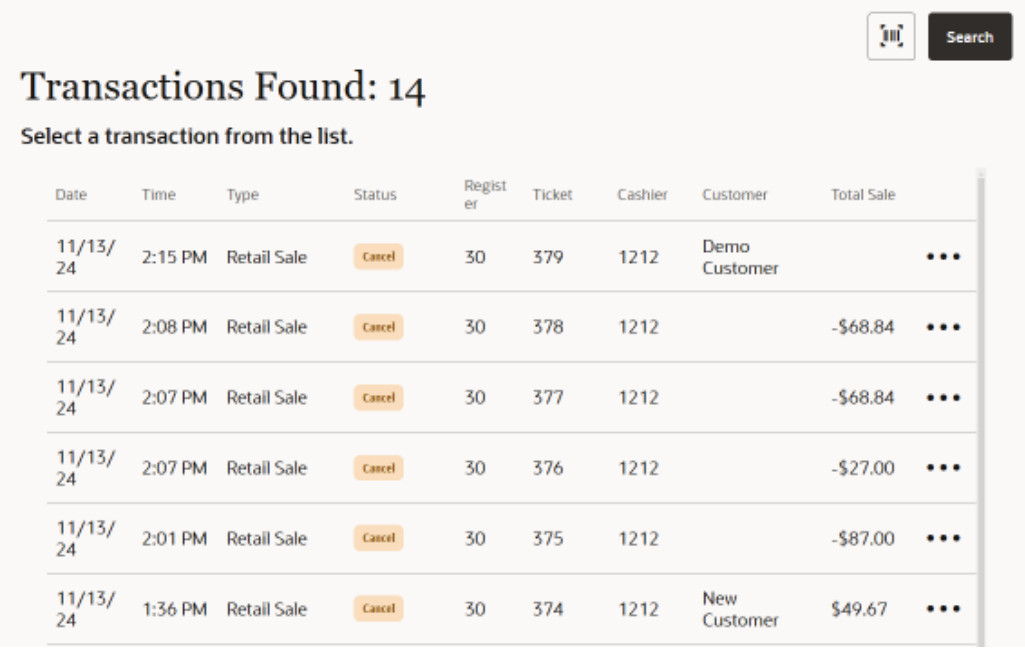
- **Register Number**: Enter the identifier for a specific register, a range of registers, or leave these fields blank to view information for all registers.
- **Ticket Number**: Enter a transaction identifier for a specific transaction, a range of transactions, or leave these fields blank to view information for all transactions.
- **Date/Time**: Enter a start date and time, an end date and time, or accept the default for today.
- **Cashier ID**: Enter the identifier for a specific associate, a range of associates, or leave these fields blank to view information for all associates.
- **Customer**: Enter a customer name or number to view information about a specific customer.

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- **Transaction Type**: Select a transaction type from the list or select ALL to view all transaction types. Transaction types include options such as TIME CLOCK, NO SALE, RETAIL SALE, POST VOID, and so on.
- **Tender**: Select a tender type from the list or select ALL to view all tender types. Tender types include options such as Store Credit, Cash, Check, and so on.
- **Credit Card Number**: Enter the credit card number used for a transaction.

  Oracle Retail Xstore POS displays the Electronic Journal screen.

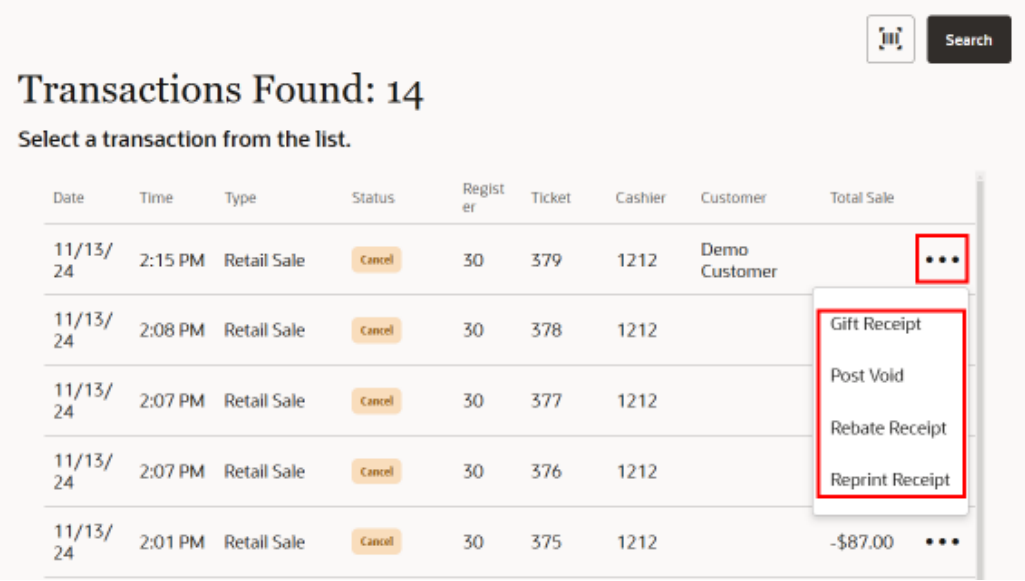
Figure 40-3 Electronic Journal Screen



Selecting a row from the electronic journal report presents you with a popup menu of options (gift receipt, post void, rebate receipt, reprint receipt, view detail).

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Figure 40-4 Electronic Journal Options Menu



The following options are available at this screen:

- **Gift Receipt**: Select this option to print a gift receipt for the selected transaction. Refer to Printing a Gift Receipt for more information.
- **Invoice Functions**: Select this option to issue or reprint a tax-free invoice.
- **Post Void**: Select this option to post void the selected transaction. Refer to Post Voiding a Transaction for more information.
- **Rebate Receipt**: Select this option to print a Rebate Authorization receipt. Refer to Printing a Rebate Receipt for more information.
- **Reprint Receipt**: Select this option to reprint a receipt for the selected transaction. The receipt is clearly labeled as a reprint. Refer to Reprinting a Receipt for more information.
- **View Detail**: Select this option to view additional information about the selected transaction. Refer to Viewing Transaction Detail for more information.

If you select a row from the electronic journal that is not a sales transaction, for example, Inventory Control, and then select Gift Receipt - you get a validation prompt that states - Gift Receipts cannot be printed for Inventory Control transactions.

Figure 40-5 Electronic Journal Validation



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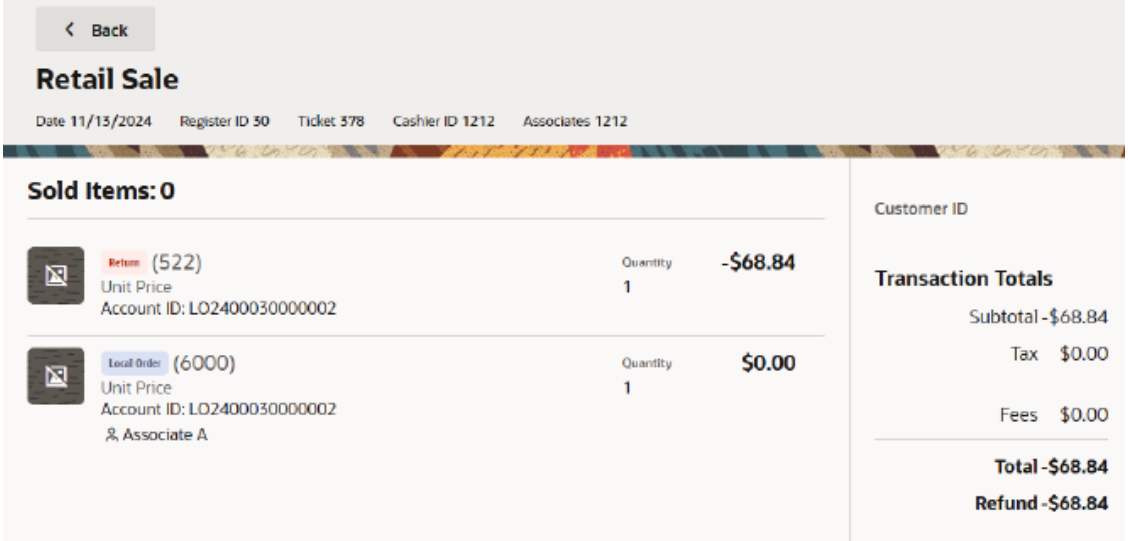
Viewing Transaction Detail

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

Select a **Transaction** record .

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

Figure 40-6 Electronic Journal View Detail



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

- **Item Detail**: Quantity, item ID, description, discounts, price, and the extended price for each item
- **Tender Detail**: Tender types and amount of each type
- **Totals**: Subtotal, fees, tax, and totals as shown on the original receipt

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

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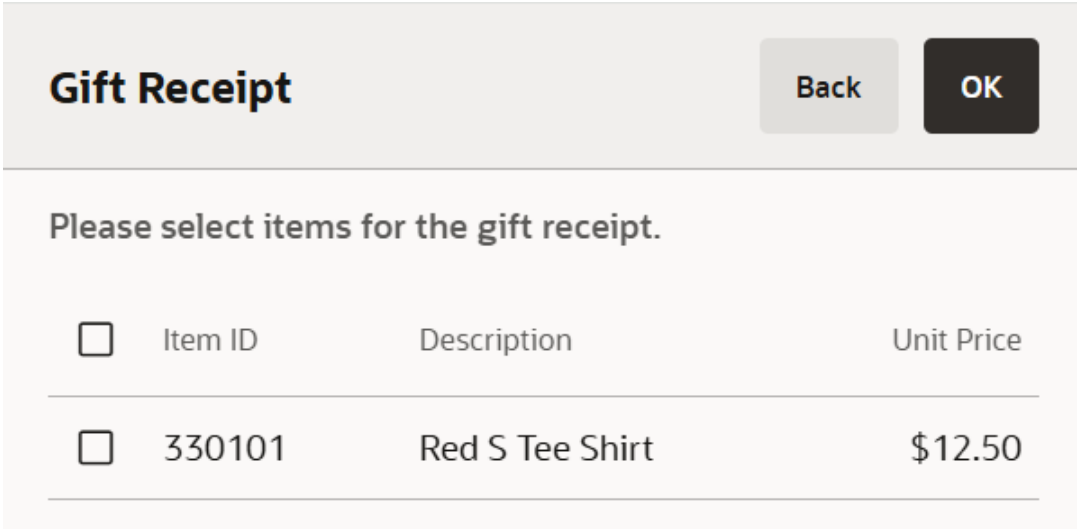
Printing a Gift Receipt

> **Note**
>
> A gift receipt may be reprinted at the Home Screen menu. See Receipt Reprint Options.

1. With the transaction record selected, select **Gift Receipt** from the Electronic Journal Options menu. See Figure 40-4.

   Oracle Retail Xstore POS displays a list of items in the transaction that are eligible for a gift receipt. Select an item to mark it for a gift receipt. You may use the **Select All** option to print gift receipts for all the listed items.

Figure 40-7 Electronic Journal Gift Receipt Items



> **Note**
>
> If there are multiple items that have been labeled as requiring a gift receipt, you may be prompted whether the items should be grouped on separate gift receipts. For example, 2 items on one receipt, and 3 items on another receipt.
>
> See Multiple Gift Items - Grouping Items for Gift Receipts.

2. Select **OK** to continue.
3. Oracle Retail Xstore POS prints the gift receipt(s) for the selected item(s).

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

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> **Note**
>
> If gift receipts are not permitted for the transaction type you selected, Oracle Retail Xstore POS prompts with a message indicating that gift receipts are not allowed. You must select **OK** to acknowledge the message to return to the Electronic Journal screen.

Multiple Gift Items - Grouping Items for Gift Receipts

If prompted whether you want to group the gift receipt items, you have the following options:

- To group the items, select **Yes**, and continue with To Group Gift Items below.
- If you do not want to group the items, select **No** and continue with To Continue without Grouping Gift Items.

To Group Gift Items

After selecting **Yes** at the Multiple Gift Receipts prompt, the system displays the list of items requiring gift receipts. Select the gift items for the first gift receipt, then select one of the following options:

Finish and Print Option

- Select **Finish and Print** to print a gift receipt with the grouped items you selected.
- If there are at least two or more gift items still available after setting up the grouping, you are prompted whether you want to print a separate gift receipt for each remaining gift item:
  - When prompted, select **Yes** to print a separate gift receipt for each remaining gift item.

    <OR>
  - Select **No** to print the remaining gift items on a single gift receipt.
  - If only one gift item is still available after setting up the grouping, the system automatically prints that gift item on a separate gift receipt.

Add Grouping Option

- Select **Add Grouping** to create multiple grouped gift receipts, beginning with the first group of gift items you selected.
- The system then displays the gift item list again showing only the items that are still available for grouping. Select the next gift receipt items.
- You can continue grouping the items using the **Add Grouping** option as long as there are at least 2 remaining items in the list.
- When only 1 item remains in the list, the **Add Grouping** option no longer is available. Select **Finish and Print** to create a gift receipt for the remaining gift item.

To Continue without Grouping Gift Items

- After selecting **No** at the Multiple Gift Receipts prompt, the system prompts whether you want to print a separate gift receipt for each gift item. Select one the following options:
  - Select **Yes** to print one gift receipt per gift item.
  - Select **No** to print a single gift receipt with all gift items.

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Post Voiding a Transaction

> **Note**
>
> Only transactions for the current date can be post voided. If you try to post void a transaction from a previous day, the system displays a message, and you are not permitted to post void the transaction.

This function may also be available at the Register Login screen.

1. With the transaction record selected, select **Post Void** from the Electronic Journal Options menu. See Figure 40-4.
2. Oracle Retail Xstore POS prompts to confirm that you want to post void this transaction. Select **Yes** to post void the transaction.
3. Oracle Retail Xstore POS prompts for the reason you are post voiding this transaction, if required by your store policy. Select a reason from the list.
4. Oracle Retail Xstore POS may prompt for a comment for this post void transaction. If prompted, type a comment.

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

   The journal record status is updated to Void.

> **Note**
>
> If post voids are not supported for the transaction type you selected, Oracle Retail Xstore POS prompts with a message indicating that it is not allowed. You must select **OK** to acknowledge the message to return to the Electronic Journal screen.
>
> If the transaction is an extended transaction type such as a layaway or a work order, Oracle Retail Xstore POS displays a message and prompts you to respond.
>
> An extended transaction includes other activities after the initial transaction is completed. Post voiding an extended transaction impacts the other activities that follow the initial transaction.
>
> If you want to continue with the post void, select **Yes** to void the transaction; otherwise, select **No**.

Printing a Rebate Receipt

Rebate receipts may be offered to customers so they can retain the original receipt for a purchase and use this Rebate Authorization receipt to mail in as proof of purchase.

With the transaction record selected, select **Rebate Receipt** from the Electronic Journal Options menu. See Figure 40-4.

Oracle Retail Xstore POS prints the rebate authorization receipt if an item is eligible for a rebate.

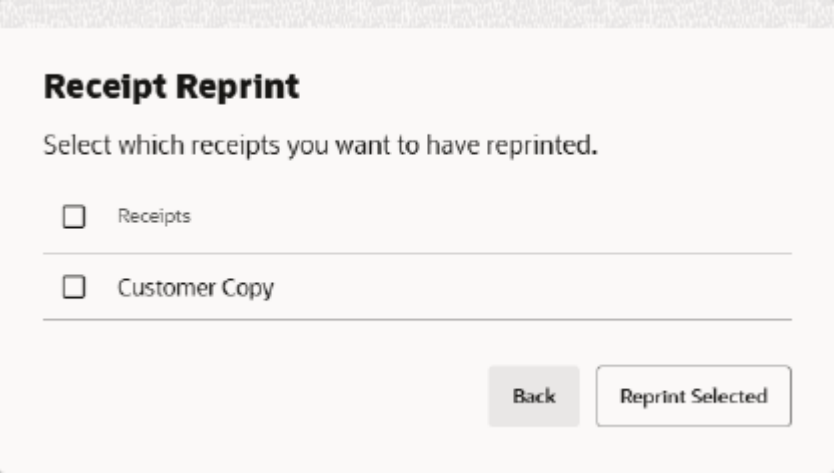
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Reprinting a Receipt

> **Note**
>
> If you need to print the last receipt you can select Reprint Last Receipt from the Home Screen menu. See Reprint Last Receipt.

1. Select the **Row Overflow Menu** for any transaction record, then select **Reprint Receipt**.

Figure 40-8 Receipt Reprint



2. Select which **receipts** you want printed.
3. Select **Reprint Selected** or **Back**.

   Xstore POS reprints the document on the report printer.

Adding Comments

1. Select the **Row Overflow Menu** for any transaction record, then select **Add Comments**.
2. Enter a text into the comment box and select **Save**.
3. The comments are added to the selected transaction.

Viewing Comments

1. Select the **Row Overflow Menu** for any transaction record, then select **View Comments**.
2. The comments for the selected transaction are displayed.

Journal Report

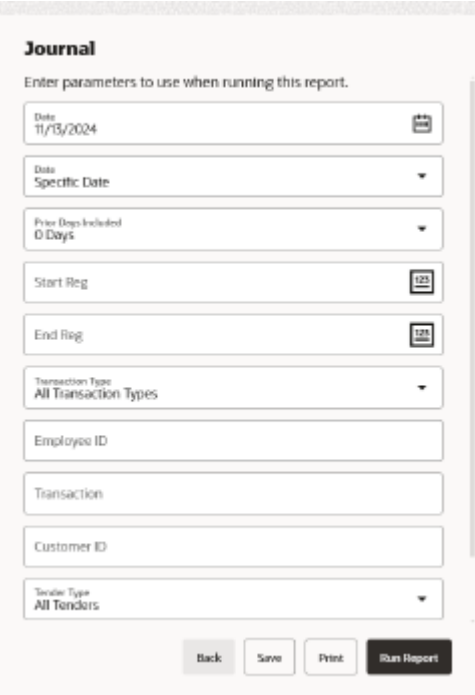
To run the Journal report:

1. After logging in, select **Reporting** from Global Navigation.

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2. Select **Sales Reports** from the reporting menu.
3. Select **Journal** from the Sales Reports menu.

Figure 40-9 Journal Report Parameters



4. Enter parameters required and select one of the options:
   - Save
   - Print
   - Run Report

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

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Figure 40-10 Journal Report



This report includes the following information:

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

Item section: Commissioned Employee ID, Item ID, Description, Quantity, Unit Price, and Extended Price

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

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

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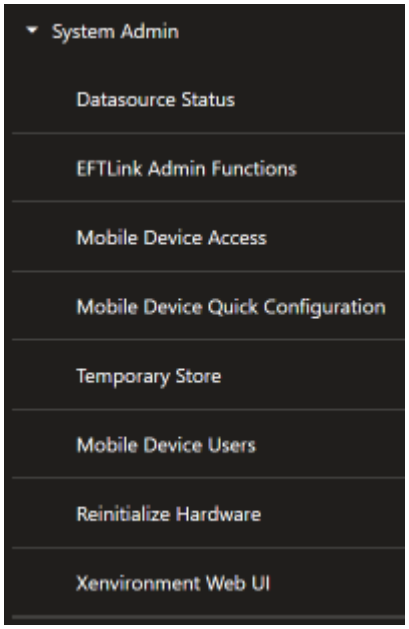
41

System Admin

The System Admin option provides access to the Xstore POS hardware and configuration options.

- Datasource Status
- EFTLink Admin Functions
- Manage Networked Cash Drawers
- Mobile Device Access
- Mobile Device Quick Config
- Mobile Device Users
- Offline Transactions
- Enabling and Disabling Hardware (Thin Client)
- Reinitialize Hardware
- Temporary Store

Figure 41-1 System Admin Menu



Datasource Status

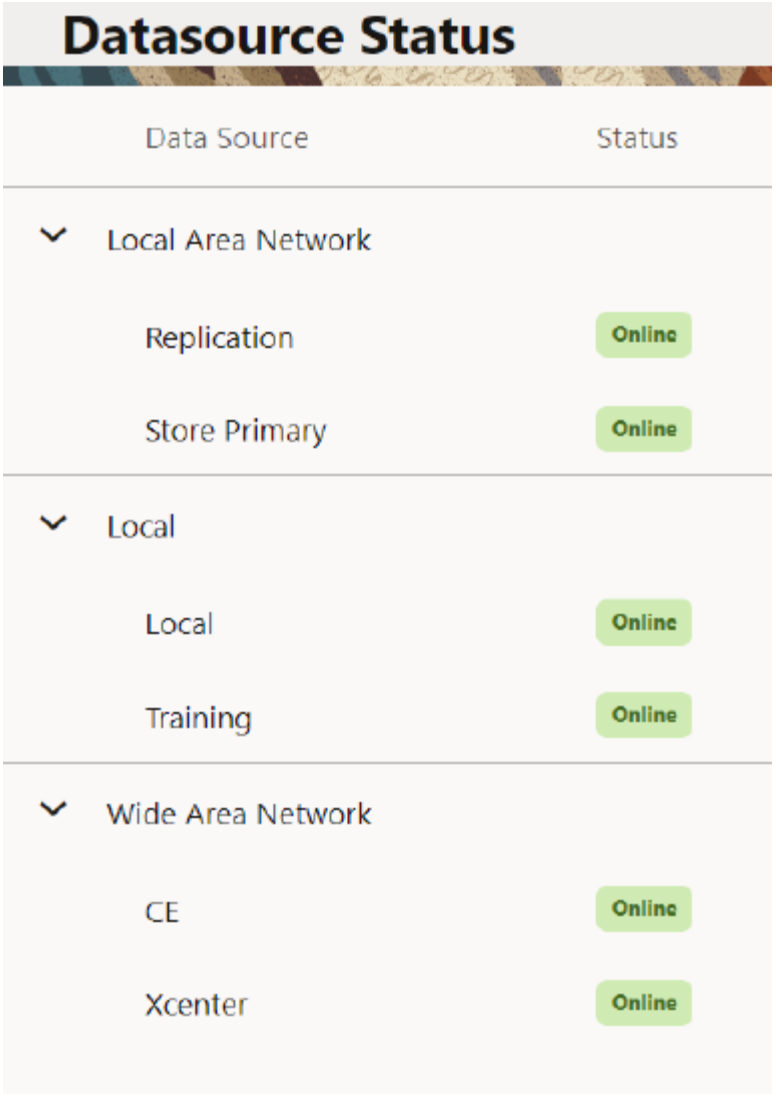
This option for tablet, thin client and handheld, displays the networks that are online and those that are offline. It is a view-only screen.

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1. Select **System Admin** from Global Navigation.
2. Click **Datasource Status** in the System Admin menu.

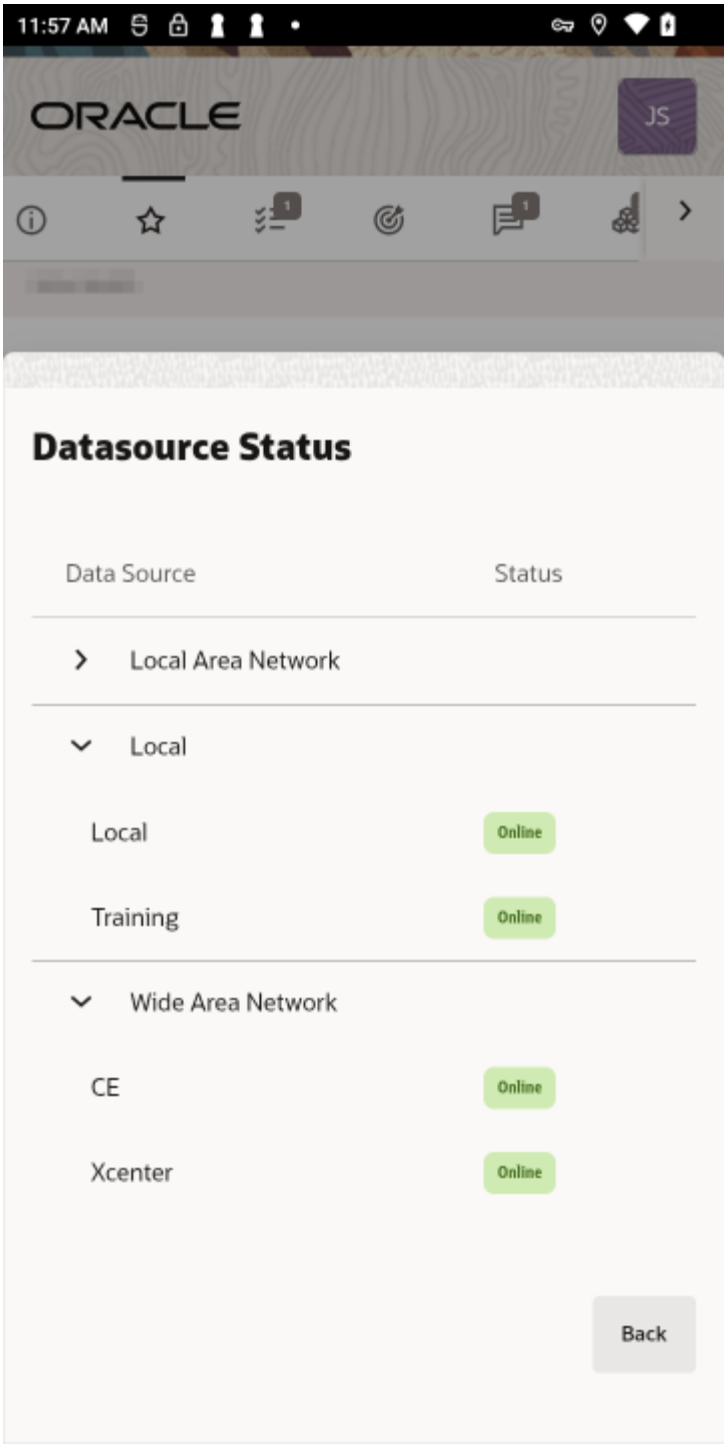
> **Note**
>
> The screen displays with the network details collapsed and the user must select the arrow to expand to see the status for each data source.

Figure 41-2 Datasource Status



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Figure 41-3 Datasource Status - Handheld



The Datasource Status displays the Local Area Networks, Local, and Wide Area Network.

The networks that are online will display the word **Online** in green.

The networks that are offline will display the word **Offline** in red.

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EFTLink Admin Functions

Oracle Retail EFTLink provides a standard based framework that enables support for payment solutions. EFTLink sits between the Xstore POS and the payment services provider and enables retailers to reduce the scope of their PCI-DSS obligation, specifically around the elements of PA-DSS compliance. EFTLink provides a method of abstracting the payment solution from the POS application and enables a retailer to work with a payment service provider, removing the need for certifications.

Oracle Retail Xstore Point of Service uses EFTLink for all authorization requests. EFTLink controls all access to the payment terminals (PIN Entry Device -PEDs) via the appropriate EPS core plug-in. Credit card data is not stored inside, nor does it pass through, Xstore and EFTLink. EFTLink has pre-built electronic payment system EPS core plug-ins for numerous payment service providers around the globe. EFTLink is a protocol converter and converts a single standard POS request message to pay and perform services into the payment solution providers, PSPs, electronic payment solution EPS protocols.

EFTLink Admin Functions supports the ability to send a command to Oracle Retail EFTLink to manage the administrative tasks required to support any payment processor that is certified with EFTLink.

A list of Xstore POS supported payment processors through EFTLink can be found in the *Oracle Retail Xstore Suite Implementation and Security Guide*.

1. Select **System Admin** from Global Navigation.
2. Click **EFTLink Admin Functions** in the System Admin menu. See Figure 41-1.
3. Select **Merchant** such as Cayan, Point US.
4. Enter the merchant credentials: Account Name, Account Software Key, Site Identifier, Account DBA and Terminal Identifier.

Manage Networked Cash Drawers

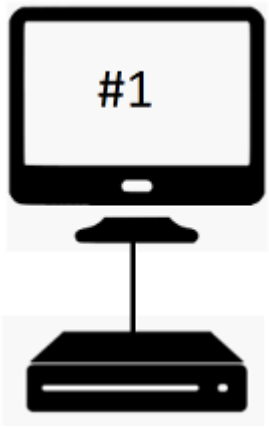
When working with Xstore POS devices, cash drawers allow monies to be collected. An Xstore register can only ever be configured to use one type of cash drawer (networked cash drawer or fixed cash drawer).

Example, if a store has 10 desktop/fixed registers and 10 thin clients, and 10 tablets each device type must be configured to the same type of cash drawer, either fixed cash drawer or networked cash drawer. In this example, the 10 desktop/fixed registers would either need to be all set up for fixed cash drawers or all 10 to networked cash drawers. The 10 thin clients would need to be either all configured to fixed cash drawers or all 10 to networked cash drawers. Lastly, all 10 tablets would need to be configured to the networked cash drawers.

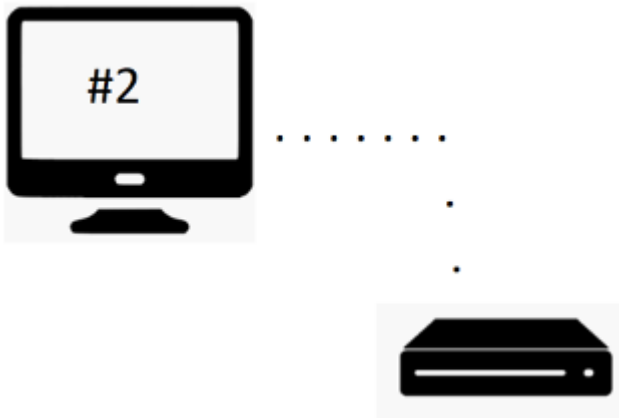
The following combinations of fixed cash drawer and networked cash drawer configurations are permitted:

- Desktop/fixed register and thin client to a fixed cash drawer

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- Desktop/fixed register and thin client to a networked cash drawer



- Mobile device (tablet, thin client and handheld) to a networked cash drawer



The option to manage the networked cash drawers is available on tablets and thin client and desktop.

1. From outside a sale, select **System Admin** from the Global Navigation menu.
2. Click **Manage Networked Cash Drawers** in the System Admin menu. See Figure 41-1.

   Upon navigating to the screen, a discovery is performed to identify all networked cash drawers on the network.

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3. A list of all discovered networked cash drawers is displayed with their device name, device description, barcode and status.

   The status of the cash drawer may be:

   - **New**: Configuration has not been entered.
   - **Active**: The cash drawer is available to use.
   - **Inactive**: The cash drawer is not available to use. When **Inactive**, a cash drawer till cannot be assigned to the cash drawer. The cash drawer must be activated first to be able to assign tills to it.
   - **Reset**: Restored to factory settings and configuration needs to be entered.

4. Select a cash drawer from the list.

   You can **Activate** and **Deactivate** networked cash drawers by selecting the correlating button. **Activate** changes the status of the networked cash drawer to Active. **Deactivate** changes the status to **Inactive**.

   You can delete the networked cash drawer from the database by selecting the **Delete Device** option.

   Select **Yes** to confirm deletion.

   > **Note**
   >
   > The **Activate**, **Deactivate**, **Delete** and **Configure** activities are controlled by user security. An associate must have the proper security privileges to use these buttons.

   Use the **Discover Devices** option in the Context Menu to find new networked cash drawers on the network.

This section describes the networked cash drawers:

- Configuring Networked Cash Drawers
- Releasing a Cash Drawer

Configuring Networked Cash Drawers

1. Select a cash drawer from the list on the **Manage Networked Cash Drawers** screen and select **Configure**.
2. Enter the required data to configure the screen. If the drawer is an existing drawer, the configurable values will be shown with the option to change the values.
3. Select the **Save Configs** button to apply the changes to the **Configure** screen. You are returned to the Manage Networked Cash Drawers screen.

   > **Note**
   >
   > You can clear all configurations by selecting the **Clear Configs** option.

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Releasing a Cash Drawer

On occasions when the networked cash drawer cannot be opened (maybe due to a network loss), it is possible to manually release the cash drawer in-use and allow other users to use them.

> **Note**
>
> Ensure there is no current transaction taking place prior to using this process.

1. Select **System Admin** from Global Navigation.
2. Click **Manage Networked Cash Drawers** in the System Admin menu. See Figure 41-1.

   Upon navigating to the screen, a discovery is performed to identify all networked cash drawers on the network.
3. Select the in-use cash drawer from the list of cash drawers.
4. Select **Release Device**.

   > **Note**
   >
   > The **Release Device** option is controlled by user security. An associate must have the proper security privileges to release the cash drawer.
5. Confirm you want to release the cash drawer: "Are you sure you want to release the cash drawer <cash drawer id and name>?"
6. Select **Yes** on this prompt, to continue.

   The cash drawer is manually released from being in-use and is available to use again.

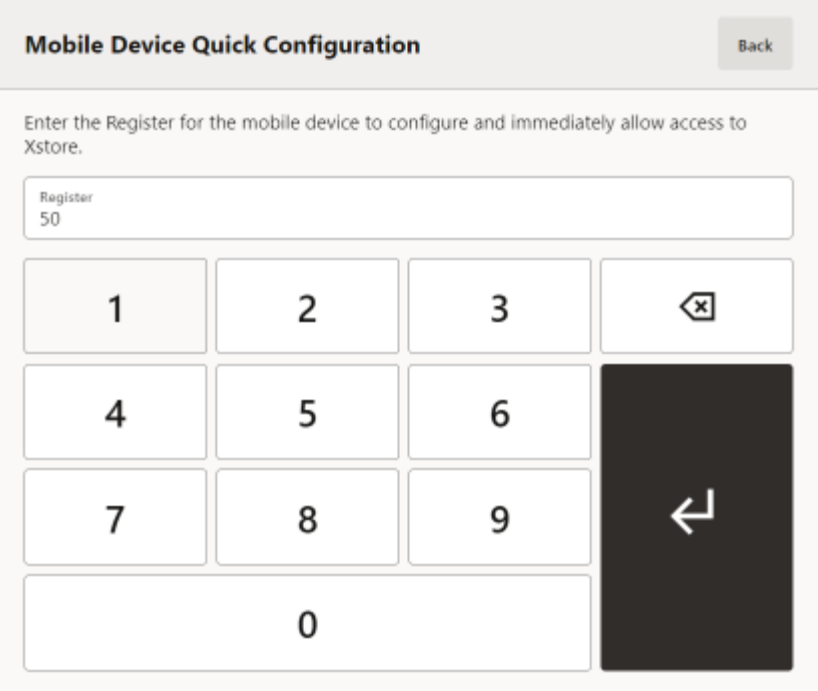
Mobile Device Quick Config

Mobile Device Quick Config allows you to generate a QR code for a mobile device to connect to the Xstore POS server. By generating a QR code using this process it removes any potential for errors while entering the Hostname, port, register, and Store ID during the configuration of the new mobile device. This also makes the process for entering that information much faster. You can generate the QR code and go right into the next step of scanning the QR code (see Scan QR Code to Configure Mobile Device) to configure the device. This process requires at least one mobile device that has already been set up in your store as generating the QR will take place on one mobile device and then the device being configured will scan this QR code.

1. Select **System Admin** from Global Navigation.
2. Click **Mobile Device Quick Config** in the System Admin menu. See Figure 41-1.
3. You are prompted to enter the register ID that will be used for the new mobile device. The system will recommend a register ID based on system availability. You are not required to use the displayed register ID. You can delete the recommended register ID and enter your own.

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Figure 41-4 Xstore POS Mobile Device Quick Config Register ID Prompt



4. Select **OK** to enter your register ID.
5. Xstore generates a QR code containing the configuration information for the other mobile device you are setting up. It is not for this device that generated the QR code as the new mobile device will be scanning this QR code.

> **Note**
>
> The QR code has an expiration that is listed on the screen. Also, selecting **Cancel** deletes the QR code and a new one will need to be generated.

Figure 41-5 Xstore POS Mobile Device Quick Config QR Code



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The process is now complete for generating a QR code that can be used in the next process, **Scan to Configure** which will configure the other mobile device with the following details: hostname, port, register ID and store.

Scan QR Code to Configure Mobile Device

1. Open the **Configuration** screen on the mobile device that requires configuration by swiping the screen from the left to the right. The **Configuration** screen is displayed on the device that requires set up.
2. Select **Scan to Configure** to scan the QR code from the other mobile device that has the QR code available (generated in the above steps - see Mobile Device Quick Config).
3. At the prompt select **Open Camera**.
4. The camera opens and you will need to scan the QR code on the other mobile device.
5. Scan the QR code.
6. The mobile device will display the details for the scanned configurations.
7. The **Scanned Configuration** screen provides the current value for Hostname, Port, Store and Register. If this is a new mobile device each of those values will be blank. If this is not a new device the configurations that had been previously configured will be displayed. The new value represents the data that was in the QR code.
8. When the statement **Quick Config Code detected** is displayed on the screen above the **Save** key this means the device has been 'allowed' and is available for use in the store. You will not need to go to the function for Mobile Device Access as it has already been done by the process here. If the screen does not display this message go to Mobile Device Access to change the status to "allow".
9. Select **Save** to accept the new values for the configuration of your mobile device.

This concludes the process for configuring a mobile device by scanning a QR code off of another mobile device.

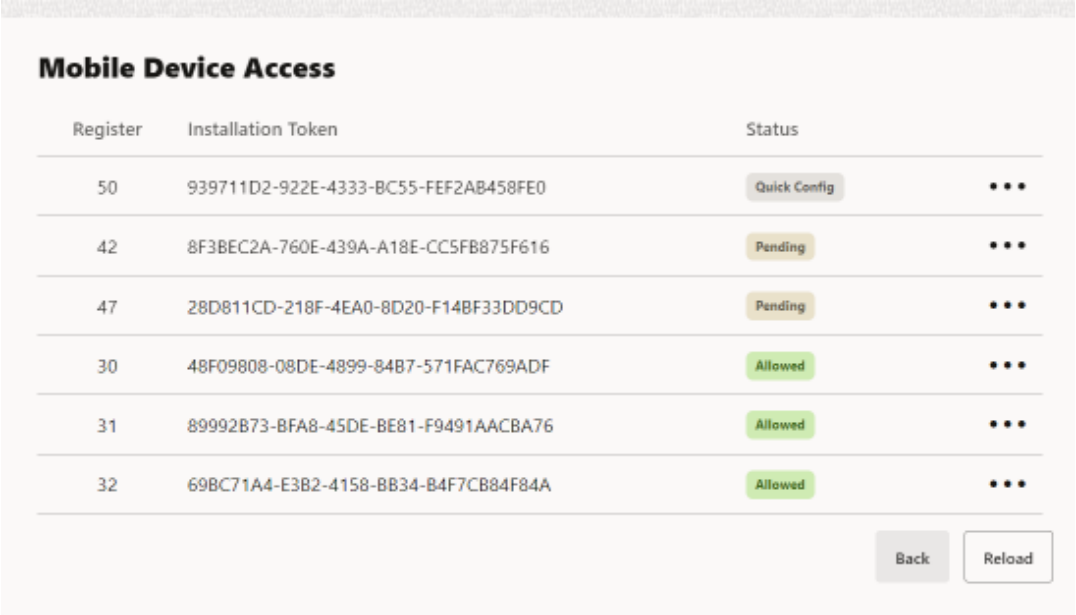
Mobile Device Access

This option allows you to manage the mobile devices to function as a register in the store. When installing a new mobile device, the Xstore POS server will initially block that device from running Xstore until an administrator goes into this function to enable the newly configured device. This can be done after a device has been configured by entering in the hostname, port, store number, and register number. The steps below give the mobile device access to the mobile server so that it can be used in the store.

1. Select **System Admin** from Global Navigation.
2. Click **Mobile Device Access** in the System Admin menu. See Figure 41-1.

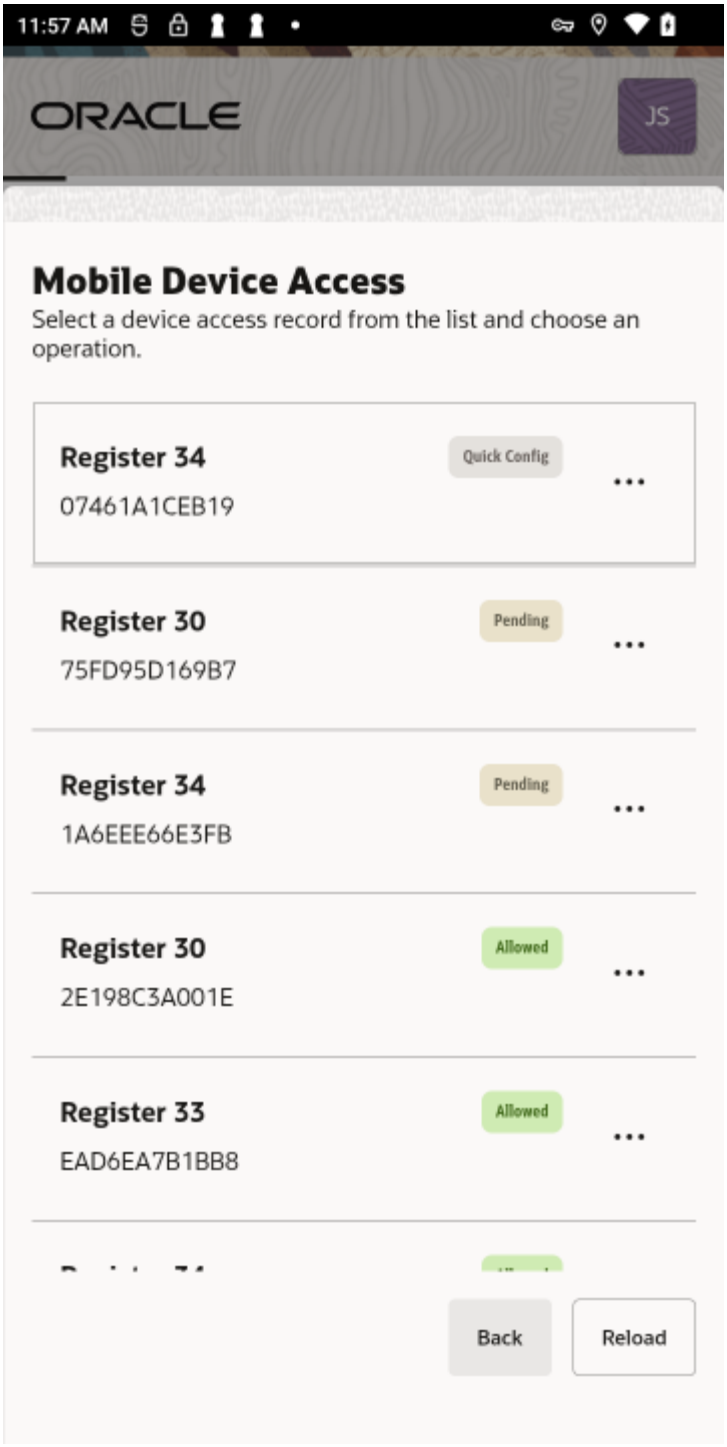
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Figure 41-6 Mobile Device Access Screen



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Figure 41-7 Mobile Device Access Screen - Handheld

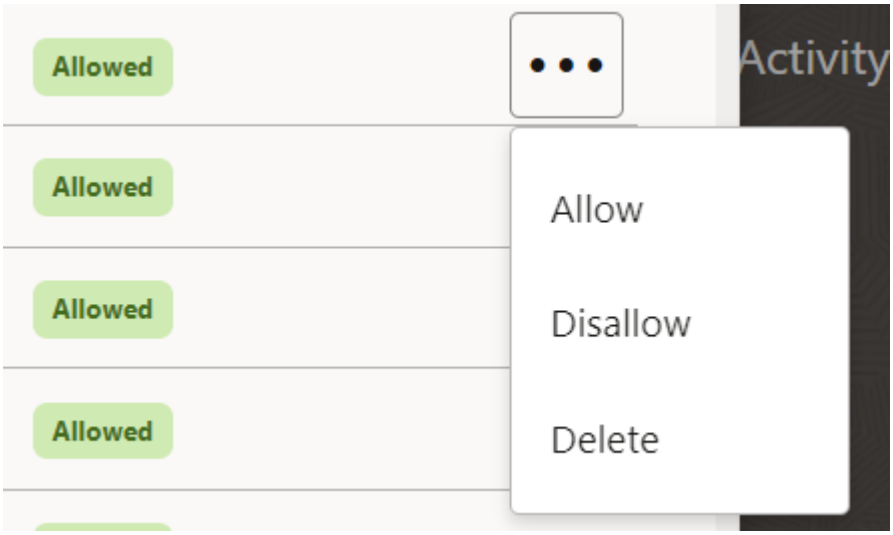


> **Note**
>
> Use **Reload** to update the list of device authentications.

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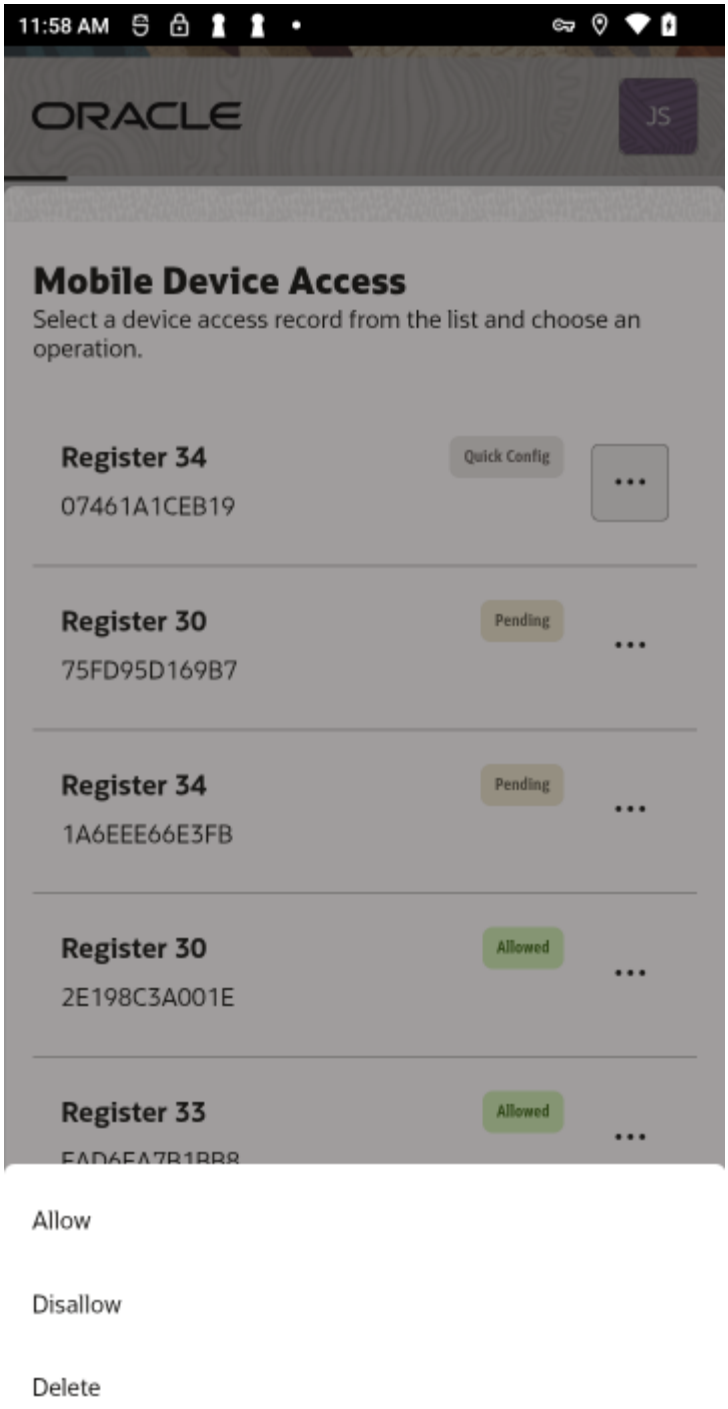
3. Select the Overflow Menu for the mobile device to change which will bring up the menu options to allow, disallow, or delete the device.

Figure 41-8 Mobile Device Access Options



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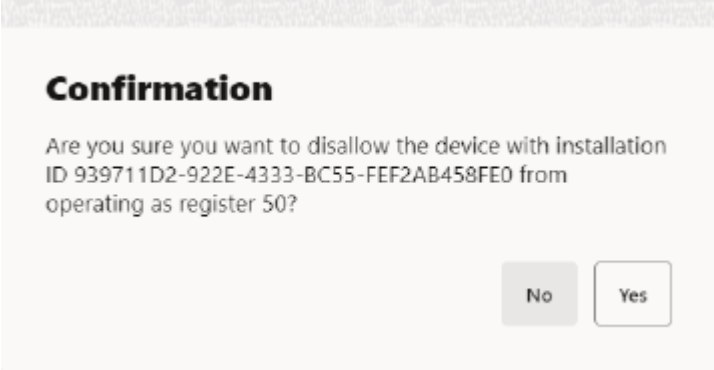
Figure 41-9 Mobile Device Access Options - Handheld



4. Change selected device to **Allowed** or **Disallowed** and select **Yes** to confirm the action.

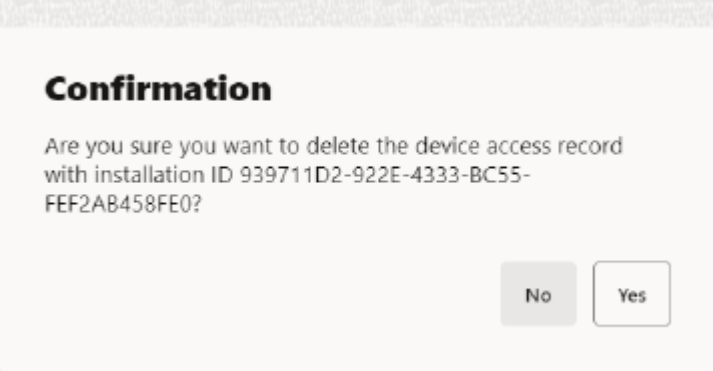
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Figure 41-10 Disallow Confirmation Prompt



Select the **Delete** option to remove the device configuration from the Xstore register.

Figure 41-11 Delete Device Confirmation Prompt



Allow Device Access to the Mobile Server

A mobile device cannot access the mobile server until the mobile device has been approved by an authorized associate. This is done after configuring the hostname, port, register and store numbers and selecting **Save**.

An authorized user can go through the steps found in the Mobile Device Access section or a user with the appropriate security privileges can enter their username and password to allow access to the server as shown in the steps below.

1. The mobile **Configuration** screen can be accessed by swiping left to right on the screen.
2. When the mobile device has not been allowed access to the server a prompt displays stating the device access is denied.

> **Note**
>
> If you want to confirm your device has access to the server, go to the Mobile Device Access section to confirm.

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3. Select **Allow Device Access**.
4. Enter your Associate ID and password (must have proper security rights)
5. If you have the correct privileges, the device will connect to the server and the Xstore POS application will load for you to begin transacting.

   This concludes the process for allowing a device to access the mobile server.

Mobile Server Failover/ Changing the Mobile Server

The mobile server failover process is to be used when a mobile server fails. During a mobile server failure, the user will be prompted with an error that the server lost connectivity. There will be an option on the error message to change the server. The user can select that option to open the list of mobile servers available for your store. If the store only has one mobile server there will not be multiple servers listed. A user can also change the server manually from the configuration screen.

1. Open the **Configuration** screen on the mobile device by swiping the screen from the left to the right.
2. After swiping to get to the **Configuration** screen select **Change Server**. The list of mobile servers displays if any are configured.

   About the **Server List** screen:

   a. The **Refresh Status** button when selected will have the device look for any new or available servers.

   b. The **Advanced** button takes the user to a new screen for entering the hostname and port of a new server that needs added or to look up a mobile server manually by entering in the hostname and port.
3. Selecting the server row that you want to connect to displays a prompt, "Are you sure you want to change the Mobile Server? Any incomplete transaction data will be lost."
4. Select **Yes** to change the server.

> **Note**
>
> Any transactions that are not complete will be lost when changing the mobile server.

This concludes the process for changing the mobile server that the mobile device is connected to. This process makes changes to one mobile device - to switch another mobile device follow the same steps.

Adding a New Server to the Server List

If a new server has been added to your store or the server list did not bring the list of expected servers, you can manually add the server hostname and port to add the mobile server to the server list.

1. Open the **Configuration** screen on the mobile device by swiping the screen from the left to the right.
2. Select **Change Server**. The list of mobile servers displays.

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3. If your server is not listed select **Advanced**. The screen to enter the mobile server hostname and port displays:
4. Enter the hostname and port to look up a new server and then select **Test Connection**.
5. The device will display a prompt if the server was found.
6. Select **OK**.
7. Select **Save** to save the newly found mobile server to the server list.

Mobile Device Users

This option allows you to keep track of devices. A read-only screen to see which associate has logged into each device and what date and time. This will help if a mobile device comes up missing, you can see who was last using the device.

1. Select **System Admin** from Global Navigation.
2. Click **Mobile Device Users** in the System Admin menu. See Figure 41-1.

Figure 41-12 Mobile Device Users



Offline Transactions

If connection to all mobile servers is lost, it is possible to enter in basic sales and return transactions manually in Xstore.

During a mobile server failure, you are prompted with an error message that the server lost connectivity. There is an option on the error message to change the server. You can select that option to open the list of mobile servers available for your store. If your store only has one mobile server there will not be multiple servers listed.

When connection is lost, the Connectivity Problem screen is shown. Select **Change Server**.

If your system is configured to perform transactions offline, an **Offline POS** button is shown when all mobile servers in the list are offline. Select **Offline POS**.

Select **New Transaction** to start an offline transaction. See Offline Sales Transactions and Entering Returns when in Offline Mode for more information on performing sales and returns whilst in offline mode.

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There is a check at the end of each transaction to determine if the mobile server is back online:

- If the mobile server the device was configured to use is back online, then the device returns to the Xstore POS login screen.
- If another server in the list is online, you are taken to the Change Server configuration screen. The offline mode will then be disabled.
- If no servers are available, you go to the list of offline transactions and can choose to conduct another one or return to the Change Server screen.

> **Note**
>
> All offline transactions need reviewing and either approved or rejected before the store is able to close.

Enabling and Disabling Hardware (Thin Client)

This option provides a way to temporarily disable and then enable hardware devices. This process writes out a hardwareconfig.xml file to a patch directory for the devices that have been disabled, reloads the hardware configurations, and then re-initializes the hardware.

To begin, select the **Hardware Device Management** option from the **System Admin** menu.

The green badge next to the device name indicates the device is currently enabled.

- To disable a device or devices, select a hardware device or devices to be disabled, then select **Disable**.

  Select **Save**. The hardware devices are disabled.

  The red badge next to the device name indicates the device is currently disabled.
- To enable a device or devices, select a hardware device or devices to be enabled, then select **Enable**.

  Select **Save**. The hardware devices are enabled.

> **Note**
>
> If there are any device errors detected when enabling a device, the system displays a warning message about the non- functional devices.

Reinitialize Hardware

To reset the peripheral hardware devices:

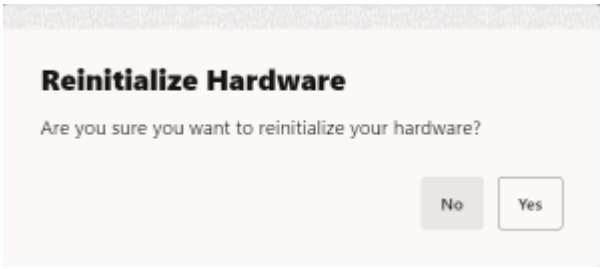
1. Select **System Admin** from Global Navigation.
2. Click **Reinitialize Hardware** in the System Admin menu. See Figure 41-1.

   The system performs the following process for the hardware devices:

   close>release>claim>open

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Figure 41-13 Reinitialize Hardware Prompt



3. When prompted, select **Yes** to confirm you want to re-initialize the hardware.

Temporary Store

There are two types of temporary stores:

- **Extension Stores** - uses the same store number as the brick-and-mortar store (physical store). The store is extended to a remote location such as in a mall. Stock and sales are associated with the parent store. Only Extension Store requests can be created/maintained in Xstore POS.
- **Event Stores** - unique store number with no affiliation to an actual brick and mortar store. Also referred to as a standalone popup store. Store operates completely standalone, reporting its own sales and handles own inventory. Event Stores can only be created in Xadmin. See *Oracle Retail Xstore Office User Guide* for more information.

> **Note**
>
> Not all functionality is available on a mobile device configured as an extension type temporary store.

The following topics are covered in this section:

- Request a Temporary Store
- View/Print QR Codes
- Cancel Temporary Store Request
- Open Store
- Close Store
- Functionality

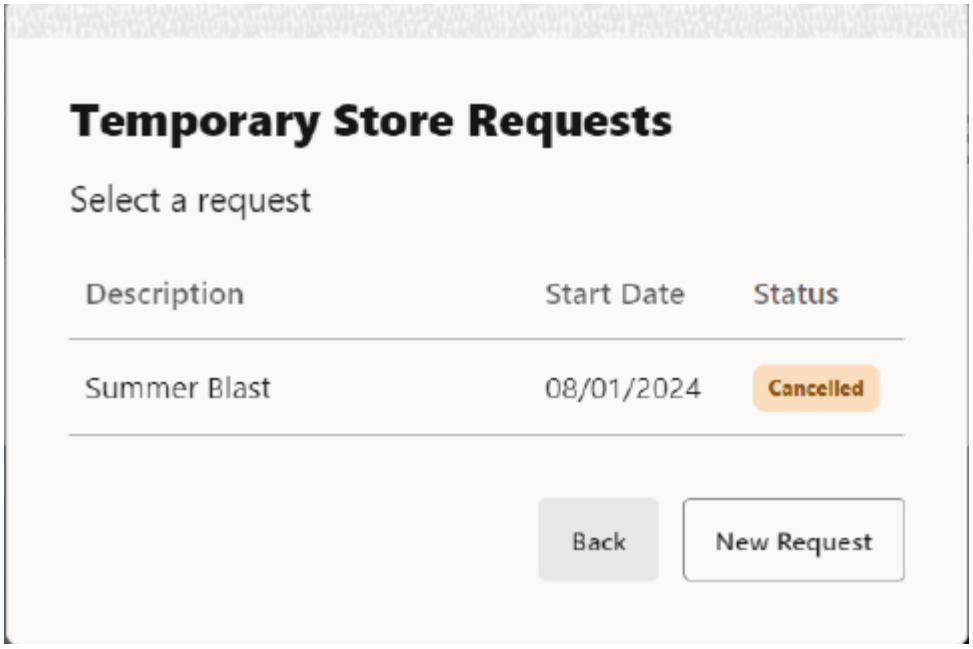
Request a Temporary Store

To request a mobile server for specific dates or for an indefinite amount of time to host a temporary store.

1. Select **System Admin** from Global Navigation.
2. Click **Temporary Store** in the System Admin menu. A list of requests for that store within the last year is displayed. View-only information shows the status of the request, the assigned server and any notes added to the event.

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Figure 41-14 Temporary Store Requests



The status can be:

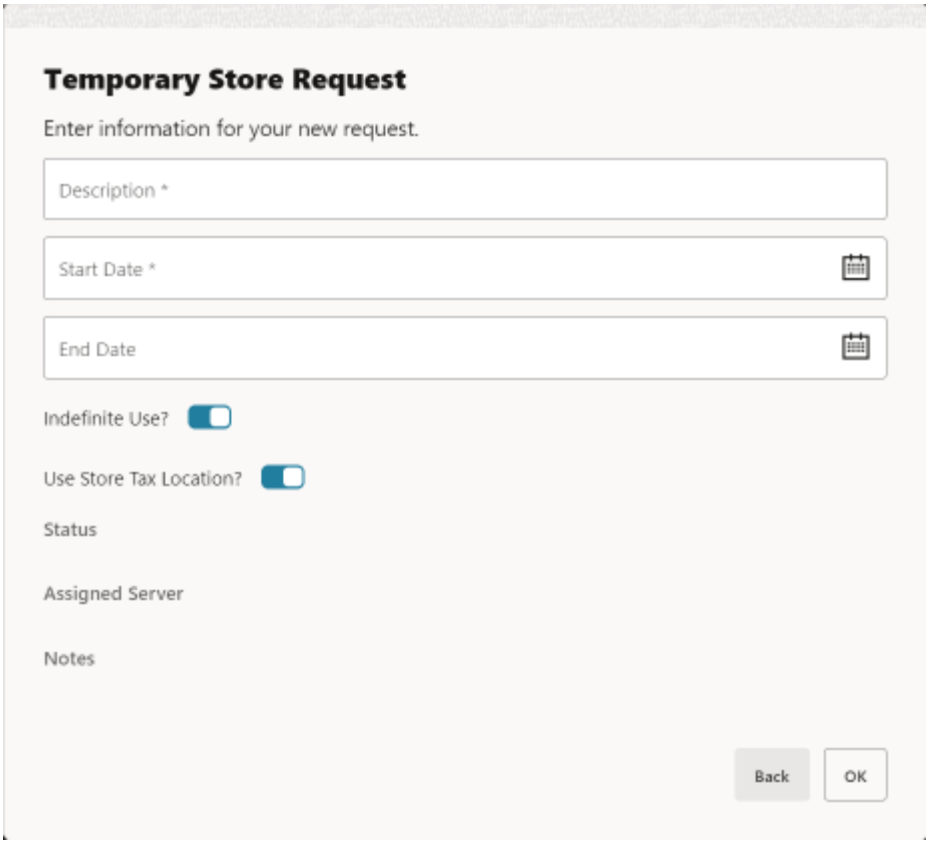
- Submitted
- Approved
- Rejected (rejected by the Home Office)
- Cancelled (cancelled by Xstore user)

You can only cancel a request that is in Submitted or Approved status. See Cancel Temporary Store Request.

3. Select an event to open or select **New** to create a new request for an extension type temporary store.

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Figure 41-15 New Temporary Store Request



To create a new request:

a. Enter description, start date, and an end date.

b. If it is an indefinite request no end date is required. Toggle the switch for **Indefinite Use?**

c. Select **Use Store Tax Location?** if required. If left off, you are prompted for the tax location each time a register is opened.

4. Select **OK**. After the request has been submitted there is no option to update the request. It must be cancelled if not required.

A message is shown in the Message Tab to alert you when the status of a temporary store request for a mobile server for has changed.

Once approved, you can generate a report to show QR codes. The QR code can be scanned to quickly set up mobile devices that will be used at the temporary store.

View/Print QR Codes

When a temporary store request has been approved by the home office, you can access the QR codes for setting up mobile devices to be used at the temporary store.

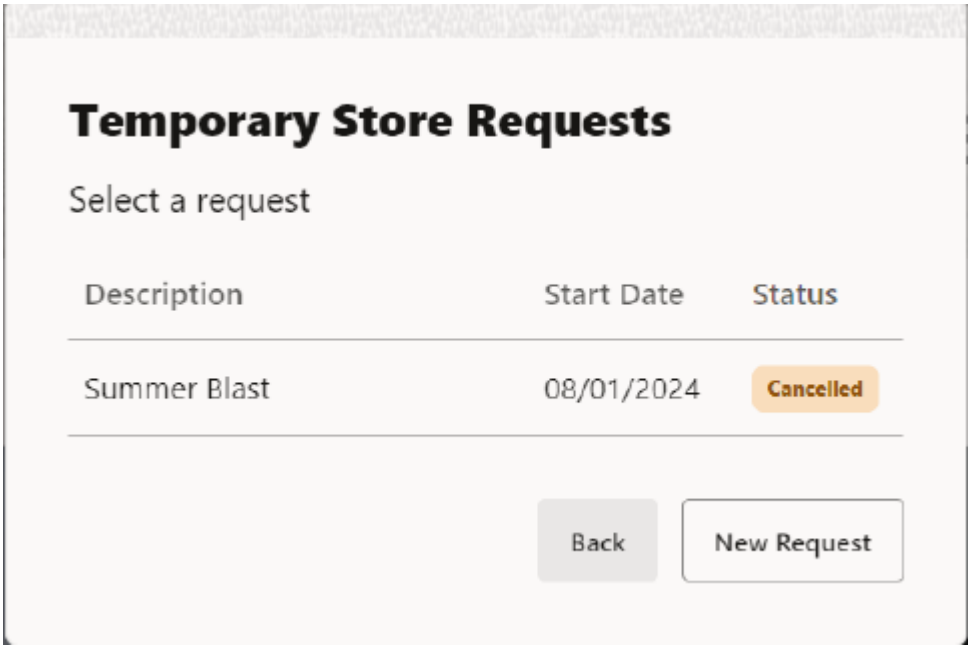
To view/print QR codes.

1. Select **System Admin** from Global Navigation.

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2. Click **Temporary Store** in the System Admin menu. A list of requests for that store within the last year is displayed.

Figure 41-16 Temporary Store Requests



3. Select an Approved request.
4. Select **View/Print QR Codes**.

Figure 41-17 Temporary Store QR Codes



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5. A Register Range screen appears. Enter the register range to print the QR Codes for.

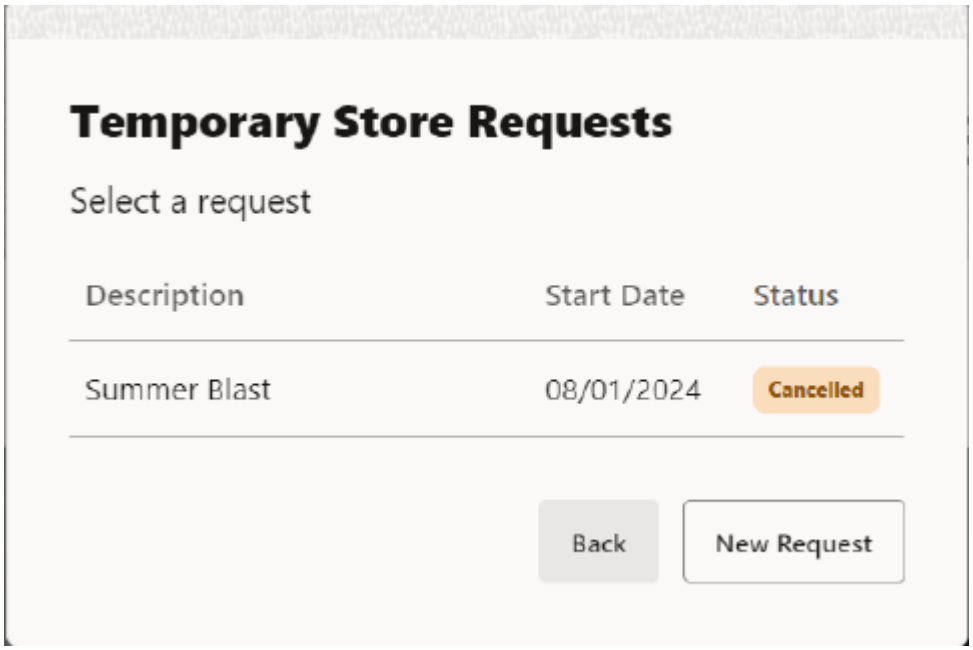
Cancel Temporary Store Request

You can only cancel a request that is in Submitted or Approved status.

To cancel a request for a temporary store:

1. Select **System Admin** from Global Navigation.
2. Click **Temporary Store** in the System Admin menu. A list of requests for that store within the last year is displayed. View-only information shows the status of the request.

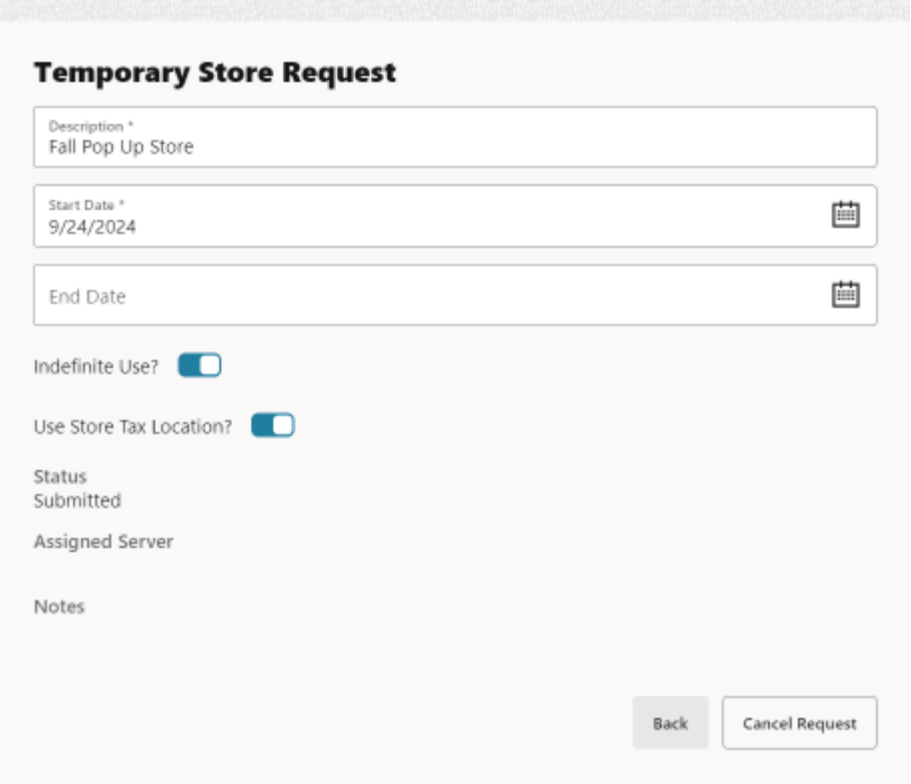
Figure 41-18 Temporary Store Requests



3. Select an event to open.

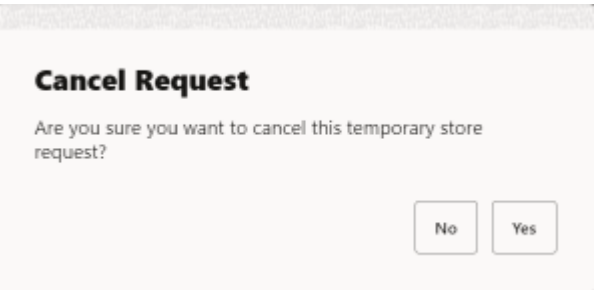
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Figure 41-19 Cancel Temporary Store Request



4. Select **Cancel Request**.

Figure 41-20 Cancel Temporary Store Request Confirmation



5. Select **Yes** to confirm the cancellation.

The request is changed to Cancelled status.

Open Store

For extension type temporary stores, if **Use Store Tax Location?** is not checked when a temporary store is requested, at the very first register open of a new temporary store, you are prompted for the tax location and that is applied to sales.

Each time a register is opened for a temporary store you are prompted to confirm the tax location.

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Close Store

You can close your store from an extension type temporary store using a mobile client and the lead register in the physical store initiates the nightly close process.

Functionality

The following functionality is available on a temporary store mobile device.

- Sales/return functionality except Layaway, Work Order, Presale, Hold, Send Sale, and Warranty Plan transaction types
- Change Password
- Ability to sell items from a Gift Registry and Wish List (all of wish list is enabled)
- Ability to create a wish list
- Customer Maintenance
- Register Open/Close
- Store Open/Close
- Till Management
- Electronic Journal - only that temp store's transactions
- Balance Inquiry
- Omni Order Transaction Type (sale only, no order pickup). Omni channel Order Maintenance will be enabled on the temporary store only to check current order status for orders placed in the temp store (home store orders will not be visible).
- Clock in/clock out but an associate can only clock in/out either at the home store or at the extension store)

The following reports

- All daily sales reports with only the temporary stores data:
  - Flash Sales Summary
  - Flash Sales by Department
  - Flash Sales by Hour
  - Flash Sales by Associate
  - Daily Sales
  - Daily Sales and Cash
- All Sales analysis reports with only the temporary stores data:
  - Sales by Hour
  - Sales by Department
  - Sales by Hour Analysis
  - Tax Exemption
  - Journal Report
  - Line Void
  - Post Void

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  - Transaction Cancel
  - Price Override
  - Suspended Transaction
  - Sales Goals
  - Merchandise Sales Analysis
- Inventory Count Sheet
- Inventory Count Variance
- Inventory Functions Below:
  - Inventory Counts - cycle counts
  - Item Transfer
  - Inventory Adjustment
- Hardware Functions
- Tabs - Info, Task, Goals, Message, Customer Offers, Associated Items

Fiscal and tax-free invoices cannot be issued from extension store registers. Retailers still have the following options:

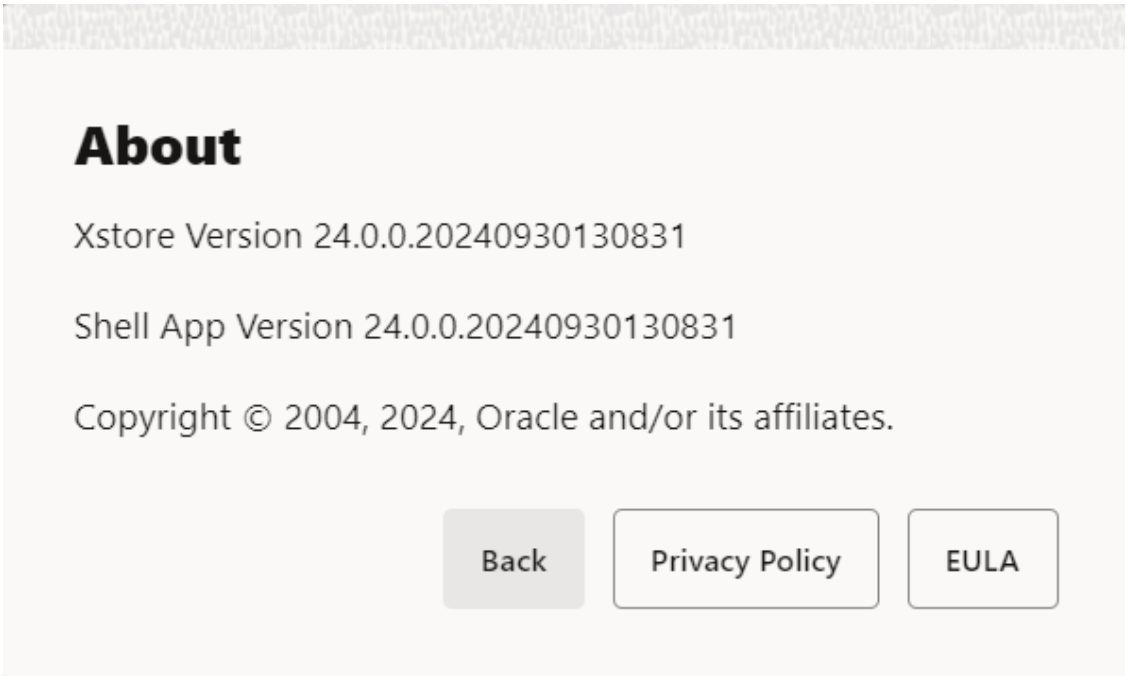
- Do not use the extension model for stores where these are needed. Instead use event stores (that is, standalone popup stores).
- Use the extension model but require customers to visit the physical store (note that these can be issued retroactively) when a fiscal or tax-free invoice is desired. Note that this may result in a customer getting reimbursed for tax after the fact instead of having the tax deducted at the point of sale.

About Information

Accessing the version and copyright information is found at the bottom right-hand corner of the Homescreen in Xstore on the Status Bar. Select **Global Navigation Menu**, and then select **About** to display the about information.

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Figure 41-21 Terms and Conditions



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Receiving

Inventory receiving can be performed through Xstore POS. Through a mobile device, you can create a receiving document, open a receiving document, scan in items, and scan items directly into Xstore's inventory.

About This Chapter

This chapter includes the following procedures:

- Start Receiving
- Search for a Receiving Document
- Create a New Receiving Document
- Select or Add a Carton
- Item Entry Screen
- Add a Comment to a Document
- Receive Document in Total
- Save Document

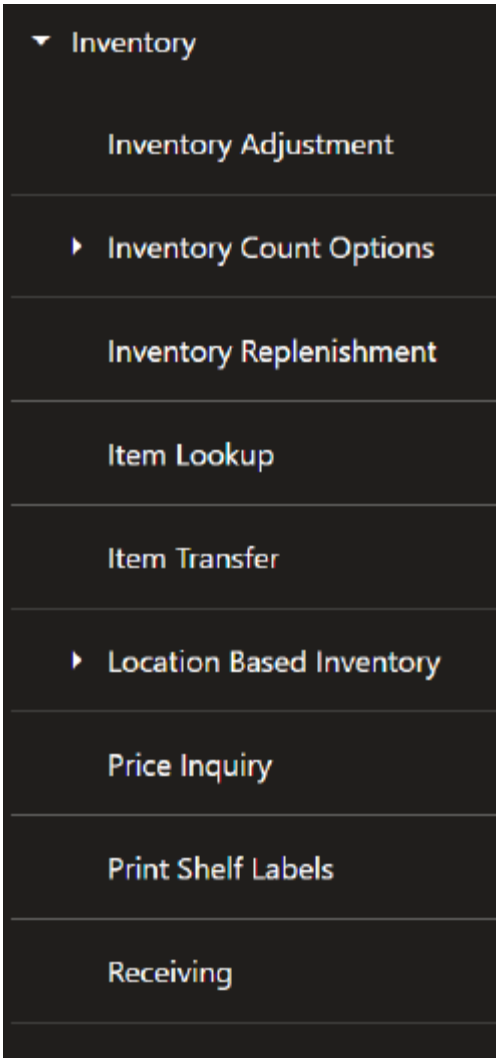
Start Receiving

The receiving process is started through the **Inventory** option of Global Navigation.

1. Select **Inventory** in Global Navigation.

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Figure 42-1 Inventory Menu



2. Select **Receiving** from the **Inventory** menu. An Attention Documents window opens if there are any documents that have had no activity in the previous 30 days, or the **Receiving Document Lookup** window opens.

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Figure 42-2 Attention Documents

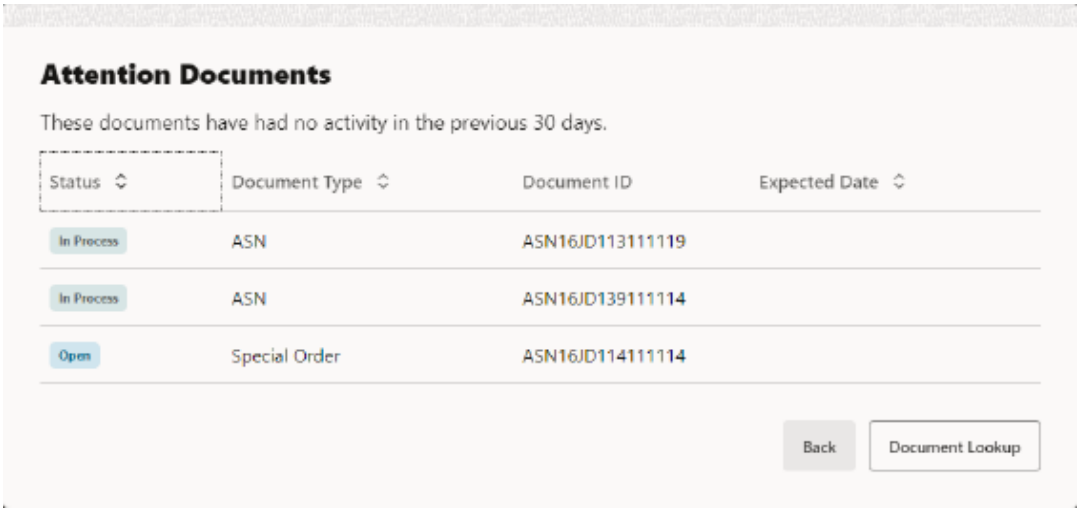


Figure 42-3 Receiving Document Lookup



Table 42-1 Receiving: Next Steps

Starting Point	Next Step
Attentions Documents Window: **Select a Document**	Go to **Step 2** in Search for a Receiving Document .
Attention Documents Window: **Search for a New Document**	Select **Document Lookup**. Then continue to Search for a Receiving Document .
Receiving Document Lookup window: **Search for a New Document**	Go to **Step 1** in Search for a Receiving Document .
Receiving Document Lookup window: **New Receiving Document**	Go to Create a New Receiving Document.

Search for a Receiving Document

To search for and select a receiving document:

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Figure 42-4 Receiving Document Search



1. Scan a receiving document ID to open the carton list for the document or enter the search criteria and select **Search**.

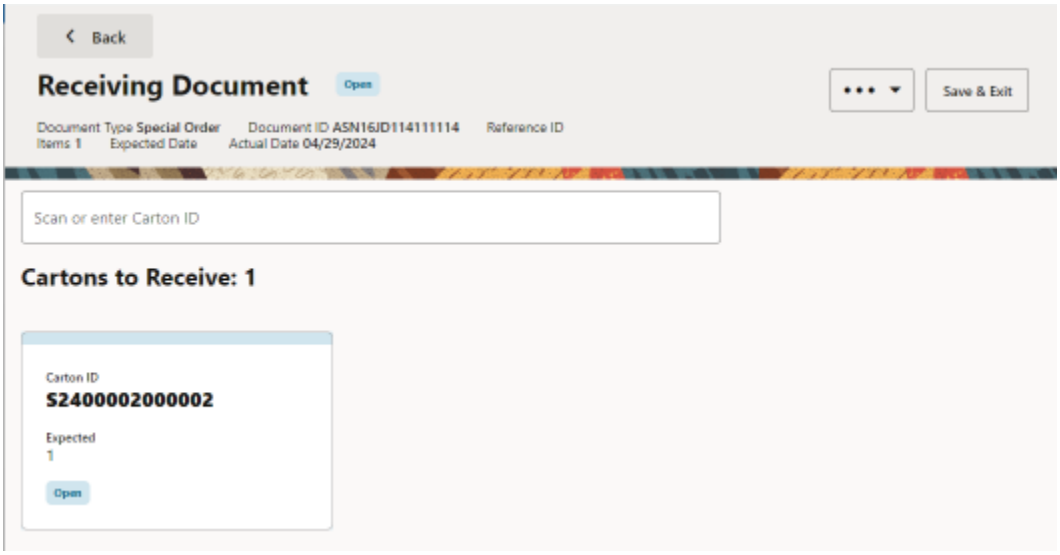
Figure 42-5 Receiving Document Search Results



2. Select the correct receiving document in the list.

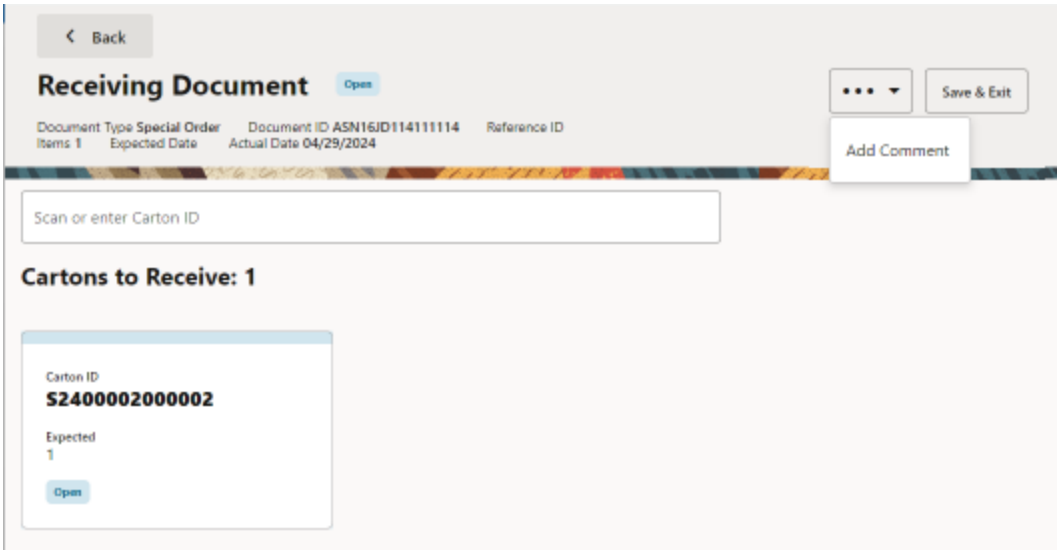
   The carton list opens.

Figure 42-6 Carton List



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Figure 42-7 Carton List Overflow Menu



Continue with the appropriate procedure:

- Add a Comment to a Carton
- Save Document
- Select or Add a Carton

Create a New Receiving Document

To add a new receiving document:

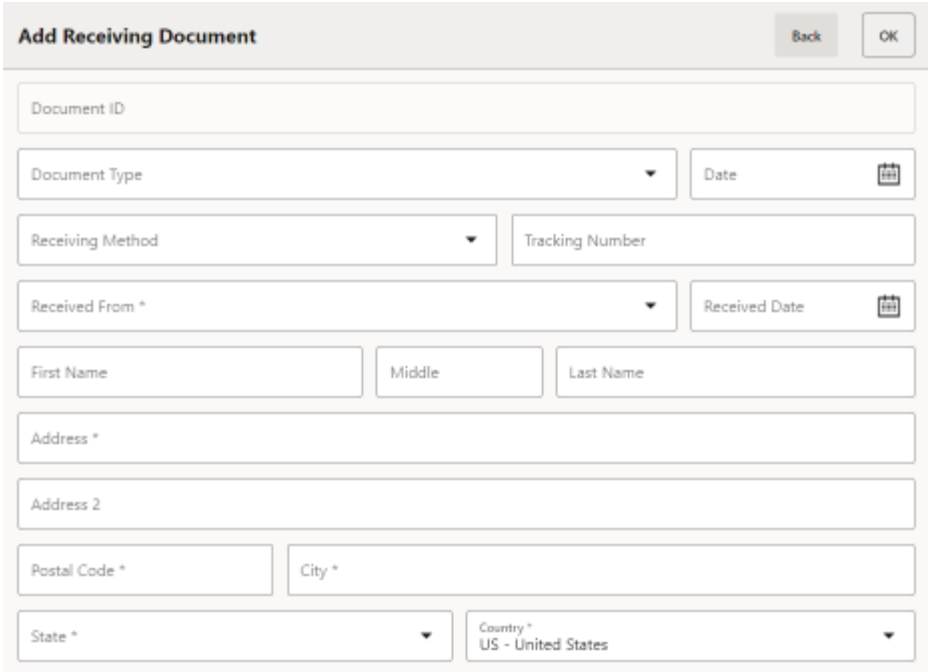
Figure 42-8 Receiving Document Lookup



1. Select **Add New**. The Add Receiving drawer opens.

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Figure 42-9 Add Receiving Document Entry Form



2. Enter the document information.
3. Select **OK** to save the changes, or select **Back** to close the drawer without saving..

   The new receiving document opens.

   Continue with Select or Add a Carton

   After adding one or more cartons:

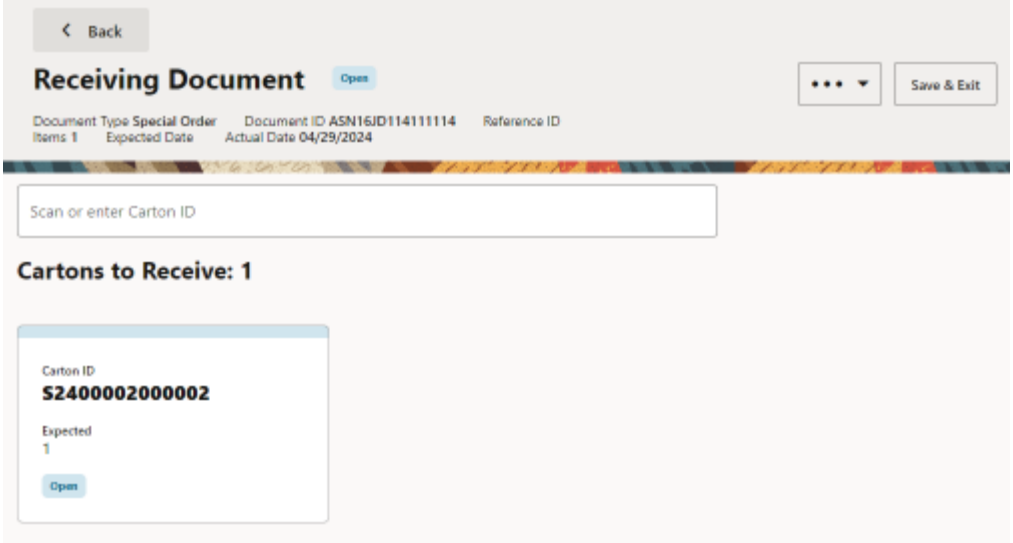
   - Add a Comment to a Carton
   - Save Document

Select or Add a Carton

To select or add a carton for a receiving shipment:

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Figure 42-10 Select or Add a Carton



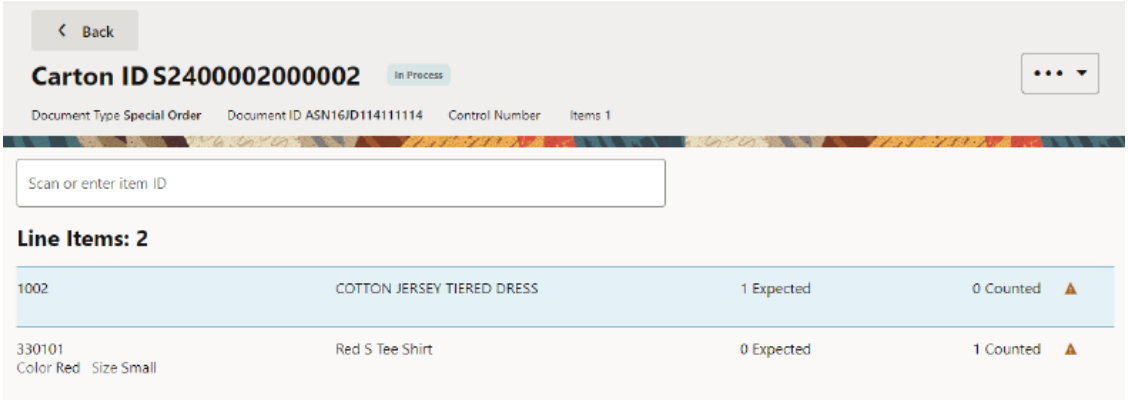
1. Scan a carton ID or enter a carton ID.

   The Item Entry Screen opens.

Item Entry Screen

The item entry screen can be used for the following functions:

Figure 42-11 Item Entry Screen



1. Select **Back** to return to the carton selection screen.
2. Item entry field. See Enter Items.
3. Select the Overflow Menu for access to:
   - Add a Comment to a Carton
   - View Exceptions
4. Receiving Items. Each item displays information about an item in the Receiving Document. Select an item for access to:

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- Change Item Quantity
- Void a Line Item

If you added a new carton, the Item Entry Screen will not have any items listed.

Enter Items

To enter items into a received shipment:

1. Scan an item or enter an Item ID.

   If prompted for an item quantity:

2. Enter the item quantity.
3. Select **OK**.

   Xstore POS returns to the item entry screen.

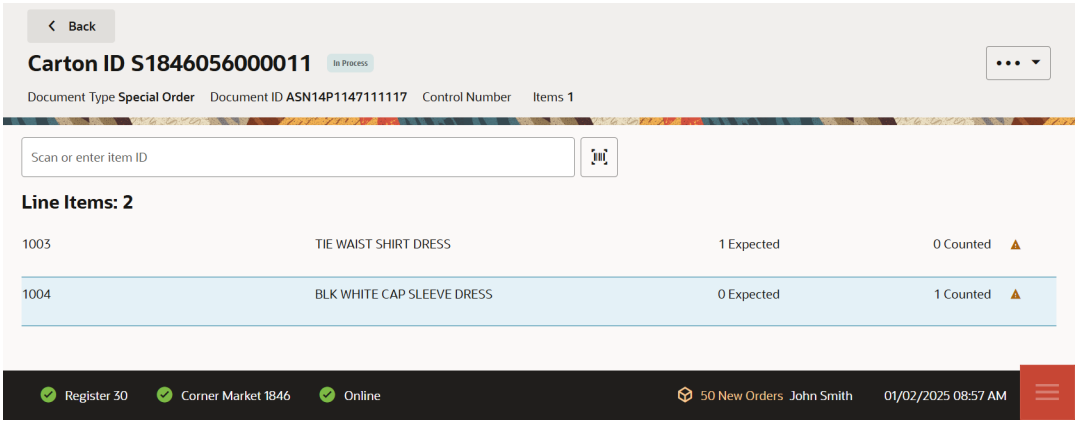
   Repeat these steps for each item in the carton.

   When you have finished entering the items in a carton, select **Back** to return to the carton entry screen.

Change Item Quantity

To change the number of an item in a carton:

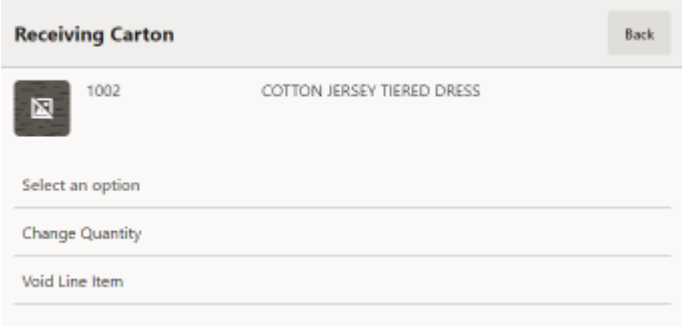
Figure 42-12 Item List



1. Select the item in the item list.

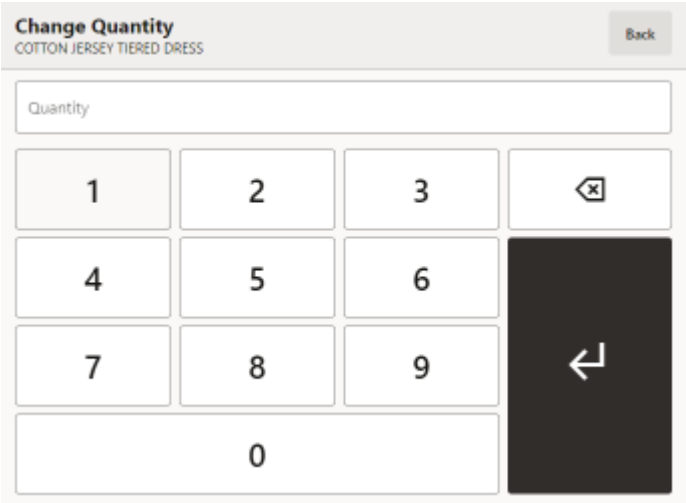
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Figure 42-13 Change Quantity Option



2. Select **Change Quantity**.

Figure 42-14 Change Quantity



3. Enter the new quantity.
4. Select **Return**.

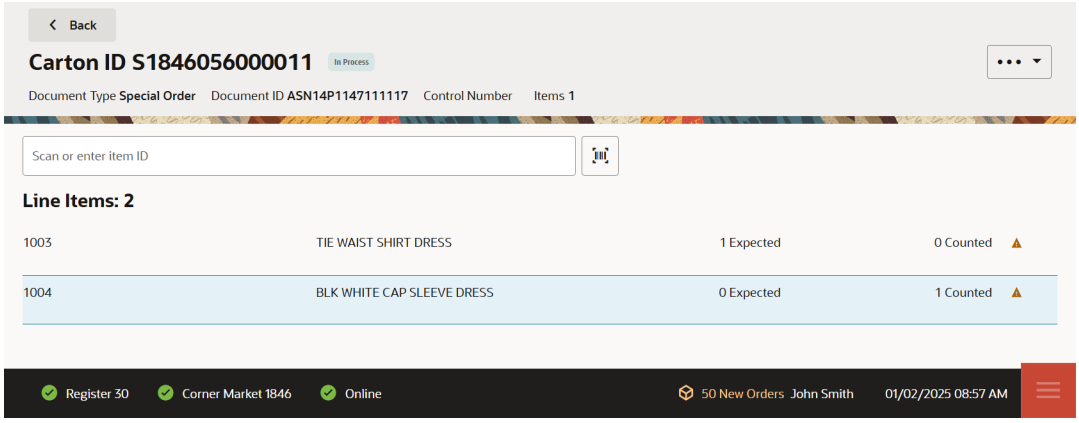
   The item quantity is changed and Xstore POS returns to the item entry screen.

Void a Line Item

To remove a line item from a carton:

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Figure 42-15 Item List



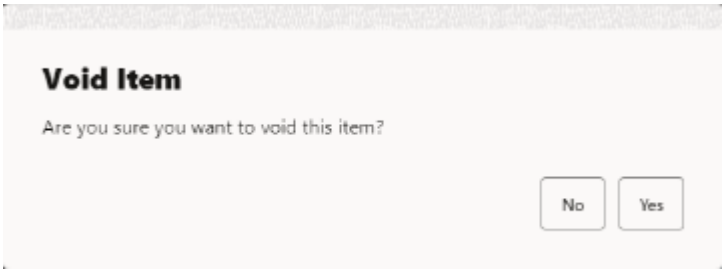
1. Select the item in the item list.

Figure 42-16 Void Line Item



2. Select **Void Line Item**.

Figure 42-17 Void Item Confirmation



3. Select **Yes** to confirm the void, or select **No** to return to close without saving any changes.

   The item is removed and Xstore POS returns to the item entry screen.

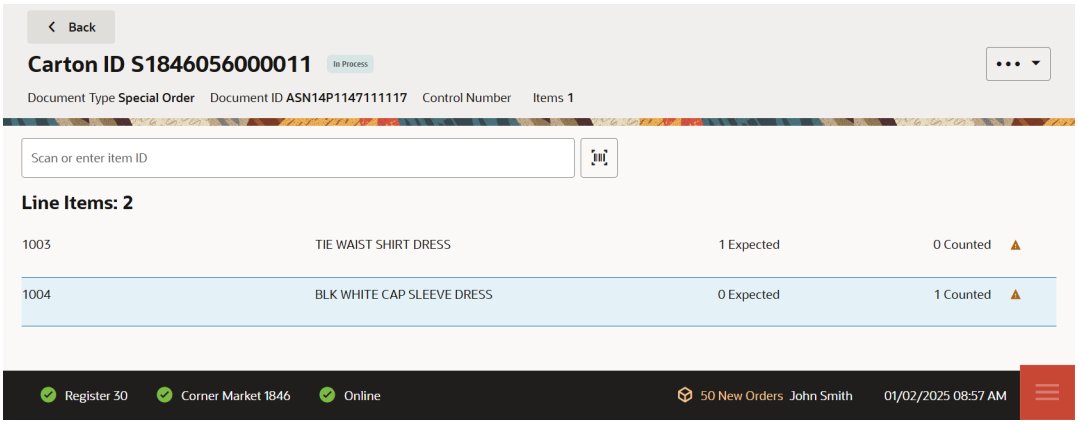
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Change Item Cost

> **Note**
>
> This option is only available if Stock Valuation is enabled in Xstore POS.

To change the cost of an item for Stock Valuation:

Figure 42-18 Item List



1. Select the item in the item list.
2. Select **Change Cost**.
3. Enter the new item cost.
4. Select **OK**.

   The cost of the item is updated and Xstore POS returns to the item entry screen.

Receive Carton in Total

To receive all items within a carton:

> **Note**
>
> The Receive Carton in Total option is only available on cartons with a status of OPEN, and for which no items have yet been received

1. Select the Overflow Menu in the Item Entry Screen.
2. Select **Receive Carton in Total**.

   The received quantities of the items in the carton are set to the expected quantities, the carton is closed, and Xstore POS returns to the carton selection screen.

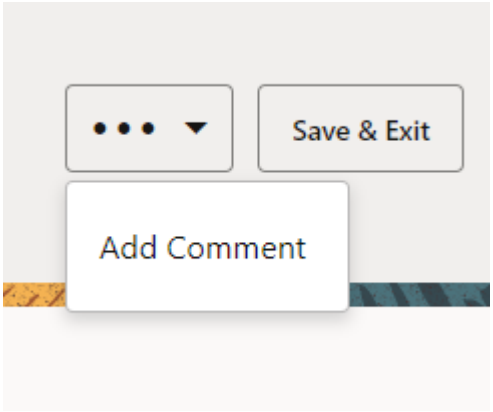
Copyright © 2025, Oracle and/or its affiliates.

Add a Comment to a Carton

To add a comment to a carton:

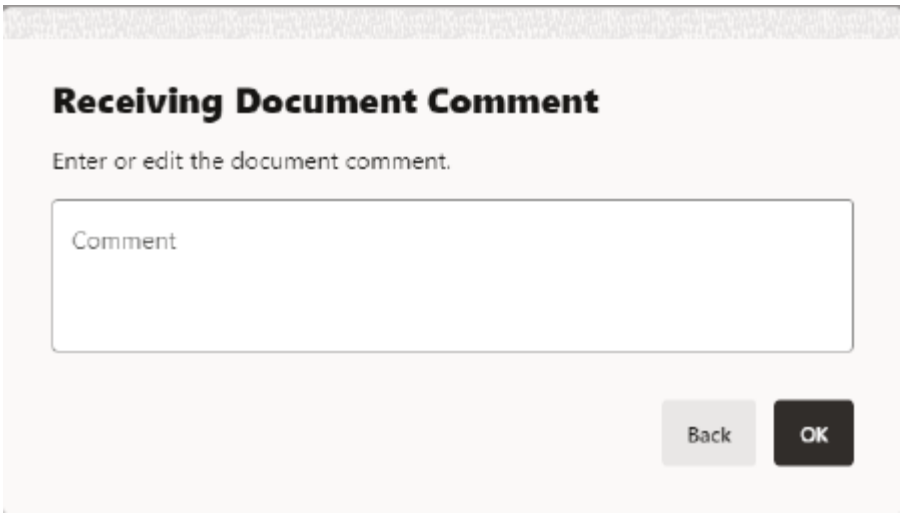
1. Select the **Overflow Menu** in the Receiving Document window.

Figure 42-19 Overflow Menu: Add Comment



2. Select **Add Comment**.

Figure 42-20 Add Comment



3. Enter the comment.
4. Select **OK** to save the comment, or select **Back** to close the comment without saving.

   The comment is added and Xstore POS returns to the Item Entry Screen.

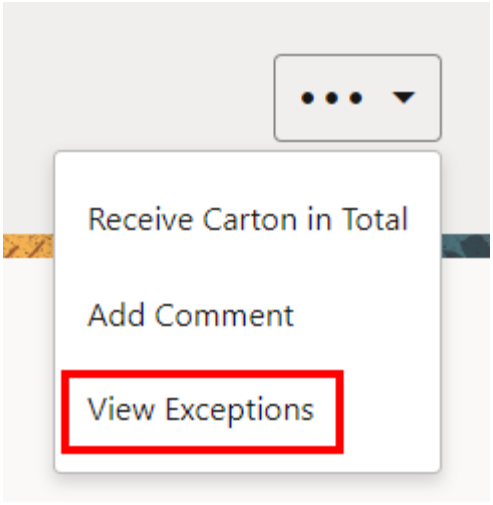
View Exceptions

To search for items with differences between their expected and received quantities:

1. Select the Overflow Menu in the Item Entry Screen.

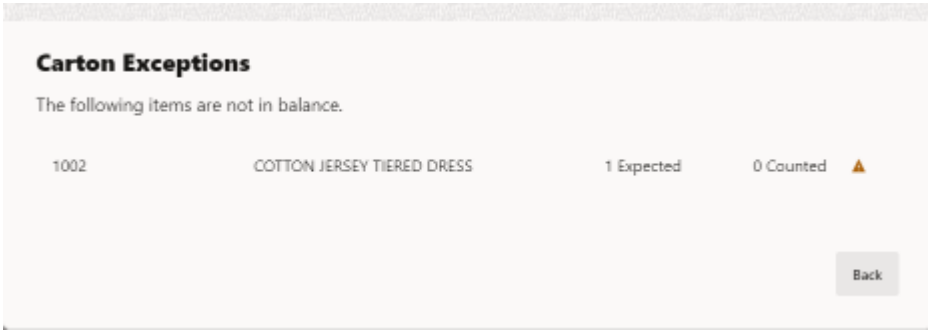
Copyright © 2025, Oracle and/or its affiliates.

Figure 42-21 View Exceptions



2. Select **View Exceptions**.

Figure 42-22 Carton Exceptions List



Xstore POS displays a list of the items in the carton with differences between their expected and received quantities.

When you are finished viewing the item exceptions select Back to return to the Item Entry Screen.

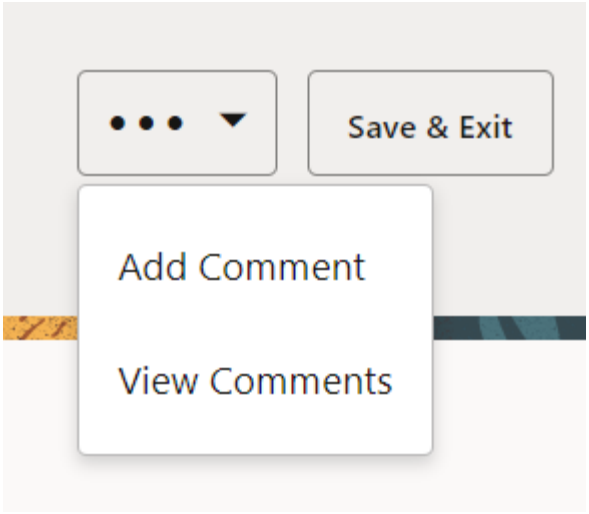
Add a Comment to a Document

To add a comment to a receiving document:

1. Select the Overflow Menu in the carton list.

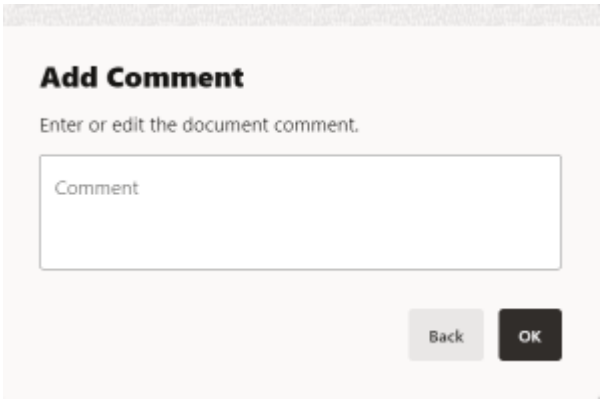
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Figure 42-23 Add Comment



2. Select **Add Comment**.

Figure 42-24 Receiving Document Note - Add Comment



3. Enter the comment.
4. Select **OK**.

   The note is added and Xstore POS returns to the carton list.

Receive Document in Total

> **Note**
>
> The ability to receive a document in total must be enabled for this option to be available in Xstore.

To receive all items within a document:

1. Select the Overflow Menu in the carton list.

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2. Select **Receive Document in Total**.
3. Select **Yes** to close the document or select **No** to keep the document open.

   The received quantities of all the items in all the cartons are set to the expected quantities and the cartons are all closed. Xstore POS returns to the carton selection screen.

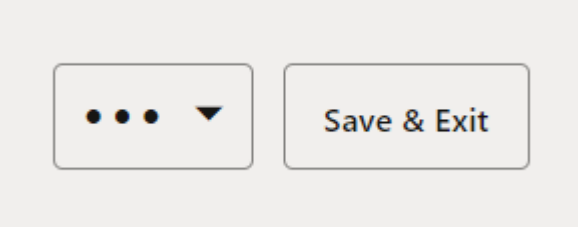
Save Document

To save changes to a receiving document:

1. Select **Save & Exit**.

   You must be in the carton list. If you are in the Item Entry Screen, select **Back** to return to the carton list.

   Figure 42-25 Save & Exit



2. Select **Save & Exit**.
3. Select **Yes** to close the document or select **No** to keep the document open.

   Xstore POS returns to the Document Search screen.

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43
Shipping

Inventory shipping can be performed through Xstore POS. You can create a shipping document, open a shipping document, and scan items directly into a shipment.

About This Chapter

This chapter includes the following procedures:

- Start Shipping
- Search for a Shipping Document
- Create a New Shipping Document
- Edit a Shipping Document
- Enter Shipping Items
- Change Item Quantity
- Void a Line Item
- Add a Comment to a Shipping Document
- View Exceptions
- Save Document

Start Shipping

The shipping process can be performed through the **Inventory** option on Global Navigation.

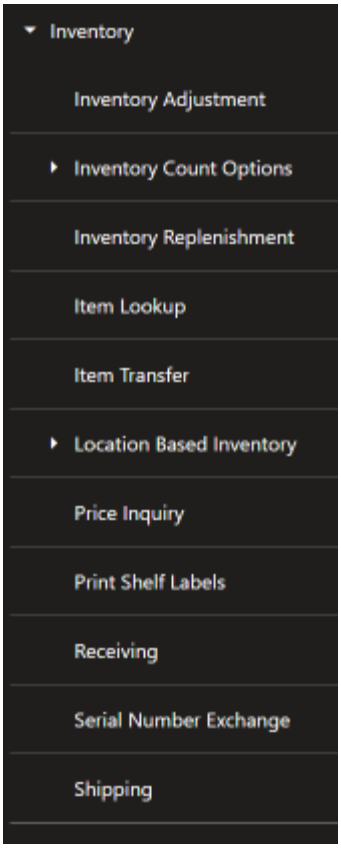
Main Menu

To start the shipping process through Global Navigation:

1. Select **Inventory** in Global Navigation.

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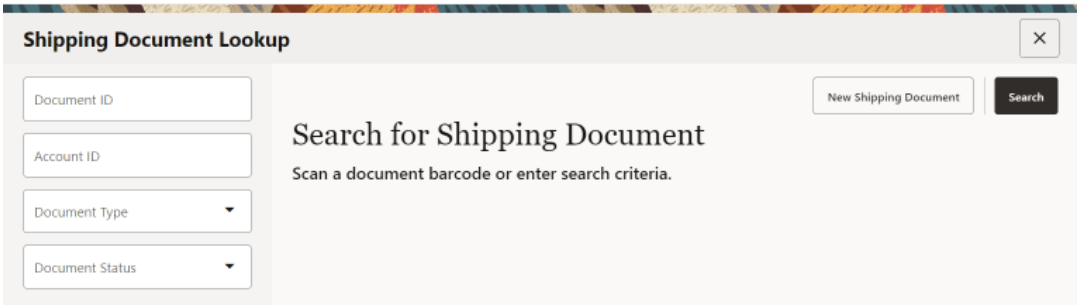
Figure 43-1 Inventory Menu



2. Select **Shipping** from the Inventory menu.

   The Shipping document search screen opens.

Figure 43-2 Shipping Document Search



Document Type includes Store Transfer, Defective Return, Repair, Return to Vendor, Call Back.

Continue with Search for a Shipping Document or Create a New Shipping Document.

Search for a Shipping Document

To search for and select a shipping document:

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1. Scan a shipping document ID to open that document or enter the search criteria and select **Search**.
2. Select the proper shipping document in the list.

   The shipping document opens.

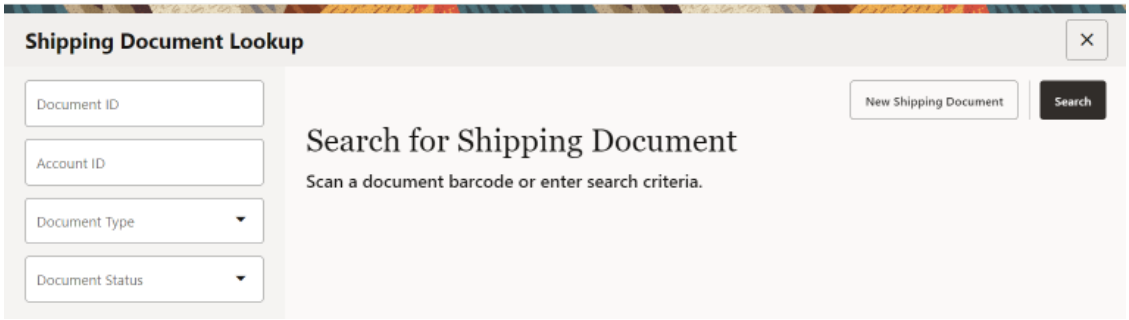
   Continue with the appropriate procedure:

   - Enter Shipping Items
   - Change Item Quantity
   - Void a Line Item
   - Add a Comment to a Shipping Document
   - View Exceptions
   - Save Document

Create a New Shipping Document

To create a new shipping document:

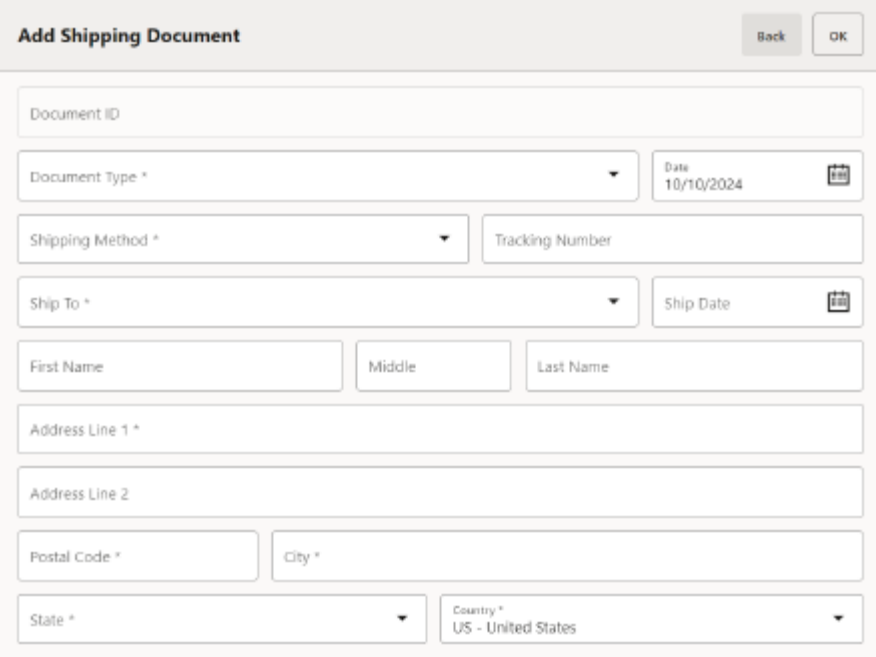
Figure 43-3 Shipping Document - New Shipping Document



1. Select **New Shipping Document**.

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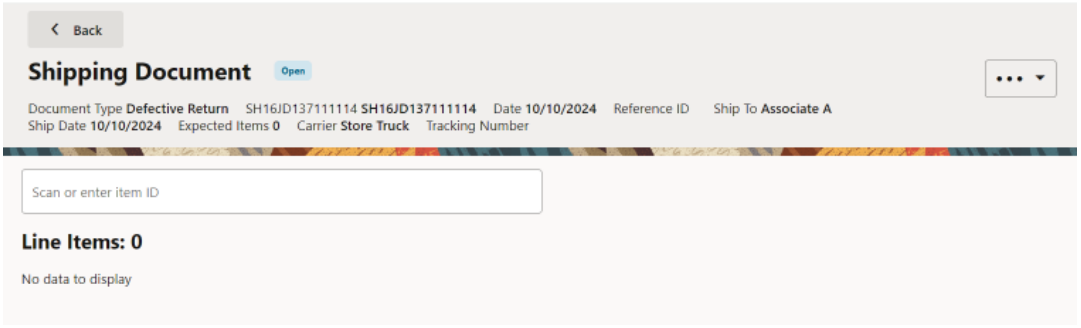
Figure 43-4 Add Shipping Document



2. Enter the information for the shipping document.
3. Select **OK**.

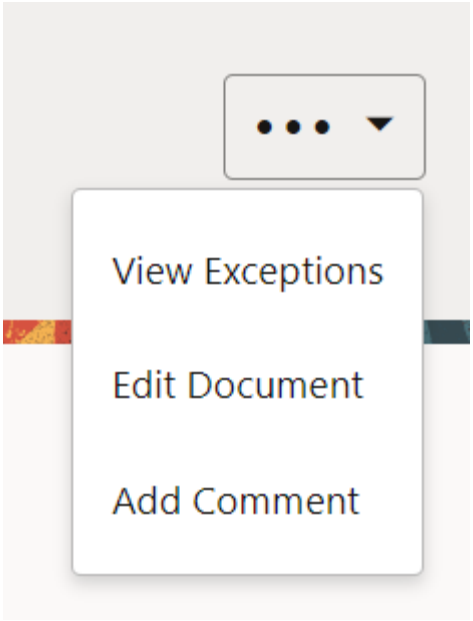
   The new shipping document opens.

Figure 43-5 New Shipping Document



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Figure 43-6 New Shipping Document Overflow Menu



Continue with:

- Enter Shipping Items

After adding one or more items:

- Change Item Quantity
- Void a Line Item
- Add a Comment to a Shipping Document
- View Exceptions
- Save Document

Edit a Shipping Document

To edit a shipping document:

1. Select the **Overflow Menu** in the item entry screen.
2. Select **Edit Document**.
3. Make changes to the document.
4. Select **OK**.

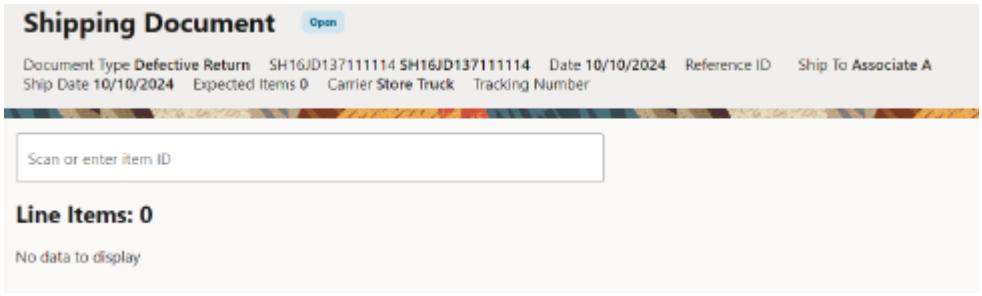
   The shipping document is updated and Xstore POS returns to the item entry screen.

Enter Shipping Items

To enter shipping items:

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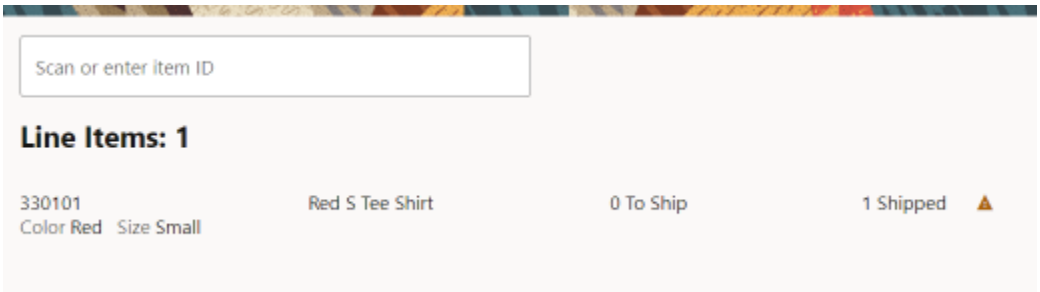
Figure 43-7 Scan or Enter an Item ID



1. Scan an item ID or enter an Item ID.
2. If prompted for an item quantity, enter the item quantity.
3. Select **Enter**.

   The item is added to the shipment and Xstore POS returns to the item entry screen.

Figure 43-8 Item Added



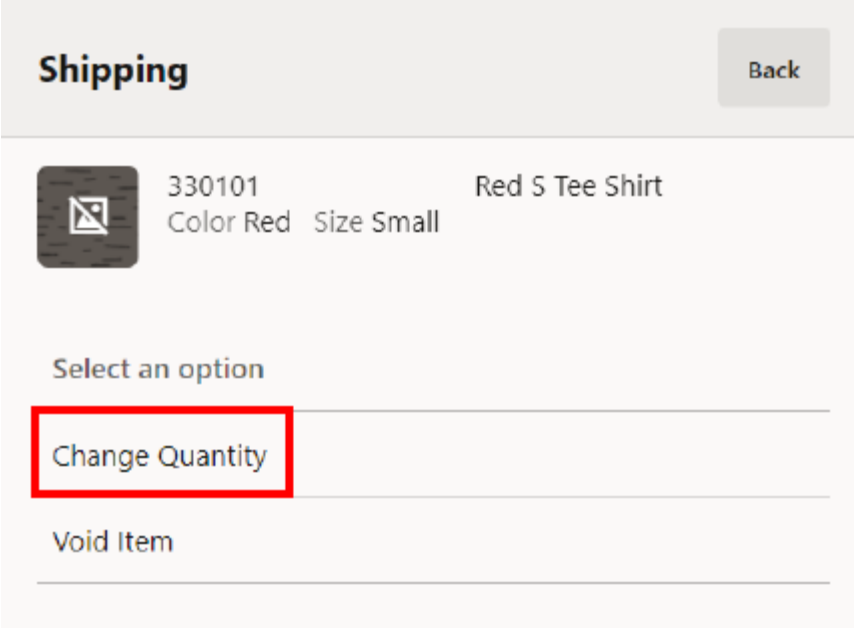
Change Item Quantity

To change the quantity of an item in a shipment:

1. Select the item in the item list.

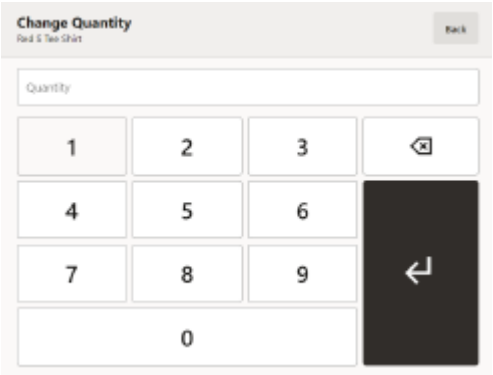
Copyright © 2025, Oracle and/or its affiliates.

Figure 43-9 Change Quantity



2. Select **Change Qty**.

Figure 43-10 Enter Item Quantity



3. Enter the new quantity.
4. Select **Return**.

   The item quantity is changed and Xstore POS returns to the item entry screen.

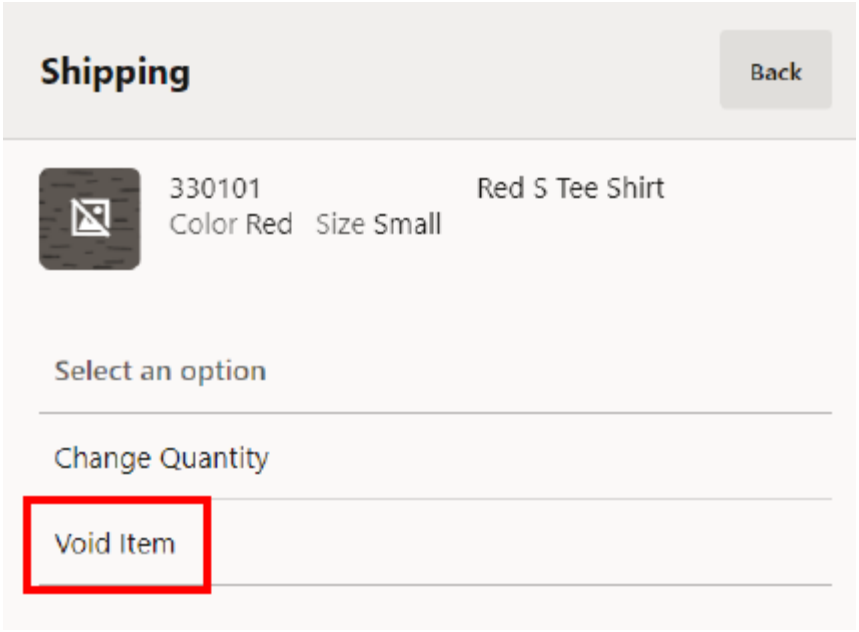
Void a Line Item

To remove a line item from a shipment:

1. Select the item in the item list.

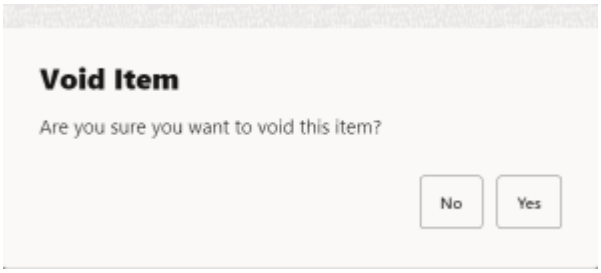
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Figure 43-11 Void Item



2. Select **Void Item**.

Figure 43-12 Void Item - Confirmation Prompt



3. Select **Yes** to confirm the void.

   The item is removed from the shipment and Xstore POS returns to the item entry screen.

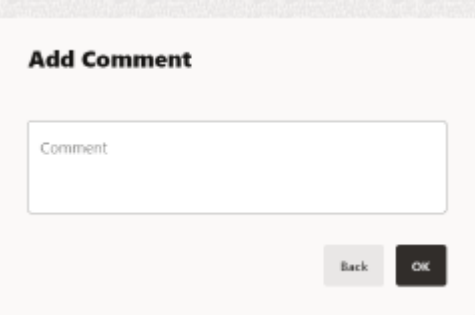
Add a Comment to a Shipping Document

To add a comment to a shipping document:

1. Select the Overflow Menu in the item entry screen. See Figure 43-6.
2. Select **Add Comment**.

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Figure 43-13 Enter Comment



3. Enter the comment.
4. Select **OK**.

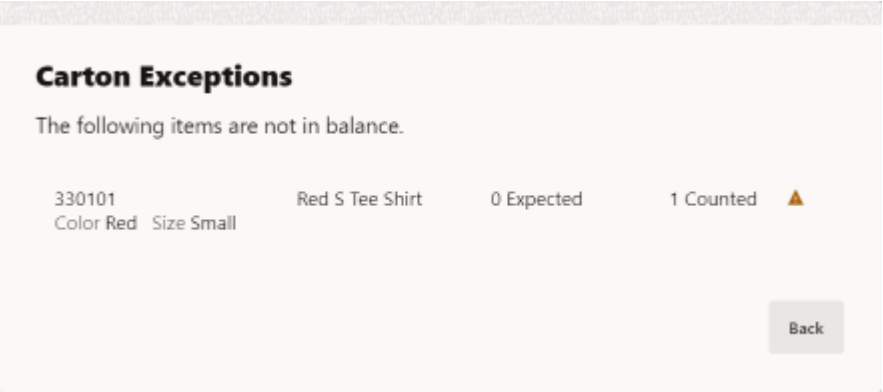
   The comment is added and Xstore POS returns to the item entry screen.

View Exceptions

To search for items with differences between their expected and shipped quantities:

1. Select the Overflow Menu n the item entry screen. See Figure 43-6.
2. Select **View Exceptions**.

Figure 43-14 Exceptions List



3. Xstore POS displays a list of the items in the shipment with differences between their expected and shipped amounts.

   Select **Back** to return to the item entry screen.

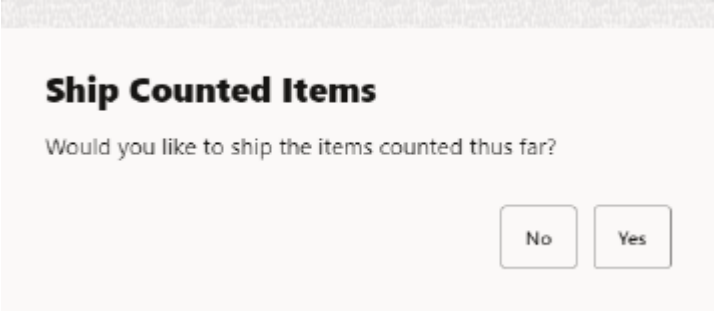
Save Document

To save changes to a shipping document:

1. Select **Save & Exit**.

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Figure 43-15 Ship Counted Items Prompt



2. Select **Yes** to ship the items counted so far or select **No** to return to the search page without shipping the items.

   If you selected Yes in the previous step:

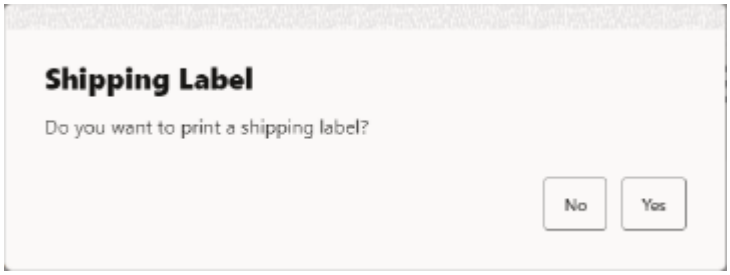
3. Select **Yes** to close the document or select **No** to keep the document open.

   Continue with Shipping Label and Packing Slip.

Shipping Label and Packing Slip

To determine the printing options for the label and packing slip:

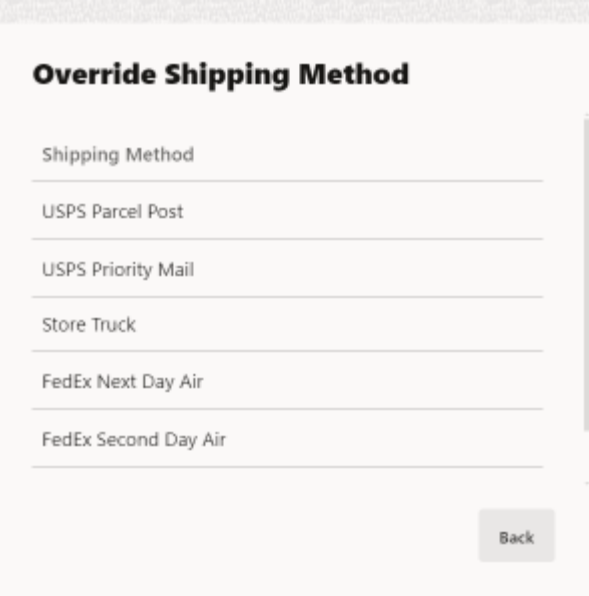
Figure 43-16 Print Shipping Label Prompt



1. Select **Yes** to print a shipping label or select **No** to continue with Shipping Label and Packing Slip.

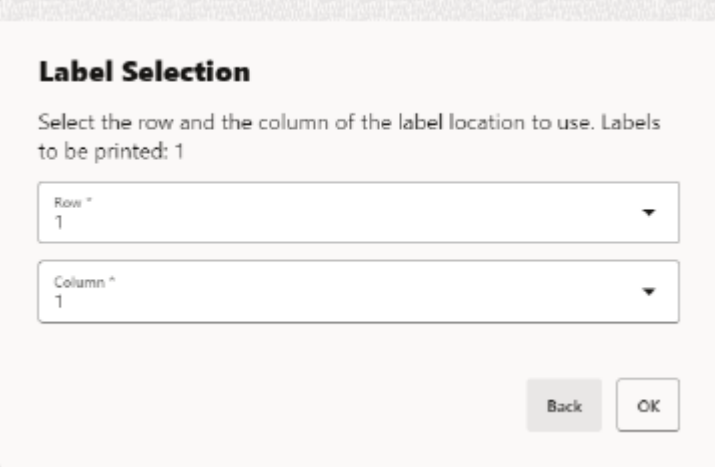
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Figure 43-17 Shipping Method



2. If you selected **Yes** in the previous step, select the proper shipper and shipping method.

Figure 43-18 Place Labels Prompt



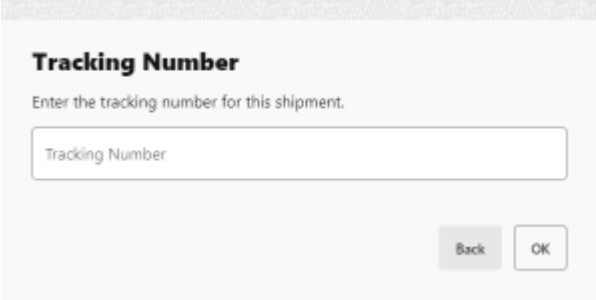
3. Select **OK** when you are ready to print.

   Continue with Shipping Label and Packing Slip.

   If prompted for a tracking number:

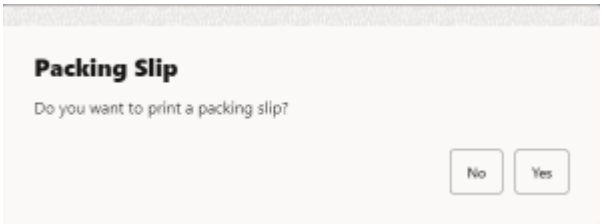
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Figure 43-19 Enter Tracking Number Prompt



4. Enter the tracking number.
5. Select **Process**.

Figure 43-20 Print Packing Slip Prompt



6. Select **Yes** to print a packing slip or select **No** to continue without printing a packing slip.

   Xstore POS returns to the shipping document search criteria page.

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Inventory Counting

All merchandise items, whether entering the store through receiving and return functions or leaving the store through sales and shipping functions, are tracked using an inventory process. This inventory tracking occurs at the item level, resulting in an audit trail from the time the item enters the store and continuing until the item leaves the store.

The inventory process allows you to enter item inventory counts and make adjustments to the inventory quantity of items. The Xstore Physical Inventory function allows you to accurately and efficiently count on-hand merchandise. After a count takes place, the local inventory is updated, and accurate counts are posted to the home office. Physical Inventory can be conducted through Xstore POS.

- Real-time inventory is adjusted automatically during normal POS activity. This normal activity includes-but is not limited to-sales, returns, shipping, and receiving of physical, saleable store merchandise. Real-time inventory does not require any additional interaction by the user during normal transaction processing.
- The physical inventory method uses counting as the means by which store personnel manually count merchandise items in the retail store. A store associate using a mobile device to scan the count, and then adds the count values into the system where they are stored. The system applies the adjustments to each item's inventory.

Xstore provides three different types of inventory counts to meet your specific requirements:

- **Physical Count**: Counting all in-stock items.

  To perform a physical count, a layout must be set up for the store using the Store Layout Maintenance functionality in Xstore Desktop, Handheld, or Mobile Tablet. The layout cannot be created on the Handheld. Multiple count sheets are created to allow several associates to count different sections of the store. Count sheets are not printed as scanning is the preferred method.

  Additional cycles of counting can be performed if there are variances from the expected values and from previous counts. See Physical Count Process for more information.

- **Cycle Count**: Counting a subset of the entire stock.

  Only one count sheet is used for a Cycle Count, although additional cycles of counting can be performed if there are variances from the expected values and from previous counts. See Cycle Count Process for more information.

- **Supply Count**: Counting internally used supplies, rather than saleable items.

  This count type is like a Cycle Count; however, it automatically populates the count sheet with all supply items defined for your store. See Supply Count Process for more information.

About this Chapter

The following processes described in this section are used to create and find the count documents, create count sheets, and count the on-hand merchandise.

- Inventory Counting Steps - Overview
- Inventory Count Documents

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- Cycle Count Process
- Supply Count Process
- Physical Count Process
- Automatic Variance Processing
- Variance Report
- Store Layout Maintenance
- Inventory Count Technical Limitations

Inventory Counting Steps - Overview

The following steps describe the generalized process that conforms to the system enforced steps for conducting inventory counts. Submitting and initiating counts can be done while the store is open (can be configured on or off). However, a warning message is displayed if you are performing an inventory count while the store is open. Xstore will automatically adjust for inventory changes during the count process. Sales and returns are calculated into the counts. It is recommended that all inventory movements are suspended while an inventory count is underway if the store is open.

The initial step is to find an existing Inventory Count document, or to create a new document if allowed by your store policy. Once the Inventory Count document is located, perform the following steps:

1. Generate Count Sheets for the Inventory Count document. This step applies to a Physical Count type only. Skip this step for Cycle Count and Supply Count sheets since they are generated automatically for the Inventory Count document.
2. Initiate the count for the selected Inventory Count document BASED ON SECURITY PRIVILEGE. This step is usually performed on the day of the count and takes a snapshot of the current inventory ledger. It is only performed when the store is online. The count must be initiated before the count quantities can be submitted (posted). This step allows your count to be compared to the system-expected quantity. Any variances between your count and the system expected quantity are reported, allowing you to resolve any discrepancies through additional counting cycles.
3. Perform the actual count of the items (scan items). Depending on your store policy, you may be able to perform this step before initiating the count. However, even though you may be able to enter your counts into the system, you cannot submit the count until the initiation step is performed.
4. Submit the count. Your count is compared to the system-expected quantity captured during the initialization process (step 3).
5. Perform a recount if there is a variance between the system-expected quantity and the count quantity:
    - If your system is set up for automatic variance processing, Xstore automatically creates a second count cycle for you, with only the items you must recount. If the second count results in any variances, the system creates another count cycle automatically, and continues to create as many cycles as needed to resolve any discrepancies, up to the maximum number of cycles allowed by your store policy.
    - If your system is set up for manual variance processing, the system will not create additional cycle counts automatically. However, you can mark individual sheets to be moved to the next cycle for recounting until the maximum number of cycles is reached, or the count is completed.

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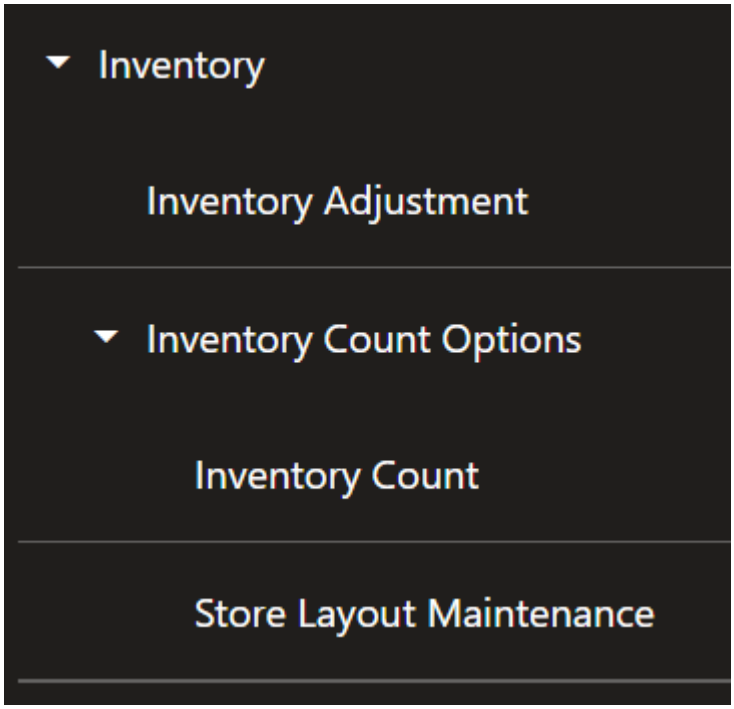
6. Complete and post the final counted quantities to update your inventory BASED ON SECURITY PRIVILEGE.

Inventory Count Documents

An Inventory Count document can be created at the home office and downloaded to a store, or a store can create its own Inventory Count documents, if allowed by store policy. An Inventory Count document contains the summary information for the count, specifies the date the count should be started, and identifies the items for the count.

- If an Inventory Count document exists for the count you want to perform, see Finding an Existing Inventory Count Document below.
- If an Inventory Count document does not exist for the count you want to perform, see Creating a New Inventory Count Document. This option will only be available if your store policy allows store-created Inventory Count documents.

Figure 44-1 Main Menu

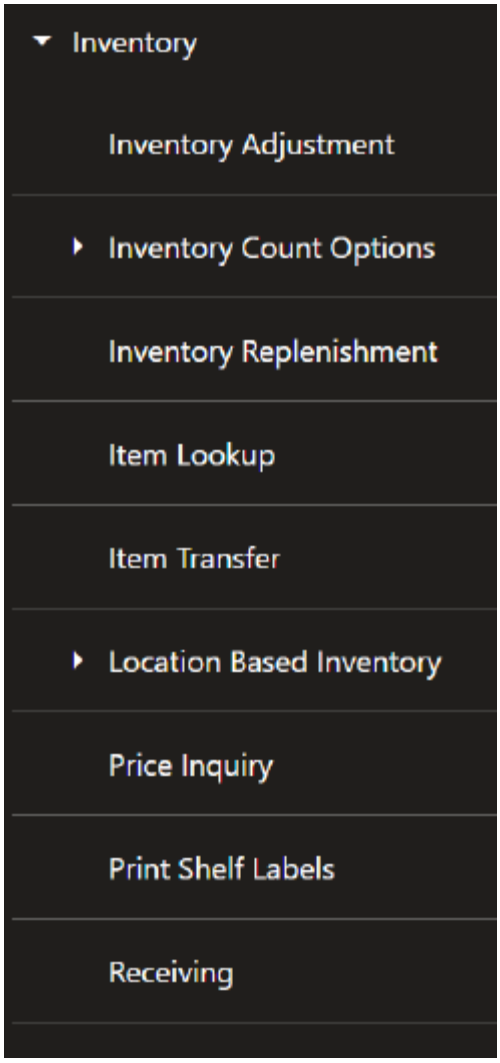


Finding an Existing Inventory Count Document

1. Select the **Inventory** from Global Navigation.

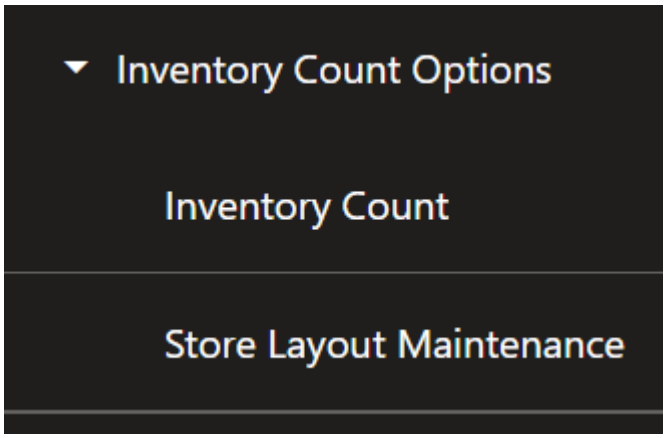
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Figure 44-2 Inventory Menu



2. Select **Inventory Count Options** from the **Inventory** menu.

Figure 44-3 Inventory Count Options



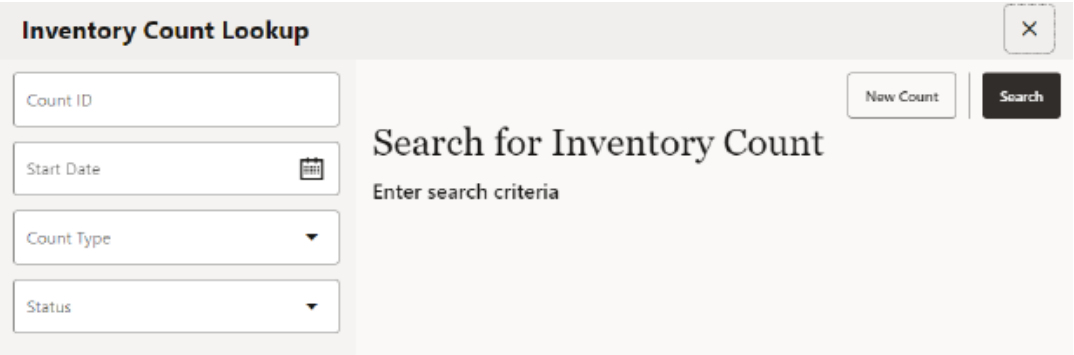
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Select **Inventory Count**.

3. At the Inventory Count search form, enter search criteria to find the Inventory Count document, then select **Search** to initiate the search.

> **Note**
>
> This form is based on security privilege. If the logged in user does not have the search privilege, the search form will not display. Instead, Xstore displays a list of Initiated and Submitted counts.

Figure 44-4 Inventory Count Criteria



> **Note**
>
> Leave all fields blank and select **Process** to list all Inventory Count documents.

The Inventory Count search form contains the following fields:

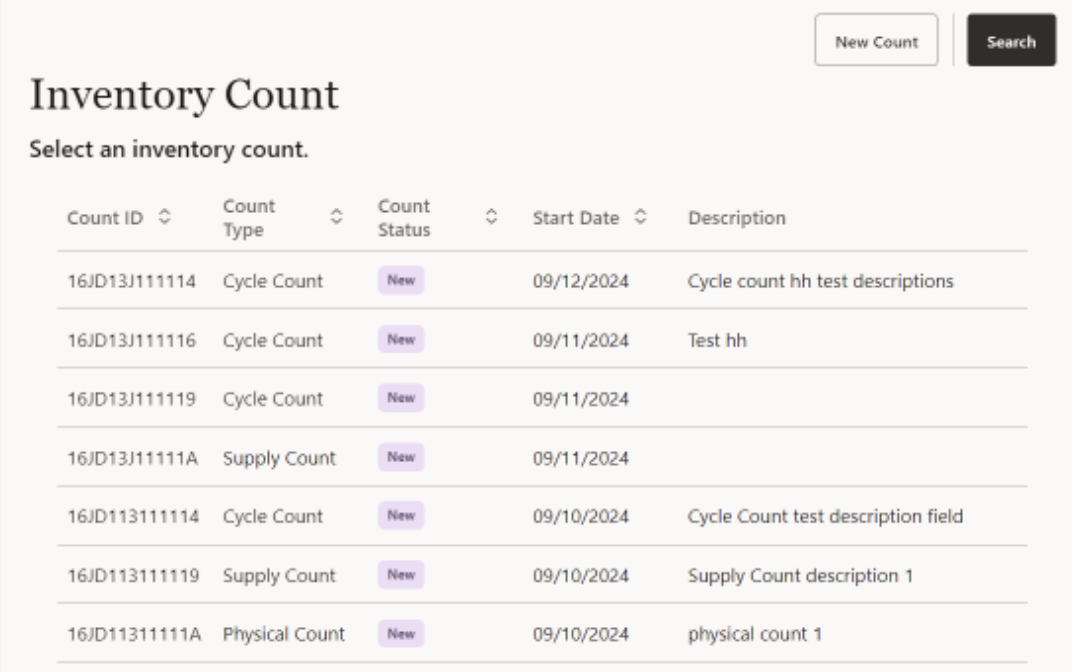
- **Count ID:** This is the auto-generated count identifier associated with the Inventory Count document. Type or scan the count identifier in this field.
- **Start Date:** This is the date the count is to be performed.
- **Count Type:** Select the type of count from the list: Physical Count, Cycle Count, or Supply Count. See the chapter summary Inventory Counting for more information about these three different types of inventory counts.
- **Status:** Select the count document status from the list:
  - **New**: No action has been taken on this Inventory Count document.
  - **Initiated**: A snapshot of the database has been taken for this Inventory Count document.
  - **Submitted**: All count sheet status for this Inventory Count is submitted.
  - **Complete**: Items on this Inventory Count document have been counted, submitted, and completed.

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> **Note**
>
> If an Inventory Count document matching your search criteria is not found, or you want to create a new inventory count, select **New Count**. See Creating a New Inventory Count Document for a step-by-step procedure describing how to create a new Inventory Count document.

4. Xstore displays a list of Inventory Count documents based on your search criteria. Scroll up and down the list as required and select the document you want.

Figure 44-5 Inventory Count Document List



- **Count ID:** The inventory count identifier.
- **Count Type:** The type of count: Physical Count, Cycle Count, or Supply Count.
- **Count Status:** The current status of the count: New, Initiated, Submitted, or Complete.
- **Start Date:** The date the count is scheduled to begin.
- **Description:** The brief description of the Inventory Count.

> **Note**
>
> Inventory Count documents created by the Home Office cannot be cancelled or edited.

5. Select **Process**.
6. Xstore displays the count screen for the selected Inventory Count document:
   - If you are performing a Cycle Count, continue with Cycle Count Process for step-by-step instructions.

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- If you are performing a Supply Count, continue with Supply Count Process for step-by-step instructions.
- If you are performing a Physical Count, continue with Physical Count Process for step-by-step instructions.

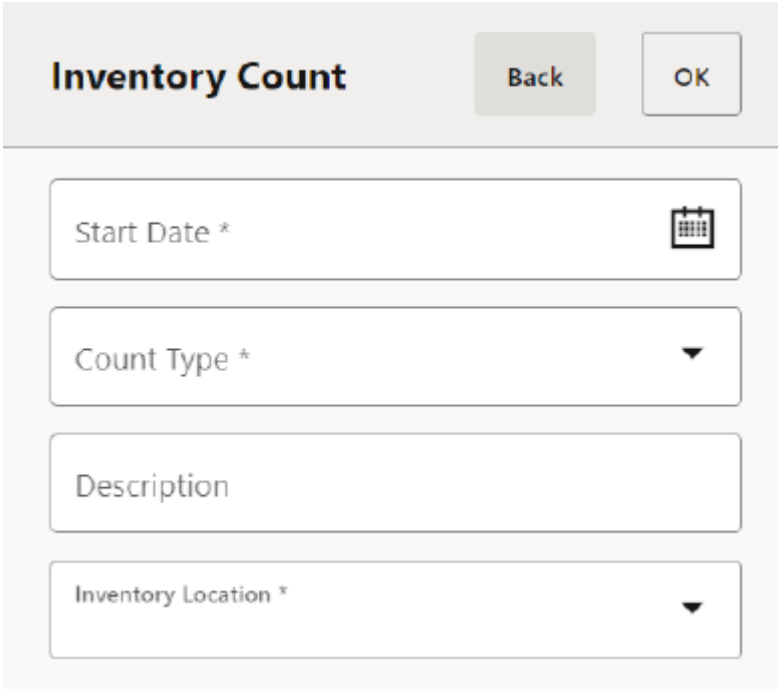
Creating a New Inventory Count Document

The following steps describe how to create a new Inventory Count document. Any Inventory Count documents you create will be flagged as Store Created for tracking purposes.

> **Note**
>
> Inventory Counts cannot be created or initiated in offline mode. Creating a new Inventory Count document is based on security privilege.

1. After selecting the **New Count** option at the Inventory Count Search form (refer to Figure 44-4 and Figure 44-5), Xstore displays the Inventory Count drawer. Enter the information in the fields as required to create a new Inventory Count document for the type of count you want to perform and select **OK**.

Figure 44-6 New Inventory Count



- **Start Date:** Enter the date on which the counting should be started.
- **Count Type:** Select the type of count for this Inventory Count document. The following count types are available in Xstore:
  - **Physical Count** - Counts all in-stock items. See Physical Count Type Setup for setup instructions.

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  - **Cycle Count** - Counts a subset of the entire stock. See Cycle Count Type Setup for setup instructions.
  - **Supply Count** - Counts internally used supplies, rather than saleable items. See Supply Count Type Setup for setup instructions.
- **Description:** Desktop, Thin Client, and Tablet only, type a brief description of the Inventory Count. The description does not need to be unique.
- **Inventory Location**: Select an inventory location or leave as Default. This inventory location is associated with the created inventory count just for the duration of the count.

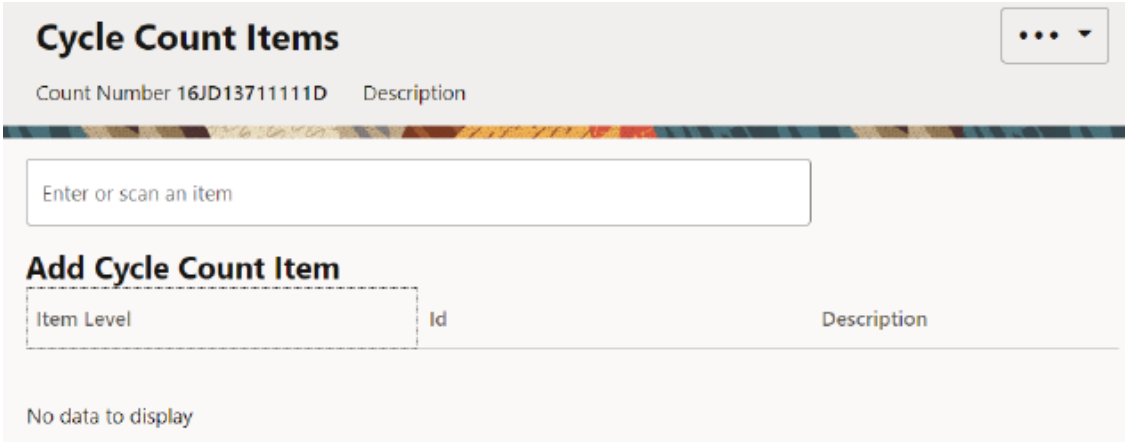
Refer to the count types below for the specific information required for each type of count.

Cycle Count Type Setup

> **Note**
>
> You can create multiple initiated Cycle Count documents. Xstore will not check for overlap of inventory so be sure to create counts for different areas of the store.

...continued from step 1

Figure 44-7 Cycle Count Setup Screen



1. Choose one of the following options to add the items to the new Cycle Count document:

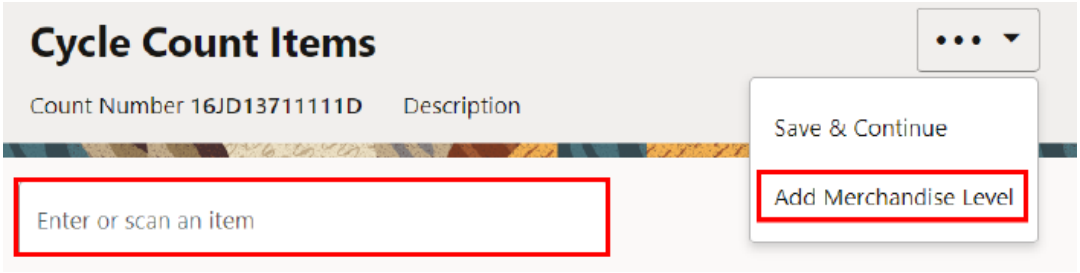
   Scan or enter the item IDs to be counted on this Inventory Count document.

   <OR>

   Select the **Add Merchandise Level** option from the Overflow Menu to add all items in a merchandise level.

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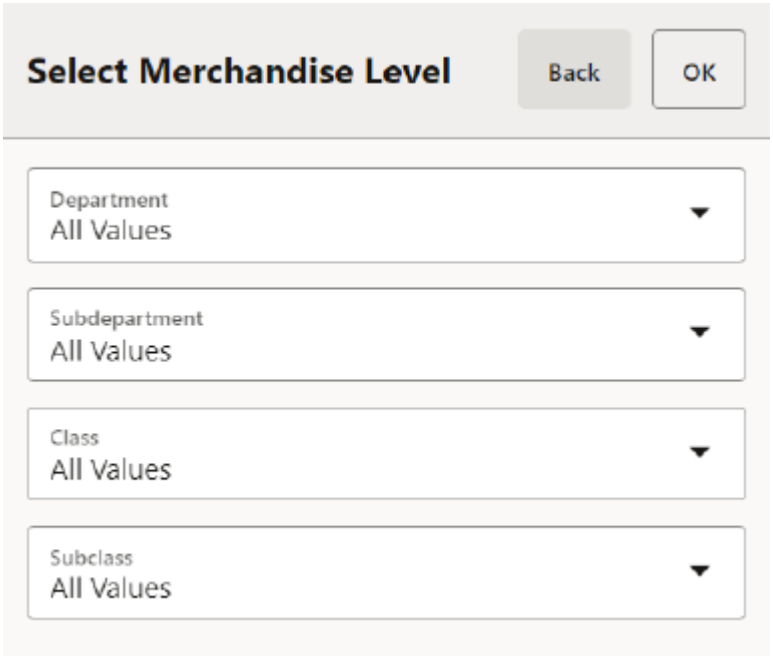
Figure 44-8 Add Merch Level Context Menu Option - Xstore POS



If you select the **Add Merch Level** option, you will be prompted to select a merchandise level to be added to the Inventory Count document:

Department, Subdepartment, Class, Subclass.

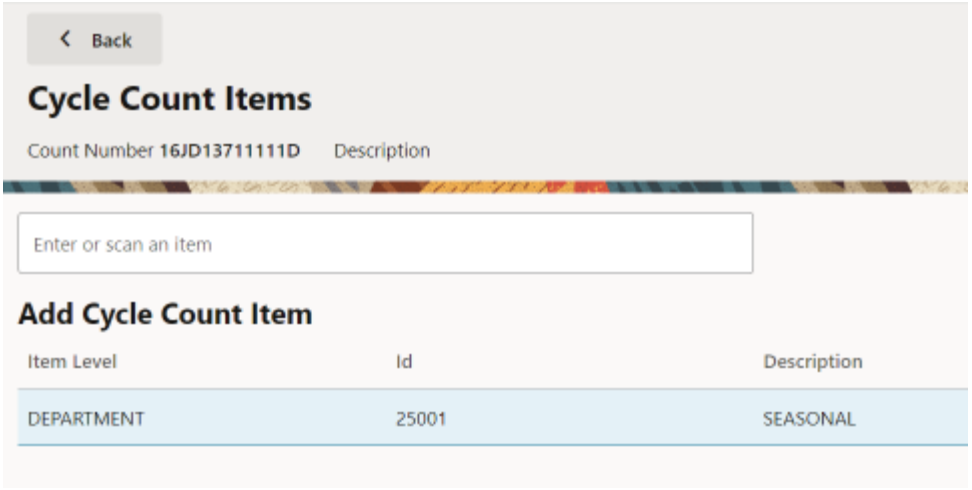
Figure 44-9 Select Merchandise Level



The actual items associated with each merchandise level are not shown in the list of items to be counted on the Inventory Count document. The merchandise level identifier (CLASS, DEPARTMENT, and so on) is displayed as a place holder and will be expanded to show the items within this merchandise level on the count sheets created in a later step. On Xstore POS, the count sheet is blank until items are scanned.

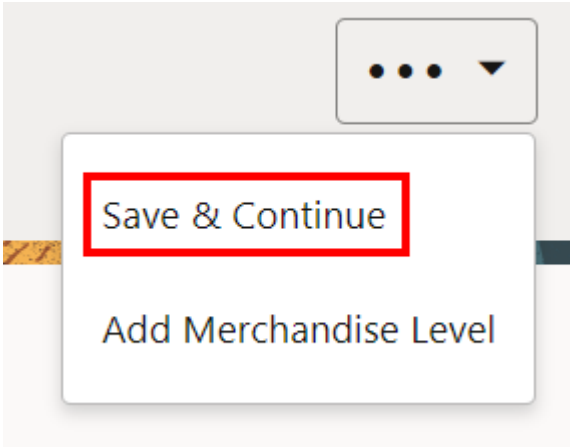
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Figure 44-10 Cycle Count Items - Merch Level and Item Level



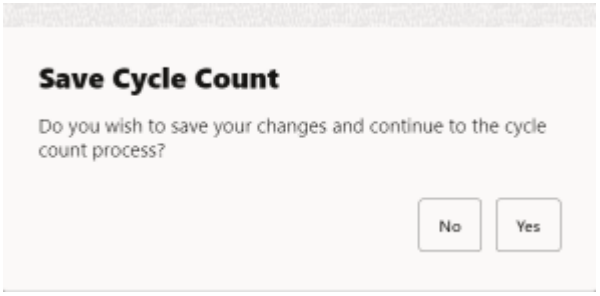
2. After adding the items to be counted on this Inventory Count document, select **Save & Continue** to create the new Cycle Count. Cycle Counts only use a single count sheet for all items.

Figure 44-11 Save & Continue Option - Xstore POS



3. At the confirmation prompt, select **Yes** to save the Cycle Count items you added.

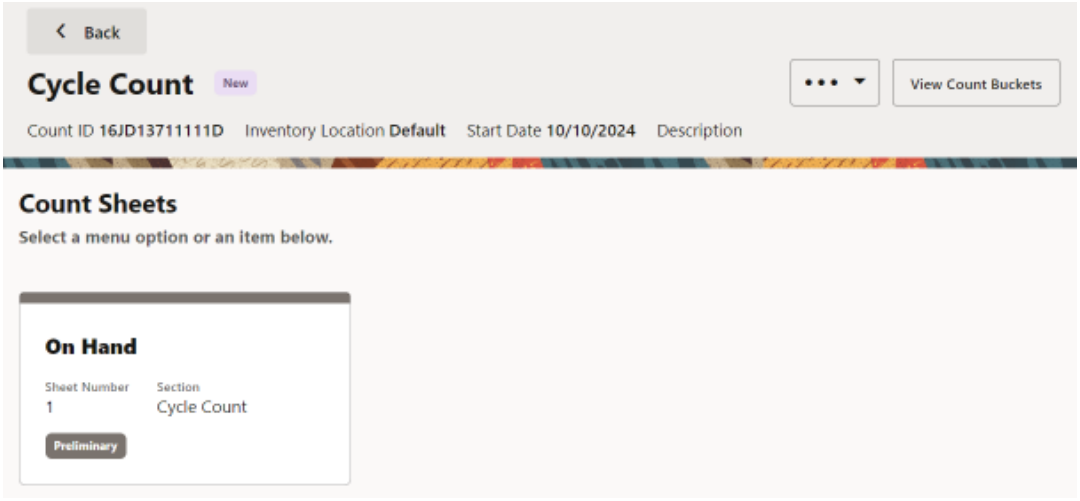
Figure 44-12 Continue Count Process Prompt



4. The system displays the Cycle Count screen:

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Figure 44-13 Cycle Count Screen



- Refer to Cycle Count Process to continue with the counting process.

  <OR>

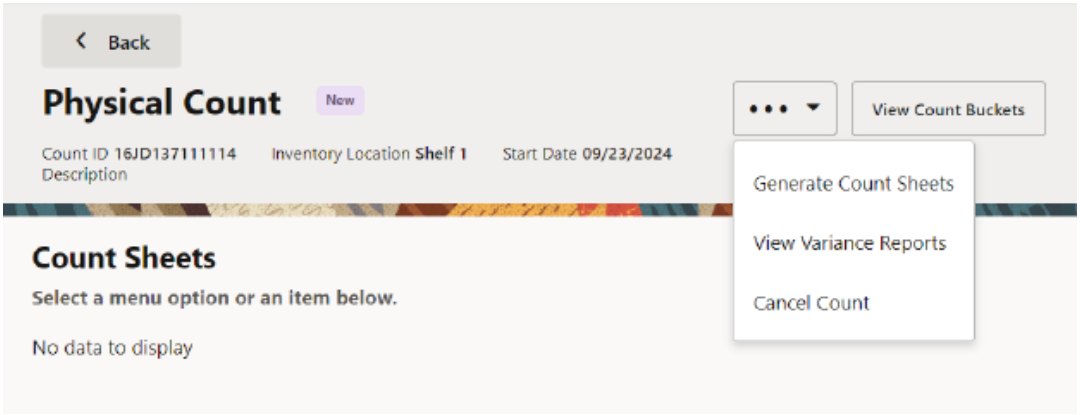
- Select **Back** at the Cycle Count screen if you are not ready to begin counting currently. The Cycle Count document will be available in the list of existing Inventory Count documents when you are ready to continue with the count process.

Physical Count Type Setup

...continued from step 1

1. Select the **Generate Count Sheets** menu option from the Overflow Menu to add the items in each section to this new Inventory Count Document.

Figure 44-14 New Physical Count



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> **Note**
>
> For a Physical Count, the Store Layout defined for your store is used to add items to be counted. See Store Layout Maintenance for detailed information about defining sections and items for your store.

The actual items associated with each section are not shown in the list of items to be counted on the Inventory Count document. The section identifier is displayed as a place holder and will be expanded to show the items within this section on the count sheets created in a later step.

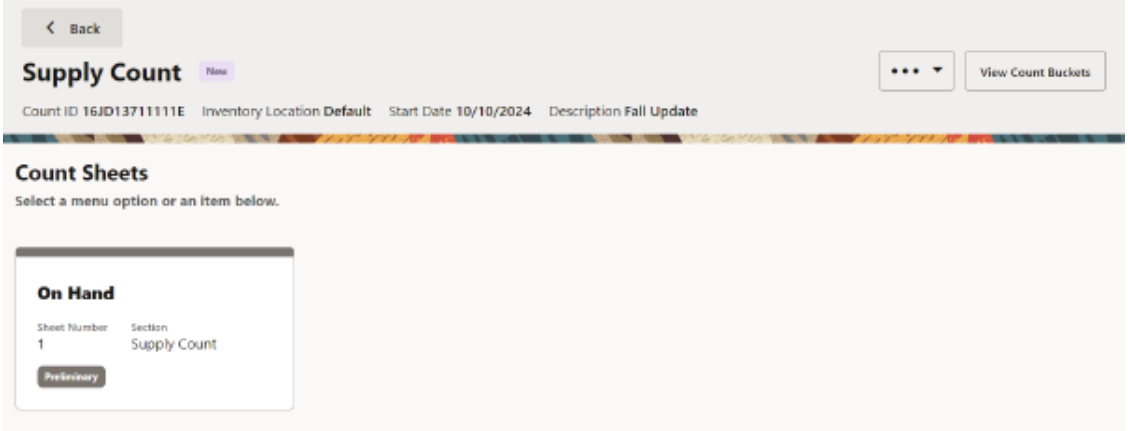
Once the count is created, do one of the following:

- To continue the counting process, refer to Physical Count Process.
- If you are not ready to begin counting at this time, select **Back**. The Physical Count document will be available in the list of existing Inventory Count documents when you are ready to continue with the count process.

Supply Count Type Setup

...continued from step 1

Figure 44-15 New Supply Count



For a Supply Count, all items identified as supplies in your store are automatically added to the count sheet. Supply Counts use a single count sheet for all items. You cannot remove supply items or add any items to this sheet.

> **Note**
>
> Supply Count items are listed automatically. You do not need to create the list.

Select **Back** if you are not ready to begin counting at this time. The Supply Count document will be available in the list of existing Inventory Count documents when you are ready to continue with the count process.

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Refer to Supply Count Process to continue the counting process.

Count Process

The following steps describe the count process. Select a count type:

- Cycle Count Process
- Physical Count Process
- Supply Count Process

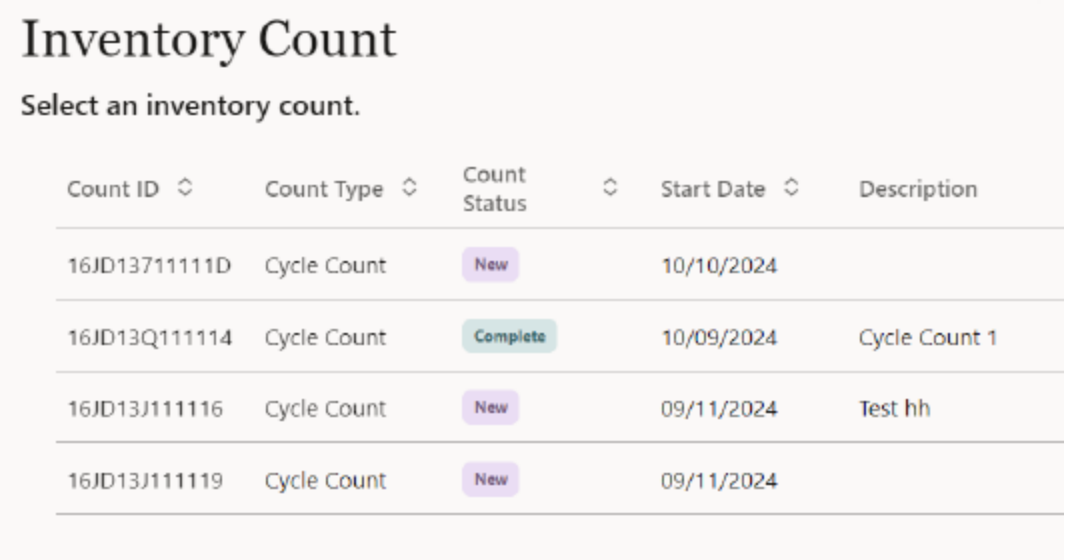
Cycle Count Process

The initial step in the Cycle Count process is to find an existing Inventory Count document, or to create a new document if allowed by your store policy. See Inventory Count Documents for detailed information about locating an Inventory Count document.

Once the Inventory Count document is located, perform the following steps.

1. Select the Cycle Count document you want to count.

Figure 44-16 Cycle Count



The Cycle Count screen displays showing the Cycle Count status for both the Inventory Count document and for the count:

The area on the right side of the screen displays the information for the Inventory Count document: Store ID, Count Number, Count Type, Begin Date, and Count Status (New, Initiated, or Complete).

To the left, this area displays information for the count sheet:

- **Count Cycle (Count #):** Indicates the number of times the bucket has been counted so far in order to reconcile any count variances and complete the count. The count cycle will always be set to 1 for the first count. If additional counts are needed to resolve a discrepancy, this number will increment for each recount.

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- **Bucket:** The inventory bucket identifier for this count sheet. Inventory buckets are pre-defined for your store. For cycle counts, only the On Hand bucket is counted.
- **Section:** Identifies which cycle count we are on. Cycle Count without a number is the first cycle count done. Cycle Count coincides with the Count #.
- **Status:** The status of the bucket within the current count and cycle:
  - Preliminary - The beginning status for a new count.
  - Printed - Indicates the count sheet has been printed.
  - Saved - Indicates the count sheet has been saved.
  - Complete - Indicates the count sheet has been completed.

2. To begin the counting process, you have the following options:
   a. OPTIONAL If you want to see the items on the count sheet, select the count sheet. After the first cycle count the items to be counted are displayed. During the first cycle count, the count sheet is blank.

      Select **Back** to return to the previous screen and print the count sheet.

   b. Select the **Print Count Sheet** menu option to print the count sheet on the report printer. The count sheet status is updated to **Printed** and a count sheet is created in readiness to enter the number of items found although, it is not required to print count sheets when using Xstore POS.

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Figure 44-17 Printed Count Sheet



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Store Count Sheet

Store: 201 - Weiss Furs

Count Number: 11CP11311111I
Count Cycle: 1
Bucket: On Hand

Count Sheet Number: 1

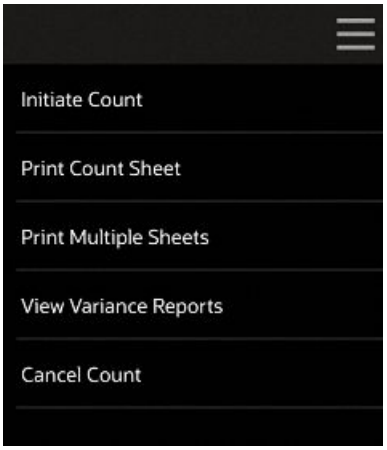
Status: Printed
Count Type: Physical Count
Section: 1 A

Recorded by: _____ Counted by: _____

Item ID	Description	Quantity
100101271	EIT_FASHION_GP_WORKBOOT:BROWN:SIZE 6	
100150057	Archu_SMKCHK_item_1	
100150065	Nimmi_Reg_Item	
100300019	Sharmi_L1_26/9	
100400028	Rah_EIT_141_290914	
100400044	Sharmi_Item_29/9	
100400079	Archu_CR446_item_1	
100750001	Arc_RA_L1_item_Adidas_1	
100850002	Arc_RA_L2_AdidasShoe_item1	
100900022	Arc_RA_L3_AdidasShoe_item1	
101050082	Arc_RA_Oct6_SP_L1_1	
102700104	NImmi_L2_10/10	
105000154	Ramya_Reg_Nov03	
105350277	Test_SM_Vat_IC_TSF	
230001	Tan Shoe 9	
230002	Brown Shoe 10	
230003	Brown Shoe 11	
230004	Black Shoe 10 Wide	

On the Xstore POS, items to be counted are scanned and not manually added.

Figure 44-18 Context Menu Options



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Note

The Print Multiple Sheets option is usually used for Physical Counts of the entire store when more than one count sheet exists, not for Cycle Counts.

To print multiple count sheets, select the **Print Multiple Sheets** menu option. Select the count sheets to be printed. When prompted, select **Yes** to confirm. The count sheet status will be updated from Preliminary to Printed.

Note

The store no longer needs to be closed to initiate a count and submit your counts. However, a warning message is displayed if you are performing an inventory count while the store is open.

Counts are usually initiated on the day the inventory count takes place.

If enforced by your store policy, you cannot enter your counts until the count has been initiated.

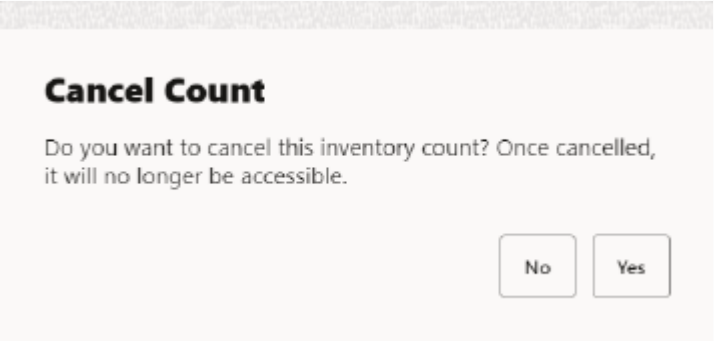
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Note

About the count menu options:

- **Initiate Count** BASED ON SECURITY PRIVILEGE - This process allows your counts to be compared to the snapshot system- expected quantity. Depending on your store policy, you may be required to initiate the count before entering any counts into the system. Or, if your store policy allows, you may be able to enter your counts before initiating the count.
- **Cancel Count** BASED ON SECURITY PRIVILEGE - This option allows you to cancel your count up until it is completed. Only store-created Inventory Counts can be cancelled. When prompted, select **Yes** to cancel the count.

Figure 44-19 Confirm Cancel Count



- **Complete Count** BASED ON SECURITY PRIVILEGE - This option marks the count sheet as complete. The Complete Count menu option will only be enabled after the count cycles for the inventory count are complete.
- **Back** - This option will exit the current Count document, and take you back to the Inventory Count search form (Figure 44-4).

3. Select **Initiate Count** to take a snapshot of current inventory. If the store is open, a warning message is displayed. Select **Yes** to continue or **No**to exit the count.

   This initiation process takes a snapshot of your current inventory ledger to be used to calculate variances between the expected (snapshot) quantity and the quantity you entered in to the system.

   Counts must be initiated before they can be submitted.
4. Scan the items.
5. Open the Context menu and select **Save Count Sheet**.
6. Select **Yes** to confirm.

   You are returned to the Cycle Count main page. The count sheet status changes to Saved.
7. Select the count sheet just saved to bring up two menu options:
   - Count: Returns to the count sheet to scan more items.
   - Submit: Submits the count sheet.
8. Select **Submit**. The count sheet status changes to Submitted.

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The system compares the count quantity you entered with the expected quantity based on the snapshot taken of the inventory ledger:

- If the counted quantity and the expected quantity match, the inventory bucket for the item is marked as settled - no variance, and the count is complete. Skip to step 13.
- If the counted quantity and the expected quantity do not match, the inventory bucket for the item is marked as having a variance.
  - If your system is set up for Automatic Variance Processing, any variances will automatically result in a new count cycle: count cycle 2. See Automatic Variance Processing for detailed information about this type of variance processing.
  - If your system is set up for Manual Variance Processing, you can choose whether to perform a recount. See Manual Variance Processing for detailed information about this type of variance processing.

9. If you must recount any items, perform the same steps you used for count cycle 1:

> **Note**
>
> Since subsequent count cycles are always compared to the initial snapshot taken for the first count cycle, you cannot initiate the count again.

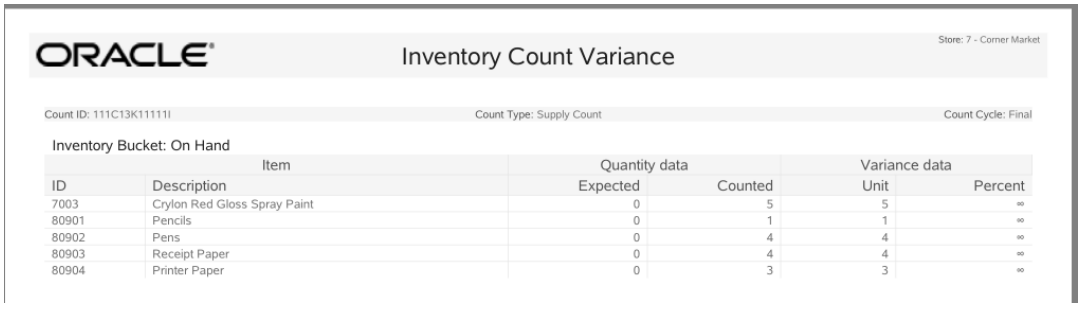
Select the count sheet on tablet (it's displayed as a row). Only the items with variances will be listed for a recount.

10. OPTIONAL You can select the **View Variance Report**s menu option to create a variance report showing the count discrepancies.

    If prompted, select a Variance Report from the list.

11. The system creates and displays the report. See Variance Report for more information about these reports.

Figure 44-20 Inventory Count Variance Report


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Inventory Count Variance

Store: 7 - Corner Market

Count ID: 111C13K11111 | Count Type: Supply Count | Count Cycle: Final

Inventory Bucket: On Hand

Item		Quantity data		Variance data	
ID	Description	Expected	Counted	Unit	Percent
7003	Crylon Red Gloss Spray Paint	0	5	5	∞
80901	Pencils	0	1	1	∞
80902	Pens	0	4	4	∞
80903	Receipt Paper	0	4	4	∞
80904	Printer Paper	0	3	3	∞

12. After the final count cycle sheet is submitted, the system displays a prompt indicating you have completed all count cycles:

    Select one of the following options to continue the counting process:

    - Select **Continue** to return to the Inventory Count screen. From the Inventory Count screen, you can:
      - View/Print Variance Reports from all count cycles that had variances.

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> **Note**
>
> No Variance Report will be available for a count cycle that had no variances since all variance values would be 0.

- Save the submitted count cycles and post inventory counts at another time.
- Print count sheets (if available).
- Cancel the count BASED ON SECURITY PRIVILEGE.
- Complete the count to post inventory counts and adjust the inventory counts in the system BASED ON SECURITY PRIVILEGE.

<OR>

- Select **Complete Count** to post inventory counts and adjust the inventory counts in the system BASED ON SECURITY PRIVILEGE.

13. After completing the count sheets, the system marks the Inventory Count document as Complete and inventory quantity will be adjusted accordingly.

Physical Count Process

Before you can perform a Physical Count for all items in your store, you must set up a store layout plan to divide your store into manageable sections. Each section will have its own count sheet showing the items in that section. These count sheets can then be distributed to the associates responsible for counting each section. Refer to Store Layout Maintenance for more information about setting up your store layout.

The initial step in the Physical Count process is to find an existing Inventory Count document, or to create a new document if allowed by your store policy.

See Inventory Count Documents for detailed information about locating an Inventory Count document. See Creating a New Inventory Count Document for detailed information about creating an Inventory Count document.

Once the Inventory Count document is located, perform the following steps:

1. Select the Physical Count document you want to count. The system displays the Physical Count type for that count.
2. Select the **Generate Count Sheets** menu option on the Physical Count screen to create the count sheets based on your store layout. This screen shows the following information for the new Physical Count:

   The Info box on the right-hand side of the screen displays the information for the Inventory Count document: Count Type, Count ID, Inventory Location, Status, Begin Date, and Description.

   Underneath displays information for the count sheet:

   - **Bucket**: The inventory bucket identifier for this count sheet. Inventory buckets are pre-defined for your store.
   - **Count Cycle**: Indicates the number of times the bucket has been counted in order to reconcile any count variances and complete the count. The count cycle will always be set to 1 for the first count. If additional counts are needed to resolve a discrepancy, this number will increment for each recount.
   - **Status**: The status of the bucket within the current count and cycle:

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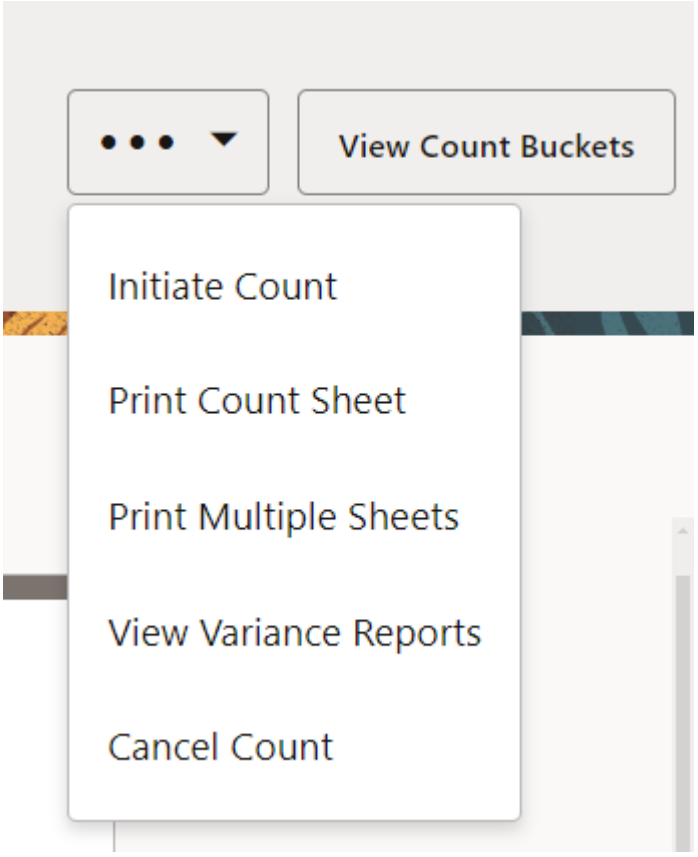
- Preliminary - The beginning status for a new count.
- Printed - Indicates the count sheet has been printed.
- Saved - Indicates the count sheet has been saved.
- Complete - Indicates the count sheet has been completed.

On the left, the screen lists each count sheet based on your store layout:

- **Count Sheet #:** The sequential number associated with each count sheet for this Physical Count.
- **Bucket:** The inventory bucket associated with the count sheet.
- **Section**: The store area to be counted as defined in your store layout.
- **Status**: The status for each count sheet.

3. Select a row to display that counts' count sheet. Scan or enter items. When items have been added, save the count sheet.

Figure 44-21 Count Overflow Menu Options

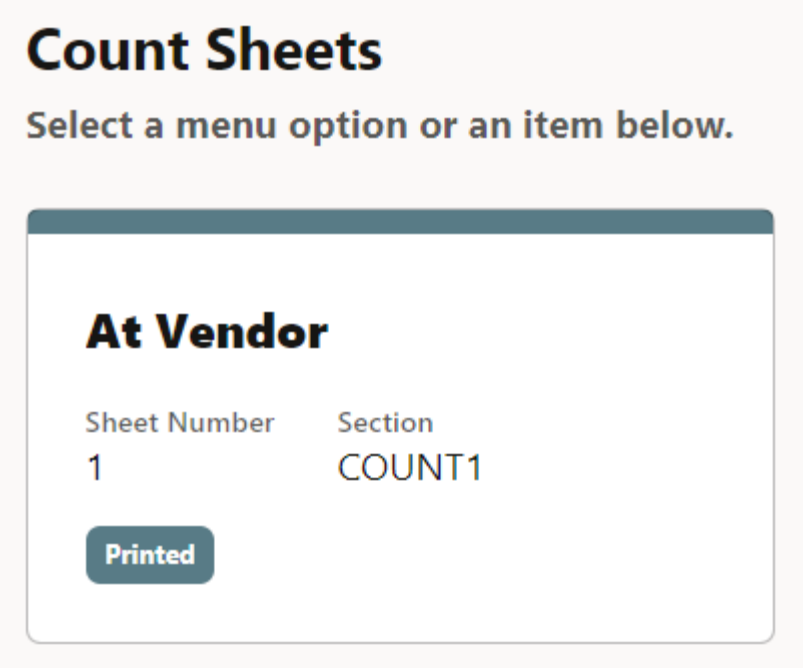


If required, use the Context Menu to print the count sheets:

- To print one count sheet at a time, highlight the count sheet and select the **Print Count Sheet** menu option. The count sheet is printed, and the status will be updated from Preliminary to Printed.

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Figure 44-22 Count Sheet - Status Printed



- To print multiple count sheets, select the **Print Multiple Sheets** menu option. The system prompts you to select the count sheets to be printed. Select each sheet individually or choose the **Select All** menu option to print all sheets. When prompted, select **Yes** to confirm the count sheets to be printed. The count sheet status will be updated from Preliminary to Printed.

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Figure 44-23 Printed Count Sheet Example



ORACLE

Store Count Sheet

Store: 201 - Weiss Furs

Count Number: 11CP11311111I
Count Cycle: 1
Bucket: On Hand

Count Sheet Number: 1

Status: Printed
Count Type: Physical Count
Section: 1 A

Recorded by: _____

Counted by: _____

Item ID	Description	Quantity
100101271	EIT_FASHION_GP_WORKBOOT:BROWN:SIZE 6	
100150057	Archu_SMKCHK_item_1	
100150065	Nimmi_Reg_Item	
100300019	Sharmi_L1_26/9	
100400028	Rah_EIT_141_290914	
100400044	Sharmi_Item_29/9	
100400079	Archu_CR446_item_1	
100750001	Arc_RA_L1_item_Adidas_1	
100850002	Arc_RA_L2_AdidasShoe_item1	
100900022	Arc_RA_L3_AdidasShoe_item1	
101050082	Arc_RA_Oct6_SP_L1_1	
102700104	NImmi_L2_10/10	
105000154	Ramya_Reg_Nov03	
105350277	Test_SM_Vat_IC_TSF	
230001	Tan Shoe 9	
230002	Brown Shoe 10	
230003	Brown Shoe 11	
230004	Black Shoe 10 Wide	

Use the printed count sheets to record the item counts. Blank lines are provided so that you can write in any items you find in the section that were not included on the printed list. When you have finished counting the items, return to the Inventory module to enter your counts into the system.

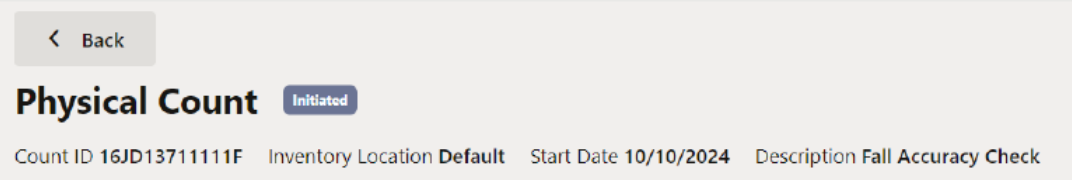
> **Note**
>
> If allowed by your store policy, you can enter your counts before initiating the count.
>
> If enforced by your store policy, you cannot enter your counts until the count has been initiated. See step 4 below.

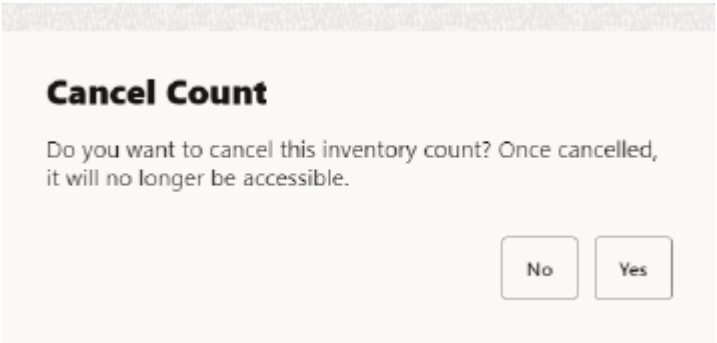
4. Select **Initiate Count** to take a snapshot of current inventory.

   If the store is open, a warning message is displayed. Select **Yes** to continue and the Count Status changes to Initiated, or **No** to exit the count.

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Figure 44-24 Physical Count Initiated - Xstore POS



> **Note**
>
> About the count menu options:
>
> **Initiate Count** BASED ON SECURITY PRIVILEGE - This process allows your counts to be compared to the snapshot system-expected quantity. Depending on your store policy, you may be required to initiate the count before entering any counts into the system. Or, if your store policy allows, you may be able to enter your counts before initiating the count.
>
> **Cancel Count** BASED ON SECURITY PRIVILEGE - This option allows you to cancel your count up until it is completed. Only store-created Inventory Counts can be cancelled. When prompted, select **Yes** to cancel the count.
>
> 
>
>
> **Complete Count** BASED ON SECURITY PRIVILEGE - This option marks the count sheet as complete. The **Complete Count** menu option will only be enable after the count cycles for the inventory count are complete.
>
> **Back** - This option will exit the current Count document and take you back to the Inventory Count search form (Figure 44-4).

5. Now count the items listed on the count sheets...

   When you have finished counting the inventory items, return to the Inventory module to enter your counts into the system. Refer to Physical Count Process if you need instructions for locating the Inventory Count document you are working on.

6. At the Physical Count screen, select a count sheet from the list and select **Enter**. Use the Count details that display to identify the area to begin your count. If required, print the count sheets.

   Start scanning the items in the section of the store. No items display on the count sheet until the start of scanning and then the scanned items are displayed on the tablet.

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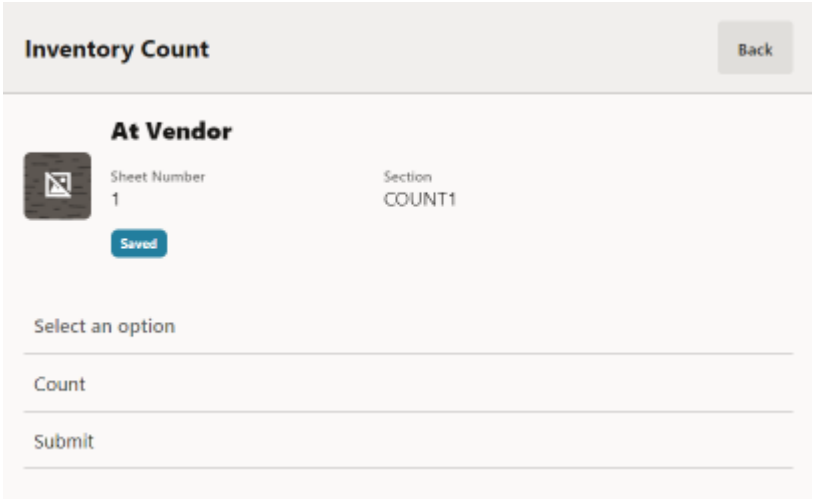
> **Note**
>
> Items cannot be added that do not belong to the area so there is no **Add Count Item** option.

7. After scanning all items on the count sheet, select **Save Count Sheet** from the Context Menu. The count sheet status will change from Preliminary to Saved. Repeat steps 5-7 for all count sheets.
8. Submit the counts.

   In this step, your count is compared to the system expected quantity captured during the initiation process. Any variances between your count and the system- expected quantity will be reported, allowing you to resolve any discrepancies through additional counting cycles.

   - To submit a single count sheet, select that count sheet and select **Submit**. The count sheet status changes to Submitted.
   - To submit multiple count sheets at one time, select the **Submit Multiple Sheets** menu option. The system prompts you to select the count sheets to be submitted. Select each sheet individually or choose the **Select All** menu option to submit all sheets. When prompted, select **Yes** to confirm the count sheets to be submitted.

Figure 44-25 Submit Option



9. The next step depends on the type of variance processing used: Automatic or Manual.
   - If the counted quantity and the expected Snapshot quantity match, the inventory bucket for the item is marked as settled – no variance, and the count is complete.
   - If the counted quantity and the expected Snapshot quantity do not match, the inventory bucket for the item is marked as having a variance.
     - If your system is set up for Automatic Variance Processing, any variances will result in a new count cycle: Count Cycle 2. See Automatic Variance Processing for detailed information about this type of variance processing.
     - If your system is set up for Manual Variance Processing, you can choose whether to perform a recount. See Manual Variance Processing for detailed information about this type of variance processing.

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> **Note**
>
> In Count Cycle 2 (and higher), all items with variances will be grouped by Bucket. The Sections used for counting in Cycle 1 are not used for Cycle 2 and greater.
>
> For example, if you have sections within the Layaway bucket such as an Earrings Section, a Watch Section, and a Jewelry Section with variances reported in Cycle 1 (1), then in Count Cycle 2 (2), the three Layaway sections (Earrings Section, Watch Section, and Jewelry Section) will be consolidated into a single Layaway bucket and the Section identifier will be ignored.

10. If you must recount any items, perform the same steps you used for count cycle 1:

> **Note**
>
> Since subsequent count cycles are always compared to the initial snapshot taken for the first count cycle, you cannot initiate the count again.

    a. Select the count sheet. Only the items with variances will be listed for a recount.
    b. You cannot add additional items to Count Cycle 2.
    c. When the recount is finished and saved, select the **Submit Count Sheet** menu option. Once again, the system will compare the entered counts with the expected counts.

11. You can select the **View Variance Report**s menu option to create a variance report showing the count discrepancies. When prompted, select a Variance Report from the list and select **Enter**. The system creates and displays the report.
12. After the final count cycle sheet is submitted, the system displays a prompt indicating you have completed all count cycles.
13. Select one of the following options to continue the counting process:
    - Select **Continue** to return to the Inventory Count screen. From the Inventory Count screen, you can:
        – View/Print Variance Reports from all count cycles that had variances.

> **Note**
>
> No Variance Report will be available for a count cycle that had no variances since all variance values would be 0.

        – Save the submitted count cycles and post inventory counts at another time.
        – Print count sheets.
        – Cancel the count.
        – Complete the count to post inventory counts and adjust the inventory counts in the system.

          <OR>

    - Select **Complete Count** to post inventory counts and adjust the inventory counts in the system.

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14. After completing the count sheets, the system marks the Inventory Count document as Complete and inventory quantity will be adjusted accordingly.

Supply Count Process

A Supply Count is a count of items not sold in your store, but are required for normal store operations, such as rolls of receipt paper for cash registers or printer paper for report printers. The Supply Count process is like the Cycle Count process; however, the count sheets are automatically populated with only the items identified as supplies in your store. Usually Supply Counts are not downloaded from the home office, and you cannot add items to the count sheets. The initial step in the Supply Count process is to find an existing Inventory Count document, or to create a new document.

To locate a Supply Count document, refer to Finding an Existing Inventory Count Document.

To create a new supply count document see Creating a New Inventory Count Document.

1. Select the Supply Count document you want to count.
2. The Supply Count screen displays showing the count status for both the Inventory Count document and for the count sheet:

   The Info box on the right-hand side of screen displays the information for the Inventory Count document: Store, Count Number, Description, Count Type, Begin Date, and Count Status.

   The area to the left displays' information for the count sheet:

   - **Count Cycle (Count#):** Indicates the number of times the bucket has been counted in order to reconcile any count variances and complete the count. The count cycle will always be set to 1 for the first count. If additional counts are needed to resolve a discrepancy, this number will increment for each recount.
   - **Bucket**: The inventory bucket identifier for this count sheet. Inventory buckets are pre-defined for your store. For supply counts, only the On Hand bucket is counted.
   - **Section:** Identifies which cycle count we are on. Supply Count without a number is the first cycle count done. Supply Count coincides with the Count #.
   - **Status**: The status of the bucket within the current count and cycle:
     - Preliminary: The beginning status for a new count.
     - Printed: Indicates the count sheet has been printed.
     - Saved: Indicates the count sheet has been saved.
     - Complete: Indicates the count sheet has been completed.
3. Select the top row to display the count sheet.

> **Note**
>
> If enforced by your store policy, you may not be able to enter your counts until the count has been initiated. Counts are usually initiated on the day of the count.
>
> If the store is open, a warning message is displayed. Select **Yes** to continue or **No** to exit the count.

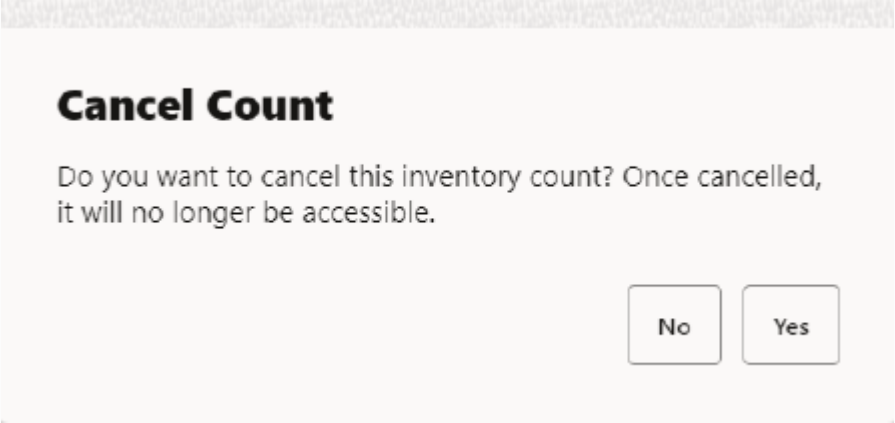
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Note

About the count menu options:

- **Initiate Count** BASED ON SECURITY PRIVILEGE - This process allows your counts to be compared to the snapshot system- expected quantity. Depending on your store policy, you may be required to initiate the count before entering any counts into the system. Or, if your store policy allows, you may be able to enter your counts before initiating the count.
- **Cancel Count** BASED ON SECURITY PRIVILEGE - This option allows you to cancel your count up until it is completed. Only store- created Inventory Counts can be cancelled. When prompted, select **Yes** to cancel the count.

Figure 44-26 Confirm Cancel Count



- **Complete Count** BASED ON SECURITY PRIVILEGE - This option marks the count sheet as complete. The Complete Count menu option will only be enabled after the count cycles for the inventory count are complete.
- **Back** - This option will exit the current Count document and take you back to the Inventory Count search form (Figure 44-4).

4. Select **Initiate Count** to take a snapshot of current supply inventory. If the store is open, a warning message is displayed. Select **Yes** to continue and the Count Status changes to Initiated, or **No** to exit the count.
5. Scan the items. As you scan the supply items they display. You cannot enter a quantity; all items must be scanned to be counted.

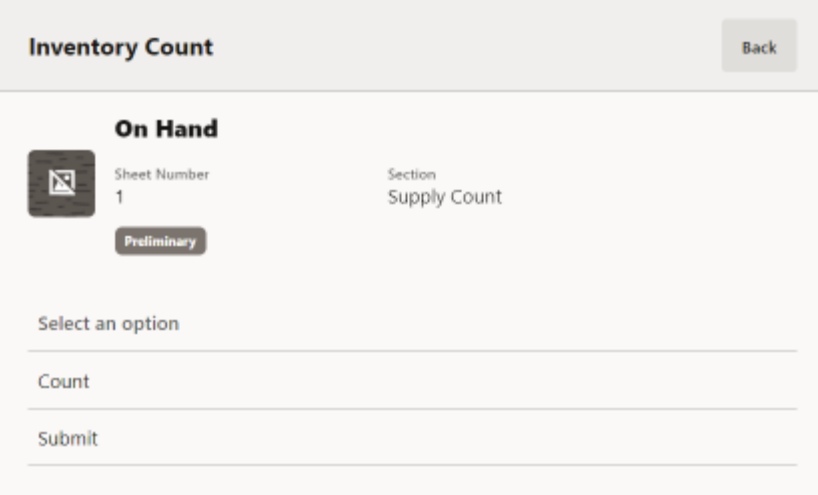
Note

The count sheet will be blank for the first cycle count. The next cycle counts display the items that need recounting, that is, the items with quantity discrepancies.

6. Select **Save Count Sheet**.
7. Select **Yes** to confirm. The count sheet status changes to Saved.
8. Select the Supply Count row. The following menu list displays:

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Figure 44-27 Supply Count Menu Options



- Count: Returns to the count sheet to scan more items.
- Submit: Submits the count sheet.

9. Select **Submit Count Sheet**.
10. Continue with step 5 through step 9 to submit and complete your supply count following the same process used for cycle counts.

    The system compares the count quantity you entered with the expected quantity based on the snapshot taken of the inventory ledger for supply items.
11. After Submitting the last cycle count (configurable number of counts), the following prompt is displayed:
12. Select **Complete Count**.
13. Select **OK**.

    The count screen shows the following status information:

    Inventory Document Count Status: Complete

    Count Status: Complete and the number of count cycles required to complete the count. Each count sheet status for all cycles is set to Submitted.

Automatic Variance Processing

In Automatic Variance Processing only items with count variances are moved to the next cycle of counting. This process will continue moving items with count variances to the next count cycle automatically until the count for the item matches the value expected by the system (from the snapshot), or the quantity counted for two count cycles matches.

About Count Cycle 2:

The Inventory Count document status is Initiated. Any subsequent count cycles are always compared to the initial snapshot taken for the first count cycle. You cannot initiate the count again for this Count document.

If using Automatic Variance Processing, count cycle 2 is created automatically any time there is a count discrepancy between the counted and expected quantities in count cycle 1.

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Any items with variances in count cycle 1 are moved to count cycle 2 for a recount. Items that matched the entered quantity and expected quantity will not be included in the recount.

Physical Inventory count processing for count cycle 2: Consolidating Sections

In Count Cycle 2 (and higher), all items with variances will be grouped by Bucket. The Sections used for counting in Cycle 1 are not used for Cycle 2 and greater.

For example, if you have sections within the Layaway bucket such as an Earrings Section, a Watch Section, and a Jewelry Section with variances reported in Cycle 1, then in Count Cycle 2, the three Layaway sections (Earrings Section, Watch Section, and Jewelry Section) will be consolidated into a single Layaway bucket and the Section identifier will be ignored.

The count sheet status for count cycle 2 is set to Preliminary, indicating this is a new count.

The count sheet status for count cycle 1 is set to Submitted status and cannot be changed.

How the Variance is Calculated in Automatic Variance Processing

This section shows a simple example of the process the system uses to calculate variances between expected quantity and counted quantity. In this example, the store is set up to use a maximum of 4 count cycles per Inventory Count document.

Count Cycle 1

The system compares the submitted item count for the inventory bucket against the snapshot:

- If the numbers match, the inventory bucket for the item is considered settled - no variance, and the count for the item is Complete.
- If the numbers do not match, the item is moved to the next count cycle (count cycle 2) and must be recounted.

Count Cycle 2

The system compares the submitted item recount for the inventory bucket against the snapshot:

- If the recount and snapshot numbers match, the inventory bucket for the item is considered settled - no variance, and the count for the item is complete.
- If the recount and snapshot numbers do not match, the count is compared against the inventory bucket's prior count for count cycle 1.
  - If the count matches the count for count cycle 1, the recount of the inventory bucket is considered as matched, the count for the item is complete, and the matched count will be used to compute the variance.
  - If the count does not match the count for count cycle 1, or the original snapshot, the item is moved to the next count cycle (count cycle 3) and must be recounted.

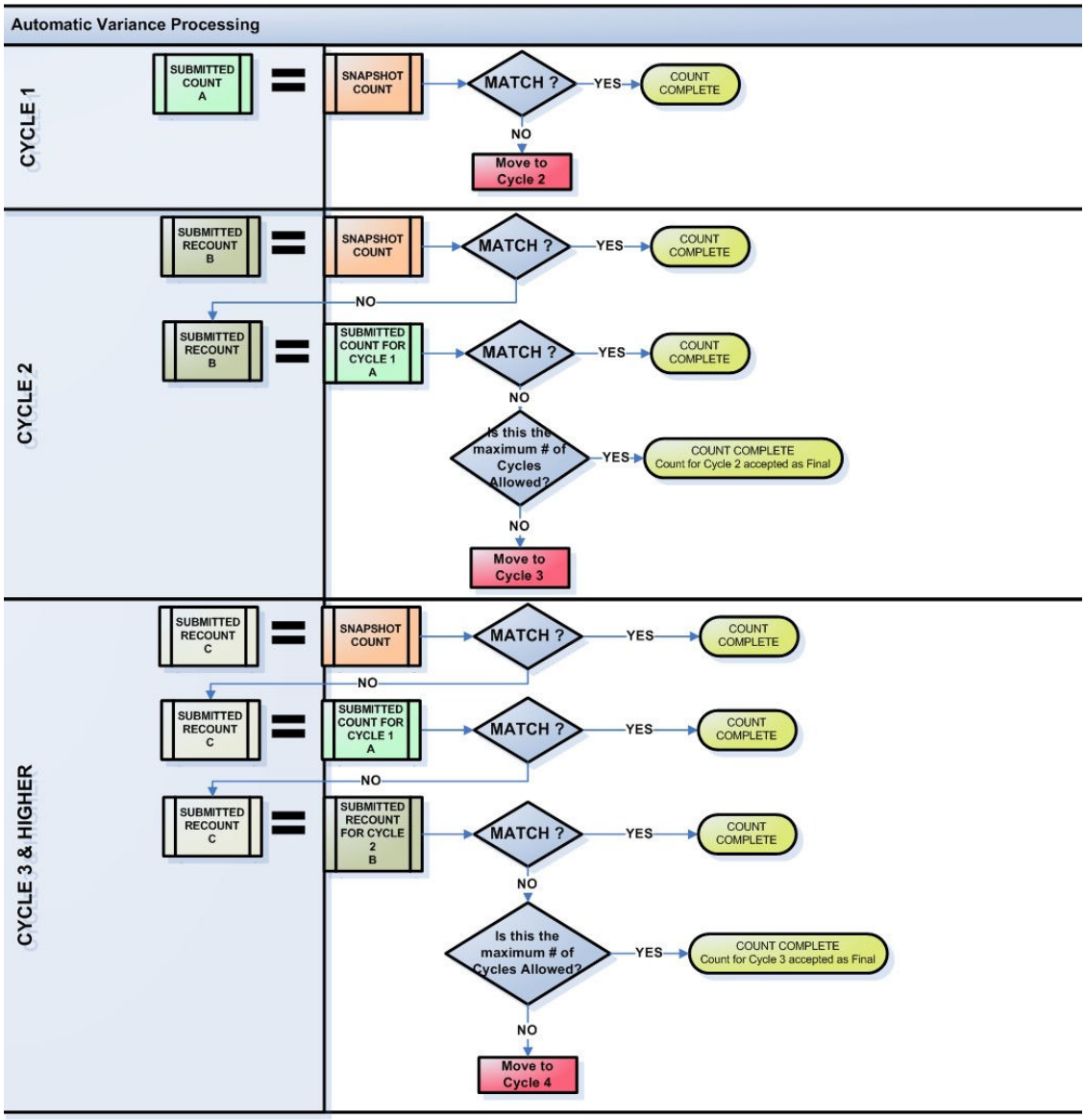
> **Note**
>
> Count Cycle Grouping: In a Physical Count, only a single count sheet will be created for Count Cycle 2 (and higher). The items to be recounted on the count sheet will be grouped by Bucket, and the Sections defined for Count Cycle 1 are no longer referenced.

Count Cycle 3 and Higher

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The process is generally the same as described in Count Cycle 2. However, if the numbers do not match for the inventory bucket, the count will be compared against the inventory buckets for all prior count cycle counts, in addition to the original snapshot. If the item is not settled or matched once the maximum number of count cycles is reached, the system considers the last count as final and uses it to calculate the variance.

Figure 44-28 Count Cycles: Automatic Processing



Automatic Variance Processing Examples:

Example 1 (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 4

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Item is considered settled Cycle 2 = Snapshot, no variance 4-4=0

Example 2 (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 3

Item is considered matched Cycle 2 = Cycle 1, variance= -1 3-4=-1

Example 3 (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 2

Item automatically moved to count cycle 3 for recount No match between Snapshot or Cycles 1 and 2

Example 4 (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 2

Count for cycle 3 = 2

Item is considered matched Cycle 3 = Cycle 2, variance= -2 2-4=-2

Example 5 (Maximum: 4 count cycles)

Snapshot value = 4

Count for cycle 1 = 3

Count for cycle 2 = 2

Count for cycle 3 = 1

Count for cycle 4 = 6

The 4th count of 6 is final, variance= +2 6-4=2(System uses last count cycle value as the final count when there are no matches once the maximum cycles allowed is reached).

Manual Variance Processing

In Manual Variance Processing, the system does not perform any automatic movement of items from one count to the next. Instead, you can select individual count sheets to be recounted in the next cycle. The sheet can be moved to the next cycle until you determine that the count is complete, or until the maximum number of cycles is reached. The entire count sheet is provided for the recount, not only items that had a count variance from the expected quantity. However, on the last count cycle, or once the maximum cycles allowed is reached, only items with variances will appear on the Inventory Count Variance Report.

After submitting the last count sheet for an inventory bucket, the system displays a prompt to ask whether you want to recount this count sheet.

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- To recount the count sheet, select the sheet from the list. This moves the sheet to the next cycle of the count. Recount the items on the count sheet following the same process used for count cycle 1.

  However, it is not necessary (or possible) to initiate the count again. Any subsequent count cycles are always compared to the initial snapshot taken for the first count cycle. You can recount the count sheet as many times as necessary, up to the maximum number of cycles permitted by your store policy.

  > **Note**
  >
  > If you select a Count Sheet for a recount and the maximum number of cycles has been reached, you will be prompted to complete the count and no additional count cycles are permitted.

- To complete the count sheet, accepting any variances if applicable, select **Complete Count Bucket**. This option does not move any counts into the next count cycle but completes the count for this inventory bucket. The counts from the last cycle completed will be used to calculate the final variances for the bucket against the snapshot.

Variance Report

A variance report is created for each bucket in each cycle of the inventory count. After the final count cycle sheet has been submitted, or once all inventory bucket statuses are complete, the system posts inventory and creates the final variance report for all buckets.

1. To view a variance report, select the **View Variance Reports** menu option.
2. Select a variance report from the list:
3. Select **Print** report to execute the report and send the results to a printer.
4. Select **Save report** to save this report with the current data or save only the report parameters to run this specific report with these parameters again. If you save the report, assign a name to it so it can be viewed whenever needed. Xstore suggests a name, but you may type in the Save Report As field and change it.

   Variance Reports include the following header information:

   - **Count #:** The auto-generated count identifier associated with the Inventory Count document.
   - **Count Type:** The type of count: Physical Count, Cycle Count, Supply Count
   - **Count Cycle:** Indicates the number of times the bucket was counted to obtain these results.
   - **Inventory Bucket Section:** Used for Physical Inventory counts; defines the store layout area for the count.

   For each Item ID with a variance in the inventory bucket, the following information is shown:

   - **Item ID:** The item identifier.
   - **Description:** The item description.
   - **Snapshot quantity:** The quantity recorded when the count was initialized.
   - **Counted quantity:** The count value submitted by the associate after counting the items.

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- **Unit variance:** The difference between the snapshot value and the submitted count value.
- **% variance:** The difference between the snapshot value and the submitted count value, as a percentage.

Variance Percentage Calculation Formula: If snapshot quantity = 0 then infinity,

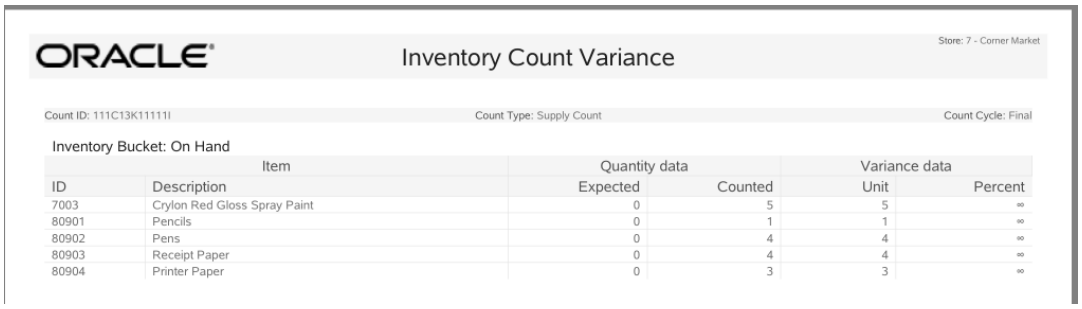
else,

If snapshot quantity < 0 then (-1 * (unit variance / snapshot quantity)) * 100, else,

(unit variance / snapshot quantity) * 100

Please note that rather large variance percentages (well over 100%) are correct if you have a small snapshot quantity and a large unit variance.

Figure 44-29 Count Cycle Variance Report Example


Inventory Count Variance

Store: 7 - Corner Market

Count ID: 111C13K11111 | Count Type: Supply Count | Count Cycle: Final

Inventory Bucket: On Hand

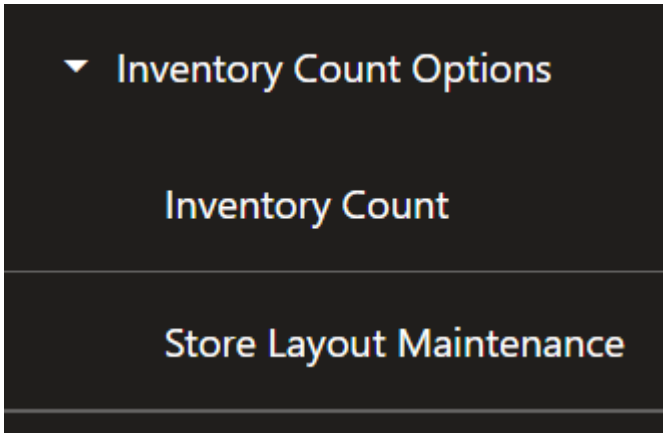
Item		Quantity data		Variance data	
ID	Description	Expected	Counted	Unit	Percent
7003	Crylon Red Gloss Spray Paint	0	5	5	∞
80901	Pencils	0	1	1	∞
80902	Pens	0	4	4	∞
80903	Receipt Paper	0	4	4	∞
80904	Printer Paper	0	3	3	∞

Store Layout Maintenance

The most efficient way to count physical inventory is to divide the store into specific count sections, based on the physical store layout, and possibly the number of associates that will be counting the items. These count sections are set up for inventory buckets you have defined for your store. Each count section will generate a list of items on a count sheet. For example, if you set up four sections, then four separate count sheets will be created for the count process. This allows you to assign the associates to specific areas of the store, equipped with a count sheet specifying the items to be counted in that section.

1. At Global Navigation, select **Inventory**.
2. At the **Inventory** menu, select **Inventory Count Options**.

Figure 44-30 Inventory Count Options



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3. At the **Inventory Count Options** menu, select **Store Layout Maintenance**.

Figure 44-31 Store Layout Maintenance - Inventory Location List

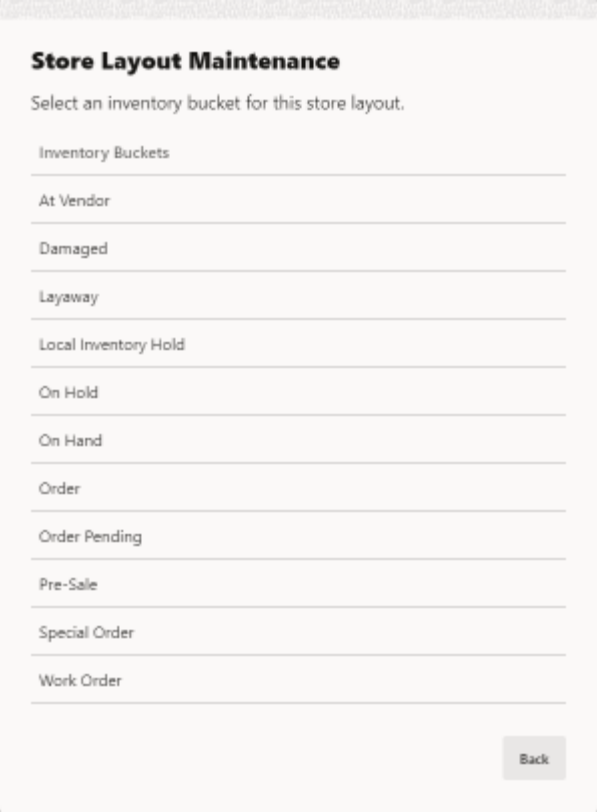


The system displays a list of the inventory locations defined for the store.

4. Select an inventory location.

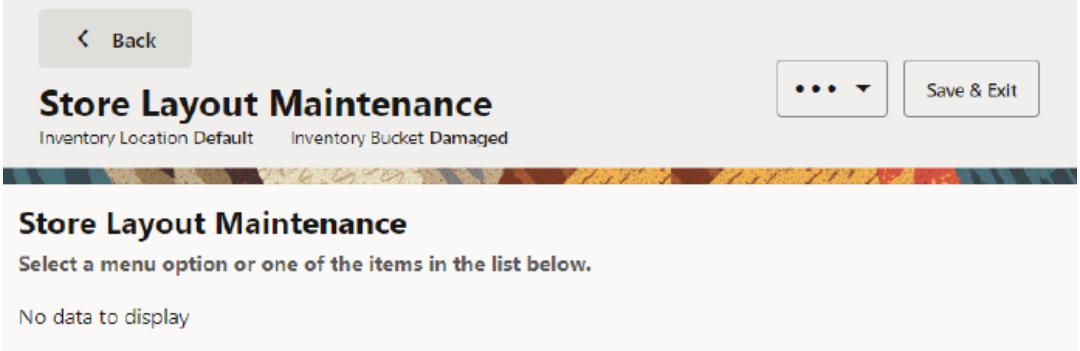
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Figure 44-32 Store Layout Maintenance - Inventory Bucket List



5. The system displays a list of the inventory buckets defined for the store. Select an inventory bucket for this count section.

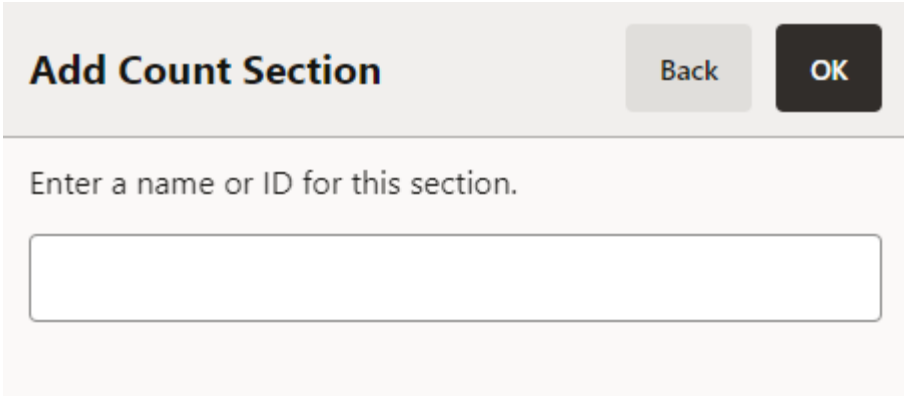
Figure 44-33 Inventory Bucket - Add Count Section



6. The system opens the Inventory Bucket. Select the Overflow Menu and then select, **Add Count Section** to create a count section for the bucket.

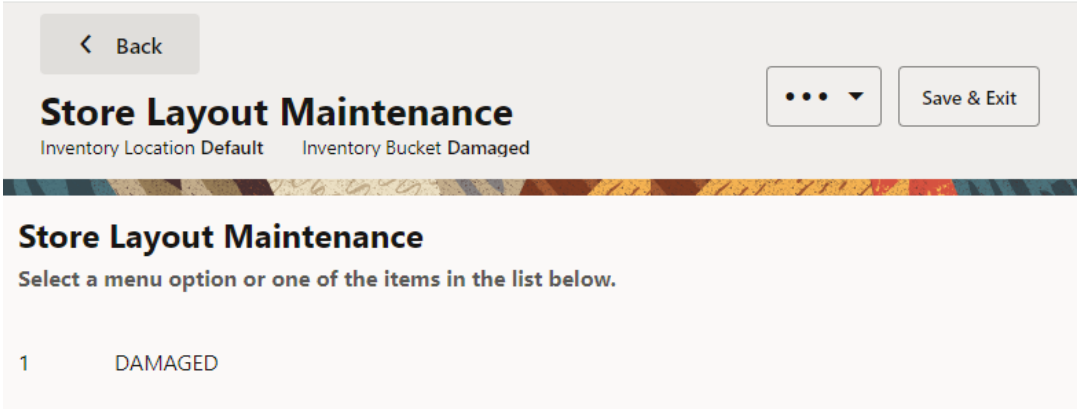
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Figure 44-34 Add Count Section Name Prompt



7. Type a name or ID for the new count section within this inventory bucket and select **OK** to add the count section to the bucket.

Figure 44-35 New Count Section Added

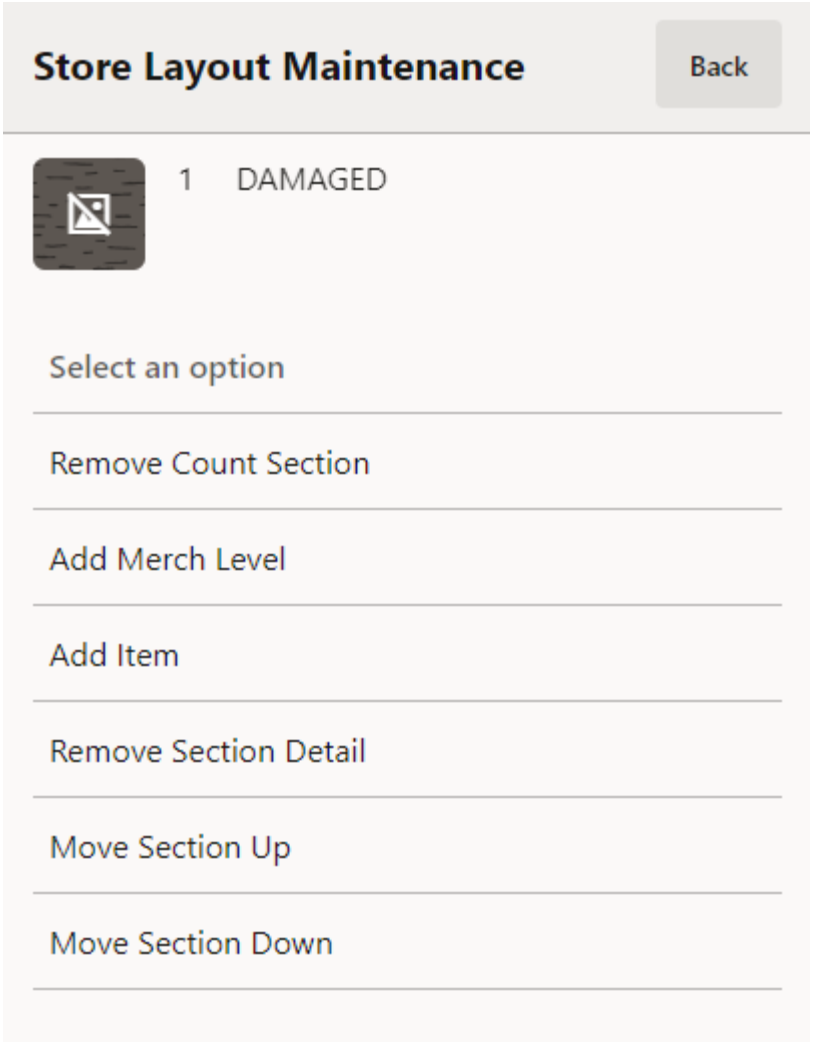


8. Repeat adding count sections to the inventory bucket as needed.
9. Select a Count Section row to define the items that are part of the count section. A pop-up menu is displayed.

   Items can be added individually (**Add Item** option) or by merchandise level (**Add Merch Level** option).

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Figure 44-36 Count Section Options



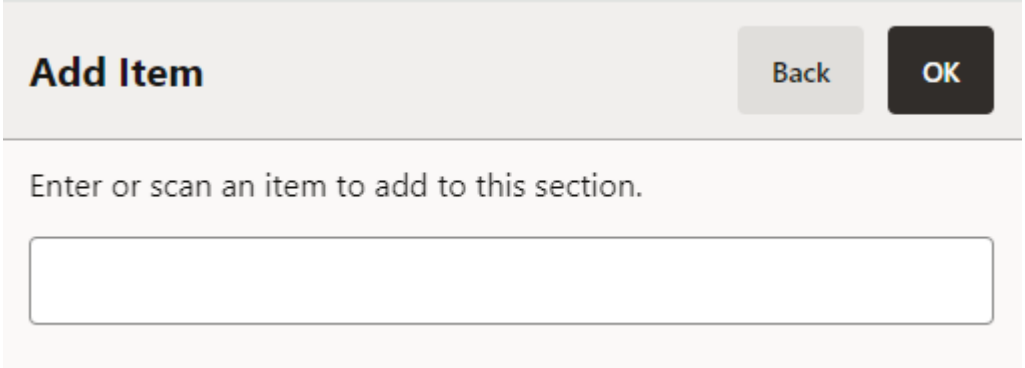
Other options are available if you need to modify the count sections and items.

- Select the **Remove Count Section** option to remove a count section and the associated items from the store layout.
- Select the **Remove Section Detail** option to remove an item or merchandise level from a count section.
- Select the **Move Section Up** or **Move Section Down** options to move the count section position higher or lower in the list of count sections.

10. Select either the **Add Item** option or the **Add Merch Level** option.
    a. If you chose to add an item, scan or enter the item ID at the prompt and select **OK**.

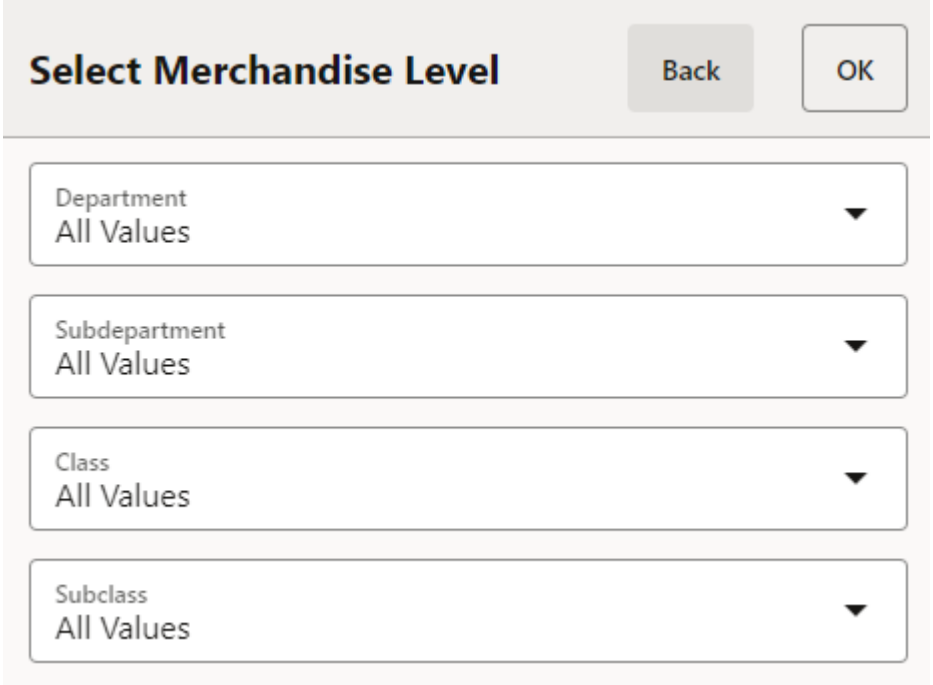
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Figure 44-37 Add Item Prompt



b. If you chose to add a merchandise level, select the merchandise level from the list and select **Process**.

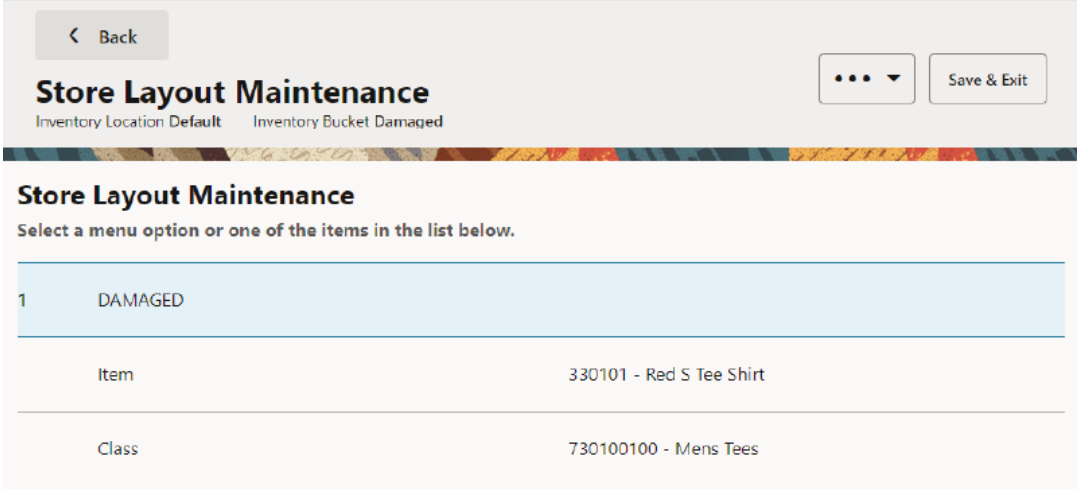
Figure 44-38 Merchandise Levels List



The items and/or merchandise levels are added to each count section for the inventory bucket and shown on the view port.

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Figure 44-39 Count Sections with Items and Merchandise Levels Added



At the Context Menu, select the View Store Layout option to print a report showing the Store Layout for the inventory buckets.

11. Select the **Save & Exit** menu option to save the store layout and return to the Inventory Count Options menu, or select **Back** to close the window without saving.

    Once count sections are set up for an inventory bucket, you can maintain these sections by adding or removing items and merchandise levels as needed. However, any updates you make to the store layout will only apply to new Inventory Counts going forward. Any existing Inventory Counts that have been generated will use the layout defined at the time the Inventory Count was set up.

Inventory Count Technical Limitations

Inventory counts have several technical limitations to which they must adhere based on the amount of system resources available to a computer running Xstore. All size limitations are necessitated by either a memory concern, or an imposed technical limitation of supporting software, such as Microsoft® SQL Server®.

Limitations/Information

The following numbers are based on a system running Xstore with a maximum of 512MB of memory allocated to it.

- The maximum number of items that can be on an inventory count is 300,000. When the count sheets are generated, an algorithm is employed to determine what the final count size will be. If it will be greater than 300,000, generation of count sheets will not be allowed to continue. This limit is necessary to prevent systems from running out of memory while processing an inventory count.
- The maximum number of items that can be on a cycle count or supply count is 2,000. This limitation exists due to the required functionality of these types of counts in conjunction with the limitations of Microsoft SQL Server.
- The maximum number of inventory adjustments that will be processed by Xstore at the conclusion of an inventory count is 15,000. If a count produces more than 15,000 final variances, the user will be prompted that inventory levels cannot be adjusted. Xstore automatically notifies the corporate office via the inventoryCount.xml file to indicate that variances were not adjusted. The corporate office can then take appropriate action to

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account for the variances. This limit is necessary to prevent systems from running out of memory while processing an inventory count.

- Inventory count data must be deleted routinely at the corporate level to ensure the optimal performance of the queries involved in inventory counts. Also, the inventoryCount.xml file must be deleted after it reaches a certain size (a maximum size is about 250MB). After this size, performance in writing to this file will be significantly decreased

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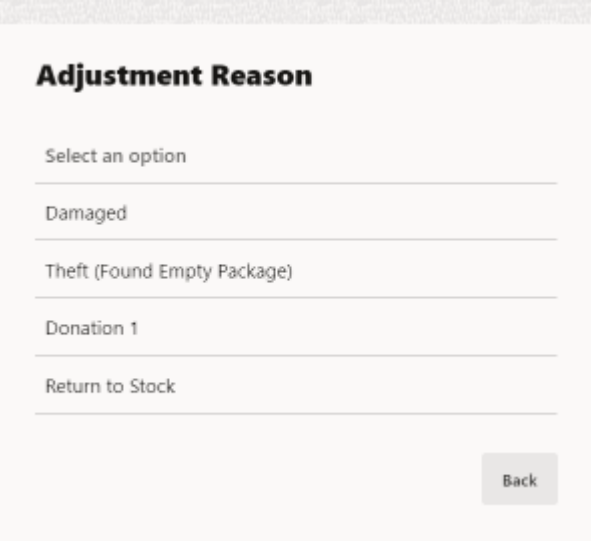
45

Inventory Adjustment

Use this function to adjust an item's inventory count outside of the actual physical inventory process. You can categorize the relative location of merchandise within the retail environment by selecting the location that is impacted by adding or removing an item from inventory.

1. After logging in by entering your associate ID and password, select the **Inventory** option from Global Navigation.
2. At the **Inventory** menu, select the **Inventory Adjustment** option.
3. The system prompts you to select the reason for the inventory adjustment. Select a reason from the list to continue.

Figure 45-1 Inventory Adjustment Reason List



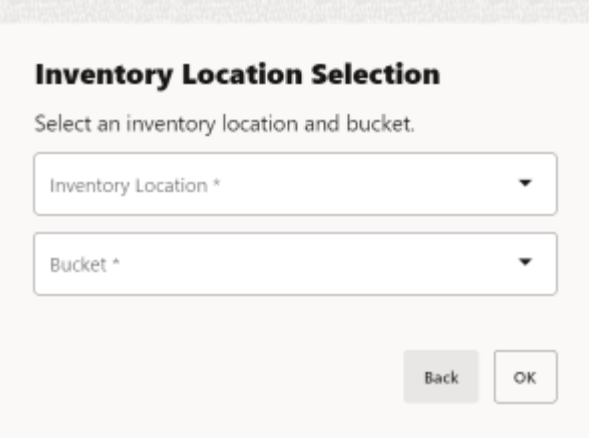
4. The system prompts you to select the Location ID and bucket for the item. Choose an option from the drop-down lists for each field, then select **Process**.

   A Location ID generally refers to a physical location where items are found, and it includes specific inventory buckets that are associated with it.

   A bucket is a descriptive term that usually relates to the status of an item in a particular location. For example, the On Hand bucket is a very inclusive category relating to currently available items.

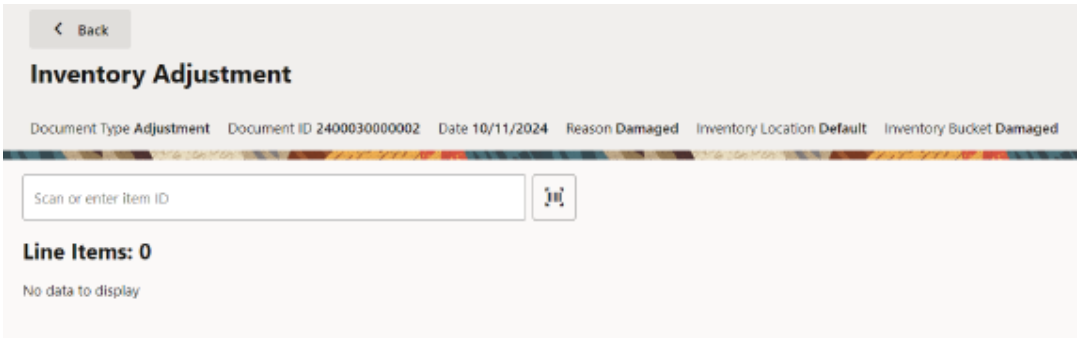
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Figure 45-2 Inventory Location Selection Form



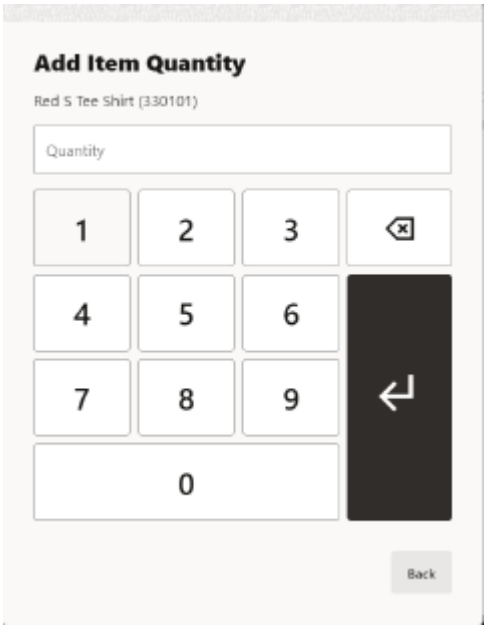
5. The system displays the adjustment information that you have entered and prompts you to scan or enter the item ID. Scan the item ID or enter the item ID.

Figure 45-3 Prompt to Scan or Enter an Item



6. Enter the item's quantity at the prompt.

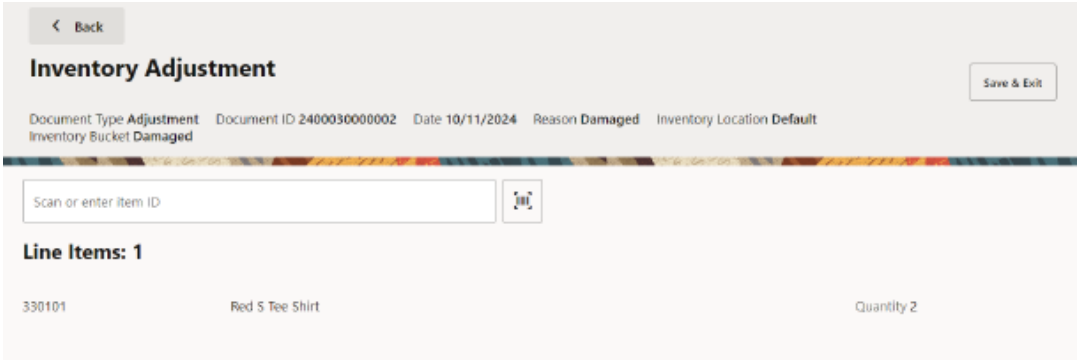
Figure 45-4 Item Quantity Prompt



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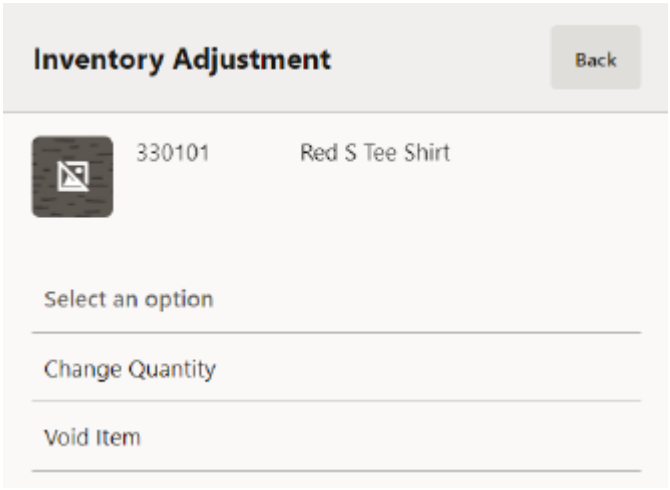
7. The system displays the item's information and adjustment quantity in the view port area of the screen.

Figure 45-5 Inventory Adjustment Screen



8. Select the item row to display the Options menu before saving the adjustment record.

Figure 45-6 Inventory Adjustment Options Menu



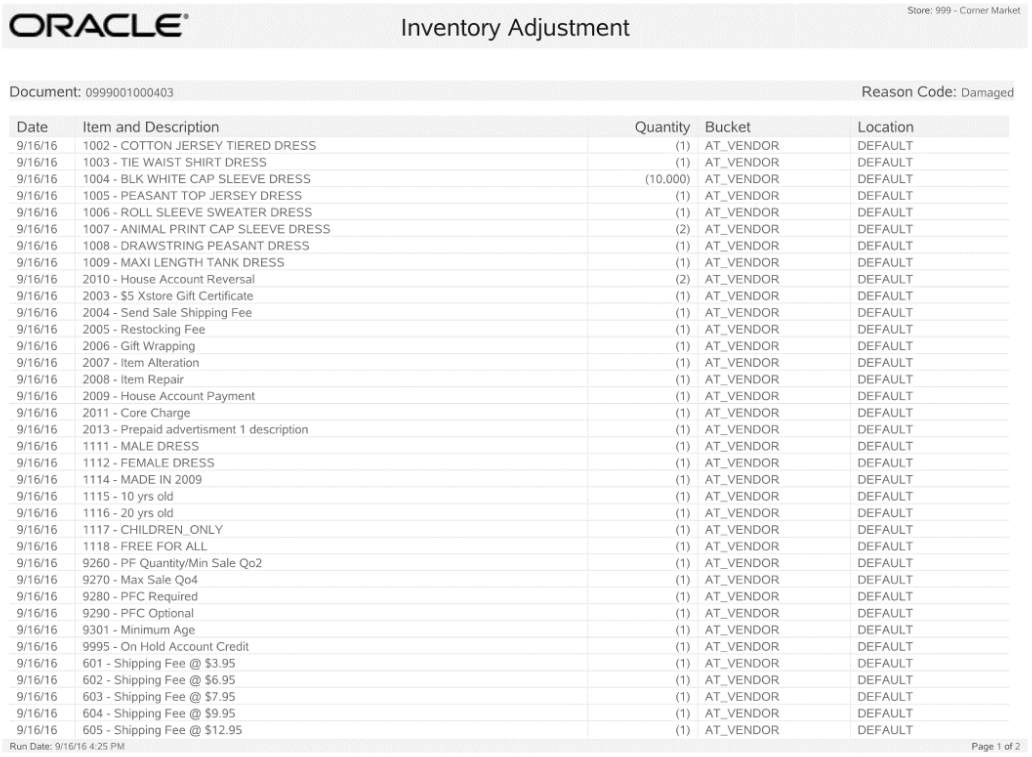
The following options are available:

- **Change Quantity**: Select this option to edit the item's quantity to be adjusted.
- **Void Item**: Select this option to remove an item from the list of adjusted items.

9. Select **Save & Exit** to retain the inventory adjustment.
10. The system may display a prompt asking you to confirm that you want to keep the changes. Select **Yes** to continue or **No** to return to the Adjustment screen.
11. The system automatically prints an Inventory Adjustment report for your records.

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Figure 45-7 Inventory Adjustment Report Example



ORACLE

Inventory Adjustment

Store: 999 - Corner Market

Document: 0999001000403

Reason Code: Damaged

Date	Item and Description	Quantity	Bucket	Location
9/16/16	1002 - COTTON JERSEY TIERED DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	1003 - TIE WAIST SHIRT DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	1004 - BLK WHITE CAP SLEEVE DRESS	(10,000)	AT_VENDOR	DEFAULT
9/16/16	1005 - PEASANT TOP JERSEY DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	1006 - ROLL SLEEVE SWEATER DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	1007 - ANIMAL PRINT CAP SLEEVE DRESS	(2)	AT_VENDOR	DEFAULT
9/16/16	1008 - DRAWSTRING PEASANT DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	1009 - MAXI LENGTH TANK DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	2010 - House Account Reversal	(2)	AT_VENDOR	DEFAULT
9/16/16	2003 - $5 Xstore Gift Certificate	(1)	AT_VENDOR	DEFAULT
9/16/16	2004 - Send Sale Shipping Fee	(1)	AT_VENDOR	DEFAULT
9/16/16	2005 - Restocking Fee	(1)	AT_VENDOR	DEFAULT
9/16/16	2006 - Gift Wrapping	(1)	AT_VENDOR	DEFAULT
9/16/16	2007 - Item Alteration	(1)	AT_VENDOR	DEFAULT
9/16/16	2008 - Item Repair	(1)	AT_VENDOR	DEFAULT
9/16/16	2009 - House Account Payment	(1)	AT_VENDOR	DEFAULT
9/16/16	2011 - Core Charge	(1)	AT_VENDOR	DEFAULT
9/16/16	2013 - Prepaid advertisment 1 description	(1)	AT_VENDOR	DEFAULT
9/16/16	1111 - MALE DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	1112 - FEMALE DRESS	(1)	AT_VENDOR	DEFAULT
9/16/16	1114 - MADE IN 2009	(1)	AT_VENDOR	DEFAULT
9/16/16	1115 - 10 yrs old	(1)	AT_VENDOR	DEFAULT
9/16/16	1116 - 20 yrs old	(1)	AT_VENDOR	DEFAULT
9/16/16	1117 - CHILDREN_ONLY	(1)	AT_VENDOR	DEFAULT
9/16/16	1118 - FREE FOR ALL	(1)	AT_VENDOR	DEFAULT
9/16/16	9260 - PF Quantity/Min Sale Qo2	(1)	AT_VENDOR	DEFAULT
9/16/16	9270 - Max Sale Qo4	(1)	AT_VENDOR	DEFAULT
9/16/16	9280 - PFC Required	(1)	AT_VENDOR	DEFAULT
9/16/16	9290 - PFC Optional	(1)	AT_VENDOR	DEFAULT
9/16/16	9301 - Minimum Age	(1)	AT_VENDOR	DEFAULT
9/16/16	9995 - On Hold Account Credit	(1)	AT_VENDOR	DEFAULT
9/16/16	601 - Shipping Fee @ $3.95	(1)	AT_VENDOR	DEFAULT
9/16/16	602 - Shipping Fee @ $6.95	(1)	AT_VENDOR	DEFAULT
9/16/16	603 - Shipping Fee @ $7.95	(1)	AT_VENDOR	DEFAULT
9/16/16	604 - Shipping Fee @ $9.95	(1)	AT_VENDOR	DEFAULT
9/16/16	605 - Shipping Fee @ $12.95	(1)	AT_VENDOR	DEFAULT

Run Date: 9/16/16 4:25 PM

Page 1 of 2

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46

Item Transfer

This chapter describes the procedures for transferring items from one inventory bucket to another.

About This Chapter

This chapter contains the following procedures:

- Start Item Transfer - Describes how to start an item transfer.
- Perform Transfer - Describes the procedure for the item transfer.
- Adjust Item - Describes procedures for adjusting items in the transfer.
- Additional Options - Describes additional options available in the item transfer screen.

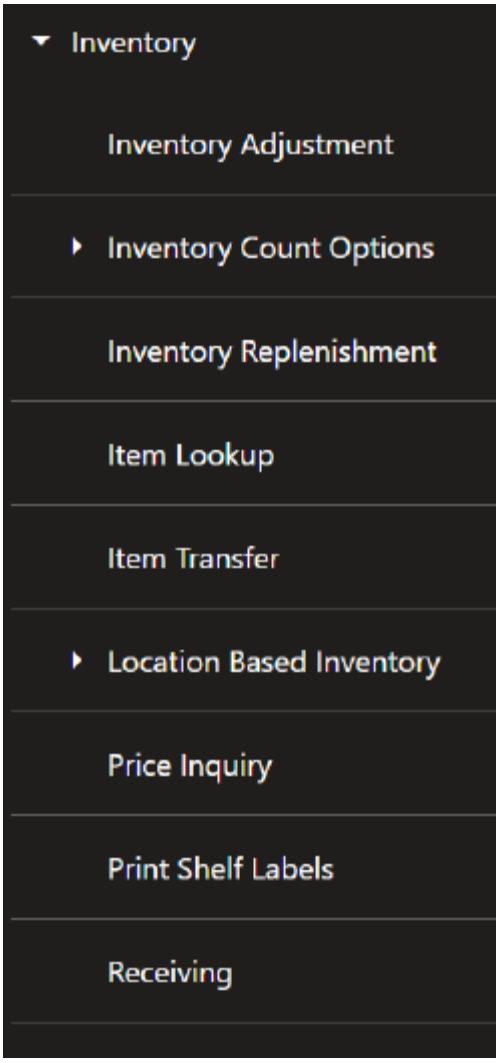
Start Item Transfer

To start the item transfer process:

1. Select **Inventory** in Global Navigation.

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Figure 46-1 Inventory Menu



2. Select **Item Transfer** from the **Inventory** menu.

   Continue with Perform Transfer.

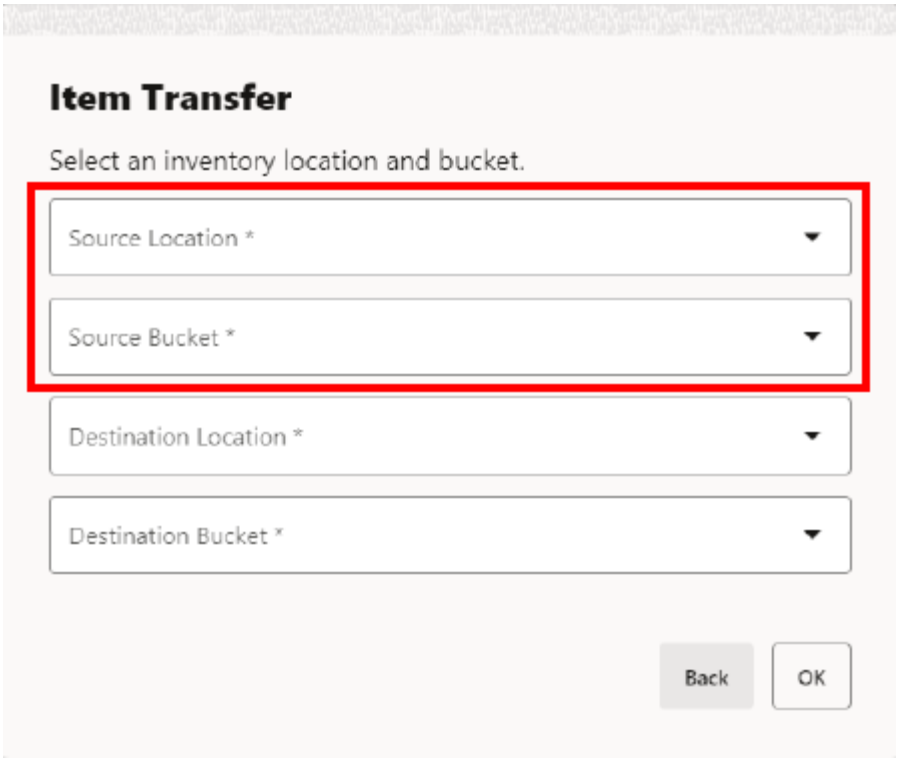
Perform Transfer

To perform an item transfer:

Select the location from which the item will be transferred:

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Figure 46-2 Inventory Location Selection - From Location

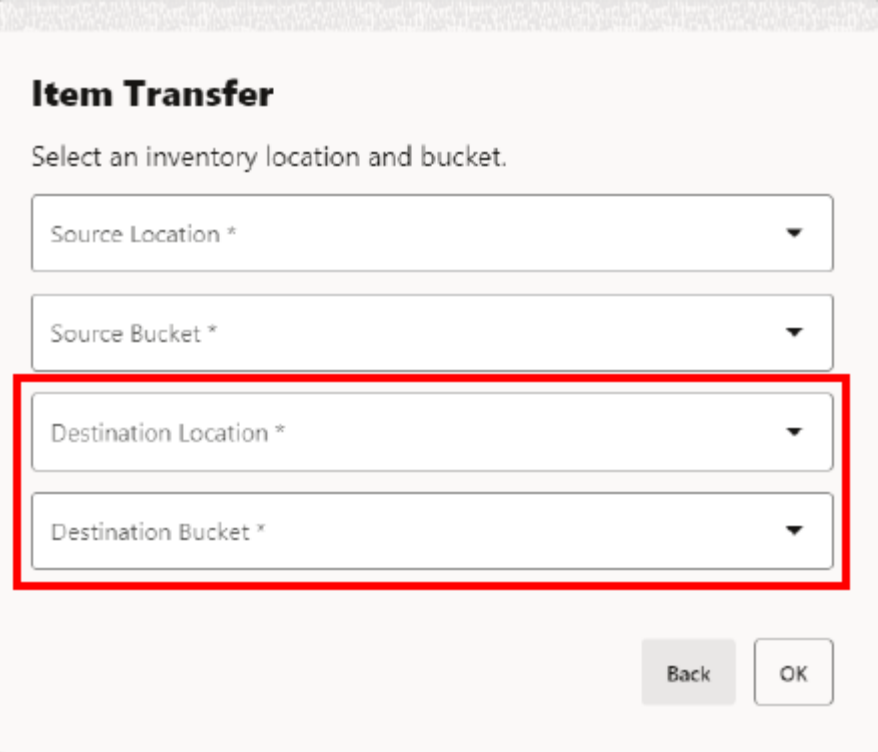


1. Select the source location for the item.
2. Select the source bucket for the item.
3. Select **Process**.

   Select the location to which the item will be transferred:

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Figure 46-3 Inventory Location Selection - To Location



4. Select the destination location for the item.
5. Select the destination bucket for the item.
6. Select **Process**.

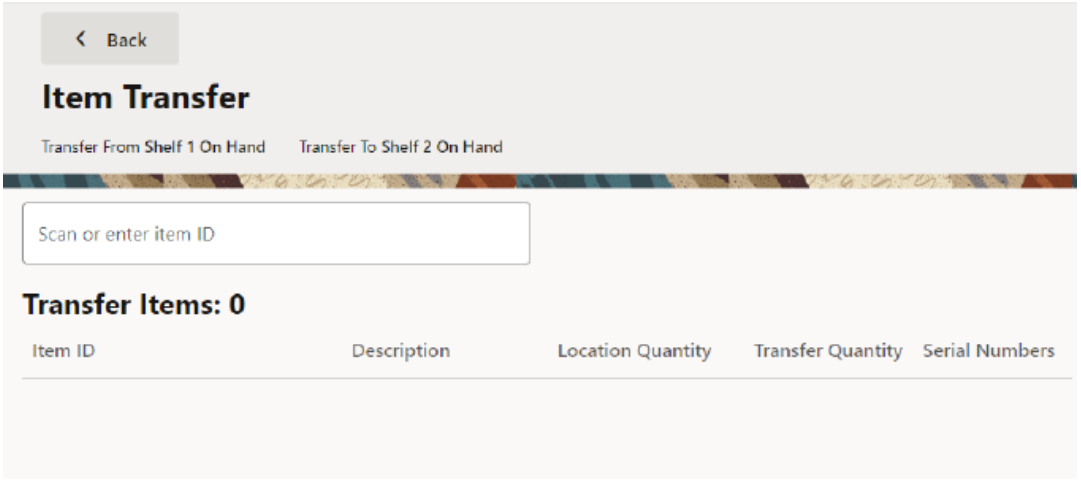
Figure 46-4 List of Reason Codes



7. Select the reason for the transfer.

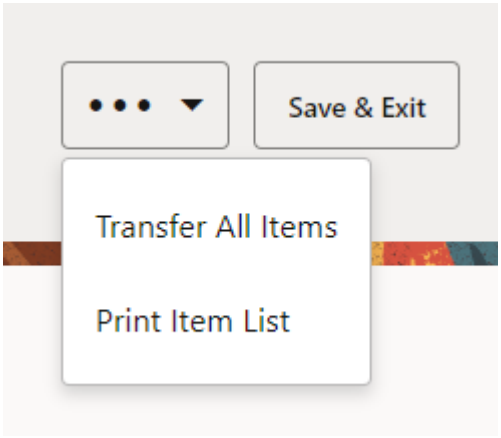
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Figure 46-5 Select an Item



8. Scan an item or enter an item ID.
9. Select from the following options:
   - Select the Overflow Menu, and then select, Transfer All Items
   - Select the Overflow Menu, and then select, Print Item List
   - Select Save & Exit

Figure 46-6 Item Transfer Options

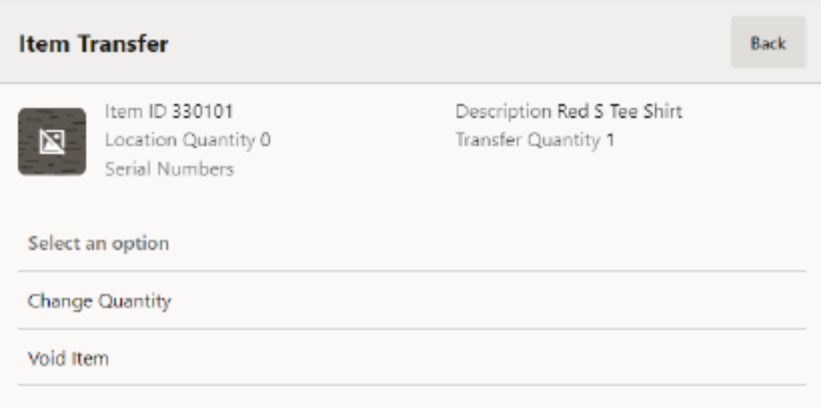


Adjust Item

This section describes how to adjust an item. Select an item to open the **Item Transfer** drawer.

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Figure 46-7 Item Transfer Options



Two options are available:

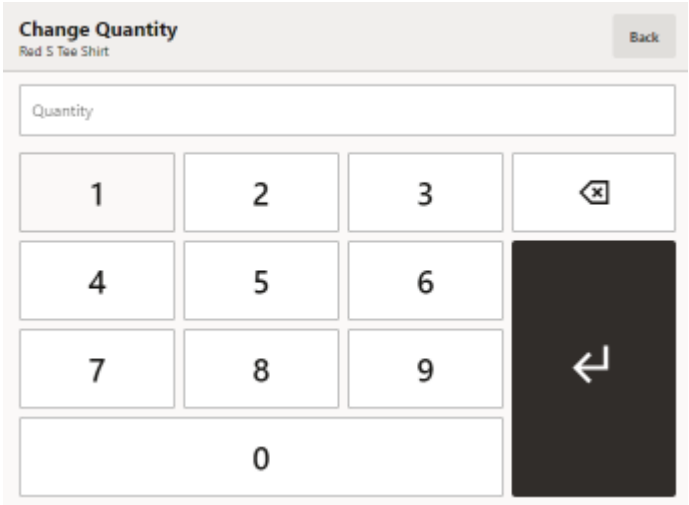
- **Change Quantity** - See Change Item Quantity.
- **Void Item** - See Void Item.

Change Item Quantity

To change the quantity of an item:

1. Select the item.
2. Select **Change Quantity**.

Figure 46-8 Change Quantity



3. Enter the **Quantity**.
4. Select **Return**.

   The quantity is updated and you return to the transfer item list screen.

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Void Item

To remove an item from an item transfer:

1. Select the item.
2. Select **Void Item** from the Options menu.

   The quantity is set to zero and you return to the transfer item list screen.

   Note that the item is still listed, only the quantity is changed to zero.

Additional Options

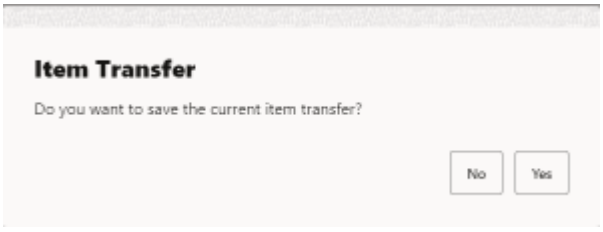
This section describes additional item transfer options.

Save & Exit

To save the transfer and return to the inventory screen:

1. Select **Save & Exit**.

Figure 46-9 Confirm Save Transfer



2. Select **Yes** to save and exit, or select **No** to return to the Item Transfer window..

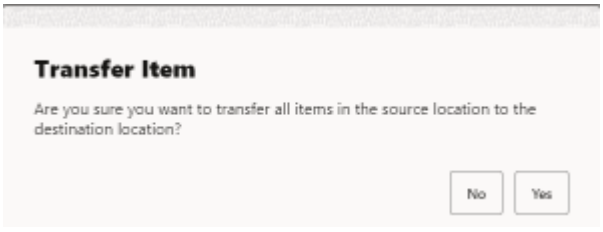
   The item transfer completes. Return to the inventory menu.

Transfer All Items

To include all the items in the list, setting each item to the maximum quantity:

1. Select the **Overflow Menu**.
2. Select **Transfer All Items**.

Figure 46-10 Confirm Transfer All Items



3. Select **Yes** to transfer all items, or select **No** to return to the Item Transfer window.

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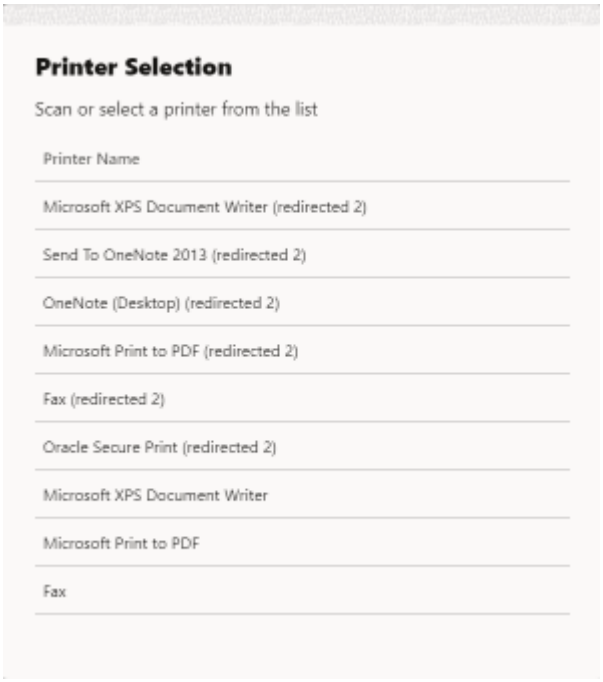
The quantity of every item in the list is set to its maximum value and you return to the item transfer list screen.

Print Item List

To print a list of items in the transfer:

1. Select the **Overflow Menu** .
2. Select **Print Item List**.

Figure 46-11 Printer Selection



3. Scan or select a **Printer** from the list.

   Follow the print procedure for your system.

   The list of items prints and you return to the item transfer list screen.

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47

Inventory Replenishment

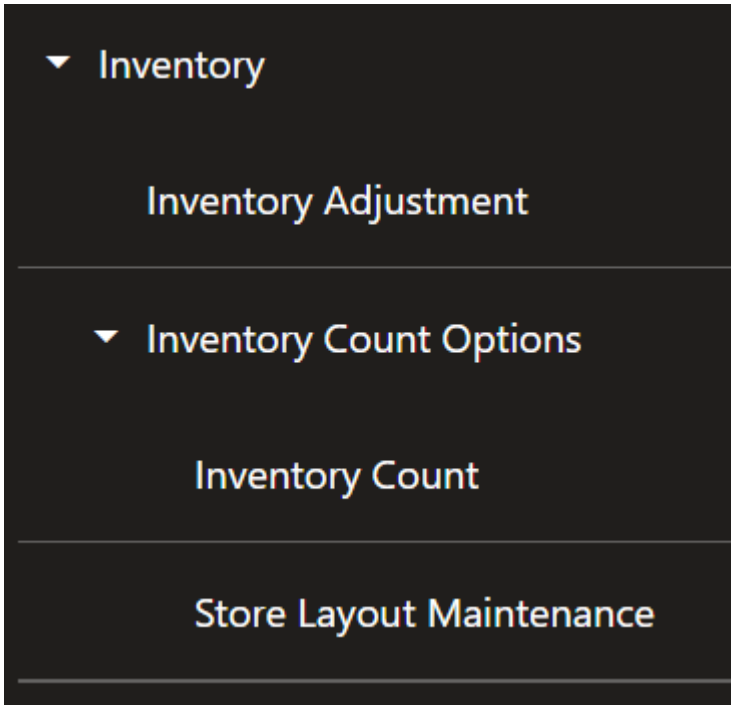
The Inventory Replenishment function in Xstore POS allows stores to review suggested inventory orders that the Home Office has created for them. The store can then approve and/or edit the suggested orders and submit them to the Vendor.

This feature also gives stores the ability to create their own Inventory Replenishment orders.

Accessing Inventory Replenishment

1. From Global Navigation, select the **Inventory** option.

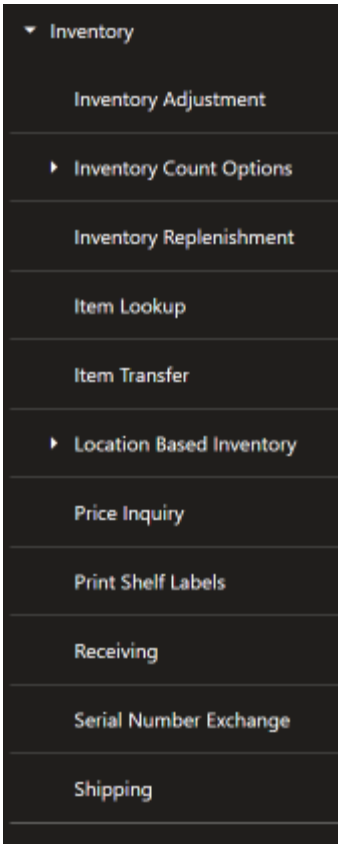
Figure 47-1 Main Menu - Inventory



2. Select **Inventory Replenishment** from the **Inventory** menu.

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Figure 47-2 Inventory Menu



The Inventory Replenishment Order Search screen opens.

Continue with Search for a Replenishment Document or Adding Items to an Inventory Replenishment Order.

Inventory Replenishment Document

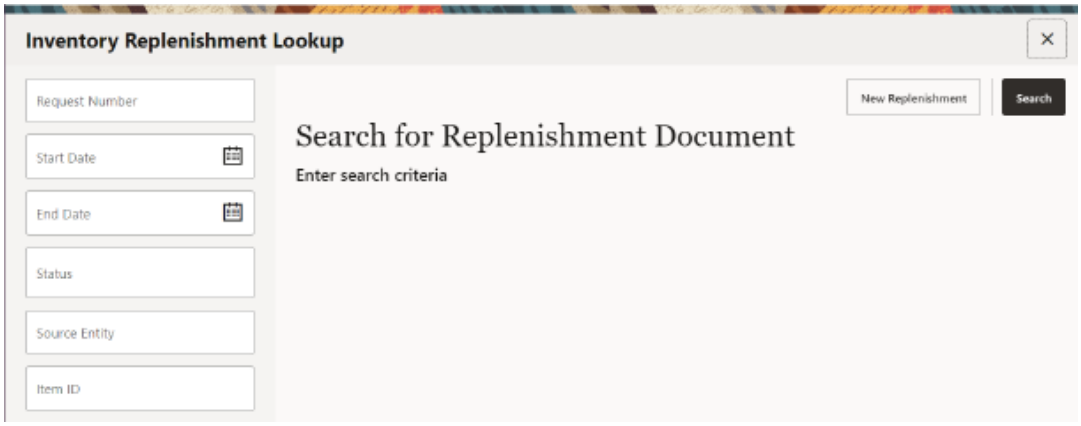
This section describes the inventory replenishment document functions.

Search for a Replenishment Document

1. At the Inventory Replenishment search form, enter search criteria:

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Figure 47-3 Document Search Form



- Enter a specific Inventory Replenishment Request Number
- Enter Start and/or End Dates
- Select one or more Status options:
  - Open
  - Submitted
  - Confirmed
  - Partially Received
  - Closed
  - Cancelled
- Enter a Sourcing Entity
- Enter an Item ID

2. Select **Search** to display Inventory Replenishment Documents that match your search criteria.

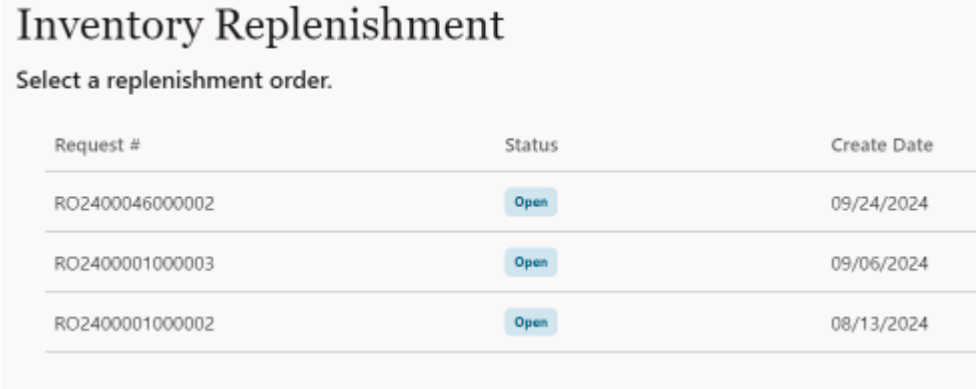
More Information About Document Searches

> **Note**
>
> If you know a Replenishment Document does not exist, you can select the **Add New** option at the Document Search form (Figure 47-3) to create a new Inventory Replenishment Document. Refer to Creating a New Inventory Replenishment Order for more information about creating a new Inventory Replenishment Document at the store.
>
> If the document you are looking for is not found in the list of Replenishment Documents, select the Add New option at the Inventory Replenishment Document Search Results form (Figure 47-4) to create a new Inventory Replenishment Document. Refer to Creating a New Inventory Replenishment Order for more information about creating a new Inventory Replenishment Document at the store.

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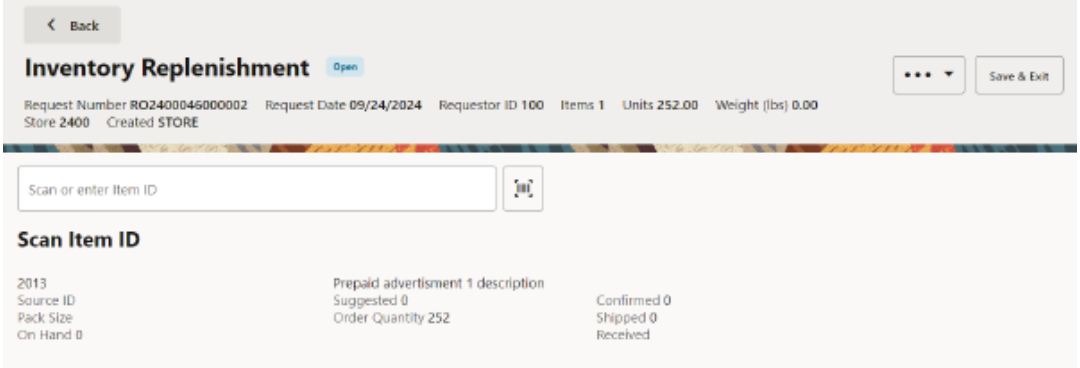
1. Select the Replenishment Document you want to view from the list.

Figure 47-4 Inventory Replenishment Document Search Results



Xstore POS displays the Replenishment screen for the selected document.

Figure 47-5 Inventory Replenishment Screen Item List



This screen shows the following information for the Inventory Replenishment Document:

- **Status** of the shipment: (OPEN, SUBMITTED, CONFIRMED, PARTIALLY RECEIVED, CLOSED)
- Request Number
- Request Date
- Requestor ID
- **Items**: how many unique items are in the order
- **Units**: total number of items in the order
- Weight
- Store
- Created
- For each item:

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- Item ID
- Description
- On Hand Qty
- Suggested Order
- Order Qty

Inventory Replenishment Order Status Definitions

An Inventory Replenishment order can be in one of the following statuses:

- **OPEN:** This is the initial status that an order is in after being created in Xstore or when sent as a suggestion from the Home Office. This is the only status an order can be in to update or edit.
- **SUBMITTED:** The order can go into a SUBMITTED status when all items in the order are approved.
- **CONFIRMED:** Home Office can send orders down in a CONFIRMED status which means they are not suggestions and are not changeable.
- **PARTIALLY RECEIVED:** When any item in the order is received, but not all items, the order is PARTIALLY RECEIVED.
- **CLOSED:** The order is considered CLOSED when all items are received or the order is Force Closed.
- **CANCELLED:** Home Office or the Store can cancel an order. Once cancelled it cannot be edited or re-opened.

Adding Items to an Inventory Replenishment Order

> **Note**
>
> Items can only be added to Inventory Replenishment Orders that are in an OPEN status. Follow step 2 to add items to an order.

1. Enter or scan an item or use the Item Lookup option in the Overflow Menu to search for an item in the database.
2. Enter the quantity and select **OK**.

Inventory Replenishment Options

The following option is available at the Inventory Replenishment screen for all orders/statuses:

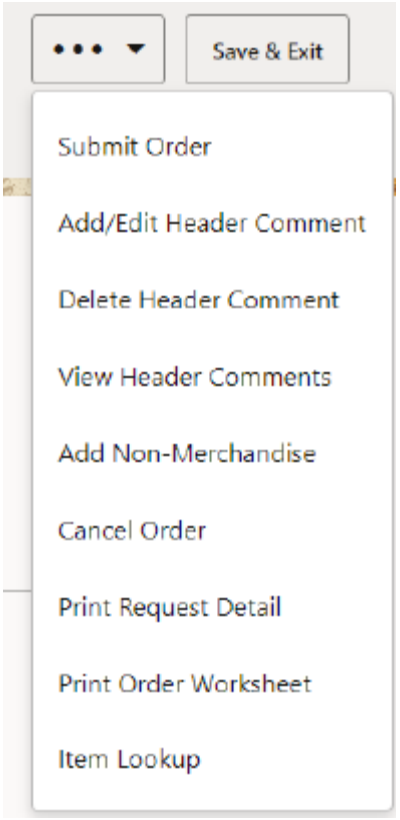
Print Options: Select this option to view the printable reports available for this order. Refer to Print Options for procedural information.

The following option is available at the Inventory Replenishment context menu for all CONFIRMED, SUBMITTED, and PARTIALLY RECEIVED orders:

Force Close: Select this option to force close the order without manually receiving the items. Refer to Force Close for procedural information.

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Figure 47-6 Inventory Replenishment Overflow Menu - Open Status



The following options are only available at the Inventory Replenishment Context Menu for orders that are in an OPEN status:

Save & Exit: Select this option to save your changes and return to the list of documents.

Submit Order: Select this option to approve the order. This will change the status of the order to Submitted. Refer to Submit an Order for procedural information.

Add/Edit Header Comment: Select this option to add comments to the document. Refer to Add or Edit Header Comments for procedural information.

Delete Header Comment: Select this option to remove comments from the document. Refer to Delete Header Comments for procedural information.

View Header Comments: Select this option to view comments from the document.

Add Non-Merchandise: Select this option to add Non-Merchandise items to the document. Refer to Add Non-Merchandise for procedural information.

Cancel Order: Select this option to cancel the order. This will change the status of the order to Cancelled. Cancelled orders cannot be edited or submitted.

Print Request Detail: Select this option to print a Request Detail Status report.

Print Order Worksheet: Select this option to print a Replenishment Order Worksheet report.

Item Lookup: Select this option to look up an item ID in the file. You also have the options to add the item to the Replenishment Document. Refer to Item Lookup.

Selecting an item on the Replenishment screen with a status of Open allows you to:

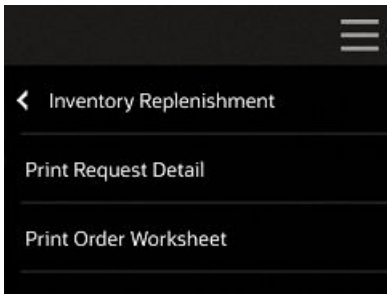
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Change Item Options:: Select this option to change the quantity of add/edit/remove comments for, or edit the source of a specific item within the order. Refer to Change an Item for procedural information.

Print Options

Select **Print Options** from the Context Menu within a Replenishment Order for the following printing options.

Figure 47-7 Print Options



There are two reports to help manage your Inventory Replenishment orders.

- **Print Request Detail** prints the Print Request Detail Status Report for the selected order.
- **Print Order Worksheet** prints the Replenishment Order Worksheet that shows details for each item in the order - source ID, Item ID, and so on.

Print Request Detail Status Report

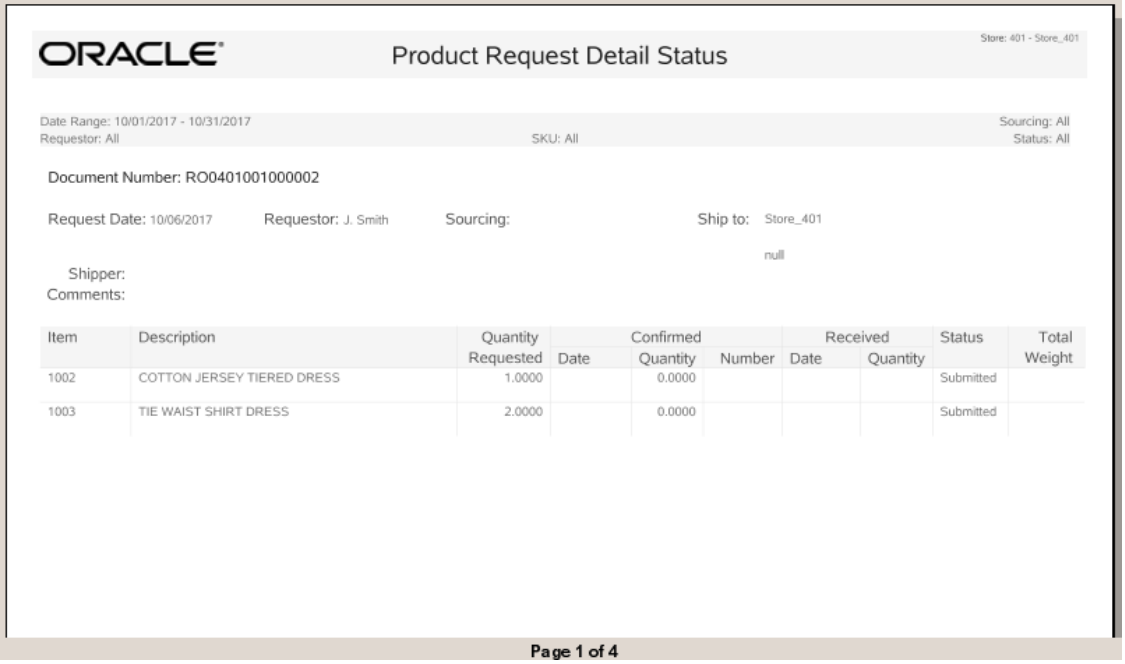
The Replenishment Product Request Report allows you to query by Order Status, Date Range or Specific Date, Requestor ID, Item ID, and Sourcing Entity. The report can be viewed on the screen and printed.

This report includes the following information for each item:

- **Item ID**: Item identifier.
- **Item Description**: Item description.
- **Quantity Requested**: Requested quantity for this item.
- **Confirmed Date**: Date the quantity for the item was confirmed
- **Confirmed Quantity**: Confirmed quantity for this item.
- **Confirmed Number**: The PO number, DC shipment number, or any other number generated by the home office to fulfil the store's request.
- **Received Date**: Date item was received for this request.
- **Quantity Received**: Quantity of this item received for this request.
- **Status**: Status of this item.
- **Total Weight**: Total shipping weight of all items for the request.

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Figure 47-8 Replenishment Product Request Detail Report



Replenishment Order Worksheet

The Replenishment Order Worksheet is a summary by item ID and shows one line for each item Id on the current order. This report prints automatically when chosen so there are no criteria selections available. The following parameters are shown:

- **Source ID**: The default source id for the item.
- **Item ID**: The item identifier.
- **Item Description**: The item description.
- **Order Quantity**: The total number of items that have been ordered but not confirmed by the home office yet.
- **Pack Size**: The item pack size.
- **On Hand**: The on-hand quantity of the item.
- **Suggested** (quantity): The suggested quantity of the item.
- **Confirmed** (quantity): The confirmed quantity of the item.
- **Shipped** (quantity): The shipped quantity of the item.
- **Received** (quantity): The received quantity of the item.

Force Close

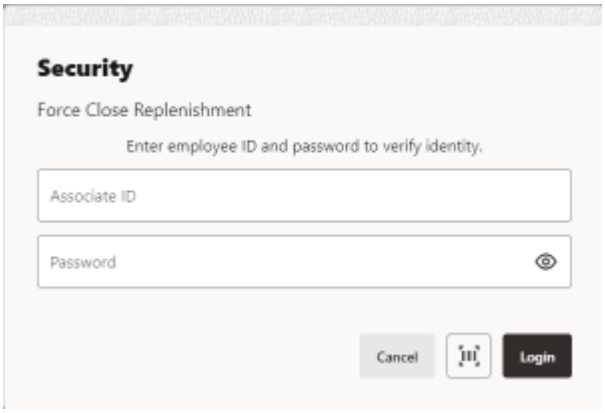
Replenishment Orders with a CONFIRMED, SUBMITTED, or PARTIALLY RECEIVED status can be forced to close without receiving the items. Once force closed, the order cannot be edited or reopened.

1. Select **Force Close** from the Context Menu on the Replenishment screen.

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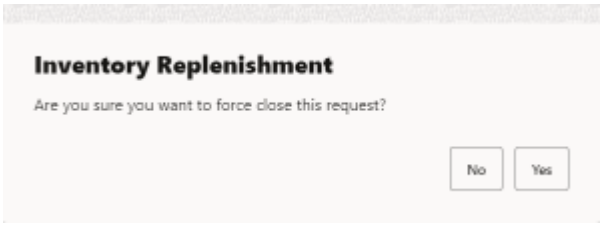
2. Enter your Associate ID and Password if your system requires a security login to perform a force close. Select **Process** to continue.

Figure 47-9 Security Verification Prompt



3. An Inventory Replenishment prompt displays to confirm that you want to force close the request:

Figure 47-10 Force Close Prompt



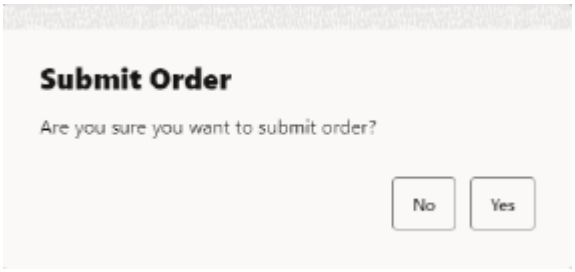
- Select **Yes** to close the Replenishment Order.
- Select **No** to return to the Replenishment screen.

Submit an Order

Once a Replenishment Order is reviewed and approved you can submit the order to the vendor(s).

1. Select **Submit Order** from the Replenishment screen Overflow Menu. See Figure 47-6.

Figure 47-11 Submit Order Prompt



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2. When prompted, select **Yes** to submit the order.

> **Note**
>
> If you do not want to submit the order, select **No** to cancel the request and return to the Replenishment screen.

The Submit Order prompt will ask if you want to print a copy of the request.

Figure 47-12 Submit Order Print Copy Request Prompt



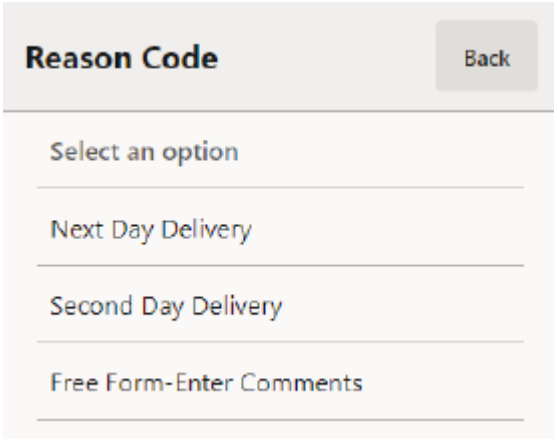
- Select **Yes** to print a Print Request Detail Status Report.
- Select **No** if you do not wish to print. You will return to the Inventory Replenishment search screen.

Add, Edit, or View Header Comments

Xstore allows you to add delivery or free-form comments to a Replenishment Order that is in an OPEN status. These comments display on the Replenishment screen as well as the Product Detail Status Report.

1. Select **Add/Edit Header Comment** from Context Menu in the Replenishment screen. See Figure 47-6.
2. Select the type of comment you want to add or edit: Next Day Delivery, Second Day Delivery, or Free Form.

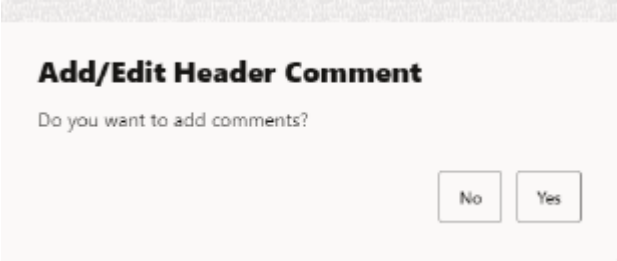
Figure 47-13 Header Comment Prompt



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3. For Next Day Delivery and Second Day Delivery, confirm that you want to add a comment.

Figure 47-14 Header Comment Confirmation



- Select **Yes** to create a comment.
- Select **No** to cancel and return to the Replenishment screen.

4. Enter the comment that you want to display. If there is already a comment of the selected type, then you will be able to edit it here.
   - Select **OK** to save your comment and return to the Replenishment screen.
   - Select **Cancel** to cancel your request.
5. To view Header Comments,, select the **Overflow Menu** and then select, **View Header Comments**.

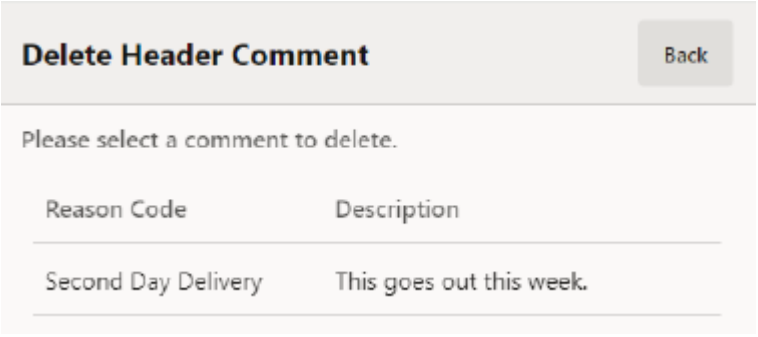
> **Note**
>
> If you do not select **Save & Exit** after entering header comments, they will not save with the order.

Delete Header Comments

Remove header comments quickly by using the **Delete Header Comment** function.

1. From the Replenishment screen, select the **Overflow Menu** and then select, **Delete Header Comment**. See Figure 47-6.
2. Select the **Comment** that you would like to delete.

Figure 47-15 Delete Header Comment Selection



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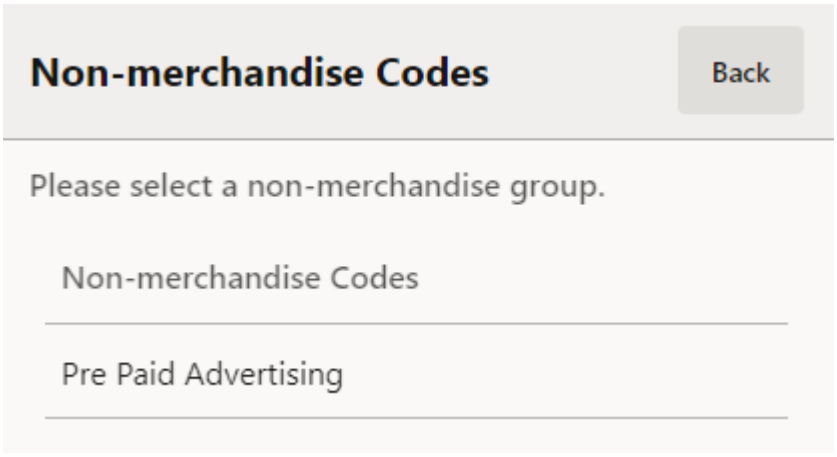
The selected comment is removed from the Replenishment order.

Add Non-Merchandise

Xstore allows you to add Non-Merchandise items to a Replenishment Order.

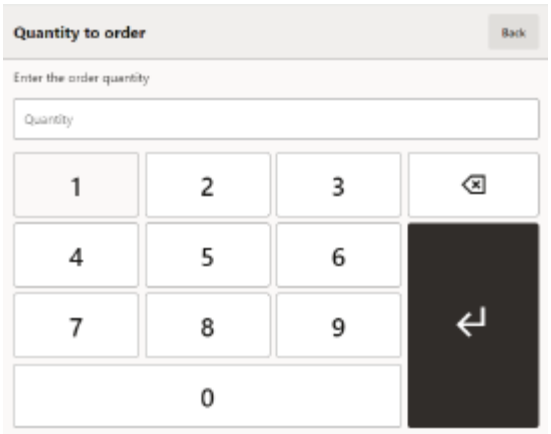
1. Select **Add Non-Merchandise** from Overflow Menu in the Replenishment screen.
2. Select the **Non-Merchandise** code from the list.

Figure 47-16 Add Non-merchandise Selection



3. Select a **Non-merchandise Item**.
4. Enter the **Quantity to Order**.

Figure 47-17 Non-Merchandise Quantity



5. Select **Return**.

Non-merchandise Options

The following options are available:

1. Select a Non-Merchandise item.

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Figure 47-18 Non-Merchandise Items

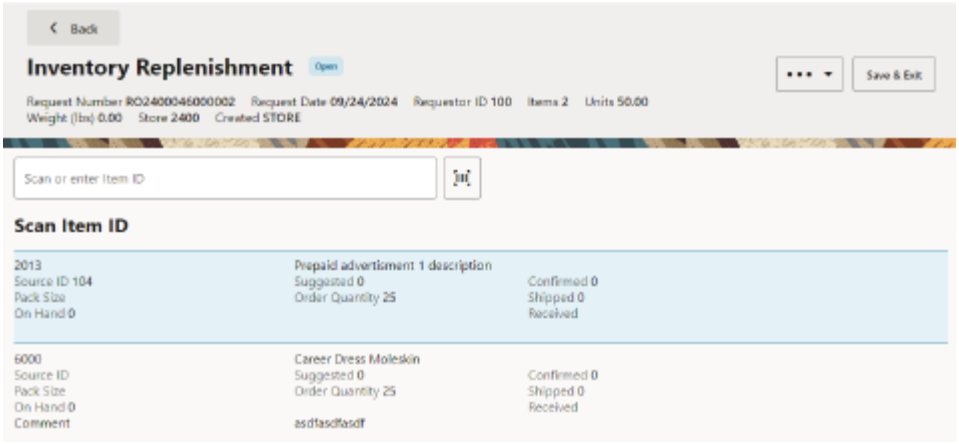


Figure 47-19 Inventory Replenishment Options Menu



2. Select from the following options:
   - Change Quantity
   - Add/Edit Item Comment
   - Delete Item Comment
   - Edit Source
   - Void Item

Change an Item

Selecting an item on the Replenishment screen with a status of Open allows you to:

- Change the quantity
- Add or edit an item comment
- Delete an item comment
- Edit the source of an item

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- Void an item

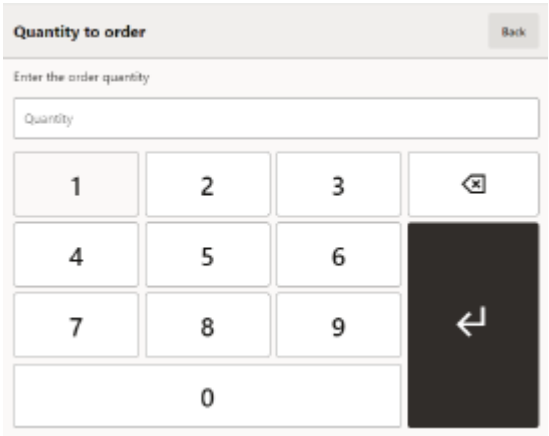
Figure 47-20 Change Item



To Change Item Quantities

1. Select the Item on the Replenishment screen.
2. Select **Change Quantity**.
3. In the **Quantity to Order** field, type the new quantity and select **Return**. The system displays the new quantity.

Figure 47-21 Quantity to Order Field



To Add/Edit Item Comments

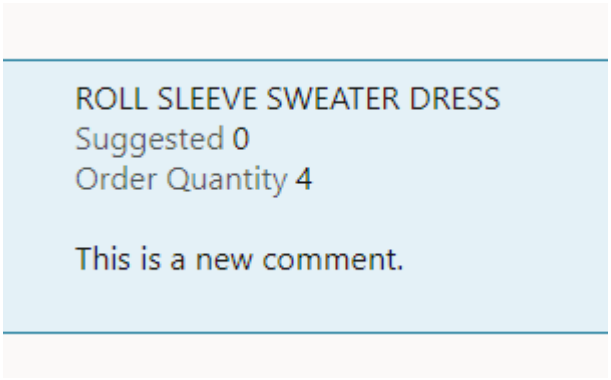
1. Select the item that you want to add a comment to from the Replenishment screen.
2. Select **Add/Edit Item Comment**.
3. Select the **Reason Code**.

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4. Enter or update the comment and select **OK** to save.

   The comment displays in the item list.

Figure 47-22 Item Comment Example

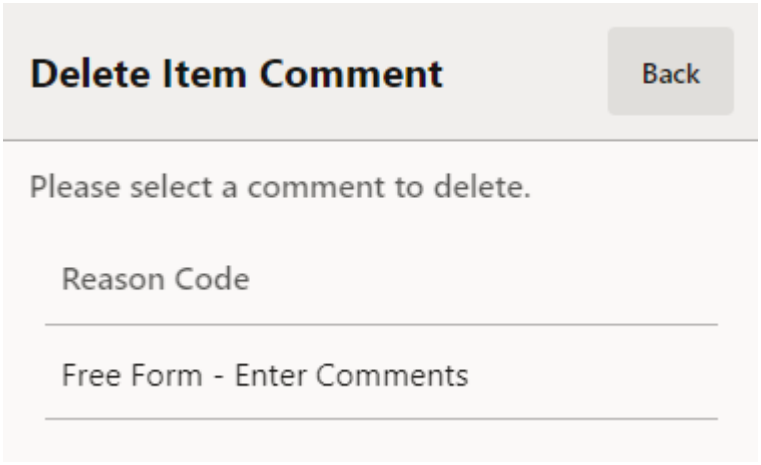


5. Select **Save & Exit** to save the changes, or select **Back** and then select **Yes** to save the changes, or **No** to close without saving any changes.

To Delete an Item Comment

1. Select the item that you want to remove a comment from the Replenishment screen. See Figure 47-5.
2. Select **Delete Item Comment**.
3. Select the type of comment you want to delete.

Figure 47-23 Comment Type



The comment is deleted.

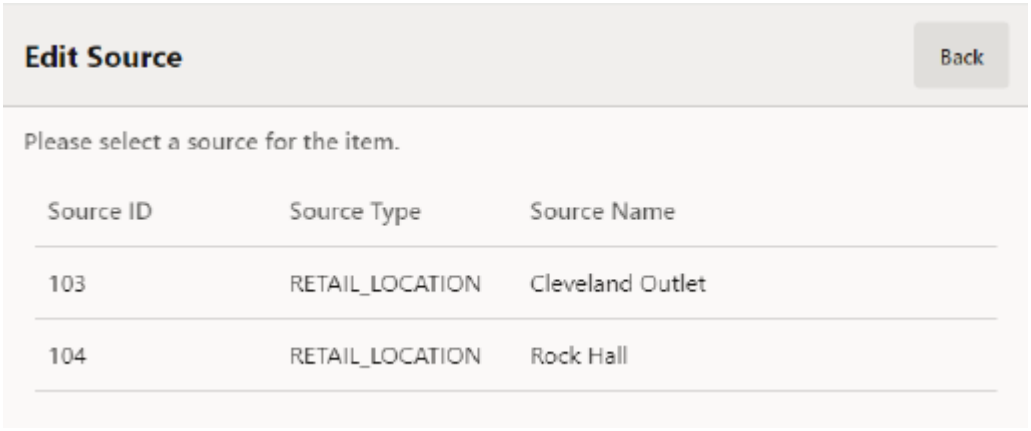
Edit Source

Xstore allows you to select a new source for the Non-merchandise item.

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1. Select the item that you want to edit the source from the Replenishment screen.
2. Select **Edit Source**.

Figure 47-24 Edit Source



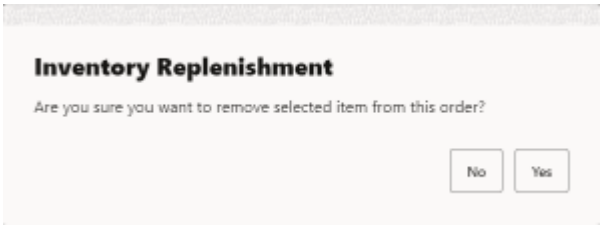
3. Select a **Source** for the item.

The source is automatically updated and you are returned to the Replenishment screen.

To Void an Item

1. Select the item you want to remove from the order.
2. Select **Void Item**.
3. The Void Item prompt will ask you to confirm that you want to remove the item. Select **Yes** to void the item.

Figure 47-25 Void Item Prompt



4. Select **Save & Exit** to save the changes, or select **Back** and then select **Yes** to save the changes, or **No** to close without saving any changes.

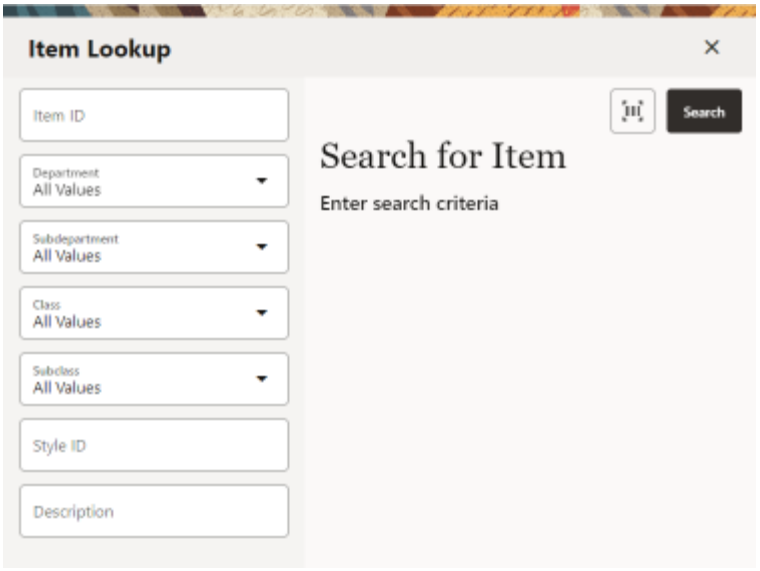
Item Lookup

Use the Item Lookup option to search for an item in the database. The item can then be added to the Replenishment Document if it is a store-created document.

1. Select the **Overflow Menu** and then select, **Item Lookup**.
2. Xstore displays the Item Lookup form. Enter the search criteria and select **Process**.

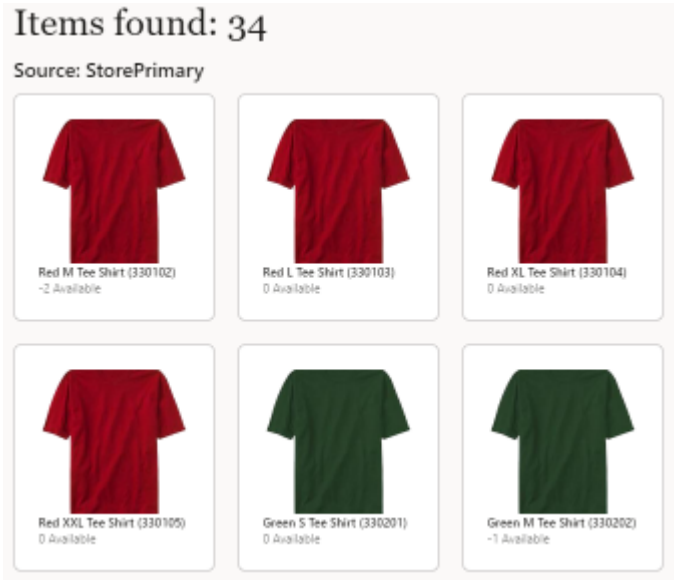
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Figure 47-26 Item Lookup Form



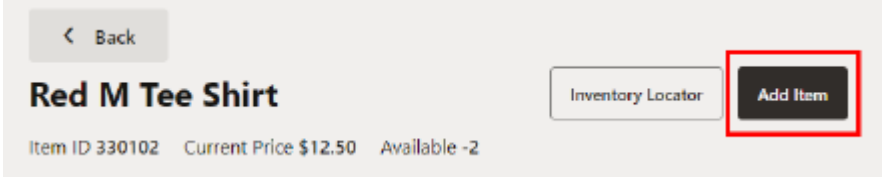
3. If more than one item matches the search criteria you entered, select the item from the list of items and select **OK**. Xstore displays the item information.

Figure 47-27 Item List



4. Select the item to add the item to the Replenishment Document.
5. Select **Add Item**.

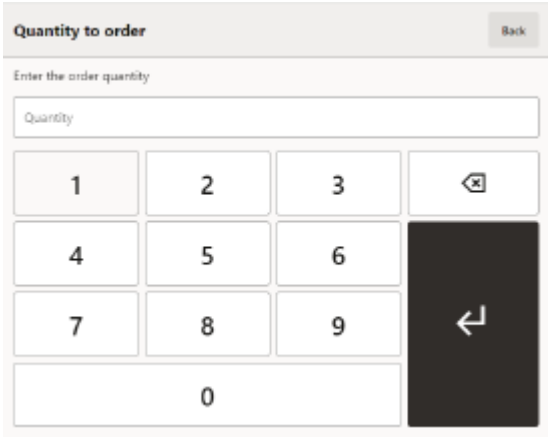
Figure 47-28 Add Item Option



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6. Enter the **Quantity to Order** and select **Return**.

Figure 47-29 Quantity to Order Field

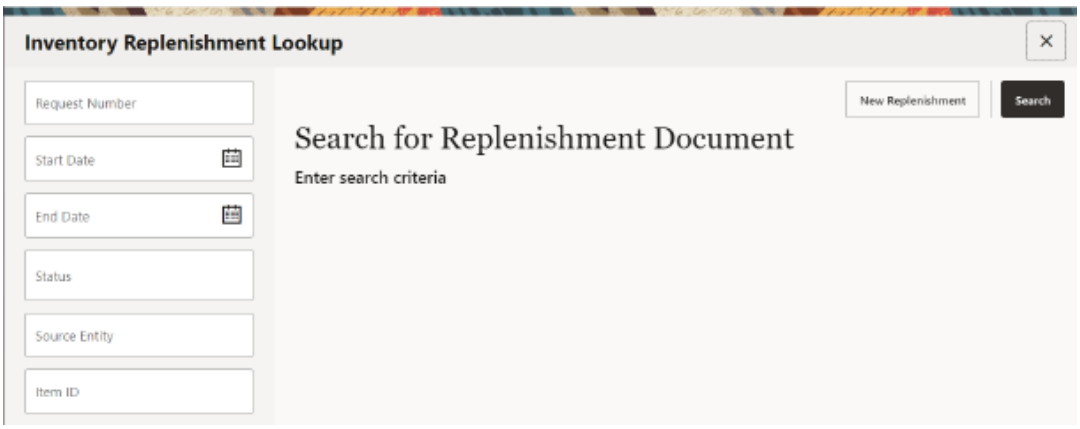


Creating a New Inventory Replenishment Order

Inventory Replenishment Documents are downloaded from the home office; however, you can also create a Replenishment Document in your store. Use the following process to create a new Inventory Replenishment Document.

1. Select **New Replenishment** from the Inventory Replenishment Search or Results form to create a new Replenishment Document.

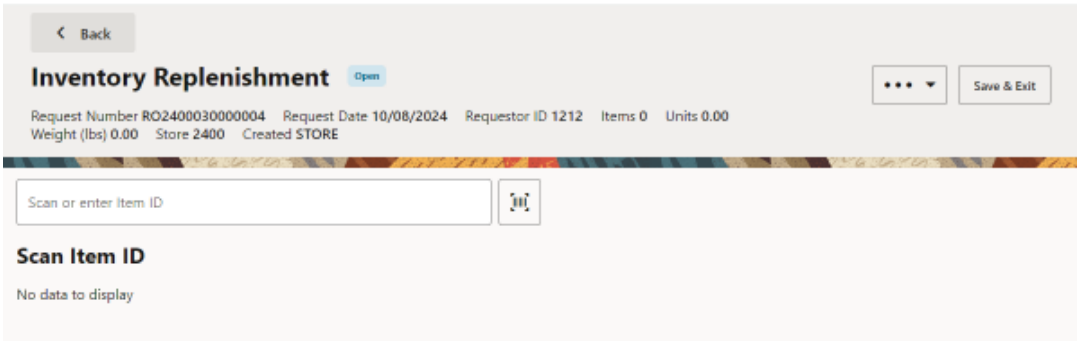
Figure 47-30 Document Search Form



2. Xstore displays a blank Replenishment form.

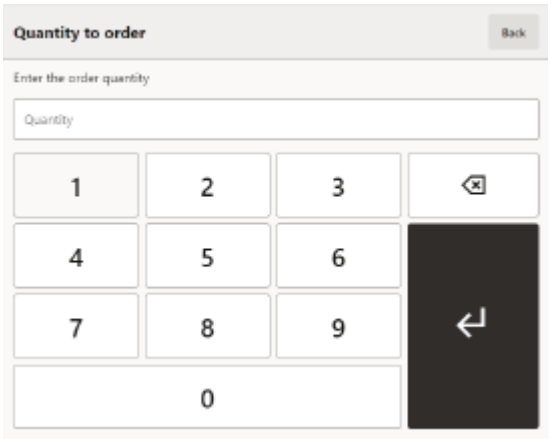
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Figure 47-31 New Inventory Replenishment Screen



3. Scan or enter the item ID of the item you want added to the document.
4. Click the item to open the options menu. Select **Change Quantity** to change the quantity required.
5. Enter the **Quantity to order** and then select **Return**.

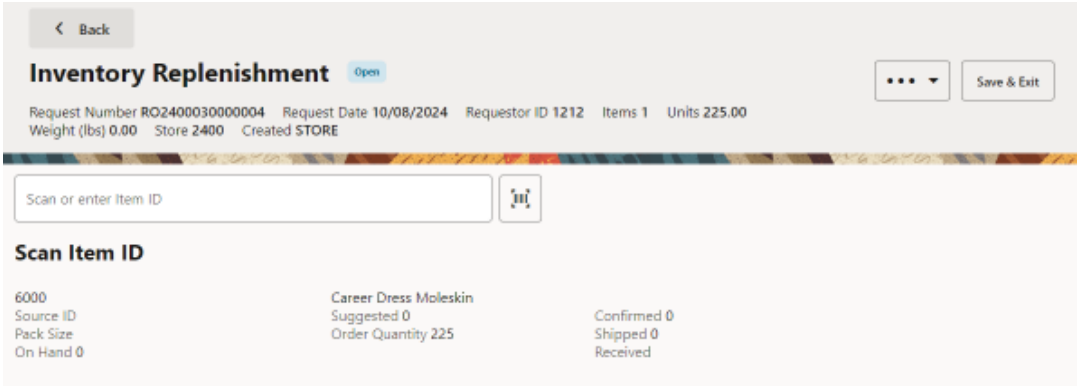
Figure 47-32 Quantity To Order Prompt



> **Note**
>
> If the item has a Pack Size defined, then you must enter a quantity that is a multiple of the pack size. Otherwise Xstore will prompt if you want to round your quantity to the nearest multiple.
>
> - Select **Yes** to add the item with the Quantity rounded to the nearest multiple of the Pack Size. For example, you entered a quantity of 1 but the pack size is 5, quantity will be rounded up to 5.
> - Select **No** to return to the Item Entry screen without adding the item.

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Figure 47-33 Item Entry Screen



Xstore displays the following information for the item entered:

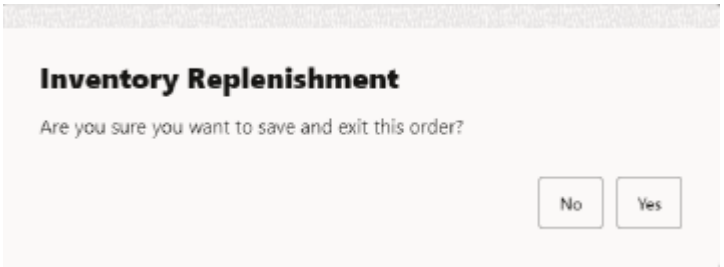
- Item ID
- Description
- Quantity (Suggested, Order, On Hand)
- Pack Size (if applicable)
- Source Id (if applicable)
- Source Name (if applicable)

6. When you have entered all the information for this new Replenishment Document, select **Save & Exit**.

> **Note**
>
> To modify the replenishment order before saving, see Inventory Replenishment Options.

7. Answer the confirmation prompt:

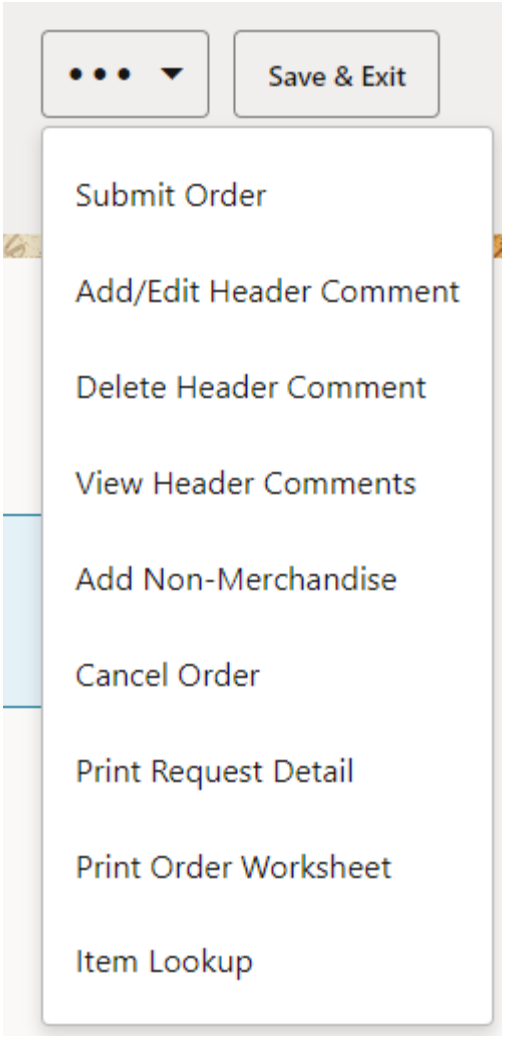
Figure 47-34 Save & Exit Prompt



- Select **Yes** to save the Replenishment Order and return to the document search screen.
- Select **No** to return to the Item Entry screen without saving the document. Your changes are not lost.

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Figure 47-35 New Inventory Replenishment Options



See Inventory Replenishment Options for more information.

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48

Location Based Inventory

Location based inventory tracks all merchandise items that leave or enter the store by associating all items with a specific inventory location. This type of merchandise tracking creates an audit trail record that tracks an item from the time it enters the store until the time it leaves.
This chapter covers the following topics:

- Item Movement
- Locations and Buckets
- Location Based Inventory Menu
  - Inventory Location Maintenance
  - Movement Pending Reconciliation

Item Movement

The store assigns and adds received items to a specific inventory location. Then, when the item is removed from the initial inventory location, it...

- is transferred to another inventory location, or
- leaves the store as the result of a sale transaction, or
- is shipped out as an inventory transaction, or
- is adjusted as part of an inventory adjustment transaction.

These item movements are tracked through Location IDs and Bucket IDs that are used to track the physical location and the current status of each item in inventory.

Locations and Buckets

This section uses the terms Location ID and Bucket ID frequently. As used in this document, a Location ID generally refers to a physical location where items are found such as a warehouse, or back room, or shelf, and it includes specific inventory buckets that are associated with it.

A bucket is a descriptive term that usually relates to the status of an item in a particular location. For example, the On Hand bucket is a very inclusive category relating to currently available items. Layaway is a different bucket that relates only to items that are included in a layaway account but may (or may not) be in the same Location ID as on- hand items.

Depending on your system setup, items with one Location ID may not need to belong to a specific Bucket ID, and items with a specific Bucket ID do not need to belong to a specific Location ID. For example, the Warehouse location could contain items that are assigned to the Repair, Special Order, and Layaway buckets. Meanwhile, the Special Order bucket could contain items in the Warehouse and On Order locations.

Some inventory locations are configured at the corporate level, though additional inventory locations can be added and configured at the store level. Inventory buckets are configured solely at the corporate level.

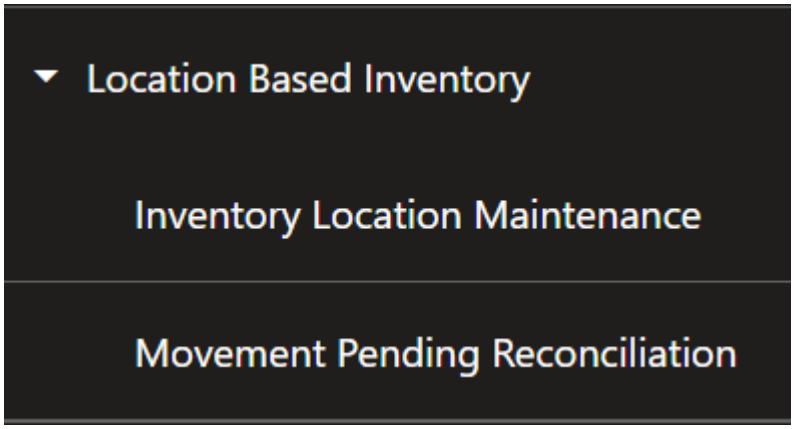
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Location Based Inventory Menu

The Location Based Inventory Menu offers selections that allow you to perform various operations related to inventory locations and the items that are located there:

- **Inventory Location Maintenance:** Existing inventory locations may be maintained (viewed, edited, and deleted). See Inventory Location Maintenance. You also have the option to create a new inventory location. See Define a New Inventory Location.
- **Movement Pending Reconciliation:** Use this option to reconcile inventory changes stored in a temporary location with the actual inventory. See Movement Pending Reconciliation.
- **Inventory Movement Pending Report:** The Inventory Movement Pending Report shows items from transactions in which an inventory location has not yet been specified when Location Based Inventory is being used. This report shows the transaction number, transaction date, item ID and quantity, and the inventory action code that is currently assigned. Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for information about this report, as well as the Inventory Movement Report, Inventory Movement History Report, and Item List Report.

Figure 48-1 Location Based Inventory Menu



Inventory Location Maintenance

Inventory Location Maintenance allows you to edit the parameters of an inventory location or add/delete store-specific inventory locations for the local store. When editing an inventory location, Inventory Location Maintenance allows you to search for a specific inventory location by Location ID, location description, or associated bucket (for example, Special Order, Damaged, Order, and so on).

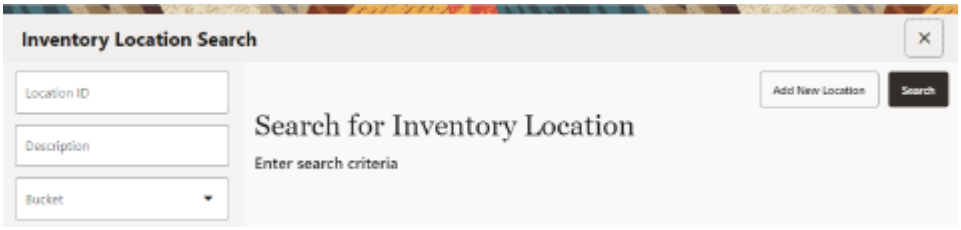
> **Note**
>
> Inventory Location Maintenance does not allow you to move items. Moving items within an inventory location must be performed within the Item Transfer function. See Item Transfer.

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1. At the Location Based Inventory Menu, select the **Inventory Location Maintenance** option.

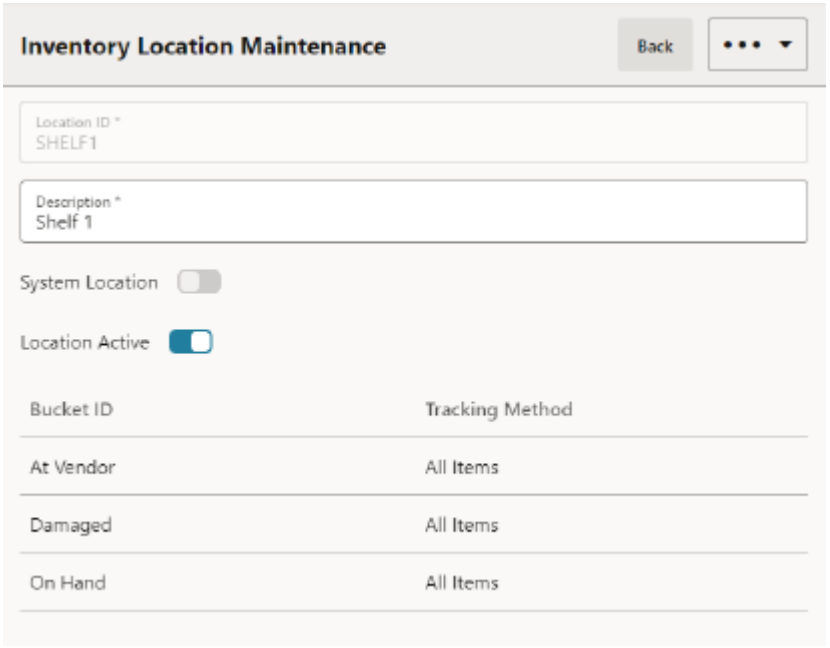
   The system displays the Inventory Location Search form.

Figure 48-2 Inventory Location Search Form



2. Search options:
   - If you know a Location ID, enter it in the Location ID field and select **Search**. The system lists the matching Location IDs, and you may select the one you want. Continue with step 3.
   - If you do not know the ID of the location you want to see, select **Search**. The system displays all the existing Location IDs. Select the **Inventory Location**. Continue with step 3.
   - To search by the Bucket, select one or more buckets from the list and then select **Search**.
   - If you want to create a new inventory location, select **Add New Location**. See Define a New Inventory Location.
3. Maintain the location as needed at the Inventory Location Maintenance form.

Figure 48-3 Inventory Location Maintenance Form



Select one of these options:

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- **Back:** This returns you to the Inventory Location Search form.
- **Overflow Menu** - Select this menu to access the following options:.
  - **Edit Location:** Select this option to edit the details for an Inventory Location Bucket. See Edit Location for more information.
  - **Delete Location:** Select this option if you decide to remove the location. You are prompted to confirm the deletion. Select **Yes** to proceed or **No** to continue without deleting the location.
  - **Print Item List:** Select this option to print a list with all items in the location, according to the Bucket IDs that you assigned to that location.

  For each Bucket ID, indicate the tracking method used by selecting an option from the drop-down list in the Tracking Method field.

  After making your changes, select the **Save Changes** option to update the location.
- **Location ID:** The Location ID cannot be changed.
- **Description:** Edit the description as needed.
- **System Location:**
- **Location Active:** Enabled indicates the location is currently being used and grayed out means the location is inactive and cannot be counted unless its status is enabled.
- **Bucket ID:** The inventory bucket identifier for this count sheet. Inventory buckets are predefined for your store.
- **Tracking Method**: Lists whether all items are tracked, or just serialized items only are tracked

Edit Location

1. Open the Inventory Location drawer. See Inventory Local Maintenance for more information.

   Select the **Header Overflow Menu** and then select **Edit Location** to make changes to the new location.

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Figure 48-4 Edit Location

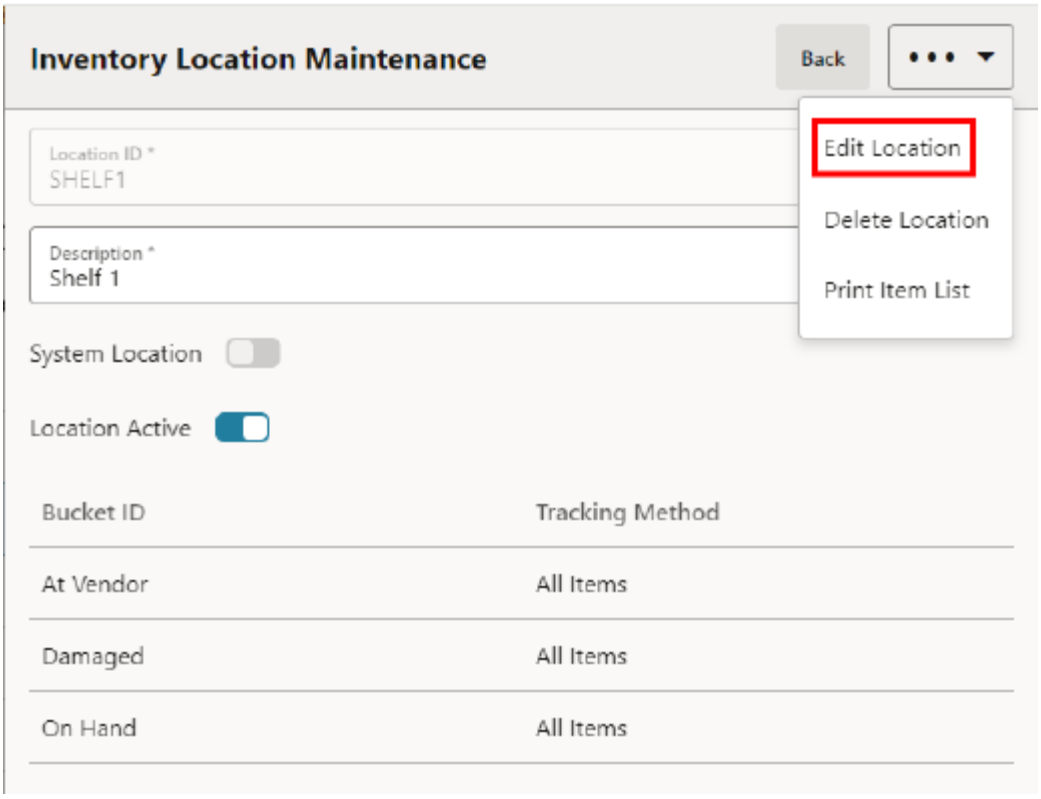
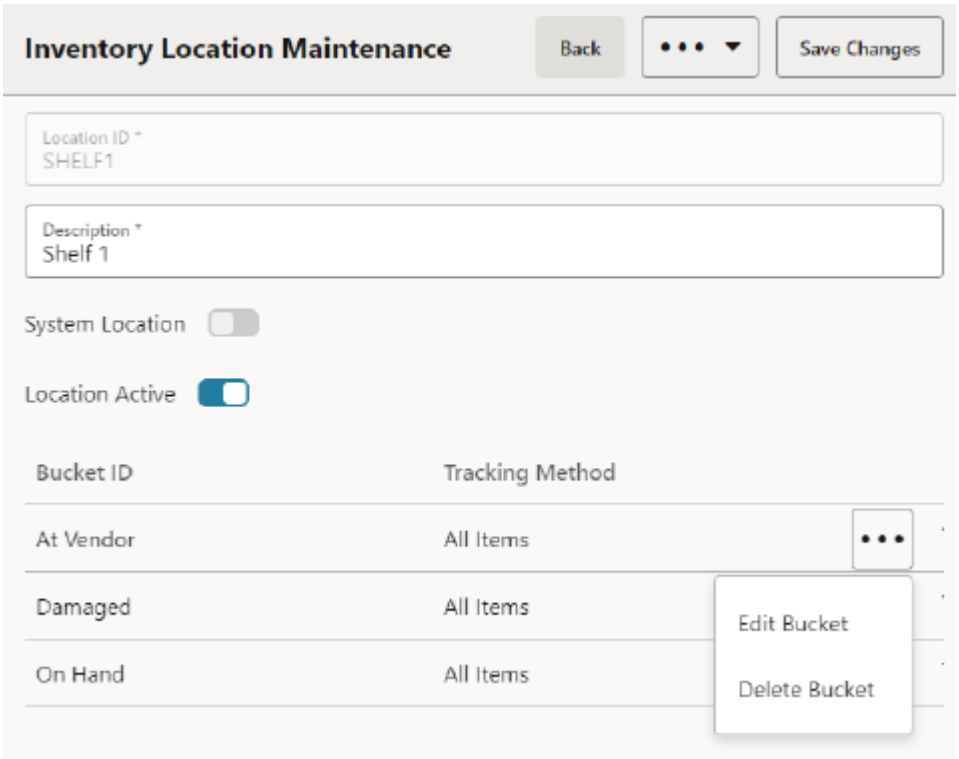


Figure 48-5 Edit / Delete Bucket ID Information



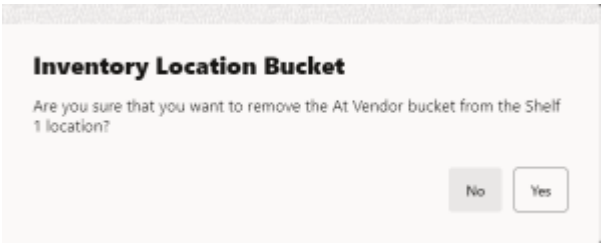
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> **Note**
>
> You cannot change the Location ID.

The following fields can be edited.

2. Description
3. Location Active Status
4. Select a Bucket ID from the list to do the following:
   - Edit Bucket
     - Select the **Row Overflow Menu** for the Bucket ID.
     - Select **Edit Bucket**.
     - Select a **Tracking Method** - Select whether all items are tracked, or just serialized items only are tracked,
     - Select **OK** to save the changes, or **Back** to close without saving the changes.
   - Delete Bucket
     - Select the **Row Overflow Menu** for the Bucket ID.
     - Select **Delete Bucket**.

Figure 48-6 Delete Bucket



     - Select **Yes** to delete the bucket, or **No** to close without saving the changes.
     - Select **Save & Exit** to save the changes, or select **Back** and then select **Yes** to save the changes, or **No** to close without saving any changes.

Define a New Inventory Location

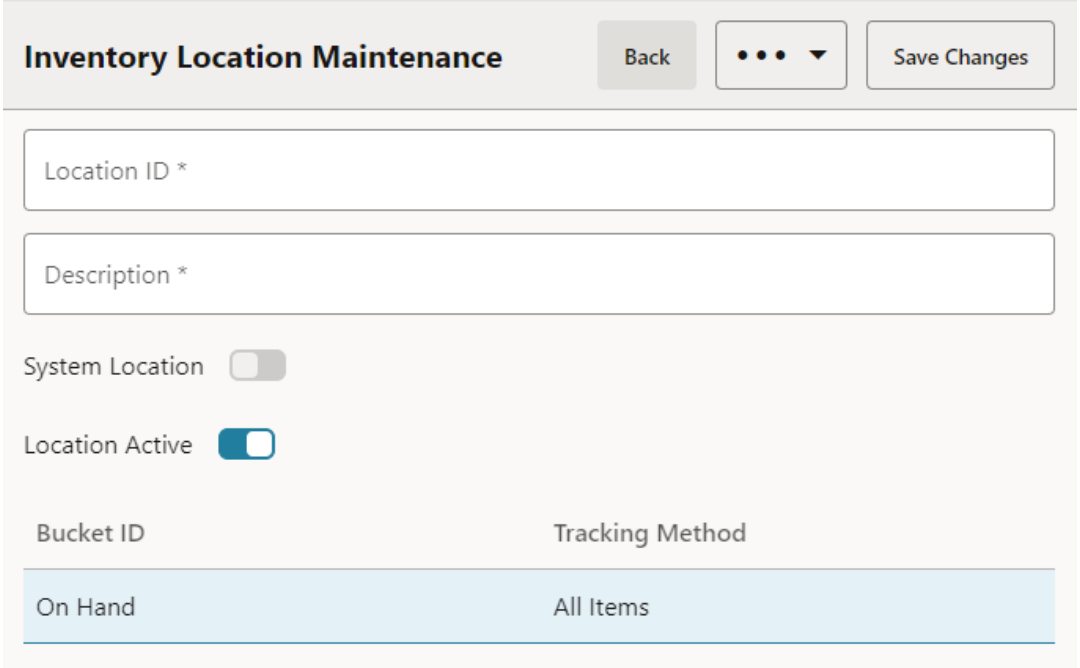
This feature allows you to specify a new inventory location within your store.

1. At the Location Based Inventory menu, select the **Inventory Location Maintenance** option.

   The system displays the Inventory Location Search form (Figure 48-2).
2. Select **Add New Location**. The system displays a form where you can define a new inventory location for your store:

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Figure 48-7 Defining a New Inventory Location



a. In the **Location ID** field, enter the name you are assigning to the new location. Once this is saved, it cannot be changed but the location can be deleted.

b. In the **Description** field, enter a brief text description for the new location.

c. The **System Location** field is defined and set up by the Home Office and cannot be changed or deleted. Home-office defined locations show an **Enabled** status in this field.

d. Select the **Location Active** status by sliding the toggle switch. Green indicates the location is currently being used and gray means the location is inactive and cannot be counted unless its status is enabled.

3. Select **Add Bucket** and select a bucket to use at this location.

> **Note**
>
> You cannot define new buckets. All buckets are defined by and downloaded from the Home Office.

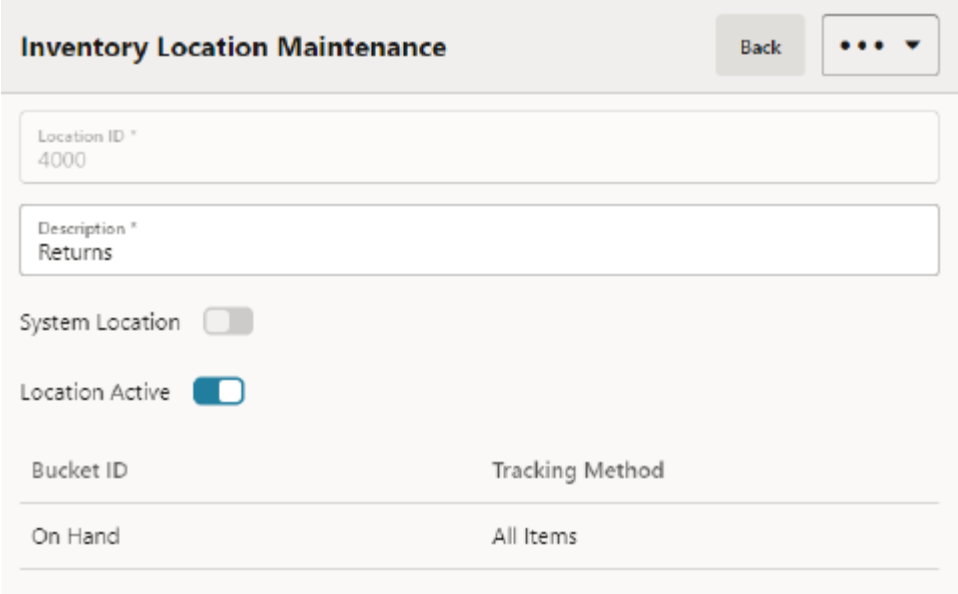
You must decide what tracking method is used for each bucket that you include in the new Location ID. Select whether all items are tracked, or just serialized items only are tracked, from the drop-down list in the **Tracking Method** field for each bucket that you assign to the location.

Repeat for each bucket at this location.

4. After you have determined which buckets are included and you have assigned their respective tracking methods, select **Save Changes** to create the new location. The system displays a read-only view of the selections for the new Location ID.

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Figure 48-8 Read-Only View of New Location ID



Select one of these options:

- **Back:** This returns you to the Inventory Location Search form.
- **Edit Location:** Select this option to make changes to the new location. You cannot change the Location ID.
- **Delete Location:** Select this option if you decide to remove the location. You are prompted to confirm the deletion. Select **Yes** to proceed or **No** to continue without deleting the location.
- **Print Item List:** Select this option to print a list with all items in the location, according to the Bucket IDs that you assigned to that location.

> **Note**
>
> To edit items within an inventory location, use the Item Transfer function. See Item Transfer.

Movement Pending Reconciliation

The Movement Pending inventory location is a default, virtual location for any items for which an inventory location was not specified at the time of a sale, layaway setup, or inventory shipment. This inventory location is a temporary location and items in this inventory location must be reconciled.

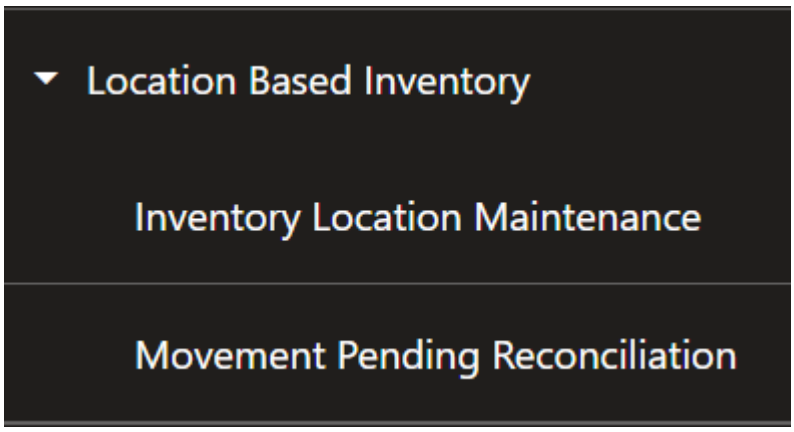
To reconcile items in this virtual inventory location, the sold item must first be transferred from the Movement Pending inventory location to a defined merchandise inventory location/bucket. Next, the item must be removed from the merchandise inventory location/bucket, and transferred to either the SOLD bucket, LAYAWAY bucket, or SHIPPED bucket (based on the transaction type).

An item appears on the Movement Pending Reconciliation list if the following criteria are met:

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- Your system is set up to track inventory movements that are pending.
- Your system does not prompt for a Location ID during a transaction (sales transactions and shipping transactions).
- An item is found in more than one Location ID or is not assigned to any Location ID in your store.
- An item is assigned to a specific Bucket ID within the Location ID where it is found. For example, for sales, shipping, and layaway setup transactions, the item must be in the ON_HAND bucket.

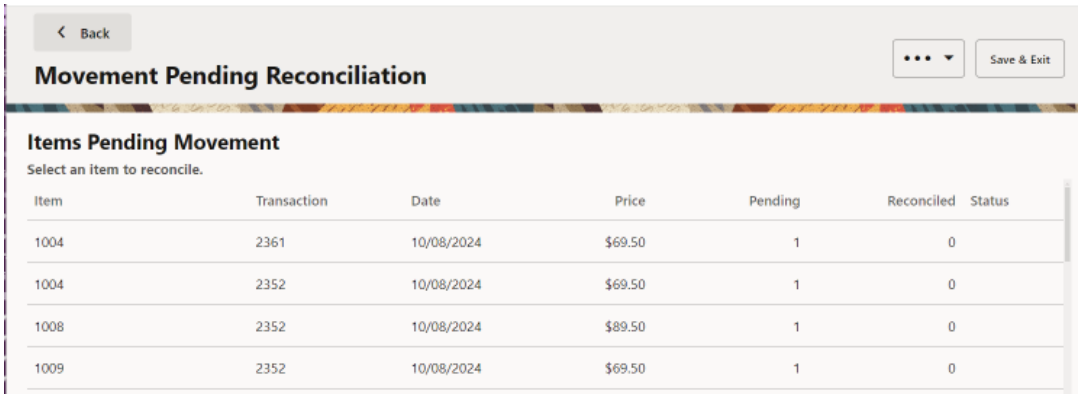
Figure 48-9 Location Based Inventory Menu Options



1. Select **Movement Pending Reconciliation** from the Location Based Inventory Menu.

   The system displays a screen where you can select pending items and reconcile them, that is move them to a defined inventory location.

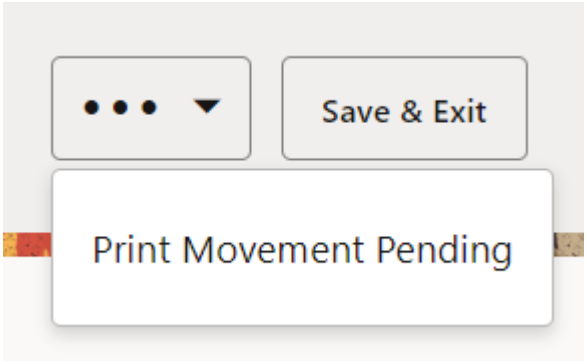
Figure 48-10 Movement Pending Reconciliation Screen



If you would like to have a printed report of the items pending reconciliation, select the **Overflow Men**u and then select, **Print Movement Pending** .

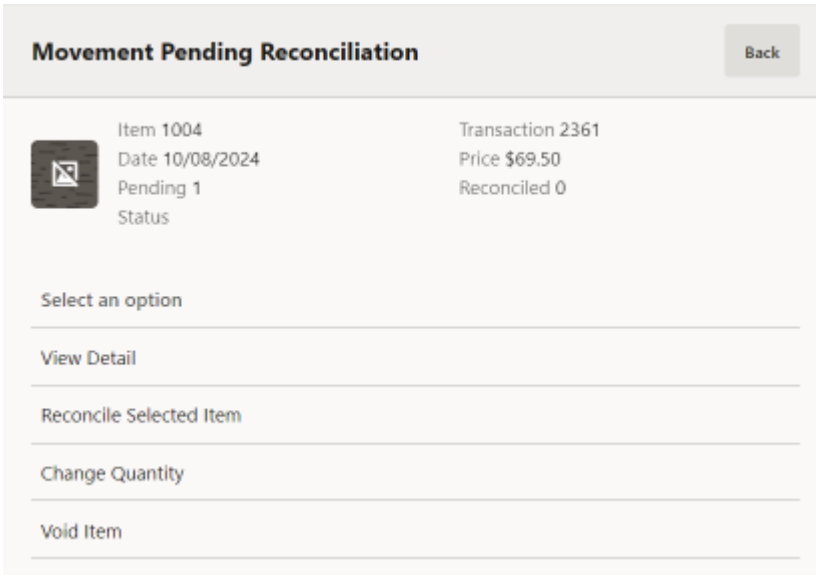
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Figure 48-11 Print Movement Pending Option



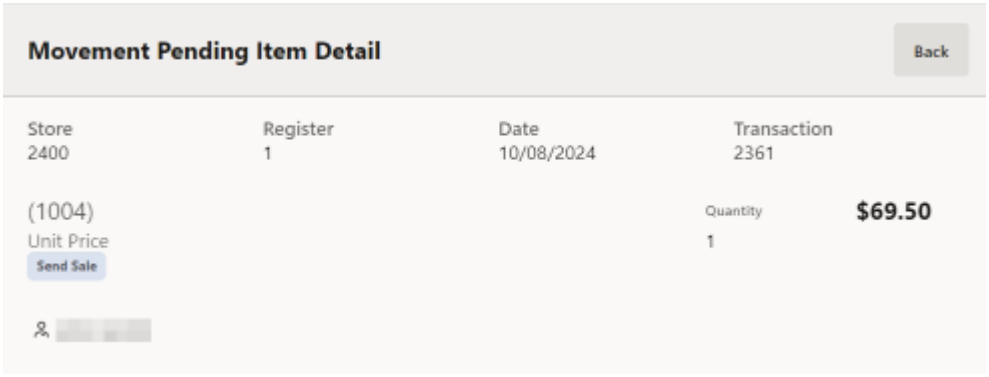
2. Select the item on the list that you want to reconcile.

Figure 48-12 Movement Pending Item Menu



3. If needed, select one of the following menu options:
   - **View Detail**: Displays the details of the transaction, which store, register, date and time, and details of the item.

Figure 48-13 Details of an Item Pending Reconciliation

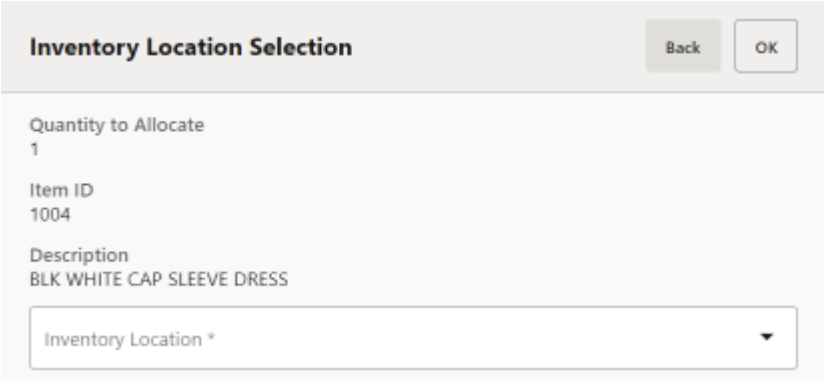


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- **Change Quantity:** You are prompted to select the item and then enter the quantity that you want to reconcile for the item.
- **Void Item:** This removes the item from the list.

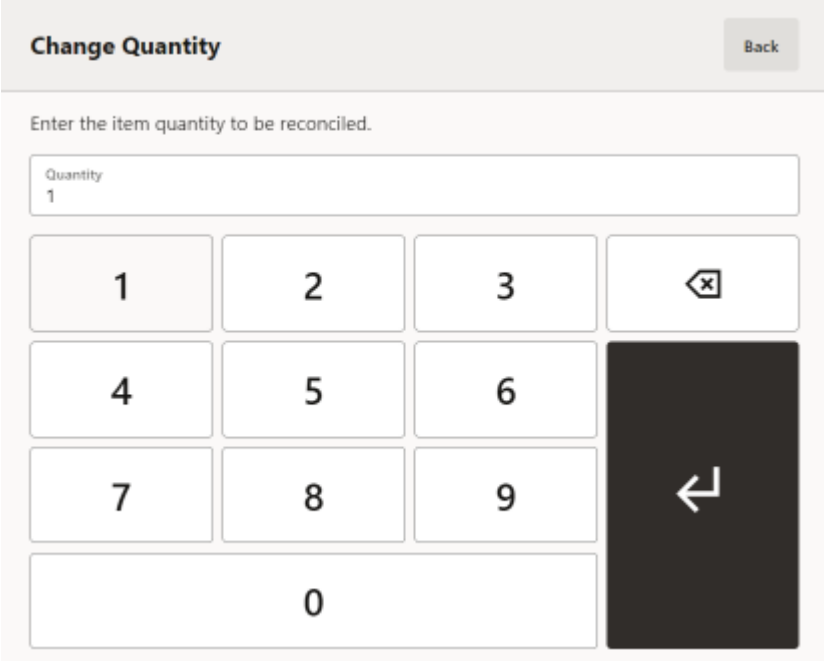
4. Select **Reconcile Selected Item**.
5. The system prompts for the item's source inventory location. Select a location from the drop- down list and select **OK**.

Figure 48-14 Select Source Location for Item Being Reconciled



6. The system prompts for the item quantity. Enter the number of items being moved from the location you selected and select **OK**.

Figure 48-15 Prompt for Quantity to be Reconciled

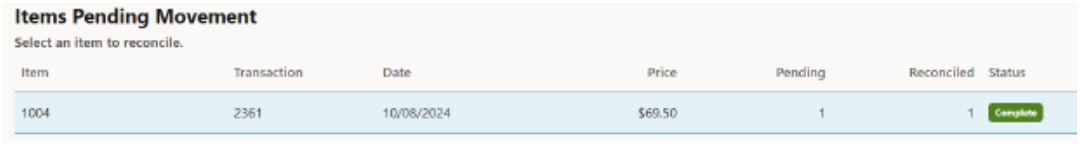


The system returns to the list of items that are awaiting reconciliation. The item that you just reconciled is highlighted in green, and the **Reconciled** column now displays the quantity that you entered for the item.

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Repeat steps 4 to 6 for each item.

Figure 48-16 Items Reconciled



7. Select **Save & Exit** to retain the reconciliation(s) that you just completed.
8. You are prompted to confirm that you want to save your changes.

Figure 48-17 Save Changes Prompt



Choose **Yes** to save the information, or **No** to return to the list of reconcilable items. If you choose **Yes**, the item is removed from the list of items awaiting reconciliation.

The system automatically prints the Inventory Movement Report and includes all the items that were just reconciled and saved.

After printing the report, the system returns to the Location Based Inventory menu.

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Shelf Labels

You can print shelf labels for any item in the current item file. Shelf labels can be printed to a laser report printer if the report printer supports printing multiple labels per page, or to a label printer if using ZPL II communication.

In addition to scanning/entering items in order to print labels, the system also provides an option to print shelf labels for all the items on an entire receiving document at once, and from previously saved batches if using ZPL II communication.

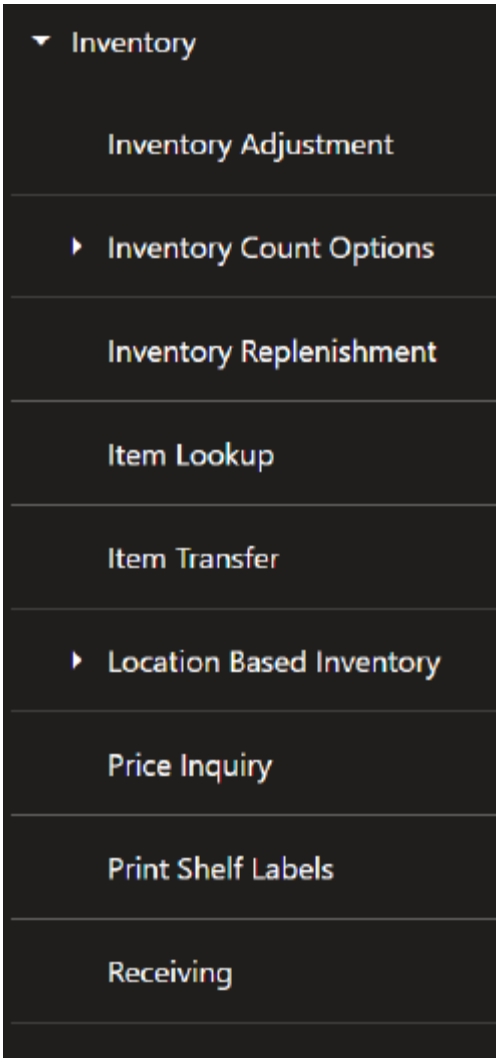
> **Note**
>
> You must load the appropriate label stock into the printer for each label printing job. The system does not perform a check for the correct stock before printing.

Printing Shelf Labels

1. Select Global Navigation, then select the **Inventory** option.

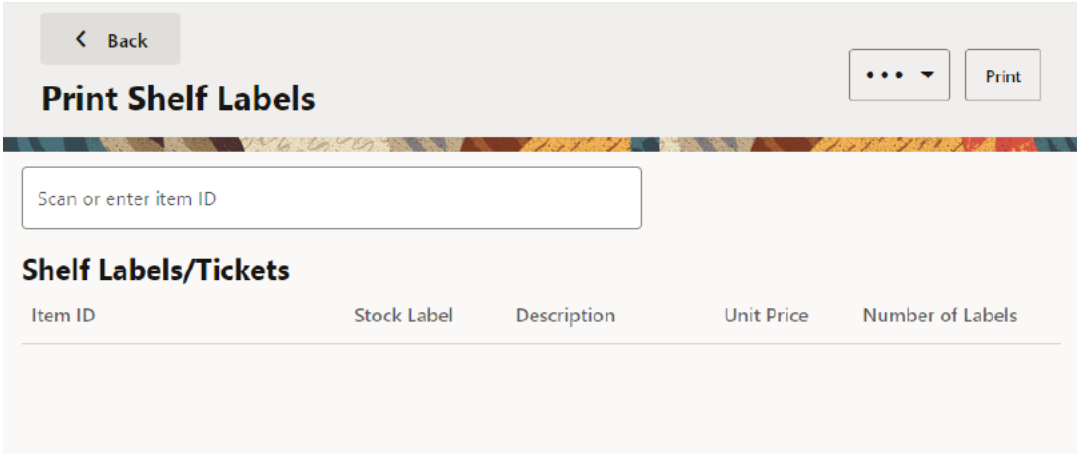
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Figure 49-1 Inventory Menu



2. At the **Inventory** menu, select the **Print Shelf Labels** option.
3. When prompted scan the barcode or manually enter the item ID.

Figure 49-2 Item ID Prompt

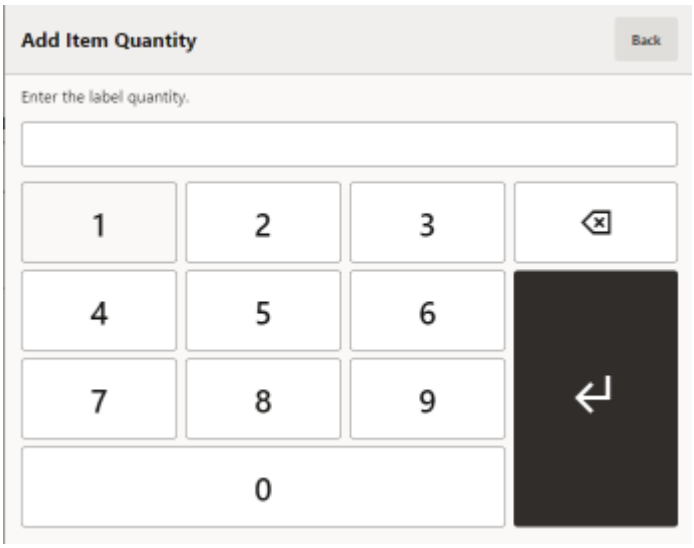


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> **Note**
>
> If you are using ZPL II communication with a label printer, the **Retrieve Batch** option is available if you previously defined and saved a named print batch. SeeTo Retrieve a Batch - ZPL II Only.

When prompted for the number of labels you want to print for this item, type the quantity and select **OK**.

Figure 49-3 Label Quantity Prompt

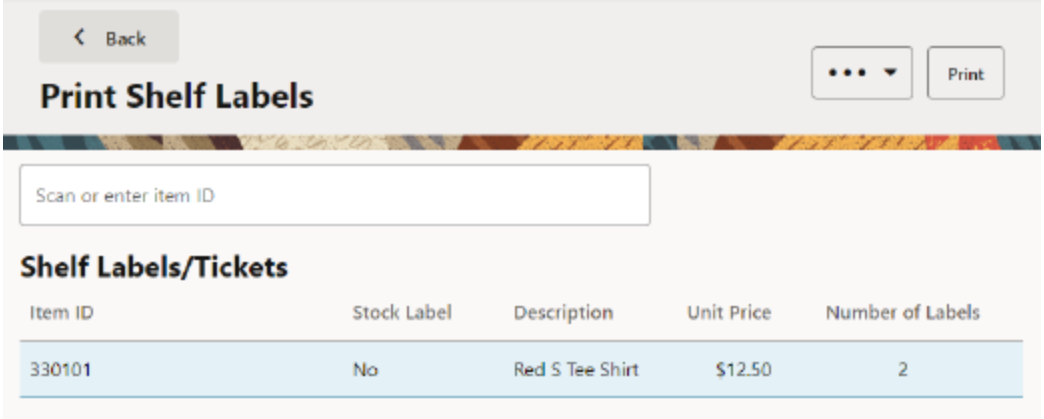


> **Note**
>
> By default, the system displays the number of items in your on hand inventory.

4. The next steps depend upon your label printer setup:
   - If you **are not** using ZPL II communication with a label printer, continue with step 5 below.
   - If you **are** using ZPL II communication with a label printer, skip to ZPL II Label Printers.
5. Xstore POS adds each Item ID and number of labels, the item description and unit price are also shown.

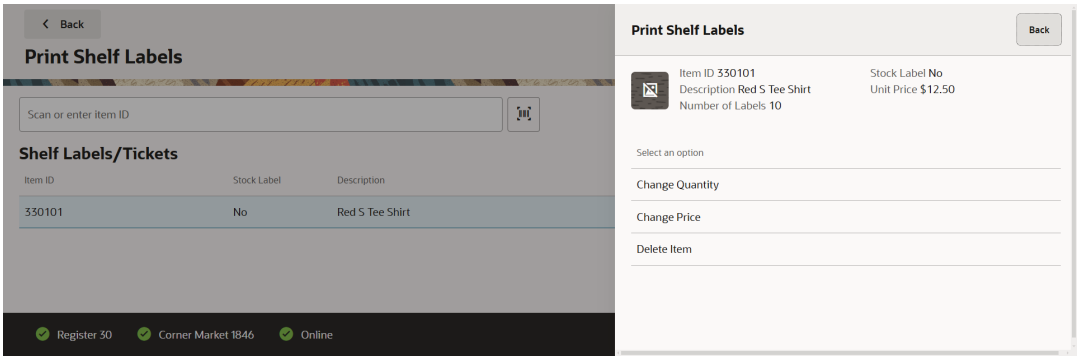
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Figure 49-4 View Port Displays Items Added for Labels



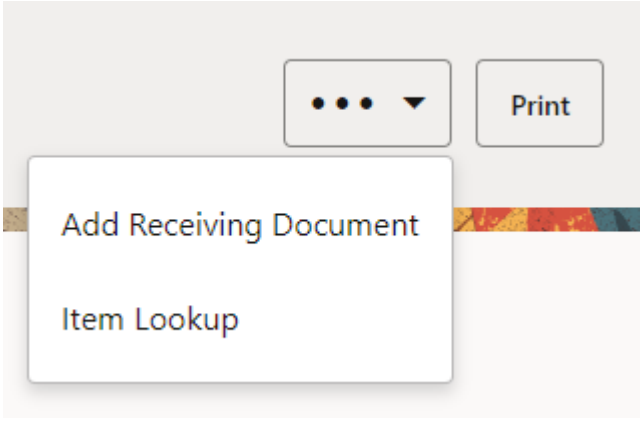
Select a row to bring up options available To Change an Item.

Figure 49-5 Item Modifiers



- **Change Quantity** - to change the label quantity
- **Change Price** - to change the item label price
- **Delete Item** - to remove an item from the list

Figure 49-6 Print Shelf Label Overflow Menu



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Select the Context Menu to:

- **Add Receiving Document** - To add items from a receiving document, see To Add a Receiving Document.
- **Item Lookup** - To search for an item to add to the list, see To Look Up an Item.
- **Print**

6. When you have entered and/or edited all the items and label quantities, select the **Print** option to continue with label setup.
7. Xstore POS prompts you to select the type of label from the list. Select the label type.

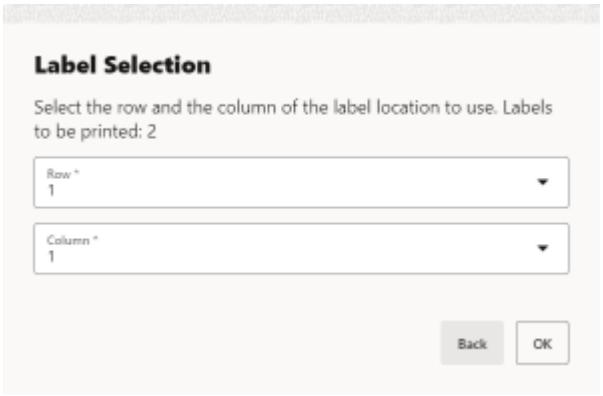
Figure 49-7 Shelf Label Types



8. Xstore POS displays the Label Selection message. Enter the configuration for that label. Select **OK** to save the changes and print the labels, or select **Back** to close without saving.

> **Note**
>
> The configuration requirements are based on label types and may be different from the figure shown below.

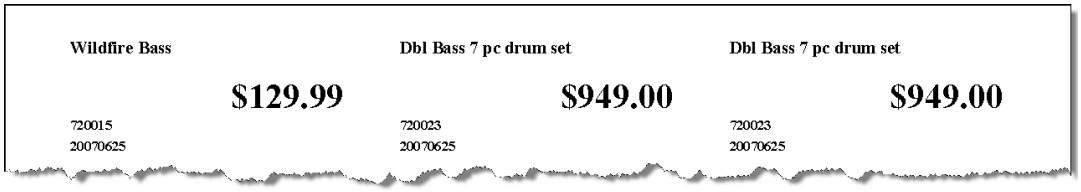
Figure 49-8 Print Label Prompt



9. Xstore POS confirms the request and prints the labels.

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Figure 49-9 Sample Labels



> **Note**
>
> If you exit from the Item/Shelf Labels screen without printing the labels, Xstore POS displays a warning message that all current label settings will be lost. Select **Yes** to return to return to the Inventory Menu or select **No** to continue working with labels.

ZPL II Label Printers

...continued from step 4.

> **Note**
>
> If you previously defined and saved a Named Batch, you can retrieve the batch by selecting Retrieve Batch from the Item/Shelf Labels menu. See To Retrieve a Batch - ZPL II Only.

1. After entering the item ID and label quantity:
   - If the item you entered is associated with a pre-defined stock label type, the item is automatically added to the view port with the defined label icon . Go to step 2.
   - If the item you entered is not associated with a pre-defined stock label type, you are prompted to select a label type from the list. This assigns the selected label type to the item for this instance only not for future label printing and does not affect future label printing.
   - Select the stock label type.
   - Select a processing option:
     - Select Process to associate the stock label type to the item.
     - <OR> Select Assign To All to assign the selected Stock type to all items in the current list.

     > **Note**
     >
     > All items in the list will print on the same label stock type. However, this selection will not update the pre-defined stock type of the items and will not apply to items that are added after the **Assign to All** option is selected.

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– Xstore returns to the Enter/Scan Item ID prompt screen.

2. The following options are available before printing the labels:
   - **Change Item**: To remove an item from the list, change the label quantity, change the item label price, or change an item's stock label type, see To Change an Item.
   - **Item Lookup**: To search for an item to add to the list, see To Look Up an Item.
   - **Add Receiving Document**: To add items from a receiving document, see To Add a Receiving Document.

     Retrieve Batch: To print a previously saved batch, see To Retrieve a Batch - ZPL II Only.
   - **Save Batch**: To save this label printing instance as a batch, see To Delete a Batch - ZPL II Only
3. When you have entered and/or edited all the items and label quantities, select the Process option to continue with label printing.

   > **Note**
   >
   > Before printing, Xstore POS automatically groups the items by stock type and verifies all items are associated with a label stock type. If Xstore POS detects that any of the items do not have an assigned label stock, you are prompted to select a label stock.

4. Xstore displays the Load Label Type message.
   - Select **Print** to print the labels in this stock group. Continue printing all stock groups, making sure you have loaded the appropriate label stock for each. Go to step 5.

     <OR>
   - Select **Skip Group** if you do not want to print these labels at this time. If there is another stock group, the Load Label Type message displays for the next group. Make sure you have loaded the appropriate label stock for each group. Continue printing all stock groups.

     Go to step 5 below.

     > **Note**
     >
     > You can select Back to return to the item entry screen.

5. If prompted, select **Yes** to save and name this batch so it can be printed in the future, or select **No** if you do not want to print this batch again.

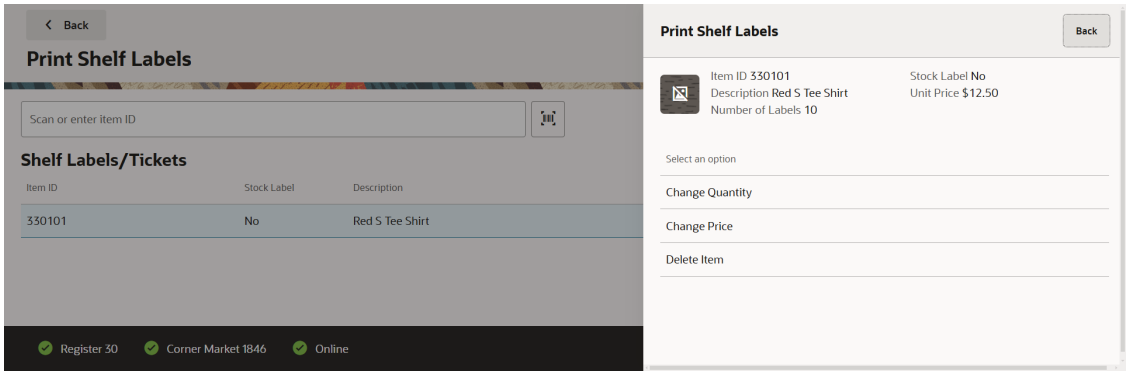
   If you are not prompted, you can save the batch by selecting the **Save Batch** option. For more information see To Save a Batch - ZPL II Only and To Retrieve a Batch - ZPL II Only.

To Change an Item

Select the item to edit it. The following options are available from the **Change Item** menu before you print labels for the items.

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Figure 49-10 Item Modifiers



Change Quantity

Select **Change Quantity** to change the number of labels to be printed.

1. Select the item.
2. At the **Enter Quantity** prompt (see Figure 49-3), enter the number of labels you want to print for the item.

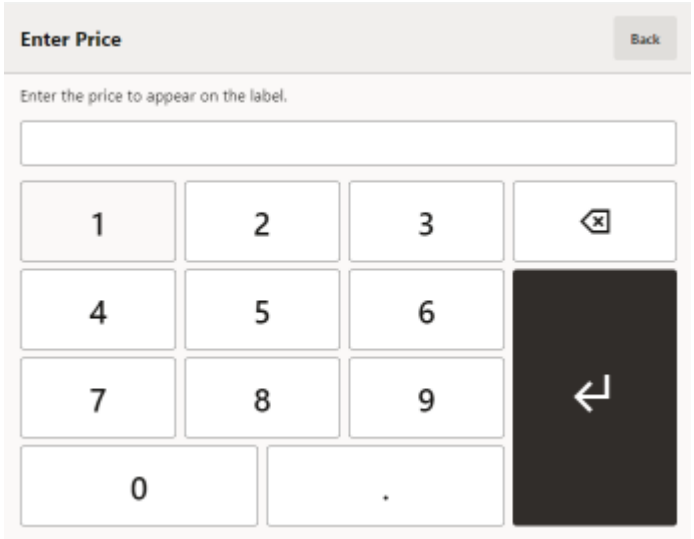
Xstore POS updates the label quantity on the View Port for the item.

Change Price

Select **Change Price** to change the price that is printed on the label.

1. Select the item.
2. At the **Enter Price** prompt, enter the price of the item to be printed on the label.

Figure 49-11 Enter Price Prompt



Xstore POS updates the label unit price on the View Port for the item.

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Delete Item

Select **Delete Item** to remove an item from the list of item labels to be printed.

- Select the item.

> **Note**
>
> There is no confirmation prompt before deleting the item. Be sure you are highlighting the correct item in the View Port display area.

Xstore POS removes the item from the list of item labels to be printed.

Change Label

ZPL II Only. Select **Change Label** from the Context Menu to specify a different stock label type for the item.

1. Select the item.
2. Select the stock label type.
3. Select a processing option:
4. Select **Process** to associate the Stock Label type to the item.

   <OR>

   Select **Assign To All** to assign the selected Stock Label type to all items in the current list.

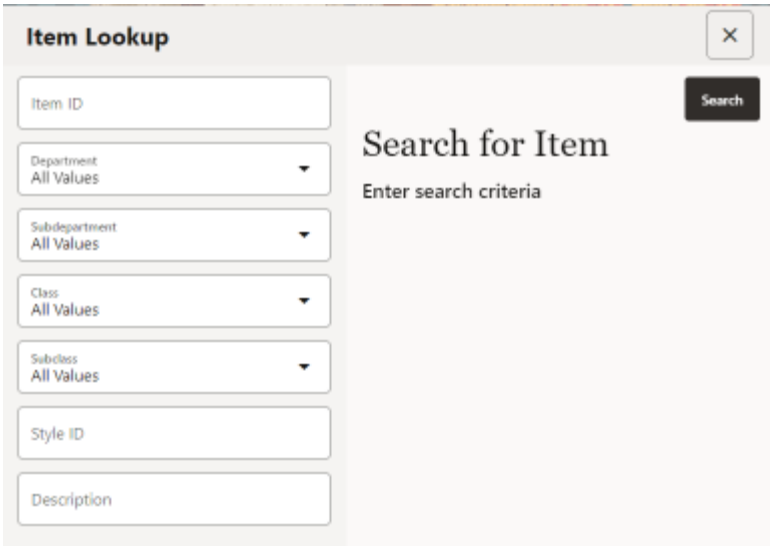
> **Note**
>
> All items in the list print on the same label stock type. This selection does not update the pre-defined stock type of the items and does not apply to items that are added after the **Assign To All** option is selected.

To Look Up an Item

1. Select **Item Lookup** from the Overflow Menu to find an item using the item lookup search criteria form. The item can be added to the list of item labels to be printed.
   - At the **Item Lookup** form, enter the search criteria and select **Search**.

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Figure 49-12 Item Lookup Form



- If more than one item matched the search criteria you entered, select an item. Xstore POS displays the item information.
- Select **Add Item** to include the item on the list of item labels to be printed. If configured, select **Exit to Scan** to scan the item to add it.

2. Enter the number of labels to be printed for the item and select **Return** to add the item to the list of item labels to be printed. By default, the on-hand quantity for the item is shown in the Label Quantity focus bar prompt.

To Add a Receiving Document

1. Select **Add Receiving Document** from the Context Menu to print labels for *all* the items on a receiving document.
   - At the **Document Search** form, scan the barcode for the Receiving Document or enter search criteria to locate the Receiving Document.

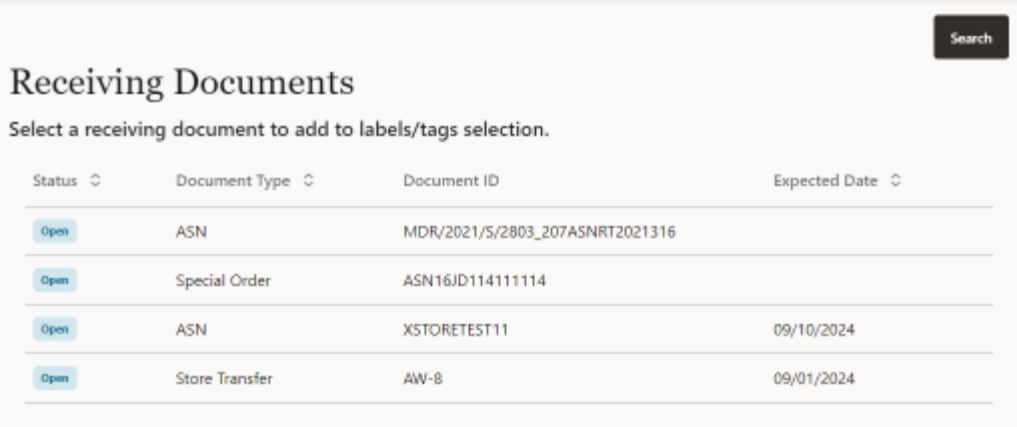
Figure 49-13 Document Search Form



Xstore POS displays a list of receiving documents that match the criteria you entered. You may need to scroll through the list if multiple documents are displayed.

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Figure 49-14 List of Receiving Documents



2. Select the receiving document that has the items that need labels. Xstore POS adds all of the items on the Receiving Document to the list of item labels to be printed and displays them in the View Port area of the screen.

> **Note**
>
> By default, a label will be printed for each item/quantity in the shipment. Use the **Change Quantity** option to edit the number of labels to be printed.

To Save a Batch - ZPL II Only

Batch options are only available when using ZPL II. Use this option to assign a name to the current list of items so it can be used again in the future. See To Retrieve a Batch - ZPL II Only below for information about reusing the batch to print labels.

1. Select **Save Batch** from the Item/Shelf Labels screen.
2. When prompted, enter a name for the batch.
3. Xstore saves the batch information, and it can be retrieved for printing later.

To Retrieve a Batch - ZPL II Only

Use this option to retrieve a list of previously save batches. See To Save a Batch - ZPL II Onlyabove for more information about saving a batch for reuse.

1. Select **Retrieve Batch** from the Item/Shelf Labels screen.
2. When prompted, select a Batch from the list.
3. The items in the batch are shown on the View Port.
4. Continue with step 2.

To Delete a Batch - ZPL II Only

Use this option to delete a previously saved batch.

1. Select **Retrieve Batch** from the Item/Shelf Labels screen.
2. When prompted, select a Batch from the saved Batch List and select **Delete Batch**.

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3. At the confirmation prompt, select **Yes** to delete the batch. Selecting **No** returns to the saved Batch List and the selected batch is not deleted.

   Xstore returns to the Saved Batch list and the selected batch is removed from the list.

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Store Open and Close

Store Close

The store is closed to lock out certain business transaction functionality. The store close process clears daily data, accepts downloads from the home office, and prepares your store to open for a new business day. The store close is divided into multiple, individual processes. Oracle Retail Xstore POS guides you through each step in the process.

Store Open

The store open process opens the store for the new business day. The store is opened to allow business transactions in the system. The store open process begins when an associate signs on for the first time after a store close is finished. Oracle Retail Xstore POS guides you through each step in the process.

This chapter covers the following topics:

- Closing the Store
- Opening the Store
- Calling the Update Service
- Manually Refresh Promotions

Closing the Store

Prerequisites: To begin the store close, all the tills and registers must be closed for the business date and all associates should be signed off, except for the closing associate and the till open for that register. The store safe must be counted and reconciled.

> **Note**
>
> If your store is configured to use safe bags, all Safe Bags that are in undeclared status must be "declared" prior to store close.

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

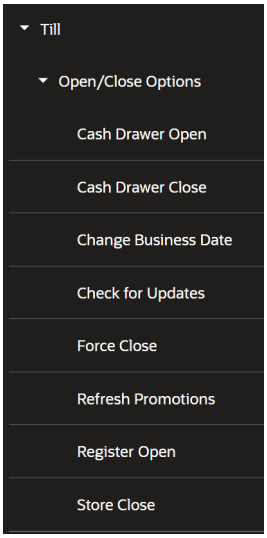
> **Note**
>
> If your store has a lead register where the database is hosted, the lead register must be the last register closed. If you attempt to close the lead register before all other registers are closed, the system prompts you to close the other registers before closing the lead register.

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> **Note**
>
> All offline transactions need reviewing and either approved or rejected before the store can close. See Reviewing Offline Transactions for more information.

1. At the Login screen, log in with your user name and password.
2. Select Global Navigation. Select **Till**.
3. Select **Open/Close Options** from the Till menu.

Figure 50-1 Till - Open/Close Options



> **Note**
>
> **Store Open** and **Store Close** activities are controlled by user security. An associate must have the proper security privileges to open and close the store.

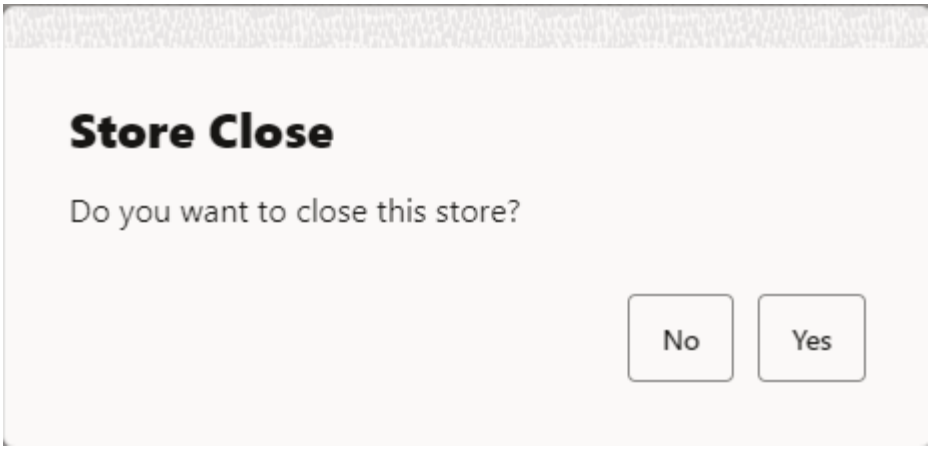
4. At the **Open/Close Options** Menu, select the **Store Close** option.

> **Note**
>
> The **Register Close** and **Store Close** menu options toggle between open and close. This indicates that all registers are closed, and you can begin closing the store. The **Store Close** option tells you that the store is currently open.

5. The system prompts: Do you want to close this store?

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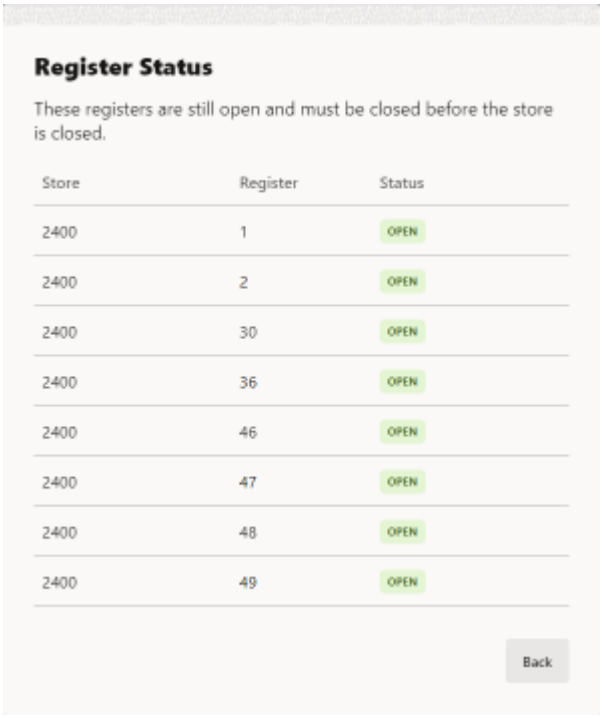
Figure 50-2 Store Close Prompt



Select **Yes** to begin the store close process.

6. Oracle Retail Xstore POS verifies that all registers are closed. If any registers are still open, the system displays a list of open registers and prompts you to close each register before the store close process can continue.

Figure 50-3 Register Status



Refer to chapter Register Open and Close, for more information about closing the register.

7. Oracle Retail Xstore POS searches for and lists any transactions created on the current business date that were suspended and not subsequently resumed and completed or cancelled. If any suspended transactions are found, the system displays a list showing the suspended transactions.

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You have the following options:

- Select **OK** to automatically cancel all listed transactions and continue with the next step in the store close process.

  <OR>

- Select **Back** to cancel the store close process and reconcile the suspended transactions per your store policy.

In addition, the system may also list any pending orders that require attention. The associate performing the store close can either cancel the store close process or allow Oracle Retail Xstore POS to continue with the store close. The pending orders retain the same status and are not changed in any way by this notification prompt.

8. If prompted, select the bank or institution for the bank deposit.
9. Depending upon the configuration of your system, you may be prompted to enter a message that displays when the store is opened for the next business day. If prompted, type a message and select **OK**.
10. Depending upon your system's configuration, you may be prompted to respond to a store closing question. If prompted, select an answer to the question and select **OK**.
11. Depending upon your system's configuration, you may be prompted with other messages concerning the status of various functions within the store. For example, you may be notified that a cycle count for inventory is due or that items are ready to be received.

    Acknowledge these messages by selecting **OK** to continue with the store close process.
12. If configured, you may be prompted to count the amount to be deposited in the store safe at the **Store Safe Deposit Count** screen. If prompted, count the tenders for deposit and select the **Done Counting** option when you are finished.

    If there is a difference between your count and the amount that the system expected, a message displays. You may return to the **Count Summary** screen and make changes or accept the difference.

    When the counting is complete, a **Confirm Bank Deposit** prompt displays. Select **Yes**, the system prints deposit receipts for your records.
13. If prompted, select **OK** to begin the nightly close process. Some events that occur during a nightly close are configurable. For example, certain reports may be generated at every closing.

    From this point on, no user intervention is required and the store closing process begins..

> **Note**
>
> Depending upon your store policy, you may have access to some maintenance functions while the store is closed.

The system prints receipts as required by your system configuration and store policy.

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

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Opening the Store

The store open process is performed on only one register. The store open procedure signals that the store is open to all registers. Once the store is open, sales cannot be rung until the register is opened and a till is counted for the register.

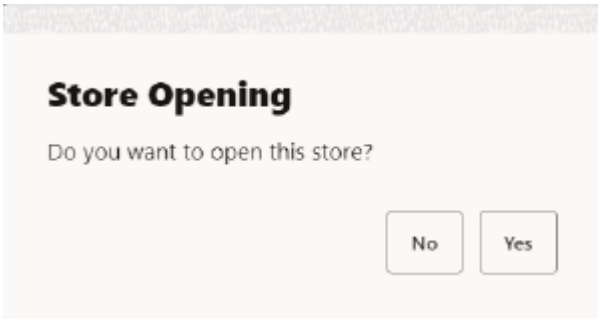
During the store open process, the system may also list any pending orders that require attention. Once the store is open, the associate can take any action as needed on the orders.

1. At the Login screen, log in with your user name and password.
2. Select Global Navigation. Select **Till**.
3. Select **Open/Close Options** from the Till menu.
4. At the **Open/Close Options** menu, select the **Store Open** option.

> **Note**
>
> The **Register Open** and **Store Open** menu options toggle between open and close. The **Store Open** menu option indicates that this store is currently closed. The **Register Open** menu option indicates that this register is also closed.

5. The system prompts: Do you want to open this store?

Figure 50-4 Store Open Prompt



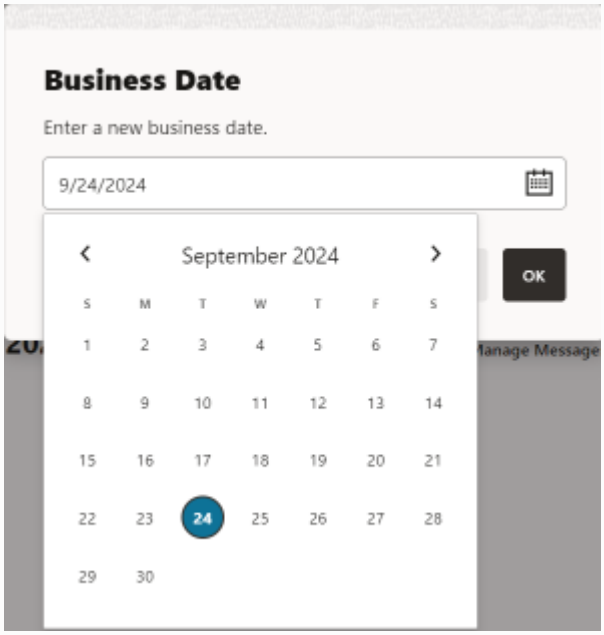
Select **Yes** to continue with the store open process.

6. If prompted to confirm the business date, verify the default date shown is correct (today's date) and select **OK**.

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Note

If this date is incorrect, enter the new business date at the prompt.



Oracle Retail Xstore POS prompts you to confirm the date you entered.

This function is controlled by security.

Note

If the system is configured to prompt to enter the business date when opening the store and the wrong date gets entered, or in the event the store must close and re-open in the middle of the day where the system automatically moves to the next date, the date can be changed using this function. However, the date can only be changed before any of the opening counts are done.

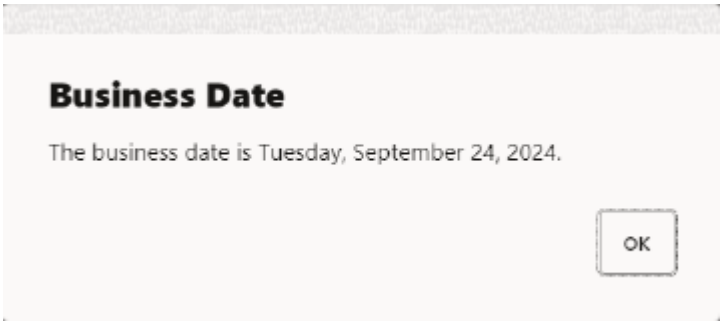
Navigate: Till - Open/Close Options - Change Business Date

Enter valid business date.

7. Oracle Retail Xstore POS displays a prompt showing the date the store has been opened for. Select **OK** to continue the store open process.

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Figure 50-5 Confirm Business Date



8. Depending upon the configuration of your system, you may be prompted with other messages concerning the status of various functions within the store. If prompted, acknowledge these messages to continue with the store open process.

   For example, you may be notified that a cycle count for inventory is due or that items are ready to be received.

9. A message that was entered during the store close may be displayed. If displayed, select **OK** to acknowledge this message and continue with the store open process.

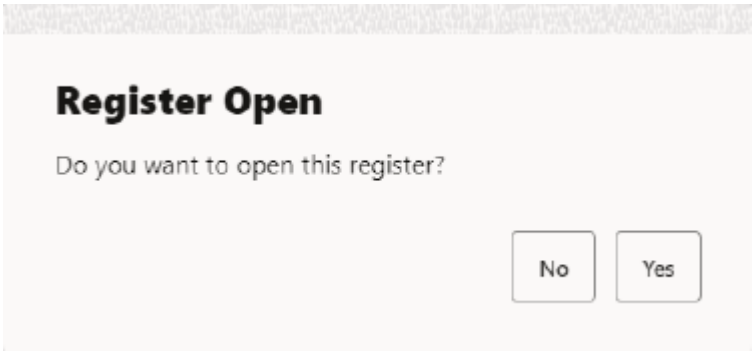
10. If prompted, enter the starting cash amount for the store safe. Refer to **Safe Bags** for more information about opening the store safe.

11. The system may print a store open receipt for your records.

> **Note**
>
> Note that the store status indicator has changed to green indicating the store is now open. However, the Register status indicator is red with a cross mark indicating that this register is still closed.
>
> Tapping the bottom left red register indicator only works when you are not logged in. Log out and then tap the indicator if desired.

12. The system prompts: Do you want to open this register?

Figure 50-6 Register Open Prompt



Select **Yes** to open the register. Refer to Register Open and Close for more information about opening the register.

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

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The store and register status indicators show the open status on the Status Bar.

> **Note**
>
> If you select **No** at the Open Register prompt, the system returns to the Open/ Close Options menu.
>
> Once the store is open, sales cannot be rung until the register is opened and a till is counted for the register.

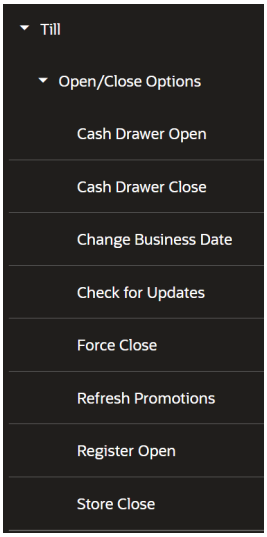
Calling the Update Service

> **Note**
>
> This process is controlled by user security and is only available for authorized users. This function is available on all Xstore POS forms - Desktop, Thin Client, Tablet, and Handheld devices.

The **Check for Updates** process allows Oracle Retail Xstore POS to request the download manifest on demand. This option provides the ability to bypass the scheduler normally run during the store close, and to initiate the download manifest when called.

1. Log in with your user name and password.
2. Select Global Navigation. Select **Till**.
3. Select **Open/Close Options** from the Till menu.

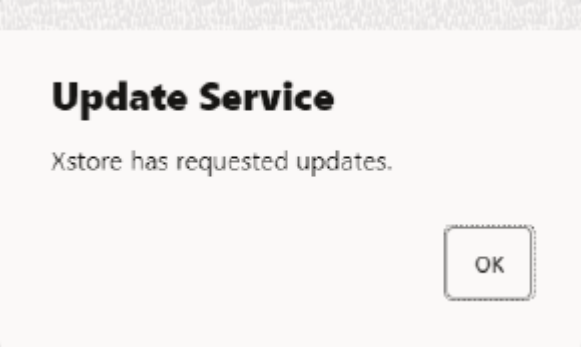
Figure 50-7 Till - Open/Close Options



4. Select **Check for Updates**.
5. The system prompts: Xstore has requested updates.

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Figure 50-8 Update Service



Select **OK** to confirm.

> **Note**
>
> Some system updates may not take immediate effect in Oracle Retail Xstore POS.

Manually Refresh Promotions

Typically, a promotion is updated with new information during a register restart. Use this process to update new promotions that are cached without having to restart that register, such as in the middle of the day.

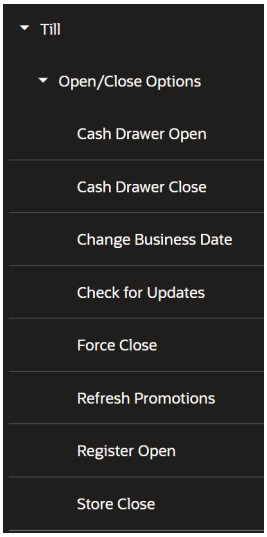
> **Note**
>
> Applies to registers only and you would need to perform this action on each register to update it's cache for promotions.

To refresh the promotion cache for a register:

1. Log in with your user name and password.
2. Select Global Navigation. Select **Till**.
3. Select **Open/Close Options** from the Till menu.

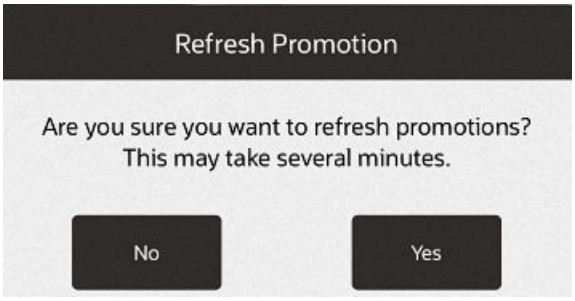
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Figure 50-9 Till - Open/Close Options



4. Select **Refresh Promotions**.
5. Oracle Retail Xstore POS displays a confirmation prompt: Are you sure you want to refresh promotions? This may take several minutes.

Figure 50-10 Refresh Promotion Prompt



6. Select **Yes** to continue. A progress bar is displayed until the update is complete.

> **Note**
>
> Select **No** at the Refresh Promotions confirmation prompt to cancel the refresh process and return to the **Open/Close Options** menu.

7. When the update is complete, a prompt is displayed: "Promotions have been refreshed as of (time and day)." Select **OK** to exit.

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Register Open and Close

The Register Open and Close procedures explain the steps you must perform to open and close a register.

The register open/close process depends upon the configuration of your system. This chapter details the process for standard open/close.

See Networked Cash Drawers for opening the registers in these environments.

> **Note**
>
> Xstore POS supports Register Accountability mode and Till Accountability mode.

The register status indicator, along with the store name and store number is shown on the Status Bar at the bottom of every screen. When the first circle is red



, the register is closed, when green



it is open.

Tapping the bottom left red register indicator only works when you are not logged in. Log out and then tap the indicator if desired to open a register or follow the procedure below.

Select a link for more information:

- Open Register
- Close Register
- Force Close
- Locking a Register
- Unlocking a Register

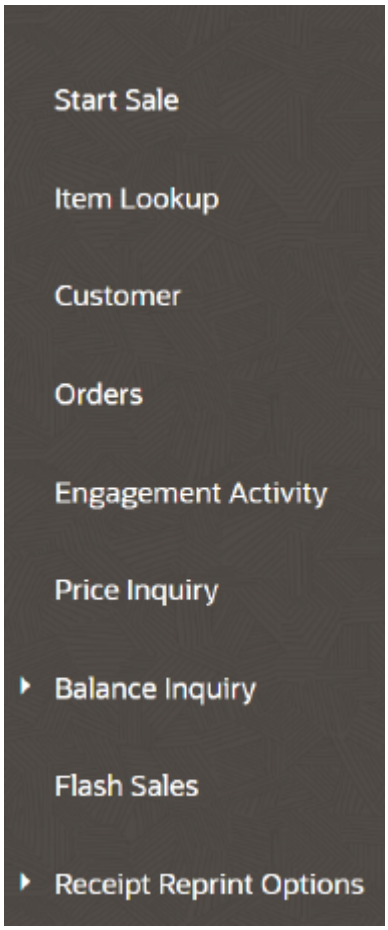
Register Open

Opening the register is a process that can be quickly completed by managers or associates who have the proper security privileges. The process is highly configurable, and your process may be different from the instructions below.

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The Xstore POS register is opened and closed through the **Till** menu on the Main menu. The following procedures describe the method for opening and closing the register. The system may prompt you to open the register after the store has been opened.

Figure 51-1 Main Menu



Open Register

To open a closed Xstore POS register:

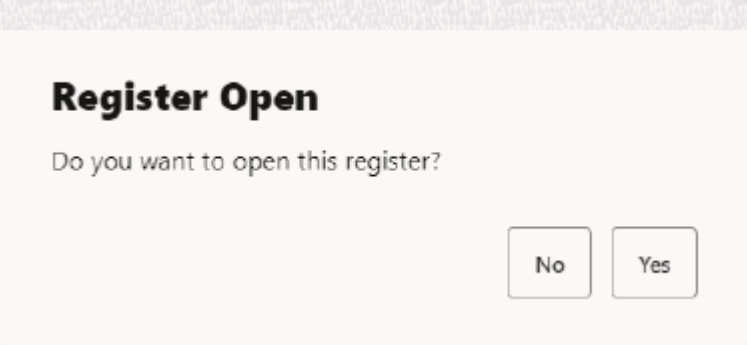
1. Open the register using the Global Navigation menu (only if logged in, Step a.) or select the register status icon (logged out or logged in, Step b.).
   a. Select **Till** from Global Navigation. Select **Open/Close Options** then select **Register Open**.
   b. Select the red register status icon on the Status Bar.

> **Note**
>
> Using the bottom left red register indicator to open a register does not log you . You then need to log in again.

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2. Select **Yes** to confirm that you want to open the register.

Figure 51-2 Register Open Prompt



Depending upon the configuration of your system, you may be prompted to perform an opening count.

If your register has more than one cash drawer, you are prompted to select the drawer from a list of available cash drawers and attach the till before performing an opening count. Refer to Till Management for more information.

If you are not prompted to count the till, the register is opened at this time.

3. Select a tender to count, for example Australian Cash. A list of the currency denominations opens.
4. Select a denomination, for example Dollar, and enter the count of the currency denomination.

   Repeat for each denomination.
5. When done, select **Next Group** from the Context Menu. Repeat step 3 and 4 for each tender.
6. When all counts are complete, select **Back**.

> **Note**
>
> Check the Over/Short column to see if your till is balanced with the system values for each tender type.

7. Select **Counting Complete**.
8. If the starting cash amount matches, the system prompts to confirm the amount for all cash currencies you entered. Select **Yes**.

   If correct, select **Yes**.

   If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference.

   Select **No** to change the entered amount or select a reason code if you want to accept the difference.

   Enter a comment describing any special circumstances if required and select **OK**.

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9. The register opens and Xstore POS returns to the **Open/Close Options** menu or the home screen depending on how you entered the register options. Note the green indicator for the register on the Status Bar.

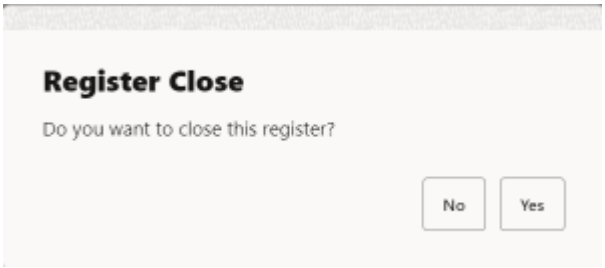
Close Register

The register close process can be performed by store managers or associates who have the proper security privileges. A register close can be completed any time during the day. This process is highly configurable, and your process may be different than the instructions below. Every effort has been made to include notes or examples of additional steps that may be configured for your store.

To close an open Xstore POS register:

1. Select the **Till** option from Global Navigation.
2. Select **Open/Close Options**.
3. Select **Register Close**.

Figure 51-3 Close Register Confirmation Prompt



4. Select **Yes** to confirm that you want to close the register.
5. Select a tender to count, for example Australian cash. A list of the currency denominations opens.
6. Select a denomination, for example Two Dollar, and enter the count of the currency denomination.

   Repeat for each denomination.
7. When done, select **Next Group** from the Context Menu. Repeat step 5 and 6 for each tender to count.
8. When all counts are complete, select **Back**.

> **Note**
>
> Check the Over/Short column to see if your till is balanced with the system values for each tender type.

9. Select **Counting Complete**.
10. If the currency amounts do not match, the system displays a prompt to either recount the till or to accept the difference.

    Select **No** to change the entered amount.

    Select **Yes** if you want to accept the difference. Select a reason code for the discrepancy and enter a comment describing the special circumstances.

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The register is closed, denoted by the red register status icon on the Status Bar.

Force Close

If register equipment fails for any reason and a register cannot be closed using the normal procedure, the **Force Close** option may be used. By forcing a register to close, despite equipment failure, the store closing procedure may then be started. This function applies to all Xstore POS forms - Desktop, Thin Client, Tablet, and Handheld devices.

To force close an open Xstore POS register:

1. Select the **Till** option from Global Navigation.
2. Select **Open/Close Options**.
3. Select **Force Close**. The system displays a list of any open registers (if no registers are still open, Oracle Retail Xstore POS displays a message).
4. Select the register that you want to close from the list. The system displays a message indicating that the register has been forced to close.

Lock/Unlock a Register

Your system may be configured to automatically log out an associate after a specified period if there is no system activity. However, you may need to temporarily leave a register before that occurs. In that case, you can lock the register to prevent another person from using the system while you are away.

Locking a Register

1. Select the **Global Navigation** menu, and then select, **Lock Register**.
2. The system displays a prompt stating the device is locked along with the ability to enter associate id and password.

Figure 51-4 Locked Register



> **Note**
>
> Any functions that may still be available are determined by your store policy.

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Unlocking a Register

> **Note**
>
> The register may be unlocked only by the associate who locked it or someone who has sufficient privileges to unlock the register, such as a manager.

1. Select the **Global Navigation** menu, and then select, **Unlock Register**.
2. Enter your **Associate ID** and **Password**.
3. Select **Login**.

   The system is now unlocked and available for point-of-sale functions.

Print Till Summary Receipt

This option allows you to print a summary recorded during the last till count and applies to the Desktop, Thin Client, and Tablet devices.

1. Select the **Till** option from **the Global Navigation** menu.
2. Select **Open/Close Options**.
3. Select **Print Till Summary Receipt**.
4. When prompted, select **Yes** to print the receipt.

   The system prints the till summary for the register to a receipt printer. The receipt includes a breakdown of the various tenders (quantity and amount), a configurable list of various transactions that occurred at the register (paid out, returns, refunds, discounts, account setups, and so on, and the quantity and amount for each), and taxes.

Print Till Summary Receipt on an IP Enabled Cash Drawer

This option allows you to print a summary recorded during the last till count on an IP Enabled Cash Drawer and applies to all devices.

1. Select the **Till** option from Global Navigation.
2. Select **Open/Close Options**.
3. Select **Print Till Summary Receipt**.
4. If the register has more than one cash drawer, select the till to be used.

   In an all-networked cash drawer environment when not in till accountability mode, scan the IP Enabled cash drawer, or,

   In a mixed network/local cash drawer environment, you are prompted if you want to use a networked cash drawer when not in till accountability mode. Select **Yes** and then scan the IP Enabled cash drawer.

   The system prints the till summary for the register to a receipt printer. The receipt includes a breakdown of the various tenders (quantity and amount), a configurable list of various transactions that occurred at the register (paid out, returns, refunds, discounts, account setups, and so on, and the quantity and amount for each), and taxes.

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24/7 Trading Environment

On Xstore POS, a store can function 24 hours a day and seven days a week. The Handheld device supports 24/7 trading with the use of IP cash drawers.

If your system is configured to support a 24–hour store environment, the store will perform a rolling close on registers. Each register will be rolled over to the next retail period (business day) one by one; always keeping at least one register available for use.

A retail period is the period in which the retailer defines as their store hours (for example, 12:00 am - 11:59 pm).

A retail session is defined as the time in which a register is opened until it's closed. Multiple retail sessions can occur within a retail period.

The 24–hour store environment is supported for both register accountability and till accountability. Register accountability is where a till is assigned to a register and can be used by any cashier that uses the register. Till accountability is where a till is assigned to a specific cashier. The assigned till can be attached to any register the cashier may work on during the day.

Deferred cash management allows the retailer to open a store on the next business day without reconciling, closing the store, or ending the retail period. These processes have been separated so they can be completed later.

This chapter covers the following topics:

- Store Opening
- Daily 24/7 Flows
- Rolling Close
- Store Closure
- System Updates

Store Opening

Full store opening is usually only done with the first initial opening of the store. It is performed on only one register. The store open procedure signals that the store is open to all registers. See Store Open and Close for more information.

Once the store is open, sales cannot be rung until the register is opened and a till is counted for the register.

Daily 24/7 Flows

For systems using 24/7 trading, the register open process must be performed on each register every day. Depending upon the configuration of your system and the time that the register is opened, the system may prompt you to open the register for the previous day or the next day.

You have different options to configure the system about the desired process in the 24–hour environment. During the 24–hour flow, the system may ask the cashier to re-open the register

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during the close register process automatically. Alternatively, the register is not opened automatically, which would require the cashier to log in to open the register.

Depending on your system's configuration, the float can be configured so:

- the cashier is prompted to enter the float amount
- the cashier starts with the pre-defined float
- the remaining cash balance on the register being carried over as the new float amount
- the remaining cash currencies being adjusted to the approximate default, known as the Float Balance

Once the float has been defined, the register is open, and the new retail session has begun.

After an open register is approaching the end of a retail period, Warning Messages are displayed to encourage the closing of the register and to move to the next retail period. You can continue to perform transactions on the register until the end of a configurable grace period. At the end of the grace period, you must close the register. This ensures that all the registers are moved forward to the next retail period.

The rolling close process is separated from the register reconciliation process in a register accountability configuration. This means that register reconciliation is not required before closing a register or retail period.

If the register is configured to open automatically after the Register/Till Close process without user interaction, you may be prompted to enter a new amount, or a new till is inserted into the drawer with a pre-determined float amount.

Use the following steps to complete a full daily cycle:

- Register/Till Open
- Reconcile Register/Till
- Warning Messages
- Register/Till Close
- New Business Period
- Define Float

Register/Till Open

To open a register that is configured for 24/7 trading, follow these steps:

1. When you attempt to log in to the system, Oracle Retail Xstore POS determines the status of the register and store. If the register status is closed, a Register Closed message displays if configured to do so. Select **OK** to close the message.

   The red register indicator on the status bar also shows that the register is closed.

2. Select **Till** from Global Navigation. Select **Open/Close Options** from the **Till** menu. See Register Open for more information.

   > **Note**
   >
   > Access to this function is controlled by security levels.

3. At the **Open/Close Options** menu, select the **Register Open** option.

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> **Note**
>
> The Register menu option toggles between Open and Close. If the available menu option is **Register Close**, the register is currently open. If the available menu option is **Register Open**, the register is currently closed.

4. Xstore prompts: Do you want to open this register? Select **Yes** to confirm that you want to open this register.

> **Note**
>
> The following prompts are optional depending on your configuration:
>
> - If your register has more than one cash drawer, you are prompted to select the drawer from a list of available cash drawers.
> - The system may be configured to print a Register Open receipt.

5. Depending upon your system configuration, there are different float options when opening the till:
   - For example, if Prompt for Float is configured, all money is removed during close. A new till is inserted and counted during open. You are required to enter the float value.
   - If Pre-defined Float is configured, all money is removed during close. A new till is inserted during open but not counted. You are prompted to insert the till. The float amount of the till is displayed.
     a. Select **OK** to confirm the float amount.
     b. Select **Change Float** to enter a new float amount for the till.

        You are prompted for a reason.

        Select the reason and select **OK**.

        You are prompted to enter a comment.

        If necessary, enter additional comments and select **OK**.

        Select a currency to change.

        Enter the new amount in the **Change Float Amount** field.

        Select **OK**.

        Click **Yes** to confirm the new amount. Return to the **Insert Till** screen.

        If necessary, click **Change** to repeat these steps for a different currency.
   - If the Carried Over Float Amount is configured, all cash is left in the drawer and you are prompted to remove all non-cash tenders (that is, checks, traveler's checks and so on). During the register open process, the end balance of the register during the register close process is carried over to the next retail period as the new float amount. You are not prompted to count the drawer at register open.
   - If Float Balance is configured, during the register close process, you are prompted to perform a cash pickup to skim the till to match the approximate float amount. You are also prompted to remove all non-cash tenders (that is, checks, traveler's checks and so on).

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If there are suspended transactions from the previous retail period, the transactions are displayed. Select **OK** to cancel these transactions.

> **Note**
>
> You can configure the time period to look back when searching for suspended transactions. By default all suspended transactions older than 12 hours are cancelled.

You can start your sales transactions as the new retail session has begun.

Reconcile Register/Till

Register/Till reconciliation is performed separately from the Register/Till Close process and is used to count drawers after the register is closed. It is not necessary to reconcile before the register is opened again and can be performed later.

Reconcile Register is used when in Register Accountability mode and **Reconcile Till** when in Till Accountability mode.

In a register accountability configuration, it is not mandatory to complete register reconciliation before closing a register or business period. To begin the register reconciliation process, at least one register must be closed.

1. From the **Till** menu, select **Till Maintenance** and select **Reconcile Register/Till**.

   The Closed Register Summary list displays.

2. Select a till to reconcile. Each one is counted individually.

   Select **Yes** to confirm the correct register is selected.

3. All available tender types are displayed in the Count Summary screen, with the following amounts.

   - **Declared Amount:** The declared amount is the amount you enter in the Denomination Count screen.
   - **System Amount:** The system amount is the expected amount from the system.
   - **Over/Short Amount:** The over/short amount shows the difference between system and declared amount.

4. You are prompted to select a tender type for the till reconcile.
5. Select a tender type and select **Select Count**.
6. Depending on the configuration of the selected tender type, the displayed screens vary.

   a. The Denomination Count screen appears.

      - You are prompted to select a denomination and enter the quantity.
      - Select a denomination.
      - Repeat this process for all available denominations.
      - After you have entered all denominations for the tender type, select the **Back** button. The system returns to the Count Summary.

   b. If no denominations are configured, the Total Count screen appears.

      - You are prompted to enter the total count for the selected tender type.

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- Enter the total count.
- You are prompted for the total amount of the selected tender type.
- Enter the total amount.
- Then select **Back**. The system returns to the Count Summary.

c. If the Check tender type is selected to count, the Totals Count screen is displayed.

- You are prompted to enter the serial number for the tender type.
- Enter the serial number and select **Confirm Entry**.
- You are prompted for the amount of the selected tender type.
- Enter the amount.
- Then select **Back**. The system returns to the Count Summary.

7. Depending on whether or not your till is out of balance the displayed message varies.

a. **Out of balance:** If tender types are out of balance, you are prompted to accept the difference.

- **Yes** - accept the difference and close register.

  You are prompted for the reason. Select the reason and select **OK**.

  You can also add additional comments. Enter a comment and select **OK**.

- **No** - repeat till count again.

b. **In balance:** If all entered tender types are in balance, an Information prompt "Till is in balance" is shown.

Select **OK** to close the Information prompt.

8. The register/till is reconciled.

Once all the registers are reconciled within a retail period, you can perform End Retail Period.

Warning Messages

Warning messages inform you that the end of retail period is approaching, and you should start the Register/Till Close process. The default time frame for the 24/7 rolling close functionality is 24 hours (but this can be configured). A grace period allows you to close the register within a configurable gap. Once the grace period has ended, you must close the register and move to the next retail period. The following messages are displayed.

1. By default, a warning message is displayed one hour before the end of the retail period. This message appears at the beginning of a transaction, every 10 minutes until the register close process has been started.

> **Note**
>
> The time frame for the warning messages is configurable.

2. When the configured end of retail period time has passed, another message is displayed on each register. The message informs you that the retail period has expired and that you must close the register.

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3. If you try to open a register within the warning or grace period (two hours by default), you are prompted if you want to change to the next retail period, or if you want to open the register within the current retail period.
   - Select **Next** to open the register in the next available retail period.

     > **Note**
     >
     > The register is closed and moved to the next retail period. You cannot re-open the previous retail period.

   - Select **Current** to open the register within the current retail period.
4. After the configured store hours' time frame and the grace period have passed, all registers that have not been moved to the next retail period are locked. You cannot start new transactions.

   You receive a warning message that you cannot start new transactions within the current retail period. You must close and open the register again to start a new transaction.

Register/Till Close

Rolling Close must be configured in order to remove the Count Process from the Register Close. Close each individual register one at a time manually without the need for till reconciliation. Count the drawer, denominations, and if required open the register again.

The register close process must be performed on each opened register for it to be rolled over into the next day.

> **Note**
>
> Near the end of day, (that is, close to or after the required close time), warning messages will appear on remaining open registers. If a register continues to stay open past the required close time, the register will eventually prevent the user from utilizing the register until it is closed and reopened for the next day. See Warning Messages.

To close a register for the retail session:

1. At the **Till** menu, select **Open/ Close Options**.
2. Xstore POS displays the **Open/Close Options** menu. Select the **Register Close** option.

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

3. Xstore POS displays a confirmation prompt: Do you want to close this register? Select **Yes** to close the register. If the message is not configured, continue with step 5.

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> **Note**
>
> You will need sufficient security privileges to close the register.

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

The cash drawer opens.

4. Depending upon the configuration of your system, you may be prompted to either remove all non-cash tenders from the till or remove all the till contents. Follow the instructions on the screen, then click **OK** to continue.
   - For example, if Prompt for Float or Pre-defined Float is configured, all money is removed during close.
   - If Carried Over Float Amount is configured, all cash is left in the drawer. You are prompted to remove all tenders, except for the default cash tenders (that is, checks, traveler's checks and so on). You are informed that the remaining balance will be the new float amount for the next retail period. You are not prompted to count the drawer.

     Remove the corresponding tenders. Select **OK** to close the message.
   - If Float Balance is configured, during the register close process, you are prompted to perform a cash pickup to bring the float down to match the approximate default float amount.

     You are prompted to remove all non-cash tenders from the cash drawer (that is, checks, traveler's checks, and so on), and the excess amount above the configured threshold float. You are informed that the remaining tenders are adjusted to the approximate default float amount.

     Remove all necessary tenders. Select **OK** to close the message.

     a. Change the suggested amount or confirm the suggested amount with **Enter**.

     b. Move the money to the cash deposit bag or safe.

     > **Note**
     >
     > If the till amount needed to be picked up, is less than or equal to the configured float amount, no cash pickup is needed, and this step is omitted.
     >
     > If multiple currencies are configured, this step is repeated until all float currencies have been completed.

5. The system may be configured to print a Closed Count receipt and a Register Closed receipt.

   Close the cash drawer and the system closes the register.

6. After the register close is complete, you may be prompted whether to re-open the register.
   - Click **No** to keep the register closed.
   - Click **Yes** to re-open the register.

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New Business Period

The processes that typically happens behind the scenes during a traditional store close process, occurs when the first register is opened in a new retail period.

Define Float

How the float is handled when opening/closing a register can be configured in one of the following ways:

- Prompt for Float
- Pre-defined Float
- Carried Over Float Amount
- Float Balance

Prompt for Float

If the function **Prompt for Float** is enabled, all money is removed during close. A new till is inserted and counted during the register open process. The value of the float is entered.

At the register close you are prompted to remove the till, but no counting of the drawer is done at this time.

Pre-defined Float

All money is removed during close, but you are not prompted to count the drawer. A new till is inserted during open, but not counted.

During the register open process, you are prompted to insert a new till into the drawer which includes a pre-configured till amount. There is the option to **Change Float** if required.

Carried Over Float Amount

All cash is left in the drawer, but you are prompted to remove all non-cash tenders such as checks. The balance of the register amount during register close will carry over to the next business period as the new float amount.

During the register open process, the end balance of the register during the register close process is carried over to the next retail period as the new float amount. You are not prompted to count the drawer.

Float Balance

During the register close process, you are prompted to perform a pickup of the excess money above the configured float amount. During close, enough money is removed to bring the float down to the approximate default float. The prompt 'Remaining currencies will be adjusted to the approximate default float' is shown.

You are not prompted to count the drawer at register open.

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Rolling Close

The register close process must be performed on each opened register for it to be rolled over into the next day.

Close each individual register one at a time manually without the need for till reconciliation. See Register/Till Close.

All registers and tills must be closed for the business period(s) in order to complete End Retail Period process.

End Retail Period

The **End Retail Period** is a menu option that is required for 24–hour trading. It is initiated after all the tills have been counted using the Reconcile Register or Reconcile Till menu options. See Reconcile Register/Till. The store safe is counted during this process and the deposits confirmed. The End of Retail Period can be deferred to a later date.

The end of retail period process is needed to close a business date after the business period has closed and till reconciliation has completed. The End Retail Period process closes the books on the business date.

To end a retail period:

1. Select **End Retail Period** from the **Open/Close Options** menu.

   The business periods are listed in chronological order by date.
2. Select the business period from a list of reconciled business periods and click **OK**.
3. The prompt, Do you want to close the following retail period? is displayed.

   Select **Yes.**
4. The Store Safe Deposit Count Summary and Count Denomination screens follow. Select a tender and enter the amount by denomination.
5. When all amounts have been entered for the required tenders, select **Counting Complete**. The Confirm Safe Deposit screen confirms the bank deposit amounts.
6. An End Retail Period message is displayed: "Retail period has ended. <date/time> - <date/time>". Select **OK** to continue.
7. Once the business period is closed, the user is returned to the Xstore Home screen.

Once the end of retail period has been processed, the period cannot be re-opened, and no further action can be performed.

Store Closure

Full store closure is usually only done when closing/shutting down a store.

See Closing the Store for more information.

System Updates

Data updates are run automatically in the background while the system is running. When system updates require the application to be temporarily shut down, you are prompted at the end of a transaction.

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You can delay the system updates for a configurable grace period, so you are not forced to perform the updates immediately if you need time to prepare for them.

At the end of the grace period, there is a configurable time frame in which no new transactions can be started, but existing transactions will be completed. Then, the system updates are applied automatically.

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53
Till Management

There are two types of till management: Register Accountability and Till Accountability. Register Accountability is the default system mode and is used unless the system is configured to use Till Accountability.
Register Accountability: A till is assigned to a register and can be used by any cashier that uses the register. The first associate who signs on to the register is responsible for opening the till. The associate is then required to count the drawer. This process assigns the drawer to the current register.

Alternatively, the till can be assigned to networked cash drawers. See Networked Cash Drawers.

Depending upon your store policy, the cashier enters the total amount of cash in the till or enters the quantity of each cash denomination. If a float amount (a configurable value) has been left in the till, the system calculates the difference between the float amount and the actual opening amount entered, and if there is a difference, allows the cashier to recount the till or accept the new amount.

Till Accountability: A till is assigned to a specific cashier. The assigned till can be attached to any register the cashier may work on during the day. The cashier must count the assigned till and then attach the till to a cash drawer/register before ringing transactions. The system can be configured to allow the cashier to enter a total amount counted, or to count by denomination. For denomination counts, the cashier counts and enters each denomination separately and each count is saved into the system.

At the end of the cashier's shift, the cashier must count and return the assigned till to the cash management office for reconciliation. This process transfers responsibility for the assigned till back to the cash manager.

Till Accountability also allows Dual Cash Drawer functionality, in which one register can use two separate cash drawers. This allows two cashiers to share a single POS register while keeping their tills separate.

This chapter contains the following sections:

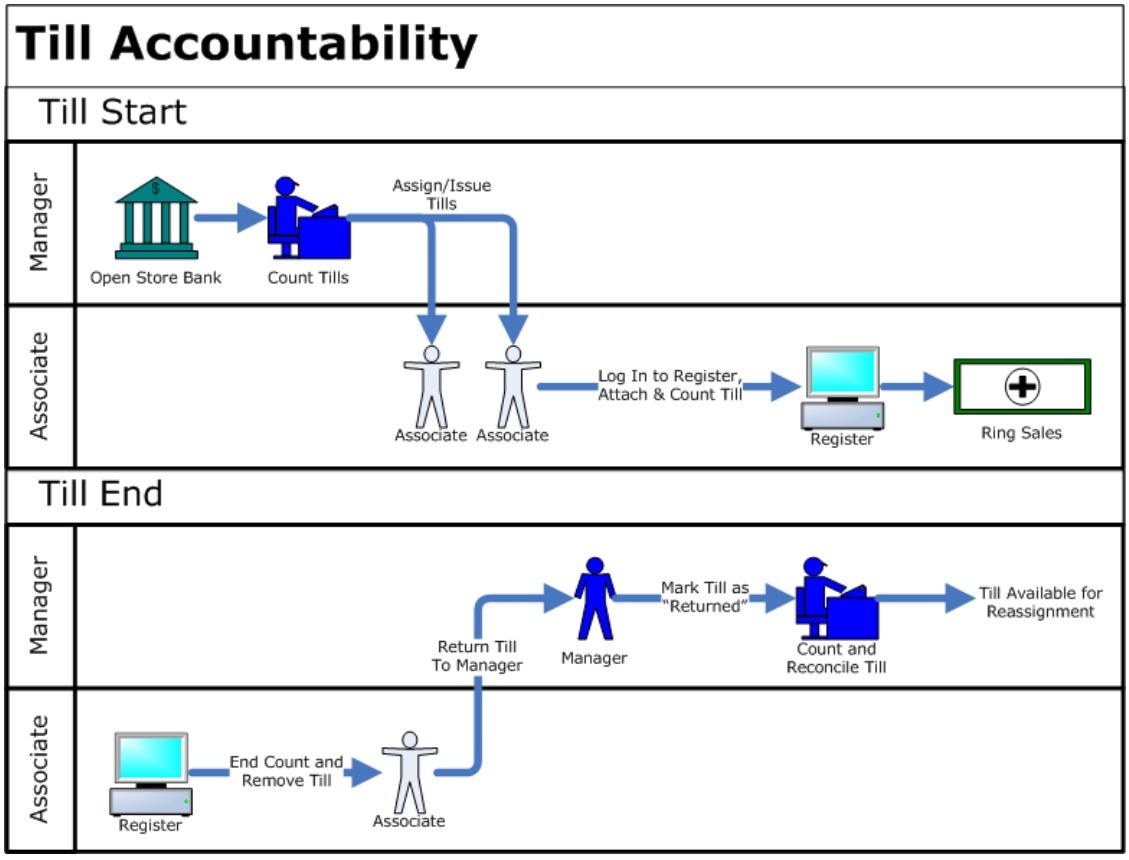
- Till Accountability Process
- Accessing Till Management Functions
- Till Accountability Mode Only Functions

Till Accountability Process

The till accountability process follows a sequence of steps that require till counts whenever the till is moved or given to another person. These steps provide additional checks and balances each time the status of any till changes.

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Figure 53-1 Till Accountability Process



Till Start

1. Manager opens and counts the store safe.
2. Manager assigns/issues tills to associates and confirms the starting cash amount in each till.
3. Associate picks up the assigned till and goes to a register.
4. Associate logs in to a register.
5. Associate is prompted to attach the till to the register. If multiple cash drawers are available, the associate is prompted to select a cash drawer.
6. Associate attaches the till to the cash drawer in the register.
7. Associate counts the beginning amount of cash in the till.
8. Associate is ready to ring sales.

Till End

1. Associate can either end count the till at the register (Count Till) or remove the till to count it later (Remove Till). The counting process is the same in either location.
2. Associate counts the till.
3. Associate removes the till and returns the till to the manager.

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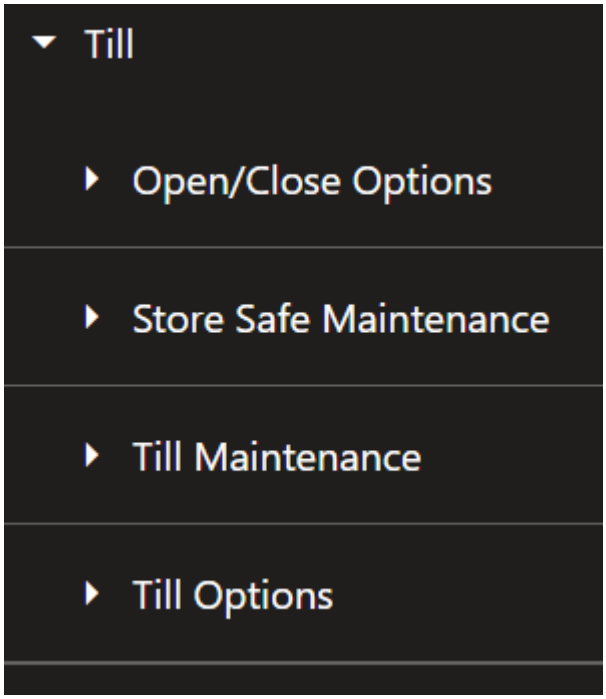
4. Manager marks the till as Returned in the system. The manager has now accepted responsibility for the till.
5. Manager performs the reconciliation count on the returned till.
6. The till is now available and can be issued to another associate, starting the process over again.

Accessing Till Management Functions

Associates with the proper security permissions may access Till Management from Global Navigation. The Till menu offers till management functions such as assigning and reconciling tills, till audit functions, changing the float amount, and making bank deposits.

1. Select the **Till** option from the **Global Navigation** menu.

Figure 53-2 Till Menu



2. Select **Till Maintenance**.

Till Accountability Mode Only Functions

This section describes the till accountability functions:

- Issuing a Till (Till Accountability Mode Only)
- Attaching Other Till (Till Accountability Mode Only)
- Removing a Till (Till Accountability Mode Only)
- End Count Other Till (Till Accountability Mode Only)
- Returning a Till (Till Accountability Mode Only)
- Reconciling a Till (Till Accountability Mode Only)

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- Count Till (Till Accountability Mode Only)

Issuing a Till (Till Accountability Mode Only)

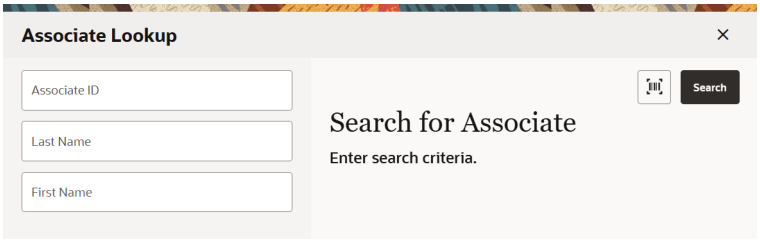
> **Note**
>
> Prerequisites: No tills can be issued until the store safe is open. See Safe Bag Management for more information.

1. From the Till Maintenance menu, select **Issue/Return Till**.
2. The system displays the Till Details screen, showing the current status of the tills.

   A red indicator in the Issued column indicates that the till has been returned to the cash office and is available for assignment.

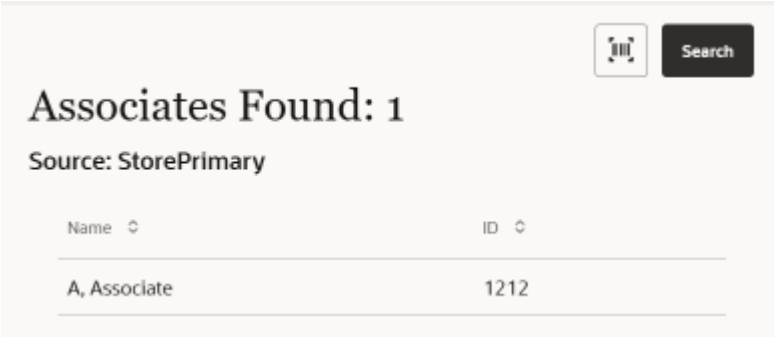
   A green indicator in the Issued column indicates that the till has already been issued to an associate and is not available.
3. Select the **Issue Till** button. The system displays a list of available tills. Select a till from the list.
4. An Associate Lookup prompt opens. Enter the search criteria (Associate ID, First Name and/or Last Name) for the associate to be assigned to the till and select **Process**.

Figure 53-3 Associate Lookup Prompt



5. The system displays a list of employees matching the entered search criteria. Select the associate's name that is being issued the till.

Figure 53-4 Associate Selection List



6. Oracle Retail Xstore POS prompts for the amount of starting cash in the till and may show the default starting cash amount set up for this till. Accept the default cash amount or enter the starting cash amount.

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> **Note**
>
> If your store allows foreign cash to be given as change, additional prompts may display in the focus bar for each denomination. Continue to enter the amount for each prompt until the confirmation prompt displays.

The system displays a message confirming that the till is now issued to a specific associate.

7. Select **OK** to close the confirmation prompt. A receipt is also printed for your records.

Figure 53-5 Till Assigned Receipt



8. Oracle Retail Xstore POS assigns the till to the cashier and returns to the Till Details screen. The till is now listed as Issued.

   About this screen:

   - A green indicator in the Issued column indicates that the till has been issued to the associate.
   - A red indicator in the Attached column indicates that the till has not yet been attached to a cash drawer and register.

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

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> **Note**
>
> A cashiering session begins when the till is withdrawn from the cash management office and assigned to a cashier. The session ends when the till is reconciled.

The till is now assigned to a specific cashier. When the cashier logs in to the register, Oracle Retail Xstore POS prompts the cashier to verify the starting amount in the till and to attach the till to the register before ringing sales.

Attaching Other Till (Till Accountability Mode Only)

After a till has been issued to a cashier, the till must be attached to a register for it to be used for transactions.

Normally, an associate can attach a till assigned to them after logging in to the system where the till is located. However, if a manager is attaching another associate's till to a register, this must be done through the **Attach Other Till** option.

1. From the Till Maintenance menu, select the **Attach Other Till** option.
2. The system displays a list of tills available to be attached. Select a till from the list.
3. The system prompts if a Networked Cash Drawer is being used.
   a. If no, continue to step 4.
   b. If yes, scan the networked cash drawer.

   The till is attached to the cash drawer and a confirmation message is displayed.
4. Perform the Begin Count on the till.

   At the confirmation prompt, select **OK**.

Removing a Till (Till Accountability Mode Only)

Oracle Retail Xstore POS gives managers and associates the option to remove their own till from a register or remove a till assigned to someone else, depending on the option chosen in the Manage Tills menu.

To remove a till, do the following:

1. From the Till Maintenance menu, select **Remove Till** or **Remove Other Till** option.
   - If you selected **Remove Other Till**, continue with step 2.
   - If you selected **Remove Other Till**, Oracle Retail Xstore POS displays a list of tills attached to the register. Select the till you are removing. Skip to step 4.
2. The system prompts whether to remove the till from the register.
   - Select **Yes** to remove the till.
   - Select **No** to keep the till attached to the register and return to the Manage Tills menu.
3. Oracle Retail Xstore POS displays a message confirming that the till has been removed from the register. Select **OK** to close the prompt.
4. A receipt prints for the till removal and Oracle Retail Xstore POS returns to the Till Maintenance menu.

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End Count Other Till (Till Accountability Mode Only)

To end count a till assigned to any associate, that is, not associated with me or my register, do the following:

1. From the **Till Maintenance** menu, select the **End Count Other Till** option.
2. The system prompts you to select the till that is being end counted. Select the till to end count.
3. Continue the end count process as with a normal closing count.
4. See Close Register for a description of the closing count procedure.

Returning a Till (Till Accountability Mode Only)

Before a till can be reconciled, the till must be marked as Returned. This indicates that the till has been transferred from the control of the associate/cashier to the manager.

Prerequisites: The following steps must be completed before you can return a till.

1. The till must be end counted

   <AND>

2. The till must be removed

   See End Count Other Till (Till Accountability Mode Only) and Removing a Till (Till Accountability Mode Only).

1. From the Till Maintenance menu, select the **Issue/Return Till** option.
2. The system displays the Till Details screen, showing the current status of the tills. Select the **Return Till** menu option.
   - Count Status: A Count Status of ENDCOUNT indicates that the till has been end counted by the associate.
   - Attached: A red indicator in the Attached column indicates that the till has been removed from the register.
   - Issued: A green indicator in the Issued column indicates that the till has not yet been returned to the manager.
3. The system displays a list of tills that can be returned. Select the till from the list.
4. Oracle Retail Xstore POS displays a message confirming that the till has been returned. Select **OK** to acknowledge the message.
5. The system returns to the Till Details screen, with a red indicator next to the Till showing it as Returned.

   A red indicator in the Issued column indicates that the till is Returned. The till can now be reconciled.

Reconciling a Till (Till Accountability Mode Only)

The final check of a till is performed at till reconciliation, when the till is counted and checked against the amount the cashier counted for the till. Following till reconciliation, the till is closed.

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> **Note**
>
> Prerequisites: The following steps must be completed before you can reconcile a till:
>
> 1. The till must have an ENDCOUNT status. Activity: The associate has performed a close count on the till.
> 2. The till has been removed from the register. Activity: The associate has performed the Remove Till function at the register.
> 3. The till has been returned, indicating the till has been transferred from the control of the associate to the cash manager. Activity: The cash manager has marked the till as returned using the Issue/Return function.

See also: End Count Other Till (Till Accountability Mode Only), Removing a Till (Till Accountability Mode Only), and Returning a Till (Till Accountability Mode Only).

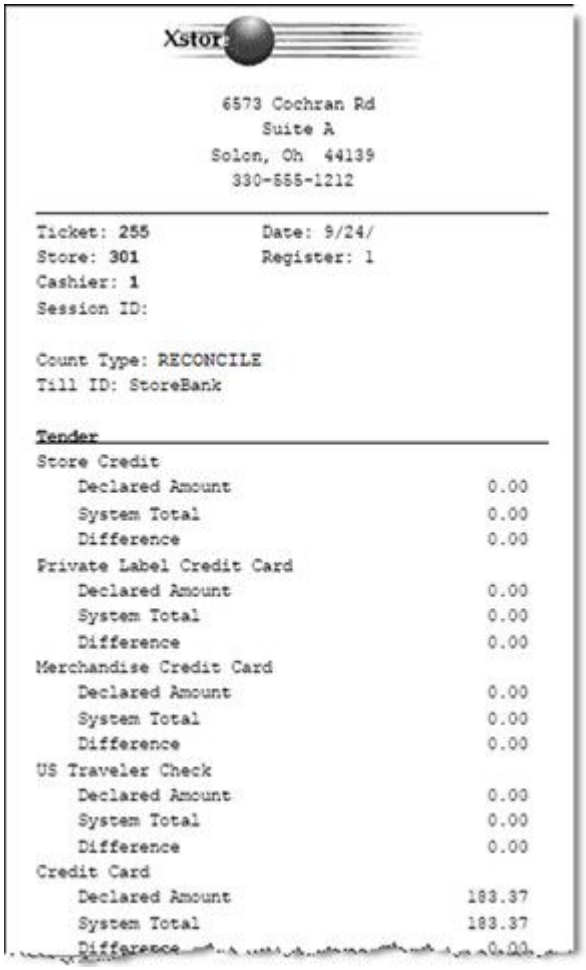
1. From the Till Maintenance menu, select the **Reconcile Till** option.
2. Select a till to reconcile from the list of tills.
3. At the Count Summary screen, select the tender type you want to count and then select the **Count Selected** option.

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

4. Enter each value as required and select **OK**. The tender type you select, and your system's configuration determine the type of count you must perform.
5. After you complete the count for the selected group, select the **Next Group** option, and repeat this step for additional groups that you want to count.
6. After you count all groups that you want to audit, select the **Summary** option to return to the Count Summary screen.
7. The system records the information, prints a reconcile receipt for your records, and returns to the Till Management menu.

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Figure 53-6 Reconcile Receipt



> **Note**
>
> Deposits from the reconciled till are made to the store safe.

Count Till (Till Accountability Mode Only)

Select this option to perform a begin count or close count on a till. If a begin count was not performed on the till, this option starts a begin count. If a begin count was performed on the till, this option starts a close count.

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Networked Cash Drawers

IP enabled cash drawers are also known as networked cash drawers. The cash drawers are placed on a network and given an IP address. This allows the cash drawer to be accessible by the Xstore POS devices.

1. Manage Networked Cash Drawer (only for new networked cash drawers that have not been configured yet). See Discover and Activate a New Networked Cash Drawer.
    a. Configure cash drawer
    b. Activate cash drawer
2. Open Cash Drawer
    a. Assign and count till
3. Attach Cash Drawer Till
    a. Scan cash drawer
    b. Put physical till in cash drawer
4. Networked cash drawer is ready for use in Xstore Sales.
5. Remove Cash Drawer Till
    a. Scan cash drawer
    b. Remove physical till from cash drawer
6. Close Cash Drawer
    a. Count till

Discover and Activate a New Networked Cash Drawer

Discover new networked cash drawers using the Manage Networked Cash Drawers menu option. These steps are only required for new networked cash drawers.

1. From the Main menu, select **System Admin** then **Manage Networked Cash Drawers**. The list of networked cash drawers displays. If this is the first-time drawers are being discovered the list may be empty.

> **Note**
>
> If a networked cash drawer has a status of **Reset** extra steps are required. This is the status that is shown when Xstore does not recognize the configurations found upon discovery of the cash drawer. A hard reset is required. Refer to your IP Cash drawer device documentation for instructions on resetting the networked cash drawer.

2. If your cash drawer is not listed and you need to find/discover your networked cash drawer go to the Context Menu and select **Discover Devices.**

    Your drawer will be listed now with a status of **New**.

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3. Select your networked cash drawer. An option menu opens.
4. Select **Configured Device**. The Configuration Information window displays:
5. Enter the required fields: **IP Address**, **Netmask**, **Gateway**, **TCP Port** and a description.
6. Select **Save Configs**. The system will take a couple minutes to save your configurations. Your drawer will be listed in **Configured** status.
7. Select your drawer again to open the list of menu options and select **Activate Device**. The status of your networked cash drawer updates to **Active**.

   Your networked cash drawer is now available to be set up for use in your store. Prior to moving on to the next steps you need to open the store and open the register. See Opening the Store and Register Open for more information.

Open Cash Drawer

To use the networked cash drawer that has been activated, you need to open the cash drawer. This must be done prior to Attach Cash Drawer Till.

In a register configured to use a networked cash drawer, opening the register is done by opening the cash drawer.

> **Note**
>
> If you try to attach the cash drawer till first, you get an error message that there are no cash drawers available to attach till.

To open the networked cash drawer

1. Select **Till** from the **Global Navigation** menu.
2. Select **Open/Close Options** from the **Till** menu.
3. Select **Cash Drawer Open** from the **Open/Close Options** menu. The system displays a list of networked cash drawers that are available.
4. Select the networked cash drawer to open from the list. The system prompts 'Do you want to open this cash drawer?'
5. Select **Yes**.
6. A cash drawer needs a till (insert that holds the money inside the cash drawer) so the system prompts for the till that will be issued for this cash drawer and goes through the process of counting the till (Begin Count).
   a. Select the till ID/Name that is located inside their cash drawer or associated to the cash drawer.
   b. Count the till contents.

      Select the **Count Group** to count first such as Australian Cash, Canada Cash, or Cash. The following example shows a denomination count for Australian cash first.
   c. Select **Next Group** to perform the denomination count for the next currency, in this example, Canada Cash.
   d. Select **Next Group** to complete the last denomination count, Cash.
   e. Now the counting is done, select **Back** to exit the counting function and to select **Counting Complete**.

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f. The prompt displays to verify the counts.

   Select **Yes** if the amounts are correct.

A receipt may print indicating the register number that is open and the cashier ID who is at the register.

Continue with attaching the cash drawer till.

Attach Cash Drawer Till

A removable till is added to a cash drawer after a networked cash drawer is opened. See Open Cash Drawer.

To attach a networked cash drawer till:

1. Select **Till** from the **Global Navigation** menu.
2. Select **Till Maintenance** from the **Till** menu.
3. Select **Attach Cash Drawer Till** from the **Till Maintenance** menu. A list of cash drawer tills is shown.
4. Select the till you had selected during the open cash drawer process. The system prompts you to scan the cash drawer barcode. This is the cash drawer the till will be placed inside.

   If the mobile device does not have a scanner, tap the barcode icon to open the mobile device camera. The device camera opens and will 'look' for your barcode.

   Once your device camera finds the barcode it captures the data and the camera closes. The system prompts, "Are you sure you want to attach till to cash drawer ### (listing the specific cash drawer).
5. Select **Yes** to attach the till to that networked cash drawer.

   The networked cash drawer will open. Insert the till into the networked cash drawer. The system prompts to close the cash drawer.
6. Close the cash drawer. A final prompt displays stating which till has been attached to which networked cash drawer.

You can now perform sales. At the end of the day/shift remove the cash drawer till, followed by closing the cash drawer (which includes the counting of the till contents).

Remove Cash Drawer Till

You must remove the till before you can close the cash drawer. See Close Cash Drawer.

To remove a networked cash drawer till:

1. Select **Till** from the **Global Navigation** menu.
2. Select **Open/Close Options** from the **Till** menu.
3. Select **Remove Cash Drawer Till** from the **Open/Close Options** menu. The system displays a list of networked cash drawer tills that are available to remove.
4. Scan the cash drawer till barcode. If the mobile device does not have a scanner, tap the barcode icon in the upper left-hand corner of the prompt (next to the header - Scan Drawer) and this will open the mobile device camera for scanning the cash drawer barcode.

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When the camera captures the barcode, the camera is closed and the system prompts to confirm you want to remove the till from this specific cash drawer (listing the name/ description of the cash drawer).

The cash drawer will pop open to take out the cash drawer till. The system will prompt to close the drawer once the till is removed.

5. Close the cash drawer. A final prompt displays stating which till has been attached to which networked cash drawer.
6. The last step will be to close the cash drawer.

Close Cash Drawer

If your system is configured to use network-enabled cash drawers, closing the register is done by closing the cash drawer.

You must remove the till before closing the cash drawer. See Remove Cash Drawer Till for more information.

To close a register with the networked cash drawer:

1. Select **Till** from the **Global Navigation** menu.
2. Select **Open/Close Options** from the **Till** menu.
3. Select **Cash Drawer Close** from the **Open/Close Options** menu. The system displays a list of opened networked cash drawers to select from.
4. Select the cash drawer to close. The system prompts to confirm that you want to close the cash drawer.
5. Select **Yes** and the process for counting the till will begin.
6. Count each of the count groups that are in the drawer. As per your store configuration, either a Totals count will be required or a Denomination count.

   When done counting select **Counting Complete** from the Context Menu.

If there are any discrepancies in the count the system will prompt you to confirm the count.

Depending on your configuration, you may be prompted with the suggested deposit amount. Select **Accept Deposit** to confirm the amount to be deposited or select **Change Deposit** to enter an amount to deposit.

The system may be configured to print a Closed Count receipt and a Cash Drawer Closed Receipt.

This concludes the process for closing the cash drawer.

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Till Maintenance

Till Maintenance options control the funds in the till. Select from the following options:

- **Cash Pickup**: Select this option to perform a cash pickup transaction. See Cash Pickup.
- **Cash Transfer**: Select this option to transfer cash to a till. See Cash Transfer (From Store Safe To Till).
- **Mid-day Deposit**: Select this option to perform a mid-day deposit transaction, which allows a manager to place funds into a store safe during a working session. See Mid-day Deposit.
- **Till Audit**: Select this option to perform a till audit (a count performed on an active till to check against system value). See Till Audit.

> **Note**
>
> Many Till Maintenance options are controlled by user security and may not be available to all associates.

Cash Pickup

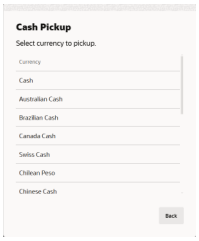
Cash Pickup is a till feature that allows an associate to take cash from a till so that the amount does not exceed a specified threshold amount. Each tender type that is physically in the till can be picked up, for example, cash, foreign currencies, or coupons. The system may be configured to prompt for an associate to make a cash pickup when the amount in the till is greater than the threshold amount.

> **Note**
>
> Your system's configuration may specify the maximum amount that should be kept in a till. If that amount is exceeded after completing the tendering process for a transaction, the system may display a prompt indicating that a cash pickup should be made. However, you do not have to wait for this prompt to make a cash pickup. After you have assigned a customer to a transaction or added items to a sale, you cannot perform a cash pickup.

1. At Global Navigation screen, select and log in to display the **Till** menu, then select **Till Maintenance** to display the Till Maintenance menu.
2. Select **Cash Pickup** from the Till Maintenance menu.

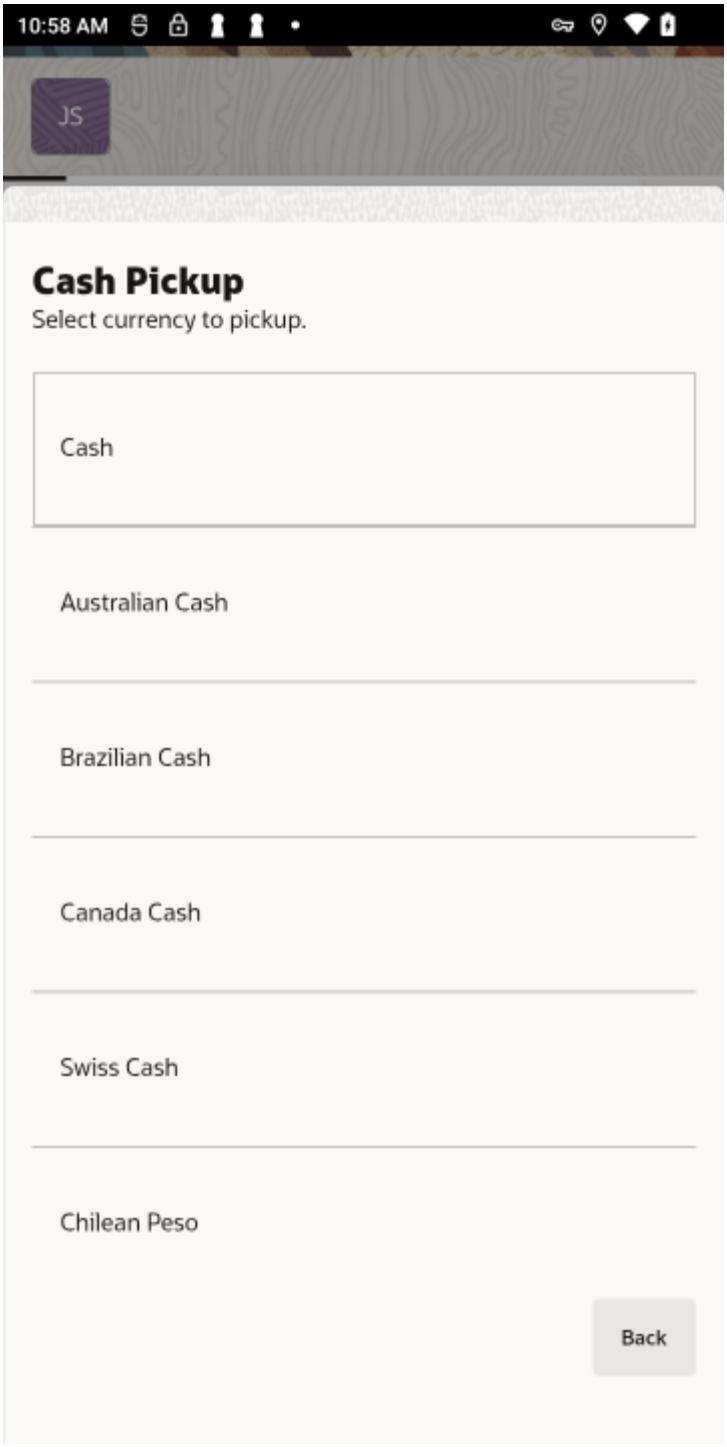
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Figure 55-1 Cash Pickup - Desktop



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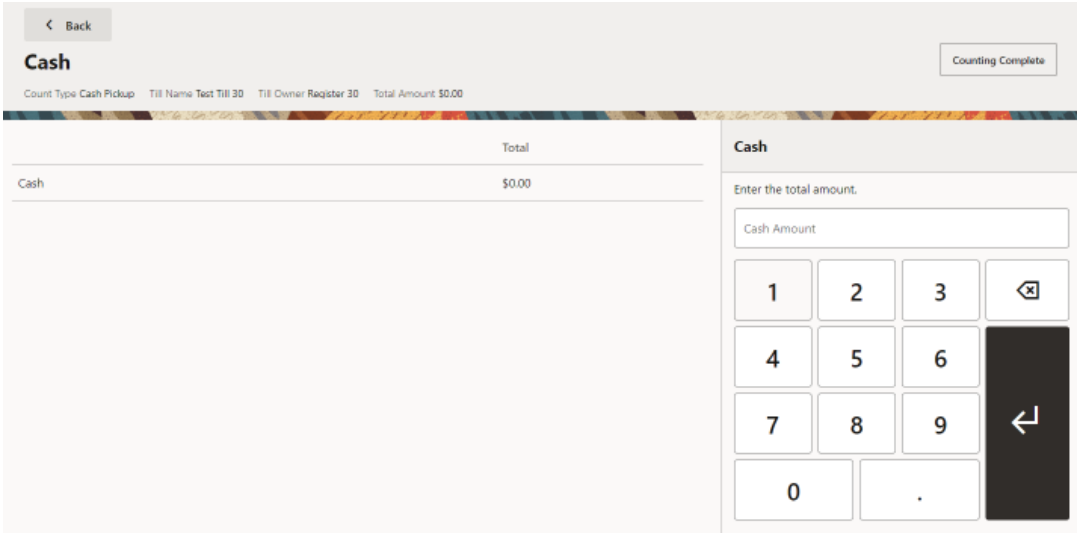
Figure 55-2 Cash Pickup - Handheld



3. When configured, scan the cash drawer on which to perform the cash pickup.
4. If your store is configured for foreign cash currency tenders to be given as change, select the type of tender from the list.
5. At the Cash Pickup prompt, enter the cash amount that you are picking up and select **OK**.

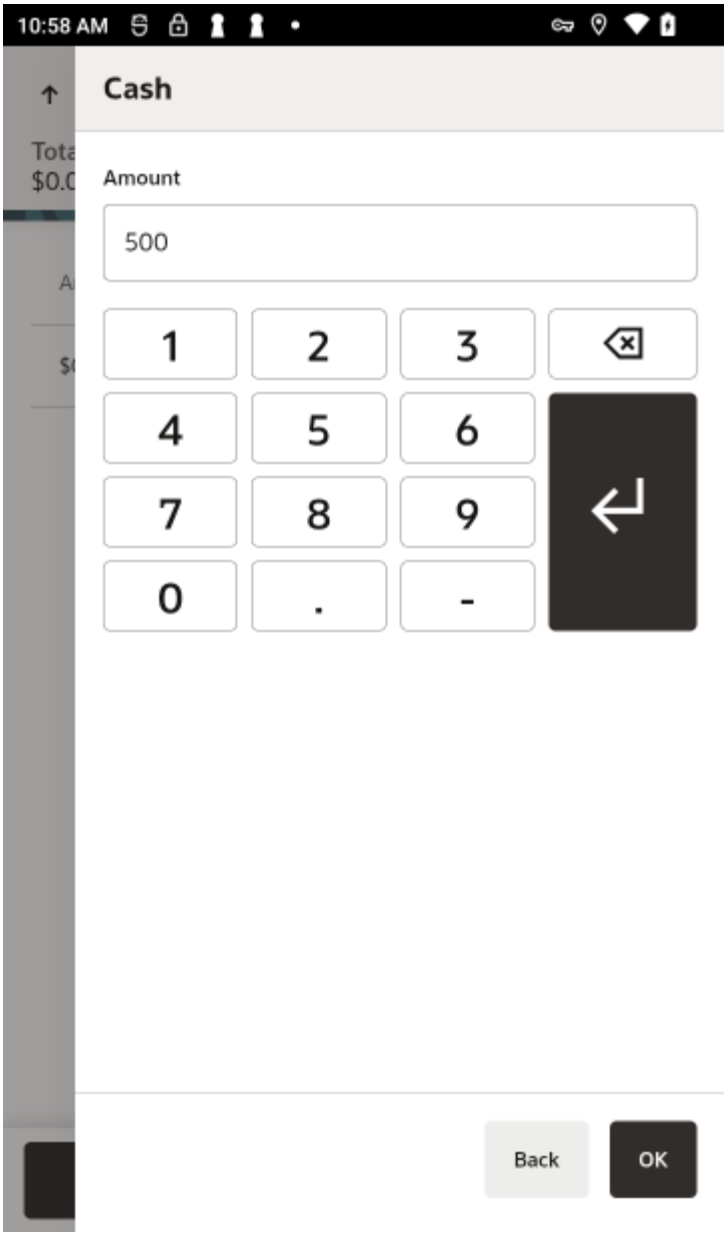
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Figure 55-3 Cash Pickup Amount - Desktop



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Figure 55-4 Cash Pickup Amount - Handheld



Repeat for each currency to pick up. Use **Back** to return to the list of currencies.

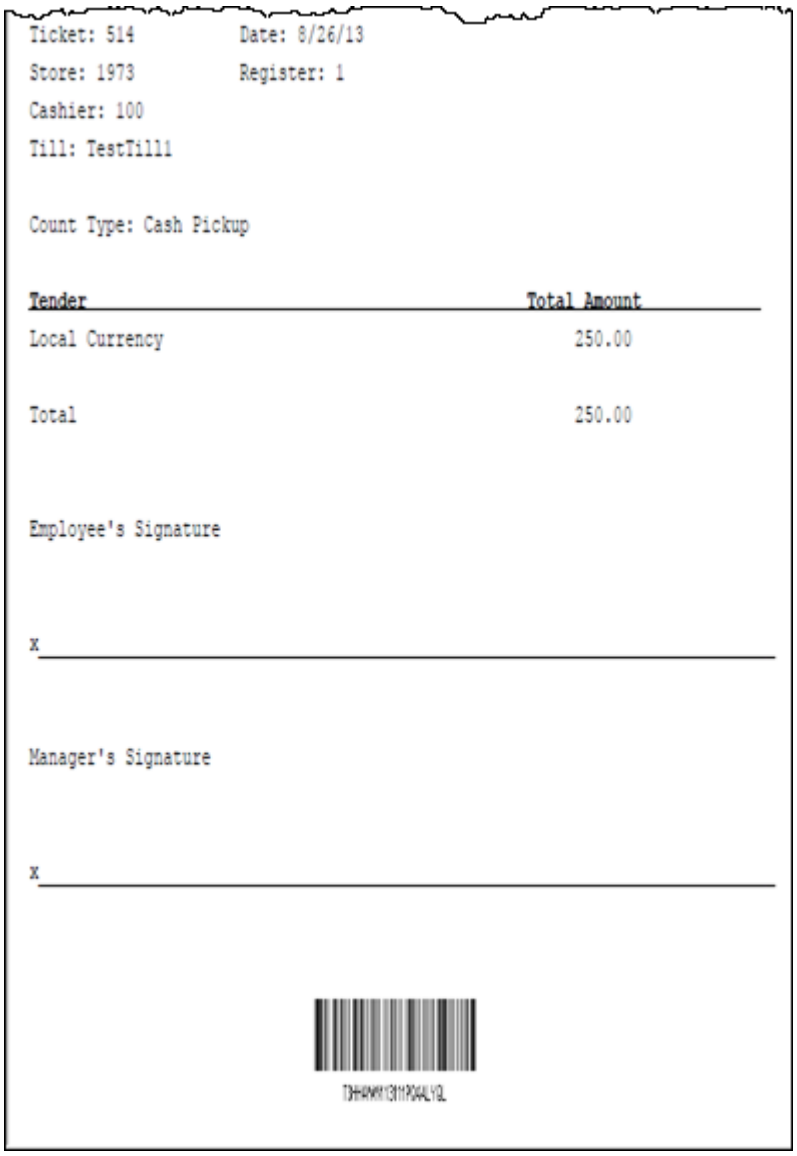
> **Note**
>
> Your system's configuration may specify the minimum amount that should be kept in a till. If you try to remove an amount that results in the till amount going below this level, the system displays a prompt indicating the amount that must remain in the till after a pickup. Select **OK** to return to the Cash Pickup amount prompt.

6. When all required currency amounts have been entered, select **Counting Complete**.
7. Remove the cash from the till and close the drawer.

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The system prints a receipt for this cash pickup transaction.

Figure 55-5 Cash Pickup Transaction Receipt


Ticket: 514 Date: 8/26/13
Store: 1973 Register: 1
Cashier: 100
Till: TestTill1

Count Type: Cash Pickup

Tender	Total Amount
Local Currency	250.00
Total	250.00

Employee's Signature

x _____

Manager's Signature

x _____

Cash Transfer (From Store Safe To Till)

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

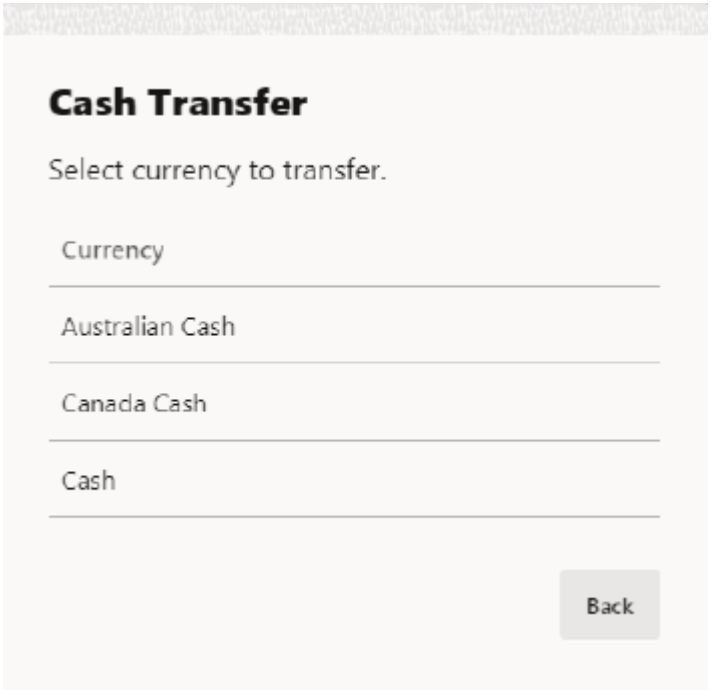
> **Note**
>
> If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.

1. Select the **Global Navigation** menu and then select, **Till**.

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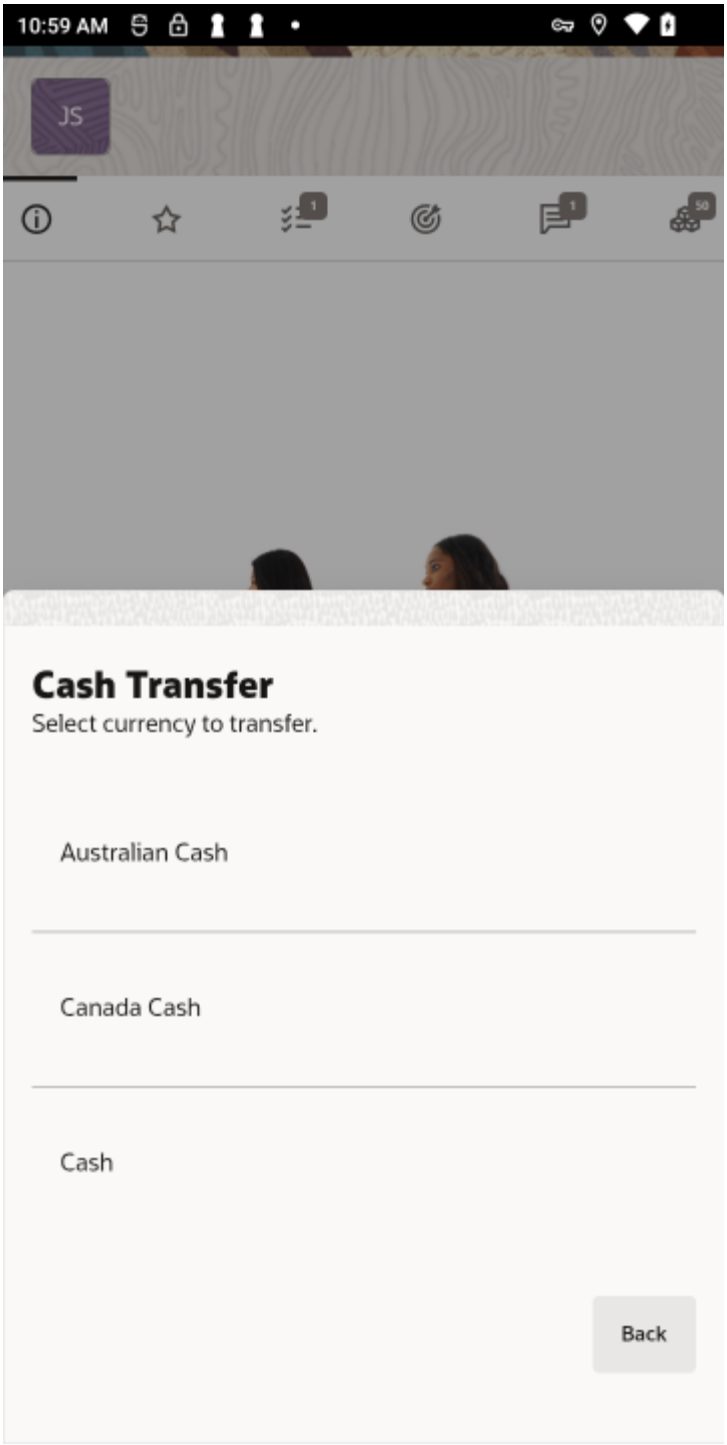
2. Select **Till Maintenance**.
3. Select **Cash Transfer**.
4. When configured, scan the cash drawer on which to perform the cash transfer.
5. If your store is configured for foreign cash currency tenders to be given as change, select the type of tender from the list.

Figure 55-6 Cash Transfer Currency List - Desktop



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Figure 55-7 Cash Transfer Currency List - Handheld

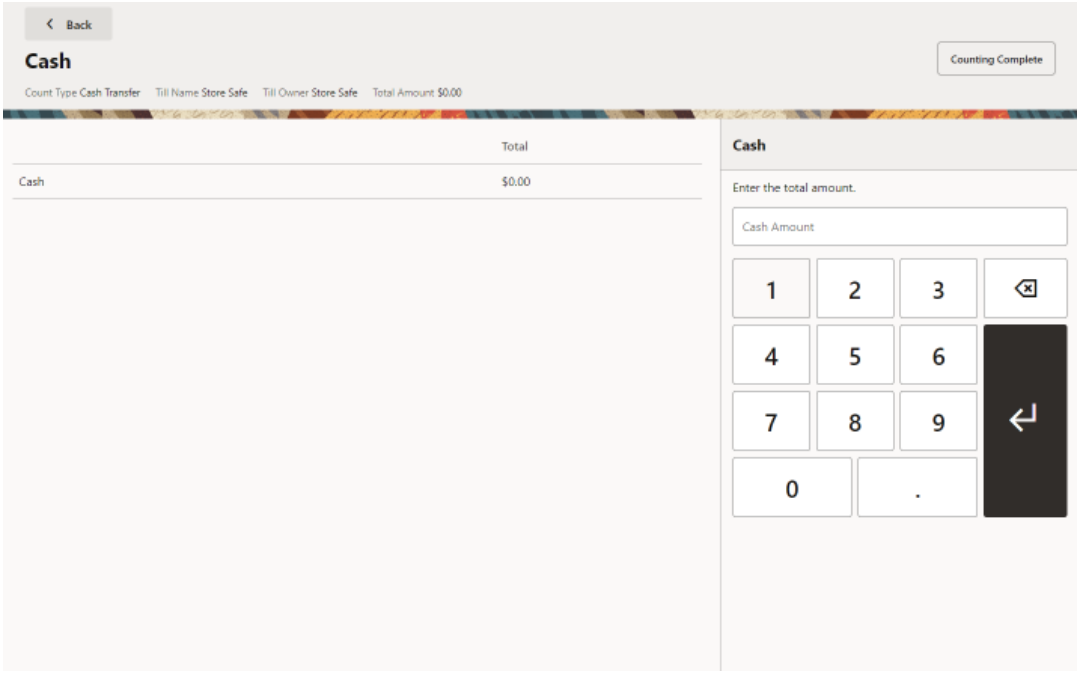


The cash drawer is popped open.

6. Enter the amount of cash you would like to transfer and then select the **Return** key.

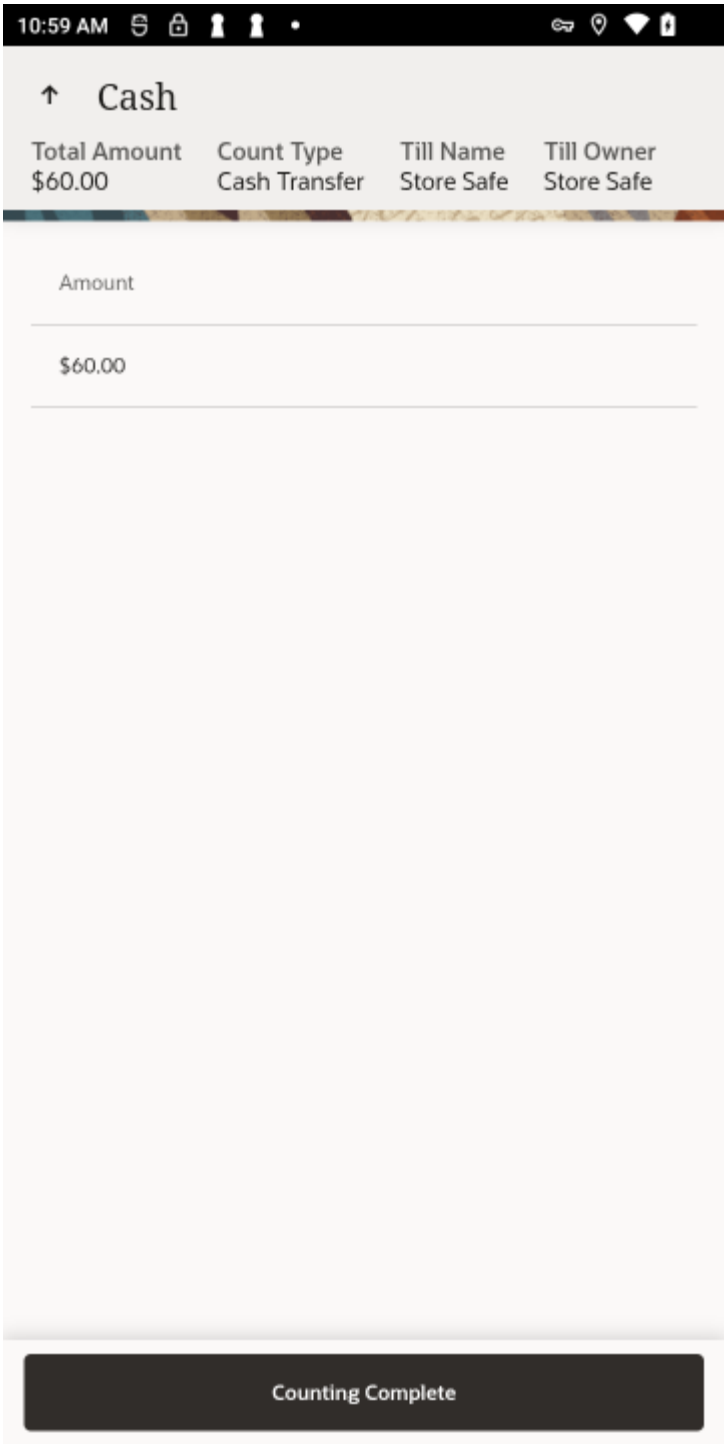
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Figure 55-8 Cash Transfer Amount - Desktop



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Figure 55-9 Cash Transfer Amount - Handheld

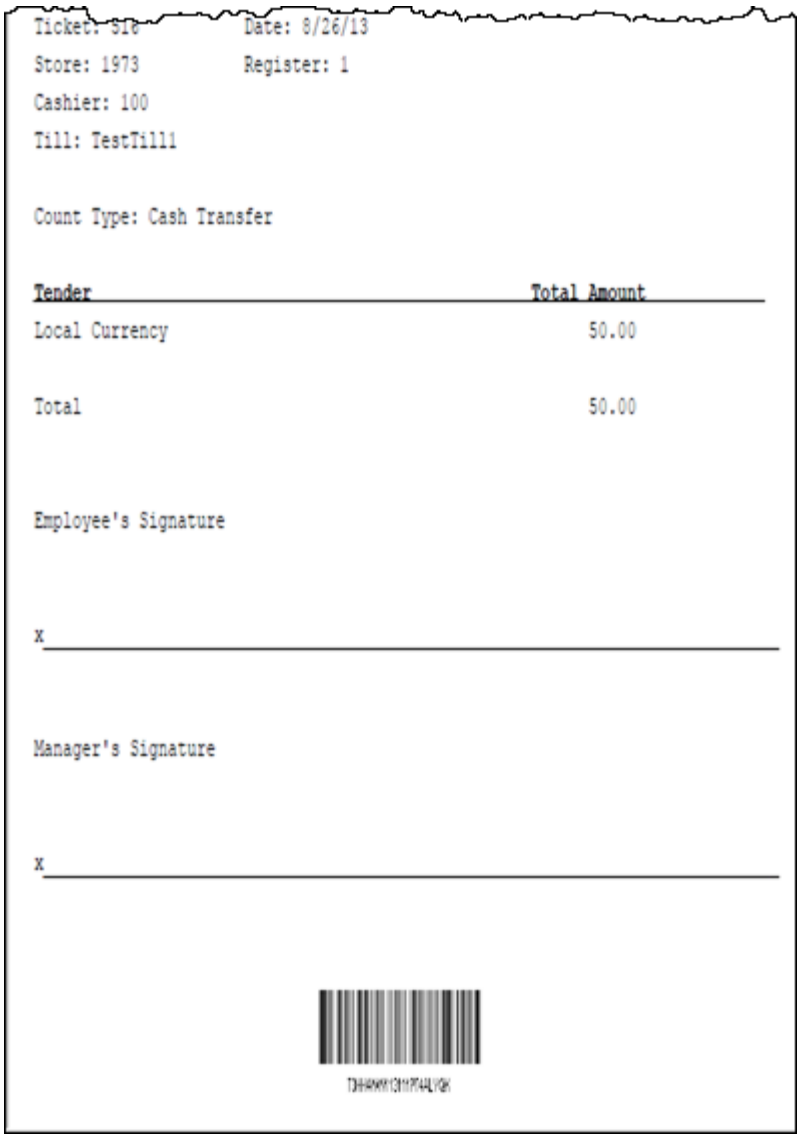


Repeat for each currency to transfer. Use **Back** to return to the list of currencies.

7. When all required currency amounts have been entered, select **Counting Complete**.
8. A receipt prints for the cash transfer and Xstore POS returns to the Till Maintenance menu. The cash transfer is complete.

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Figure 55-10 Cash Transfer Receipt



Mid-day Deposit

Mid-day Deposit allows you to place funds from a register into the store safe during a working session. This activity is not necessarily restricted to a specific time and may be used as often as necessary.

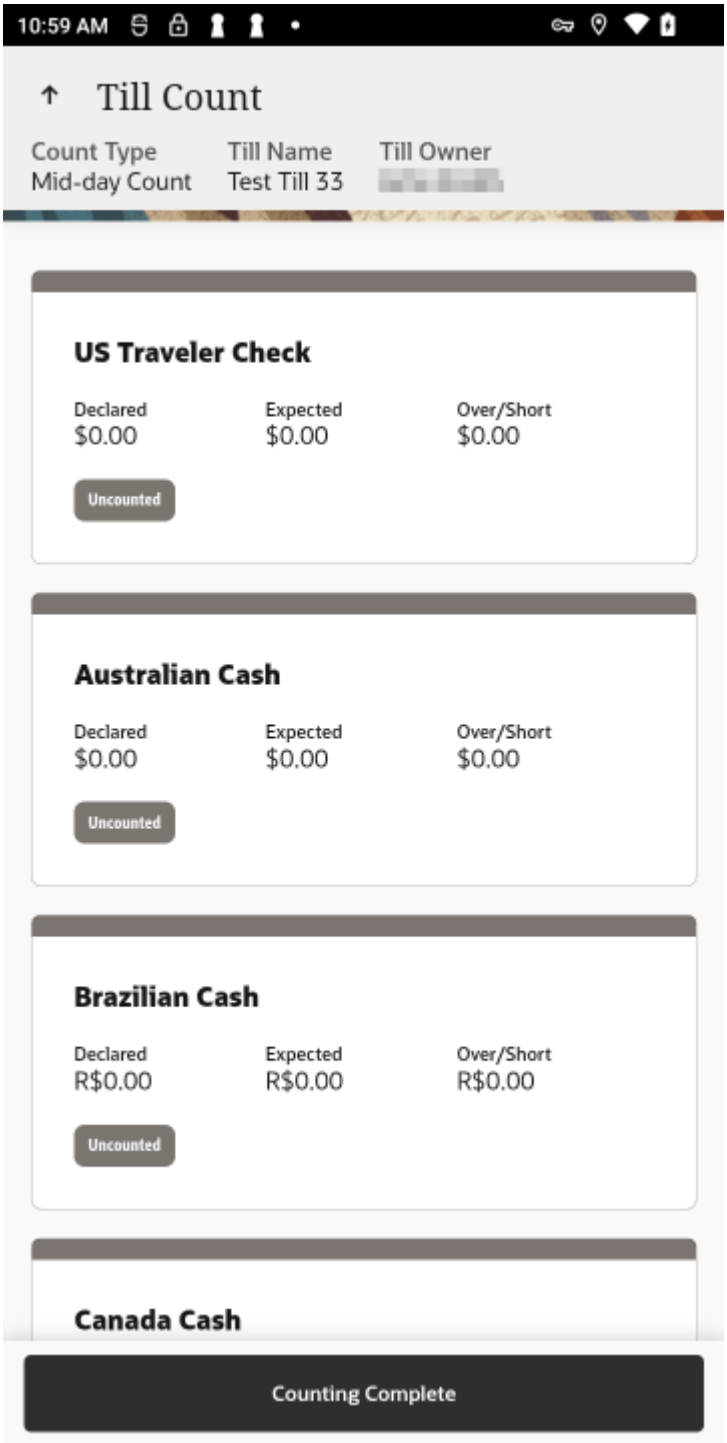
1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Maintenance**.
3. Select **Mid-day Deposit** .

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

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4. When configured, scan the cash drawer on which to perform the cash transfer.
5. The Count Summary screen displays a list of tender groups that may be removed from the till and deposited in the store safe. Select the tender type you want to count.

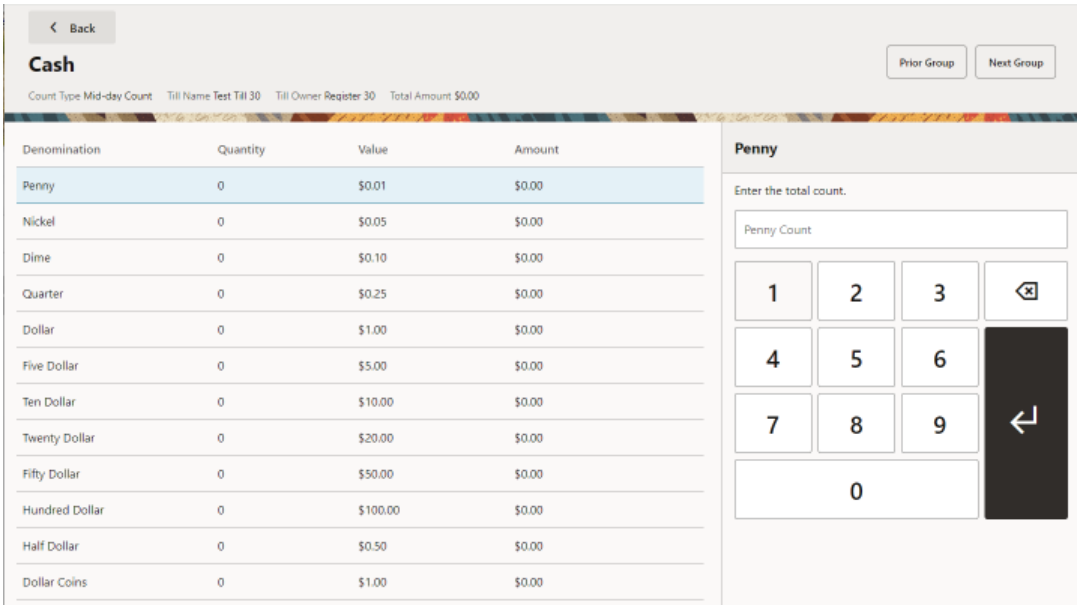
Figure 55-11 Count Summary - Handheld



6. Enter each value as required. The tender type you select, and your system's configuration determine the type of count you must perform.

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Figure 55-12 Mid-day Count



7. If additional funds are to be placed into the store safe, select the **Next Group** option to display the input screen for the next tender type.

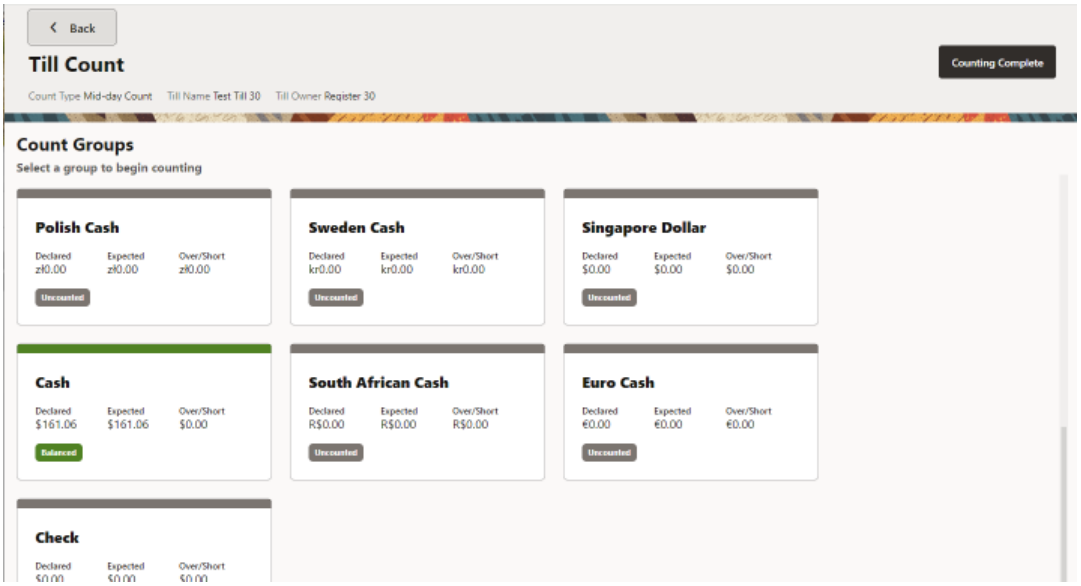
   a. Enter the count and amount values for the next tender group that you selected.

> **Note**
>
> You may select **Prior Group** to return to the previous tender group in the list.

   b. Select **Back** to return to the list of all tender groups.

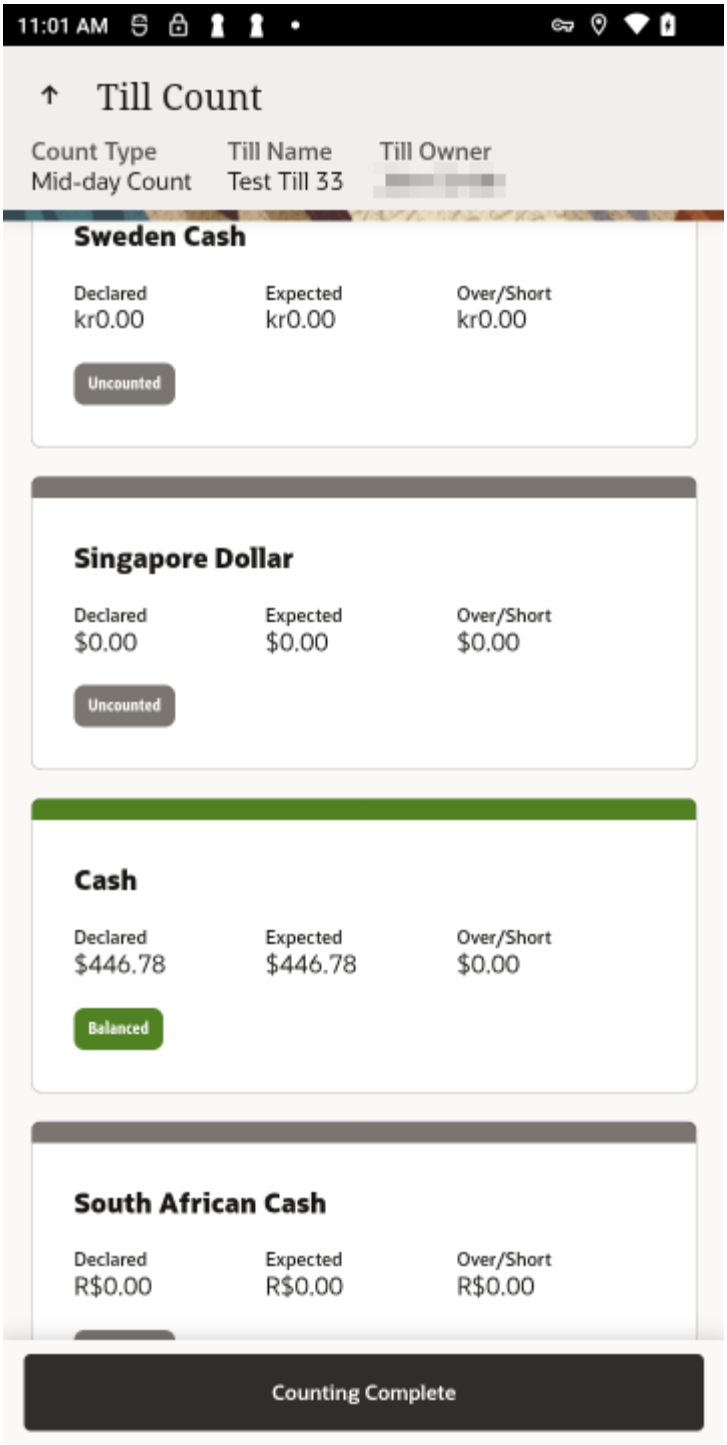
Repeat for each tender group to deposit.

Figure 55-13 Mid-day Count Summary



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Figure 55-14 Mid-day Count Summary - Handheld



8. When all tenders' groups have been entered, select **Counting Complete**.
9. The system prints a receipt for the Mid-day deposit.
10. Close the cash drawer. The system returns to the Main Menu.

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Till Audit

Till Audit provides the capability to select a tender type, record its total current value, and see if that value balances with the amount that the system shows for the same tender. The system calculates and displays any difference (over/short) between the two amounts.

> **Note**
>
> Till audit does not adjust the till counts; it is used only to count the till while it is attached to a register.

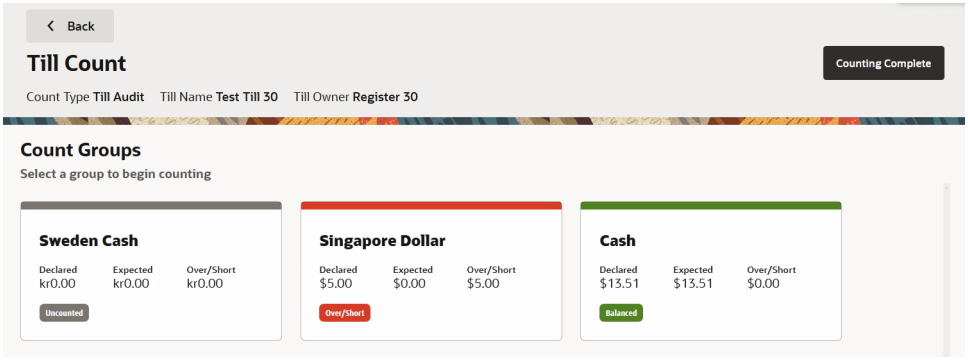
A Till Audit may be performed any time after the Beginning Count and before the Ending Count. The till does not need to be removed after the audit is completed.

1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Maintenance**.
3. Select **Till Audit**.

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

4. When configured, scan the cash drawer on which to perform the cash transfer.
5. At the Count Summary screen, select the tender type you want to count and select the **Count Selected** option.
6. Enter each value as required in the focus bar. The tender type you select, and your system's configuration determine the type of count you must perform.

Figure 55-15 Till Audit Tender List



Each tender type is color coded to indicate the status:

- Green - Balanced

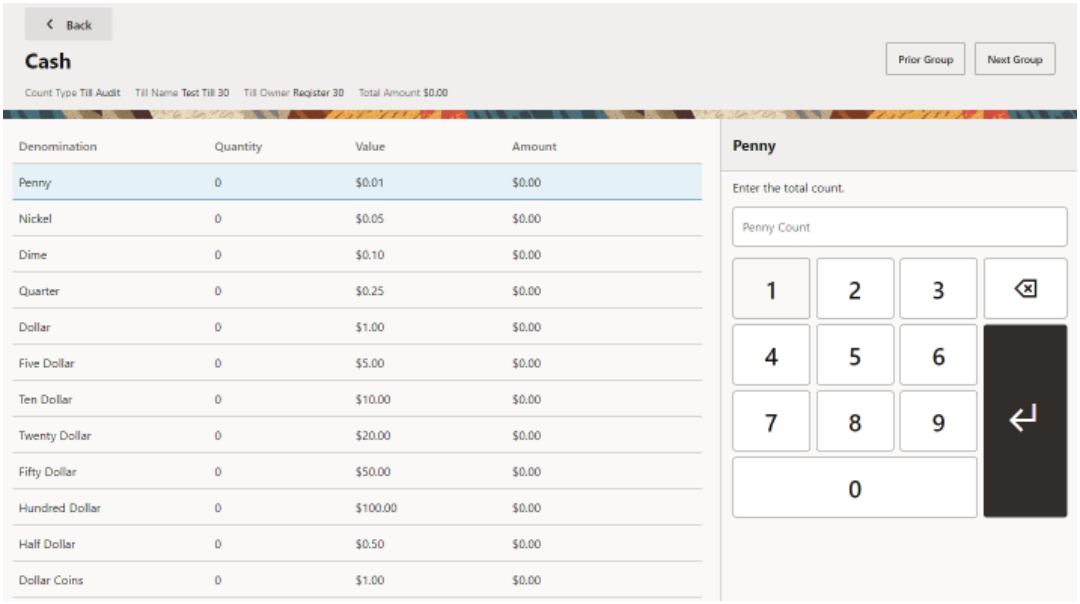
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- Red - Over/Short
- Gray - Uncounted

> **Note**
>
> The difference between the Declared Amount (your count) and the System Amount is the amount remaining in the till.

7. Select a tender and enter the amount. The tender type you select, and your system's configuration determine the type of count you must perform.

Figure 55-16 Till Audit Denomination



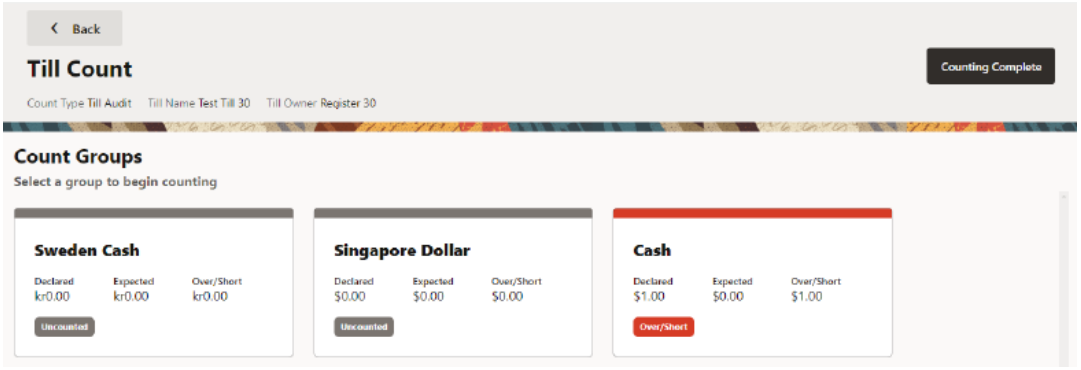
8. After you complete the count for the selected group, select **Next Group** , and repeat this step for additional groups that you want to count.

> **Note**
>
> You may select **Prior Group** to return to the previous tender group in the list.

9. After you count all groups that you want to audit, select **Back** to return to the Count Summary screen. Check each group for Over/Short indicators to see if your till is now balanced with the system values for each tender type.

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Figure 55-17 Till Audit Count



10. Select **Counting Complete** to conclude your audit of the till.
11. The system prints a Till Audit receipt for your records.
12. Close the cash drawer. The system returns to the Till Options menu.

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Till Options

Till Option functions are primarily related to the movement of money into and out of a till (a cash drawer). Till options include No Sale, and Post Void. Additional options such as Change Float, Paid In and Paid Out transactions and Tender Exchange are available on the Mobile POS.

This section describes the available till options:

- **Change Float**: Select this option to change the amount of cash that remains in each till after the end count is performed. See Changing the Float Amount.
- **Foreign Currency Maint**: Select this option to update the exchange rate between the local currency and foreign currencies that are acceptable tenders. See Foreign Currency Maintenance.
- **No Sale**: Select this option to perform a no sale transaction to open the cash drawer. See No Sale.
- **Paid In**: Select this option to perform a paid in transaction. This option requires an attached till. See Performing Paid In/Paid Out Transactions.
- **Paid Out**: Select this option to perform a paid out transaction. This option requires an attached till. See Performing Paid In/Paid Out Transactions.
- **Post Void**: Select this option to perform a post void transaction. See Post Voiding Transactions.
- **Tender Exchange**: Select this option to perform a tender exchange transaction, which allows you to exchange one form of tender for another. For example, accept a customer's check for some amount and give them the same amount as cash. See Tender Exchange.

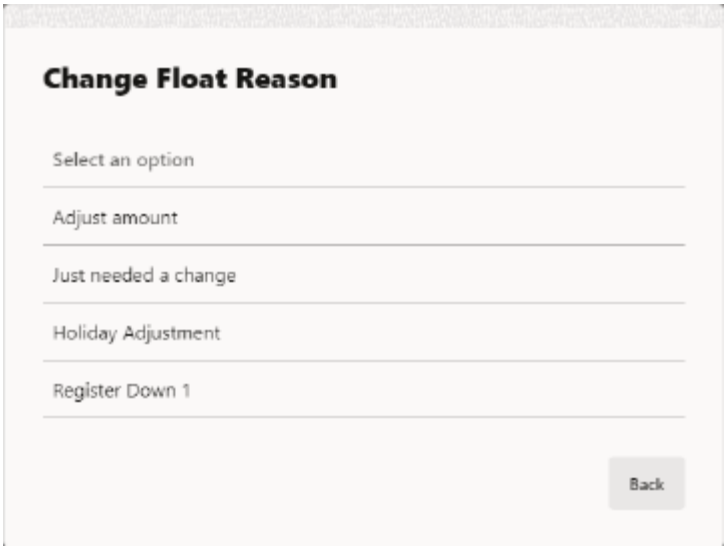
Changing the Float Amount

The Float is the total value of cash counted and removed from the till, but not included in the bank deposit. This cash remains in circulation to be used the next time the till is opened. This option can be used whenever you need to change the amount withheld from the bank deposit and can be adjusted per till. For example, you may want to change the float amount during the December holiday shopping season to plan for increased sale activity.

1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Options**.
3. Select **Change Float**.
4. The system prompts for the reason you are changing the float amount. Select a reason from the list.

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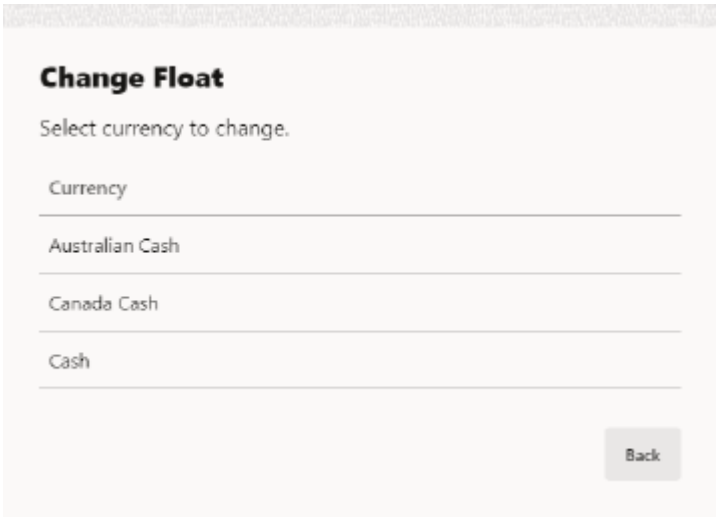
Figure 56-1 Change Float Reason List



5. Depending upon the reason you selected, you may be prompted for additional information/ comments. If prompted, enter the information as required and select **OK**.

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

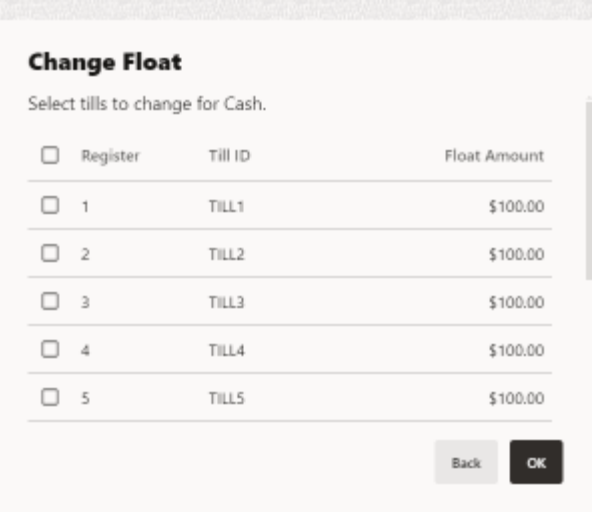
Figure 56-2 Change Float - Currency List



6. The system displays a list of tills. Select the till(s) you want to change. After you select all the tills you want to change, select **OK**.

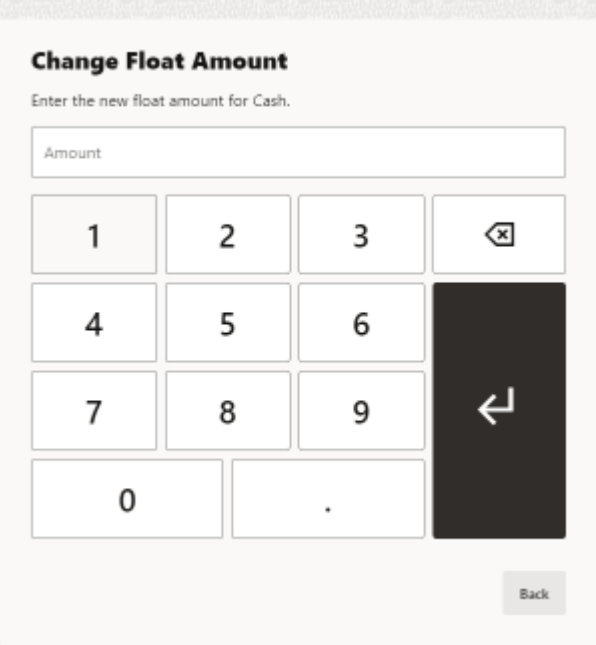
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Figure 56-3 Change Float Till List



7. The system prompts for the new float amount for the selected tills. Enter the new float amount for the tills in the list and select **OK**.

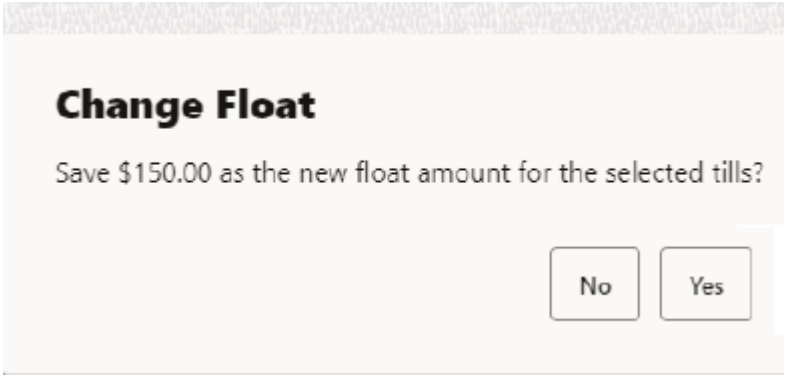
Figure 56-4 New Float Amount Prompt



8. The system prompts to confirm the new float amount for the selected tills. Select **Yes** to accept the new float amount. The system updates the float amount to the new value for the selected tills and returns to Global Navigation.

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Figure 56-5 Confirm New Float Amount Prompt

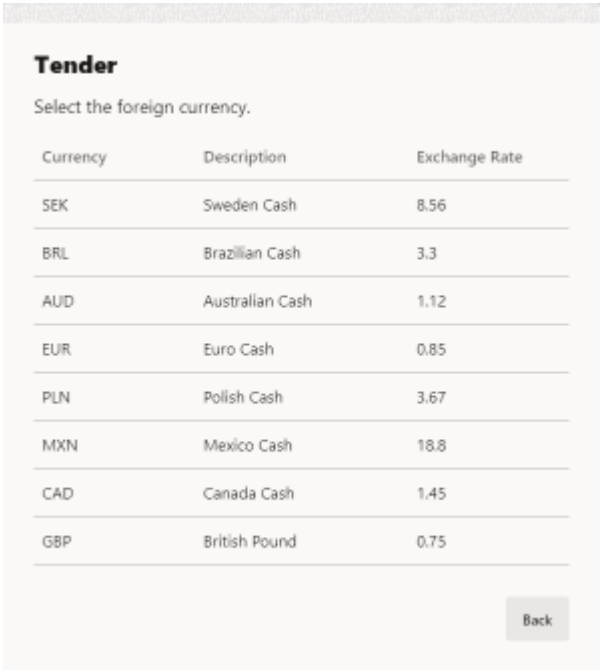


Foreign Currency Maintenance

You can edit the currency exchange rate for the foreign currencies that are accepted as tenders for sale transactions, if your store policy allows it. Some currency rates fluctuate frequently, so you can edit the exchange rate as often as necessary.

1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Options**.
3. Select **Foreign Currency Maint.**.
4. Oracle Retail Xstore POS displays a list of foreign currencies. Select the currency whose exchange rate you are changing.

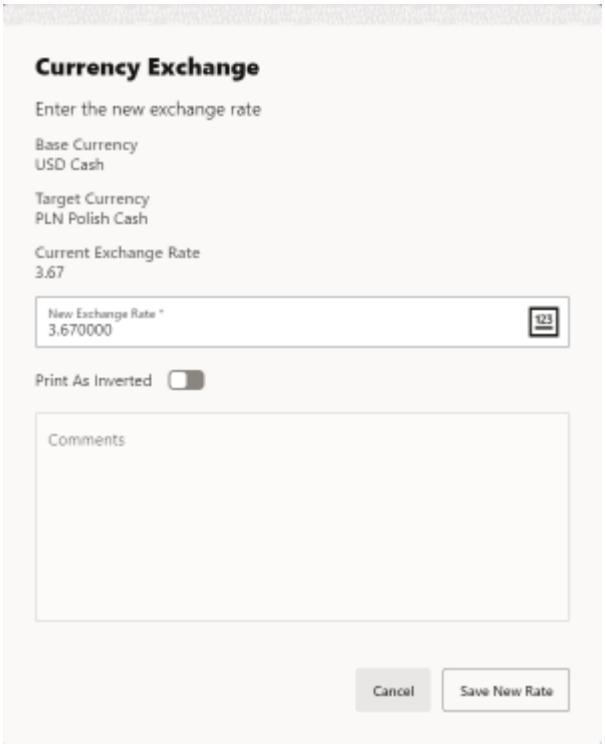
Figure 56-6 Foreign Currency List



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

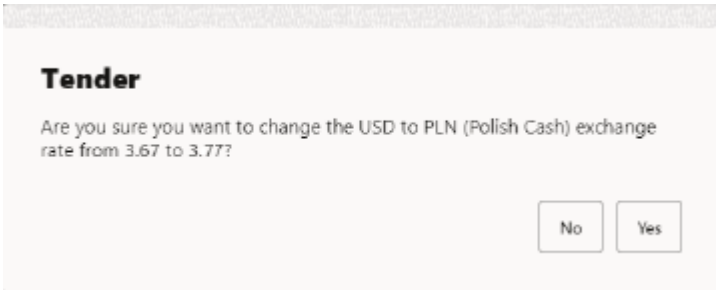
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Figure 56-7 New Exchange Rate



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

Figure 56-8 Confirmation Prompt



7. The new currency exchange rate is now effective. Oracle Retail Xstore POS returns to the Main Menu.

> **Note**
>
> About exchange rate calculations in currency conversions:
>
> - The exchange rate with the base currency ID of the local currency ID is the value that is used to calculate a converted currency amount. The exchange rate is stored as a factor of the local exchange rate.
> - The conversion is calculated by multiplying the local currency by the exchange rate.

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No Sale

Use the No Sale option to open the cash drawer for a reason other than a normal sale transaction.

1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Options**.
3. Select **No Sale**.
4. The system prompts you to select the reason you are opening the cash drawer. Select a reason from the list.
5. When configured, scan the cash drawer on which to perform the no sale.
6. The system may prompt you to enter a comment about the reason for opening the cash drawer. If it is required, enter the pertinent information in the comment entry form and select **OK**.

   The system prints a No Sale receipt for your records.

Performing Paid In/Paid Out Transactions

A Paid In transaction allows you to move funds into a till from non-sale sources such as returned check charges, found money, and change from a Paid Out transaction.

A Paid Out transaction moves funds out of a till for non-refund purposes such as business expenses and office supply purchases.

Store policy controls the list of valid reasons that you can select for performing a Paid In or Paid Out transaction. In addition, store policy controls whether receipts are produced by these two transactions.

The Paid In and Paid Out transactions may also be available on the Till Options Menu at the register.

> **Note**
>
> A till must be attached to the register to perform Paid In/Paid Out transactions. If a till is not attached and one of those options is selected, a message is displayed indicating that a till must be attached for the transaction to be performed.
>
> In an only networked cash drawer environment, you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.
>
> In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

Paid In Transaction

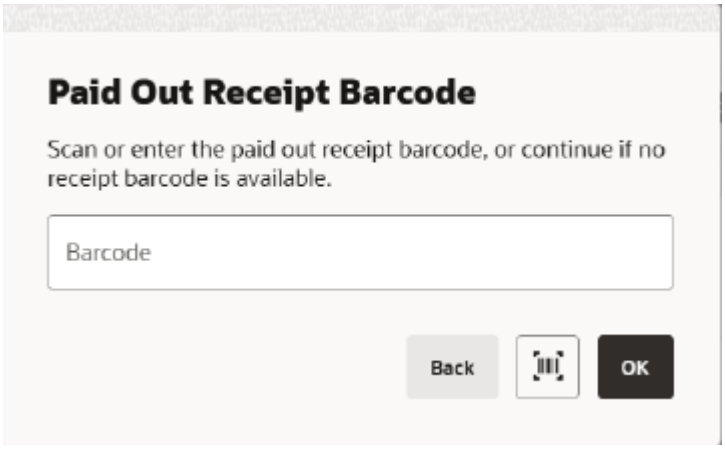
1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Options**.
3. Select **Paid In**.

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

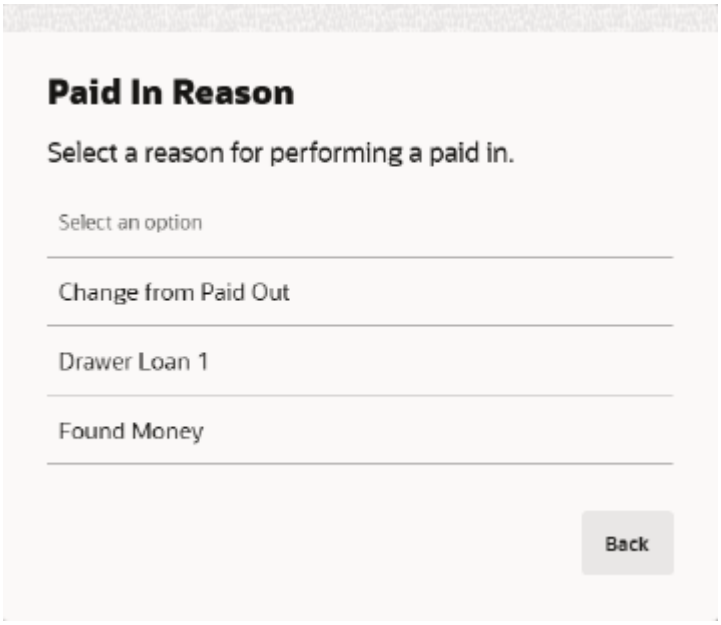
4. The system prompts you to enter a paid out receipt barcode. If you are now placing funds back into the till from a previous paid out transaction and you have the receipt, scan or enter the barcode and select **OK**. Otherwise, select **OK** to bypass this prompt.

Figure 56-9 Paid Out Receipt Barcode Prompt



5. Select a reason for this Paid In transaction and select **OK**.

Figure 56-10 List of Paid In Reasons

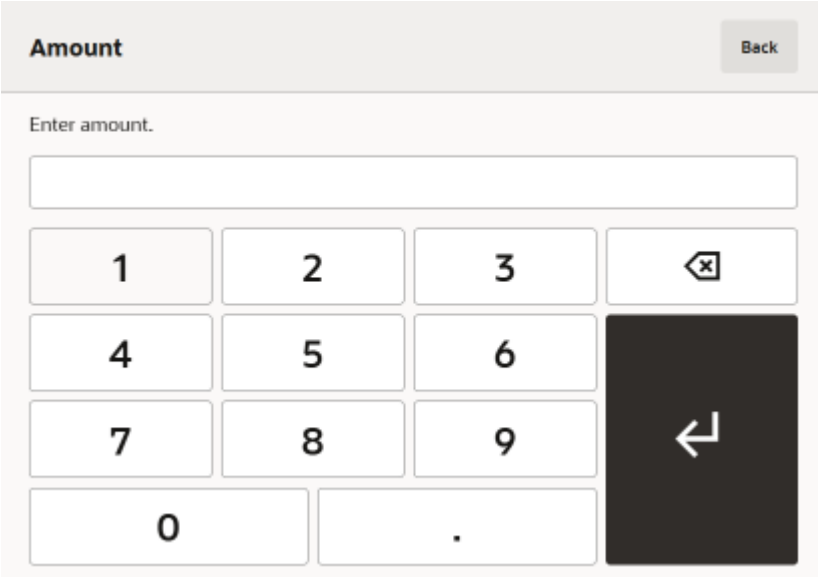


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> **Note**
>
> There may be additional prompts for information (such as a comment) depending upon the specific reason code that you select.

6. At the Amount prompt, enter the cash amount you are adding to the till and select **Return**.

Figure 56-11 Enter Amount Prompt



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

> **Note**
>
> Note the reference to the original paid out transaction number shown in this example. This information associates the original paid out transaction with the current paid in transaction for accounting purposes.

Paid Out Transaction

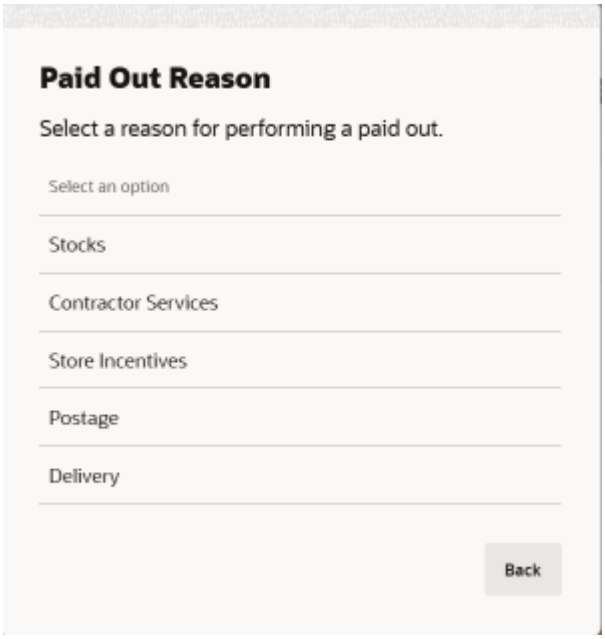
1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Options**.
3. Select **Paid Out**.

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

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4. Select a reason for this Paid Out transaction and select **OK**.

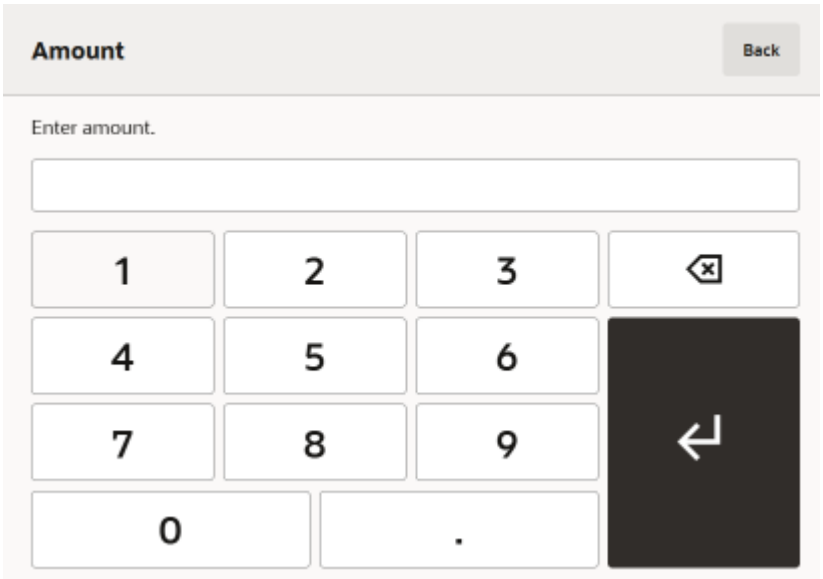
Figure 56-12 List of Paid Out Reasons



> **Note**
>
> There may be additional prompts for information (such as a comment) depending upon the specific reason code that you select.

5. At the Amount prompt, enter the cash amount you are removing from the till and select **Return**.

Figure 56-13 Enter Amount Prompt



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

Post Voiding Transactions

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

All records in the system are reset, almost as if they had never occurred during the original transaction, and the transaction record is retained in a voided state.

Certain kinds of sale transactions may involve extended transactions — activities related to the transaction that occur outside of the system. For example, special orders, work orders, and layaways are extended transactions.

Although the system checks for such conditions when a post void is executed, some aspects of the transaction may need to be reversed by an additional transaction such as a return. If the system detects an extended transaction, a prompt to continue or discontinue the post void process displays.

The types of transactions that may be post voided are determined by the home office.

If you scan or enter a barcode for a transaction type that cannot be post voided (such as a timecard transaction), the system displays a message indicating that the transaction type cannot be post voided. Select **OK** to acknowledge the message and the system returns to the Till menu.

You can post void transactions from the register from the Electric Journal (see Post Voiding a Transaction), or from the Till menu.

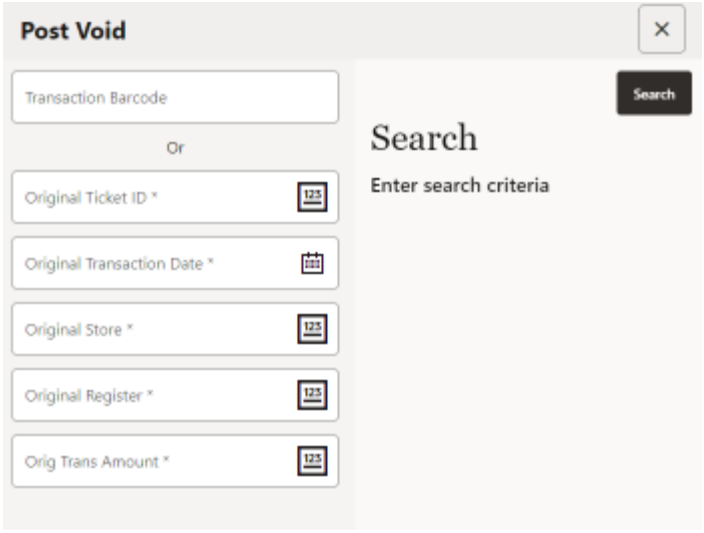
1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Options**.
3. Select **Post Void**.

> **Note**
>
> A till must be attached to the register to perform a transaction void. If a till is not attached, this option may be grayed out on the menu (Register Accountability mode), or a message may be displayed if the Post Void menu option is selected (Till Accountability mode). If the register has more than one cash drawer, you may be prompted to select the till to be used for this process.
>
> In an only networked cash drawer environment, you are required to scan the cash drawer barcode to link it to the transaction before the drawer pops.
>
> In a mixed network/local cash drawer environment, select whether to use a network cash drawer.

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

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Figure 56-14 Post Void Prompt



5. Oracle Retail Xstore POS prompts: Are you sure you want to post void the selected transaction? Select **Yes** to continue with the post void transaction.
6. The system prompts for the reason you are performing the post void. Select a reason from the list and select **OK**.
7. The system may prompt for a comment about the post void. If prompted, type a comment and select **OK** to continue.
8. Oracle Retail Xstore POS post voids the transaction, prints receipts, and returns to the Main Menu.

Tender Exchange

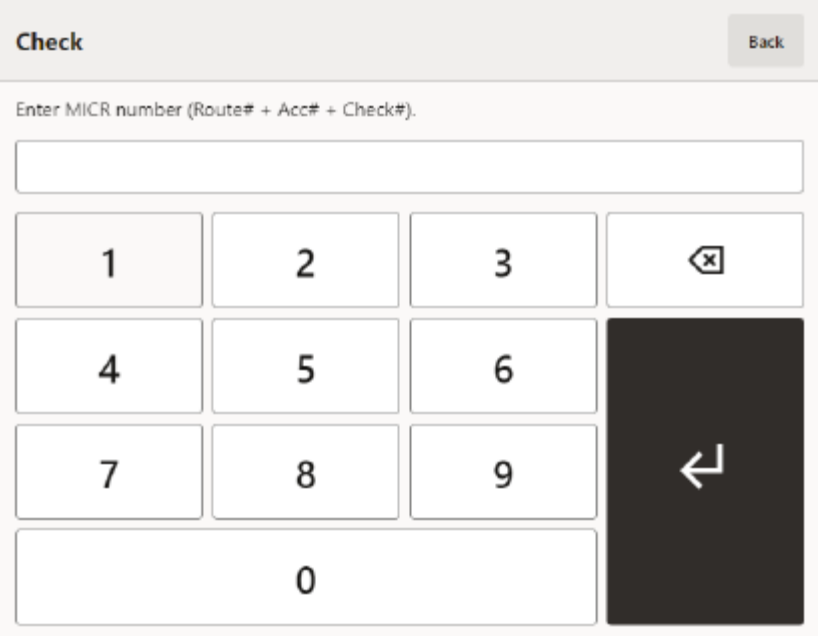
The Tender Exchange function permits an associate to exchange one form of tender for another. The types of tenders that may be exchanged and the threshold exchange amounts are determined by your store policy.

To perform a Tender Exchange:

1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Till Options**.
3. Select **Tender Exchange**. A Tender Exchange Incoming Tender window opens listing the tenders available such as Check, Gift Card, Mall Certificate, and Foreign Currency.
4. Select the incoming tender type from the tender exchange list.
5. If a check tender was selected in Step 3, enter information about the check:

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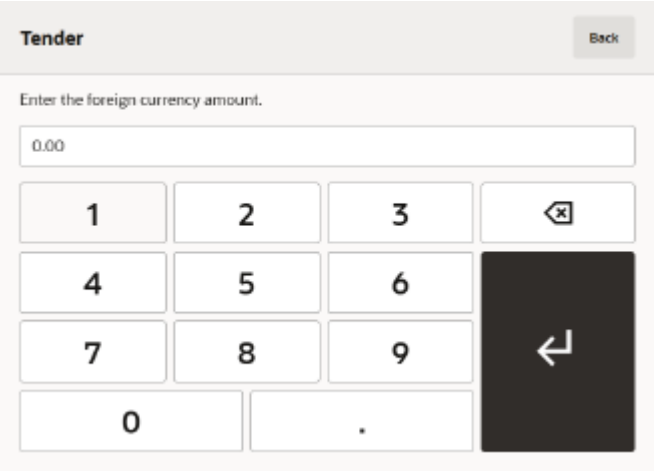
Figure 56-15 Check Tender



- Enter the check MICR number, then select the **Return** key.
- Enter the Check number, then select the **Return** key.
- Enter the state or province that issued the ID being used to verify the customer's identity, then select **OK**.
- Enter the ID number, then select **OK**.
- Enter the birthdate on the ID, then select **OK**.

6. Enter the amount of the incoming tender.

Figure 56-16 Tender Amount



7. If necessary, select whether to add another incoming tender to the exchange:
   - Select **Yes** to add another tender. Return to Step 3.

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- Select **No** to continue with the current tenders.
- A Tender Exchange Outgoing Tender window opens. Continue with Step 7.

8. Select the outgoing tender.
9. Select **OK**. Xstore prompts for the amount of the outgoing tender.

> **Note**
>
> The default value is equal to the maximum amount that can be redeemed in the selected tender.

10. If necessary, change the amount to return to the customer. select **Enter**.
11. If necessary, scan the cash drawer with which to perform the tender exchange.
    - If the entered outgoing amount was less than the maximum, a Tender Exchange Outgoing Tender window opens. Return to Step 7.
    - If the outgoing amount was the maximum amount, Xstore prompts whether the tender exchange is complete. Continue with Step 12.
12. Indicate whether the tender exchange is complete:
    - Select **Yes** to complete the transaction.
    - Receipts will print.
    - Select **No,** and a Tender Exchange Incoming Tender window opens. Return to Step 3.
13. Indicate whether the tender exchange is complete:
    - Select **Yes** to complete the transaction.
    - Receipts will print.
    - Select **No,** and a Tender Exchange Incoming Tender window opens. Return to Step 3.

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Store Safe Maintenance

Safe bags are used by retailers that deal with a large volume of cash. Using safe bags allows retailers to move money quickly and safely from safe bags into cash drawers or from cash drawers into safe bags. Safe bags can come in many styles - they can be a plastic tube that is used or a large, zippered pouch.

Every safe bag has a unique number and can be used in the Pickup, Add Float and Store Safe processes. When configured to use safe bags, all cash processes will prompt you to scan (or manually enter), the safe bag first before processing.

In the Cash Pick Up process the safe bag will be filled with money and closed.

In the store safe processes, a list of safe bag ID's with amount should be displayed.

Every safe bag in the store safe can be used in the Add Float process or in the Bank Deposit process.

Configurations

There are two configurations in Xadmin for retailers that deal with safe Bags.

The first one determines if a store will use safe bags. When configured this means that during till functions (bank deposits, opening the store safe, safe audits, reconciling safes, cash transfer and cash pickups - anything that involves cash) the system prompts you to scan the safe bag or enter the safe bag id.

The second configuration set depends on whether the retailer will count the money during a cash pick up or not. Most retailers want the process to be fast, so the default is NO/false. If they set the value to true, then the retailer is prompted for the amount of cash that is being picked up and this will require the manager to count the cash before putting it into the safe bag.

Retailers should not mix these settings up in a store because that will cause confusion - all registers should either be configured to count money at cash pickup, or all registers should be configured not to count money during a cash pickup.

- **Safe Bags Used in Store** - default false
- **Safe Bag Money is Counted During Cash Pick Up** - default false

It is recommended not to mix register settings within a store.

Safe Bag Management

The safe bag management screen (available only on tablet/thin and desktop) is where safe bags are created and managed. A store first needs to create/add safe bags for use in their store. They will select **Create safe bag** and scan the safe bag - they can do this for all the safe bags they want to use. They will do this any time they also need to add more safe bags for use in their store. If they scan a safe bag that is already in use in their store, they will be prompted the bag is already in use. Once a safe bag is created the user can add money into the safe bag to be used in a bank deposit that will be created later or for cash transfers. They would select the function for Add Funds. By putting money in safe bags using the Add Funds function these bags can be used during the bank deposit or cash transfer process. During a cash transfer the

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process remains as it does today but at the start of the function the user is asked to scan the safe bag that the money is coming from. All the money that is in a safe bag is used in the function - for example if the safe bag has $200 in it (determined during the Add Funds process) all of the funds will be used during the process, for example cash transfer. If a cash transfer is done all $200 will be transferred. There is no option to use only half the money. That applies any time money is used in a safe bag. Also, safe bags do not allow users to mix currency types. One currency per bag. For example, if US Cash is selected as the currency type during the **Add Funds** process that is the only currency type that is allowed in that bag. Other currency types can be used in other safe bags - but one currency type per bag. When a safe bag is used in a cash transfer the safe bag is now empty and in "available" status that allows it to be used again.

There are 4 statuses a safe bag can be in:

- **Available** - the status for a newly created bag ready to be used in a function. Example - In a Cash pick up or to add funds into it using **Add Funds** function. Bags in available status can be used for Cash Pickups. These bags could not be used in a cash transfer as there is no money in them yet - Xstore would display an error.
- **Counted** - the status for a safe bag that was used during the Add Funds process and can now be used for cash transfer or bank deposit whenever the retailer is ready. Bags in **Counted** status cannot be used for a cash pickup process as this bag is not empty - Xstore would display an error.
- **Deposited** - the status for a bag that was used during the bank deposit process. This safe bag is sitting in the safe until someone takes it to the bank for deposit. This bag could not be used in a cash transfer, a cash pickup or any other process - the user would get an error if they tried. Bags in **Deposited** status cannot be used for cash transfers as the money has been assigned for a bank deposit - Xstore would display an error. Also, these bags could not be used in a cash pick up process as the bag is not in **Available** status - Xstore would display an error.
- **Undeclared** - the status for a safe bag that was used during a cash pick up. The money in the bag must be declared by using the **Declare into Safe** process from the management screen. All safe bags used during a cash pick up (whether it was counted at the cash drawer or not counted) must be declared and counted because until it is declared the cash drawer doesn't know how much money was taken - that cash is still a part of the drawer until it is declared. If the store was configured to count the money at the cash pickup and the money counted during the declaration process did not match, the standard Xstore discrepancy process would be done. Also, during the register close process any safe bags that are **Undeclared** must be counted first - Xstore would display an error that there are safe bags that need declared first. For example, if a store was in till accountability mode and the user was going to count the till, any safe bags that had been used in cash pickups must be counted because that money is still, technically, in the drawer until it is declared into the safe from the safe bag. Also, during a till audit - all safe bags must be declared that had been used for cash pickups from that till. The cash drawer does not know how much money was pulled during cash pickups until the safe bags are declared.

Remove Safe Bag is used when a safe bag is no longer going to be used in the store. For example, the plastic tube cracked or the zipper on a safe bag broke - the store can remove these bags from use using this function. Any safe bag that is removed can be created again if desired. For example, a safe bag with a broken zipper has been fixed - the store can use the **Create Safe Bag** function and put the safe bag back into use in the store.

The function **Return Safe Bag** is used when a safe bag that was used in a bank deposit physically comes back to the store. A good example is that during a bank deposit the safe bag was dropped into the store's bank (the brick and mortar bank down the street) and since the bag was dropped into the overnight drop box it may not come back to the store until a manager goes to the physical bank and picks it up. Until they come back with the safe bag it will remain

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in **Deposited** status. By using Return Safe Bag function the bag will now be put into Available status and can be used again in the store.

The safe bag management screen lists all safe bags in use and their status.

- Create a safe bag - add safe bags to be used in the store.
- Remove safe bag - bag doesn't come back from bank or has hole in it.
- Declare into Safe - for counted and uncounted cash pickups. During this process the money in the safe bag is counted. Xstore will handle discrepancies in the standard way.
- Add Funds from safe - normal till count - no partial moving of money.
- Return Safe Bag - it's back from bank and ready for use.

> **Note**
>
> Assumption - A safe bag can only contain one currency.

Safe Bag Management Screen

Table 57-1 Safe Bag Status

Safe Bag ID	Status	Source of Funds	Amount	Currency	Comments
1A	Undeclared	Register 1	$250.00	Canadian	Money was counted at the floor during cash pickup
2B	Undeclared	John Smith		US	Money collected at the till was not counted during cash pickup.
3C	Available				This is what a newly created safe bag would look like. The currency type is selected during cash pick up.
4D	Deposited	Store Safe			Amount and currency are blank because this money is not in the store any longer.
5E	Counted	Store Safe	$50.00	US	When **Add Funds From Safe** has been done. Only safe bags that are in **Counted** status can be used in the bank deposit or cash transfer.

Below are the next steps for the above bags and what their status would look like after a particular action has been performed.

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Table 57-2 Safe Bag Status After Action Performed

Safe Bag ID	Status	Source of Funds	Amount	Currency	Comments
1A	Available				After Cash Pickup - money is **Declared into Safe**. The safe bag is now empty and available for use.
2B	Available				After Cash Pickup - money is **Declared into Safe**. The safe bag is now empty and available for use.
3C	Counted	Store Safe	$200	US	When **Add Funds From Safe** has been done on available bag.
4D	Available				Status info after user selects **Return Safe Bag**.
5E	Available				The bag had $50 from store safe in it and was used in a Cash Transfer.

Safe Bag Use

Safe bags work whether in till accountability mode or register accountability mode, on desktop and tablet, thin client and for fixed and networked cash drawers.

Safe Bag Processes

- Store Safe Opening with Safe Bag (Till Accountability Mode Only)
- Store Safe Auditing with a Safe Bag
- Reconciling the Store Safe with a Safe Bag (Till Accountability Mode Only)
- Preparing the Bank Deposit using a Safe Bag
- Store Safe Cash Deposit using a Safe Bag
- Cash Pickup using a Safe Bag

Store Safe Opening with Safe Bag (Till Accountability Mode Only)

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

To open the store safe, do the following:

1. Select the **Global Navigation** menu and then select, **Till**.
2. Select **Store Safe Maintenance**.
3. Select **Open Store Safe** .

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4. At the Count Summary screen, select the tender type you want to count and then select the **Count Selected** option.
5. If Safe Bag functionality is activated, the system displays a list of safe bags that are in the store safe at the prior store safe close. This list of safe bags cannot be changed, added or adjusted here.
6. Enter each value as required.
7. After you complete the count for the selected group, select the **Next Group** option, and repeat this step for additional groups that you want to count.
8. After you count all groups that you want to audit, select **Back** to return to the Count Summary screen.
9. When all denomination quantities have been entered, select **Counting Complete**.
    - If the opening amount in the store safe does not equal the amount that was in the store safe at the prior store safe close, the system prompts whether to accept or reject the discrepancy.
        - Select **Yes** to accept the discrepancy. You may be prompted to enter a comment and then select **OK**.
        - Select **No** to reject the discrepancy and return to the denomination counts.
    - If the opening amount in the store safe equals the amount that was in the store safe at the prior store safe close, the system displays a message confirming that the store safe is in balance. Acknowledge the message to continue.
10. Oracle Retail Xstore Point of Service opens the store safe, prints a receipt for the opening of the store safe with the denomination count, and returns to the Main Menu.

Store Safe Auditing with a Safe Bag

The store safe audit function is used to count the tenders in your store safe. This audit function provides the capability to select a tender type, record its total current value, and compare that value with the system-recorded amount for the same tender.

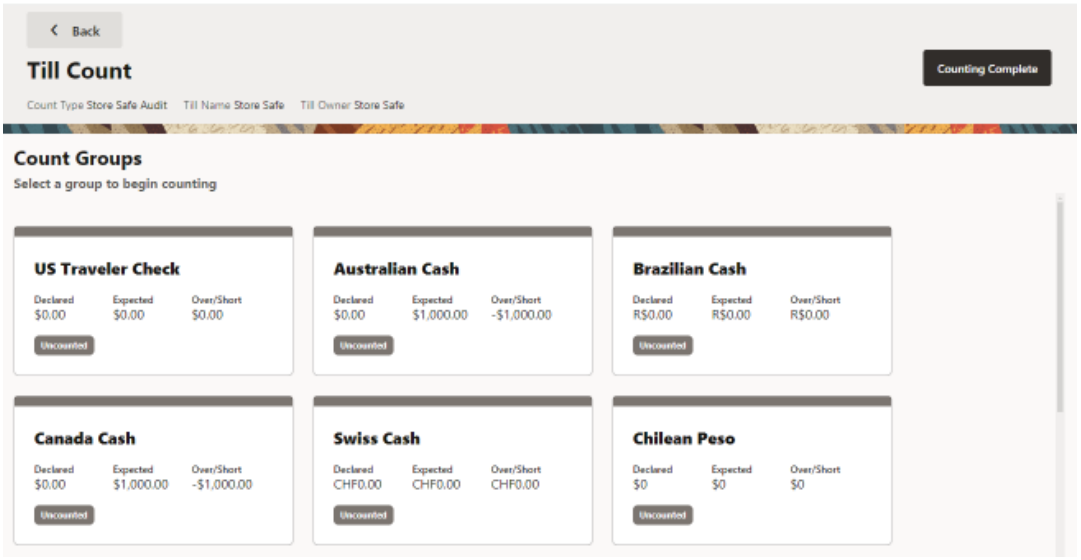
The system calculates and displays any difference (over/short) between the expected amount and the actual amount.

> **Note**
>
> An audit does not change the expected amount in the store safe.

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the Store Safe Maintenance menu, select the **Store Safe Audit** option.

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Figure 57-1 Store Safe Audit

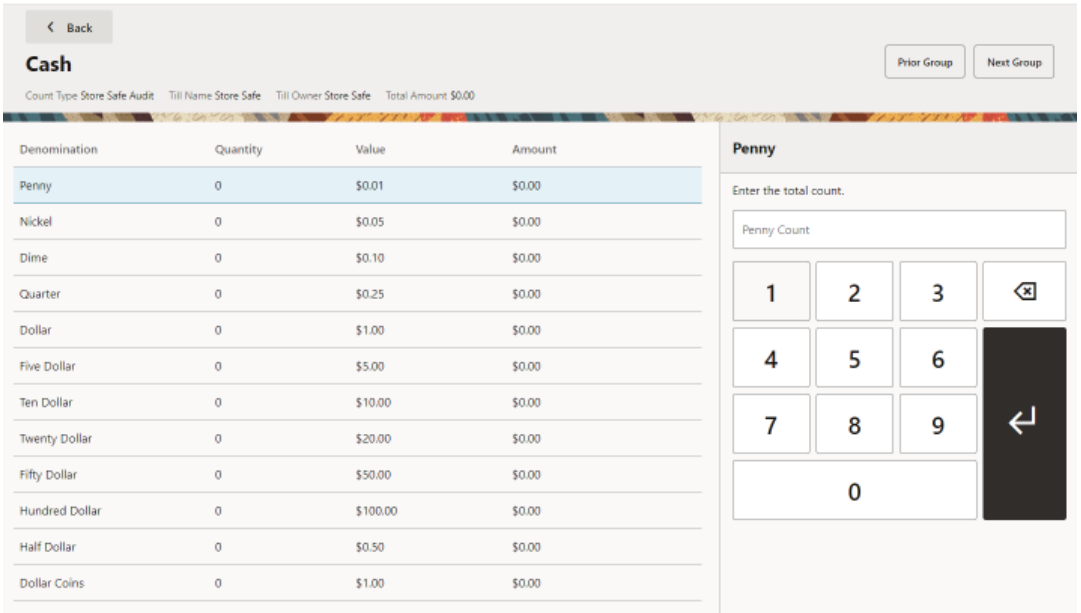


3. At the Count Summary screen, select the tender type you want to count.

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

4. If Safe Bag functionality is activated the system displays a list of Safe Bags that are in the store safe at the prior store safe close.

Figure 57-2 Store Safe Audit Count



5. Enter each value as required. The tender type you select, and your system's configuration determine the type of count you must perform.

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6. After you complete the count for the selected group, select the **Next Group** option from the Context Menu, and repeat this step for additional groups that you want to count.
7. After you count all groups that you want to audit, select the **Back** option to return to the Count Summary screen.
8. When you have counted all the tenders in the store safe, select **Counting Complete** to complete the audit.

Reconciling the Store Safe with a Safe Bag (Till Accountability Mode Only)

> **Note**
>
> Before you can close the store safe, all tills must be reconciled.

To close the store safe, the store safe must also be reconciled. In Oracle Retail Xstore Point of Service, the store safe is automatically closed once it is reconciled. To reconcile and close the store safe, do the following:

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the **Store Safe Maintenance** menu, select the **Reconcile Store Safe** option.
3. The Reconcile Store Safe screen opens. Select each count group and count the tenders in the store safe.

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

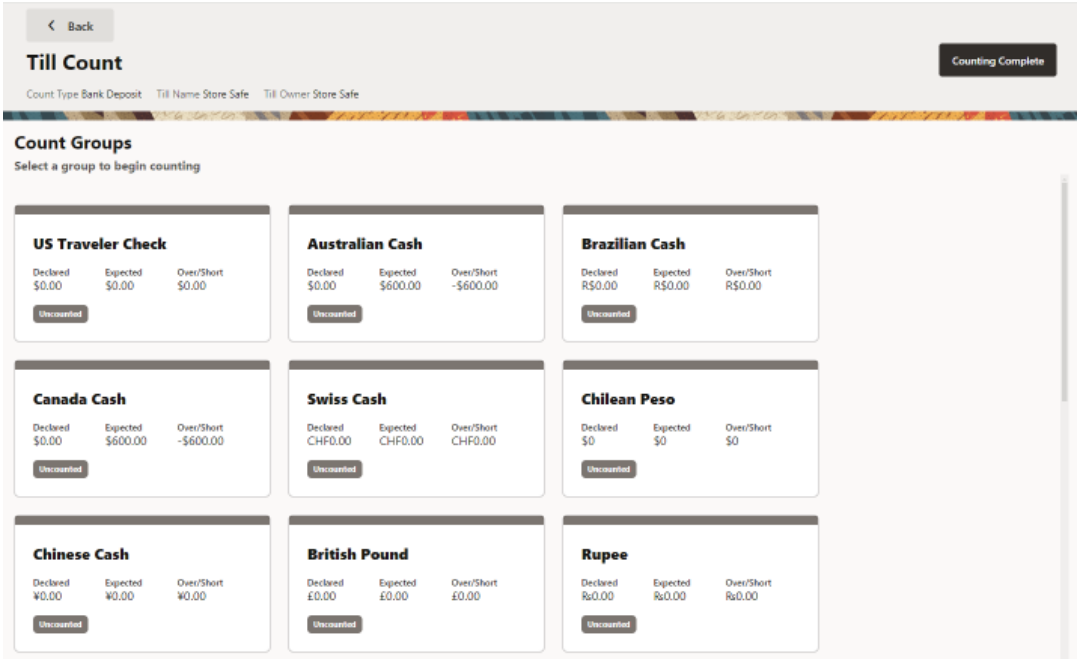
4. If Safe Bag functionality is activated the system displays a list of safe bags that are in the store safe at the prior store safe close.
5. When you have counted all the tenders in the store safe, select **Counting Complete** to complete the reconciliation and return to the **Till** menu.
6. Oracle Retail Xstore Point of Service prints a receipt for the store safe reconciliation and closes the store safe. The system returns to the Main Menu.

Preparing the Bank Deposit using a Safe Bag

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the **Store Safe Maintenance** menu select, the **Bank Deposit** option.

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Figure 57-3 Store Safe Bank Deposit

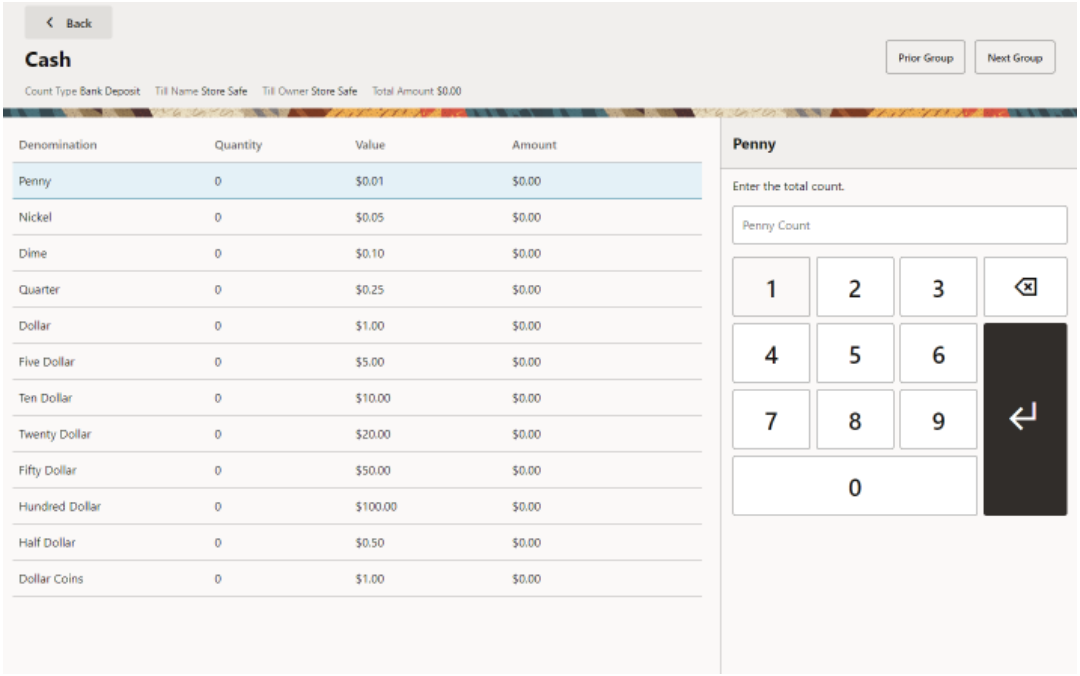


> **Note**
>
> Depending upon the configuration of your system, the over/short amounts as shown above may not be displayed.

3. Depending upon your store policy, you may be prompted to select the bank where the money should be deposited. If prompted, select a safe from the list and select **OK**.
4. If Safe Bag functionality is activated the system displays a list of safe bags that are in the store safe at the prior store safe close.
5. At the Count Summary screen, select the tender type you want to count.

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Figure 57-4 Store Safe Bank Deposit Count



Enter the count for the denominations as required.

6. Use the **Prior Group** and **Next Group** options to move between tenders.
7. When all counts are done, select **Counting Complete**.
8. The system displays a confirmation prompt showing the bank deposit tenders and amounts you counted. Select **Yes** to accept the bank deposit amounts as shown or select **No** to return to the Count Summary screen to make any adjustments as needed.

   When the bank deposit count is complete, the system prints a deposit slip showing all tenders to be deposited and returns to the Store Safe Maintenance menu.

Store Safe Cash Deposit using a Safe Bag

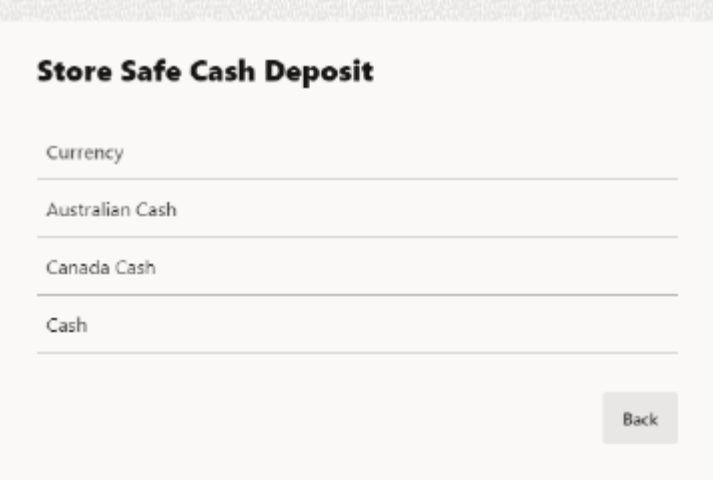
> **Note**
>
> Once the Store Safe has been reconciled, you cannot make cash deposits into it.

During the day, there may be times when you must deposit cash into the store safe. Use this procedure when a cash deposit is to be made into the store safe.

1. From the **Till** menu, select the **Store Safe Maintenance** option.
2. From the **Store Safe Maintenance** menu, select the **Store Safe Cash Deposit** option
3. If your store is configured for foreign cash currency tenders to be given as change, select the type of currency you are depositing.

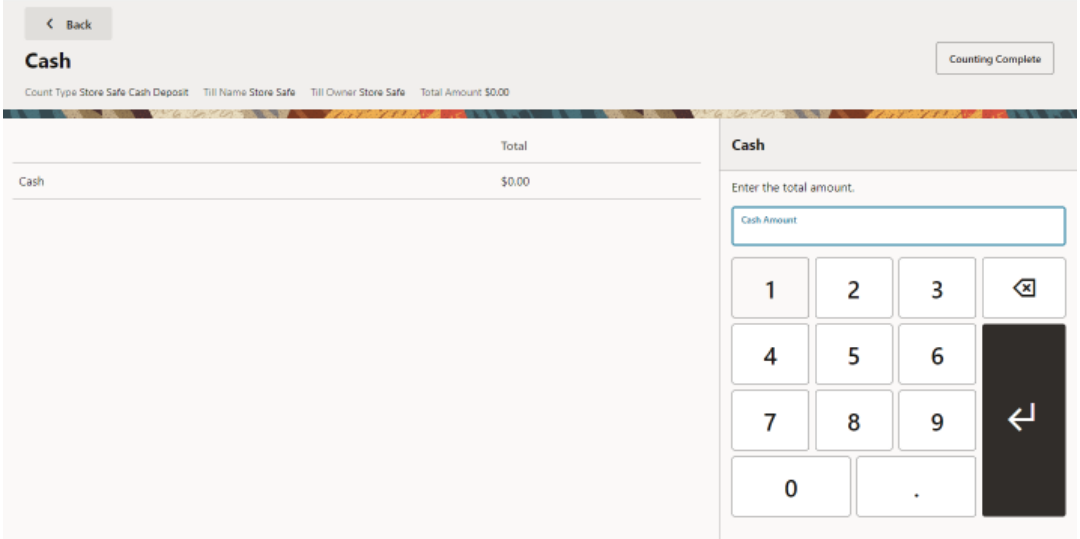
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Figure 57-5 Store Safe Cash Deposit



4. At the Count Summary screen, select the tender type you want to count.

Figure 57-6 Cash Deposit Count



5. When all counting is done, select the **Counting Complete** option from the Context Menu.
6. Scan or manually enter the Safe Bag ID.
7. Enter the amount and select **Return** to confirm the amount.
8. POS prints a receipt for the deposit and returns to the Store Safe Maintenance menu.

Cash Pickup using a Safe Bag

You can scan or manually enter an identification number for a safe bag during the Cash Pickup process, if configured. This function allows you to monitor the safe bag ID and the amount transferred from the till to the safe.

To pick up cash from the till and enter a safe bag ID, follow the steps below:

1. You are prompted to select the corresponding currency. Select for example, USD and select **OK**.

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2. Select **Cash Pickup**. You are prompted to scan or manually enter the safe bag ID.
3. Scan, or enter the safe bag ID and select **OK**.

> **Note**
>
> The Safe Bag ID process is disabled by default.

4. If you are prompted for the cash pickup amount. Enter the cash pickup amount and select **Return** to confirm the amount.
5. The cash drawer opens, remove the money for the cash pickup. The system prints a receipt for the cash pickup.

> **Note**
>
> You can perform Cash Pickups multiple times per day. Every time the cash in the till exceeds a specific threshold amount, the amount can be reduced using this functionality.

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Reporting

Oracle Retail Xstore POS provides a wide variety of reports to help you monitor and analyze your store's operations and sales. They are accessed outside of a sale via the global navigation menu button found on the home screen. The user can enter the report name in the search field or drill down to the desired report by selecting "Reporting". All Xstore POS reports are available on Desktop, Handheld, Thin Client, and Tablet devices. The information in this guide will help you understand what reports are available and how to access the reports you need.

> **Note**
>
> See *Oracle Retail Xstore Point of Service Reports Guide* for more information on report options and details of individual reports.

This chapter contains the following sections:

- Report Menu Configuration and Security
- How to Access Reports on Xstore POS
- Saving a Report
- Report Printing
- Using the Dashboard

Report Menu Configuration and Security

The reports available on the **Reporting** menu found by selecting the Global Navigation menu outside of a sale, are based on your business needs. The order in which the reports are displayed may also be customized. Because each Oracle Retail Xstore POS menu is configurable, the menu options and locations shown on your system may be different than the options shown throughout this guide.

Controlling access to company information on reports is a significant issue and Oracle Retail Xstore POS addresses that requirement through system security privileges. Access to reports can be controlled at an individual associate level or at a group level.

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Figure 58-1 Reporting Menu

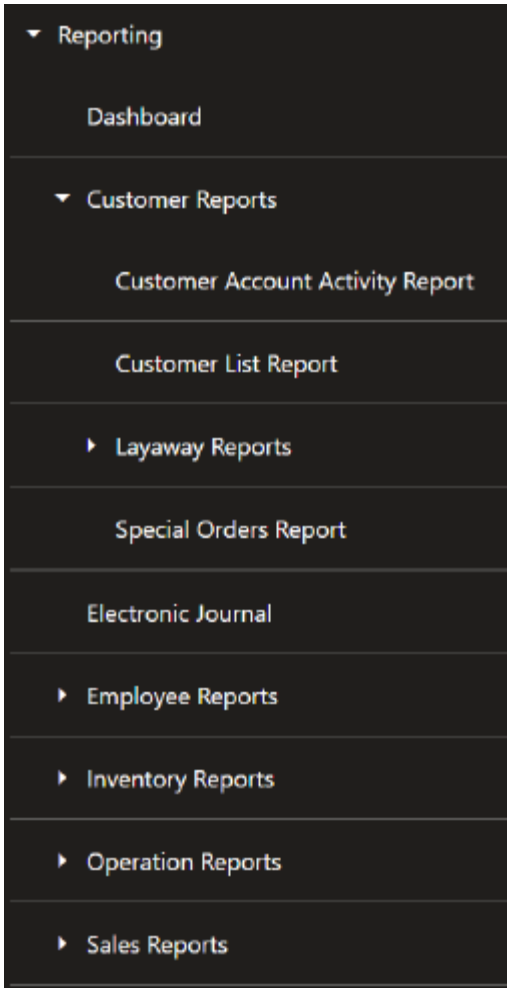


Table 58-1 Xstore POS Reports

Report Category		Sub-Menu Options
Dashboard		
Customer Reports	Customer Account Activity Report	
	Customer List Report	
	Layaway Reports	Layaway Account Activity Report
		Layaway Aging Report
	Special Orders Report	
Electronic Journal		
Employee Reports	Employee Productivity Report	
	Employee Schedule Reports	Employee Performance
		Employee Schedule Detail Report
		Employee Time Off Summary Report
	Associate Tasks	
	Time and Attendance Reports	Open Timecard Report

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Table 58-1 (Cont.) Xstore POS Reports

Report Category		Sub-Menu Options
		Payroll Detail by Employee
		Payroll Summary
		Posted Timecard
Inventory Reports	Inventory Movement	
	Inventory Movement History Report	
	Inventory Movement Pending Report	
	Inventory Stock Cost	
	Item List Report	
	Receiving Exception Report	
	Receiving Report	
	Replenishment Open Product Requests Report	
	Replenishment Product Request Report	
	Restock report	
	Shipping Exception Report	
	Shipping Manifest Report	
Operation Reports	Price Change Report	
	Saved Reports	
	Store Locations Report	
	Till Reports	Cash Drawer Audit Report
		Cash Drawer Report
		Paid In/ Paid Out
Sales Reports	Airport Sales Tax Report	
	Flash Sales	
	Journal report	
	Retail Reports	Best Sellers
		Cancelled Transaction Report
		Credit Card Report
		Daily Sales & Cash Report
		Daily Sales Report
		Gift Certificate Report
		Line Void report
		No Sale Report
		Post Void Transaction Report
		Price Override Report
		Restock Report
		Returned Merchandise Report
		Sales Overview Report

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Table 58-1 (Cont.) Xstore POS Reports

Report Category	Sub-Menu Options
	Sales by Hour Analysis Report
	Sales by Hour Report
	Sales Goals Report
	Suspended Transaction Report
	Tax Exemption Report

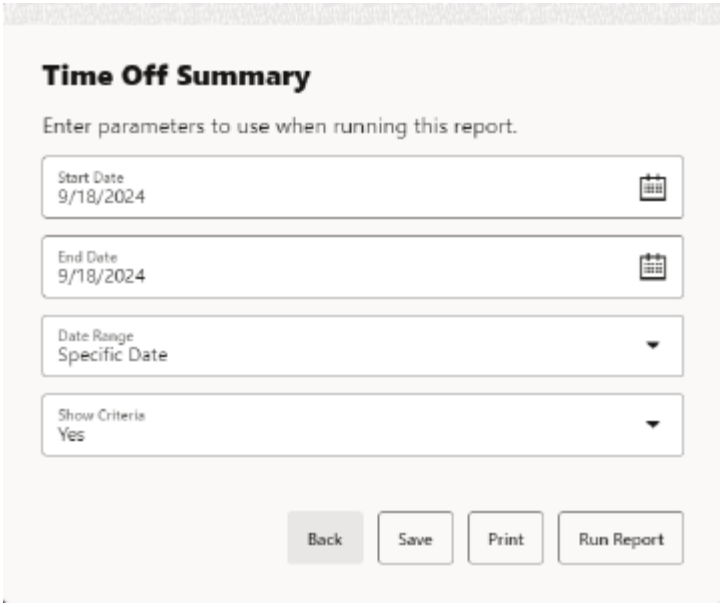
How to Access Reports on Xstore POS

Xstore POS reports are accessed when outside of a sale.

To access Xstore reports, follow the steps below.

1. From the Home Screen, select the **Global Navigation** menu.
2. Select **Reporting**.
3. Select a report from the list. The system displays the **Report Parameter** screen where applicable. Enter the search criteria.

Figure 58-2 Report Parameters



4. Select **Run Report** or, select **Save** or **Print**.

   The report is displayed in the PDF viewer of your device, for example Apple devices use iBooks or PDF Reader depending on their default viewer.

   When using an Android device, select **Download**. Open the PDF report from the Downloads folder to view it.

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Figure 58-3 Time Off Summary Report



Saving a Report

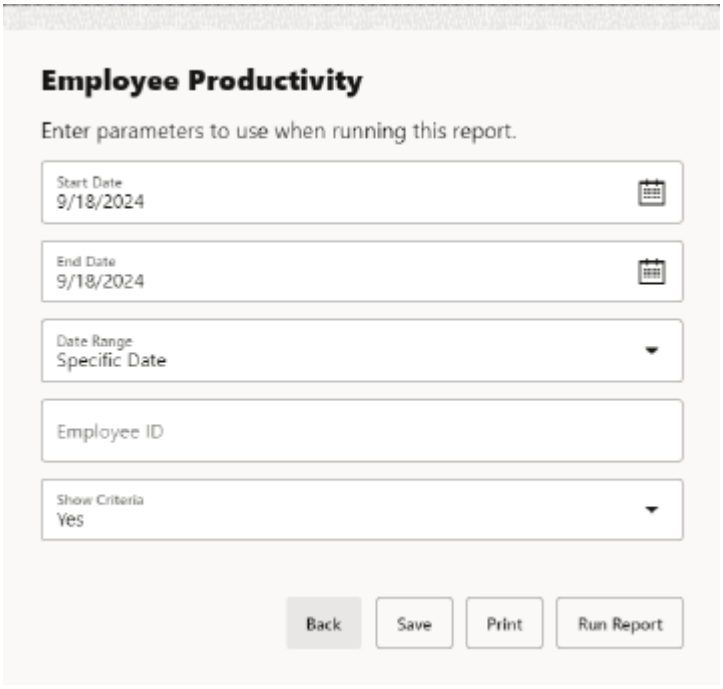
After running a report, it can be saved so that the data can be reviewed later. The system automatically stores your saved report in a location based on the system's configuration and your login ID.

> **Note**
>
> Only you can view the reports you have saved. No one else has access to your saved reports.

1. Select the **Save** option on the criteria selection form to rerun or view a report later.

   This option is also available when viewing a report using the Save menu option.

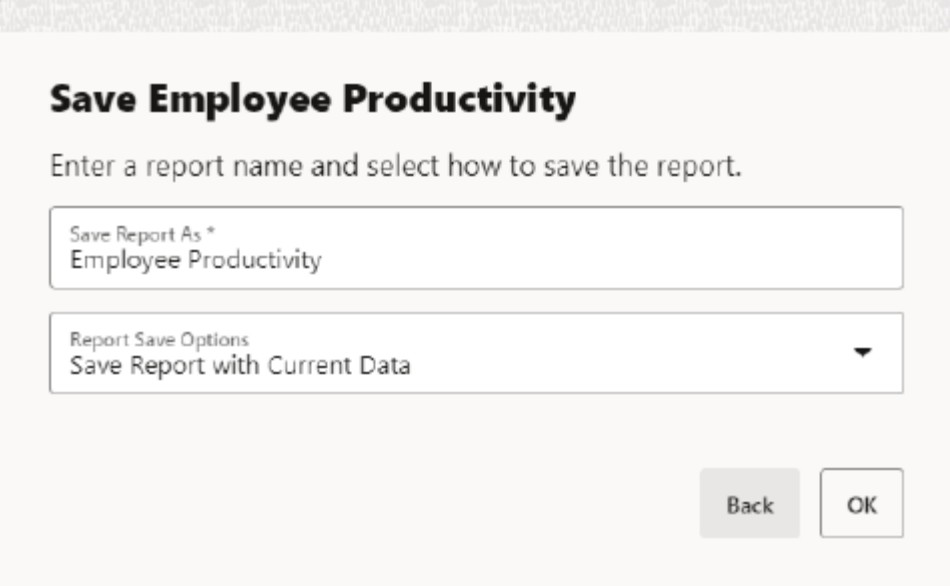
Figure 58-4 Criteria Selection Form



2. The system displays the **Save Form** for the report.

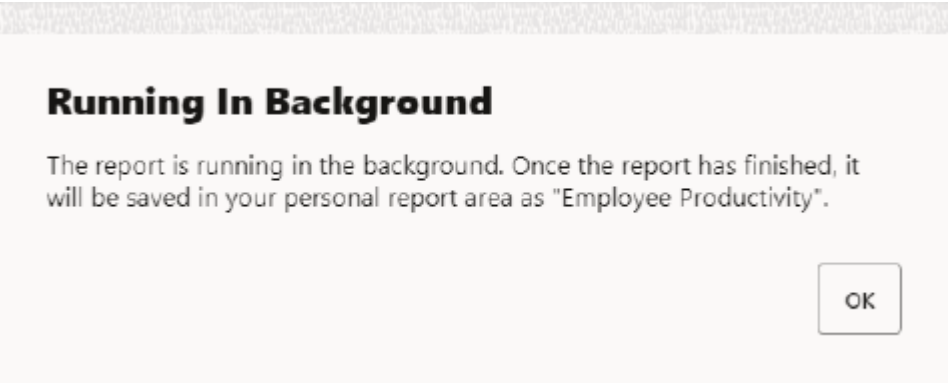
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Figure 58-5 Save Form Window



3. Edit or accept the report name in the **Save Report As** field.
4. Select one of the two options in the **Report Save Options** field:
   -
   - **Save Report With Current Data**: The next time you view this report, it will be exactly the same as it was when originally generated.
   - **Save Report Parameters**: The next time you view this report, it will be based on the same selection criteria (parameters). If you use a relative date parameter, the actual data retrieved is updated using current information.
5. Select **OK** to save the report.
6. The Report Criteria Saved or Running in Background prompt displays, select **OK**.

Figure 58-6 Saved Report Confirmation Report - Report Running



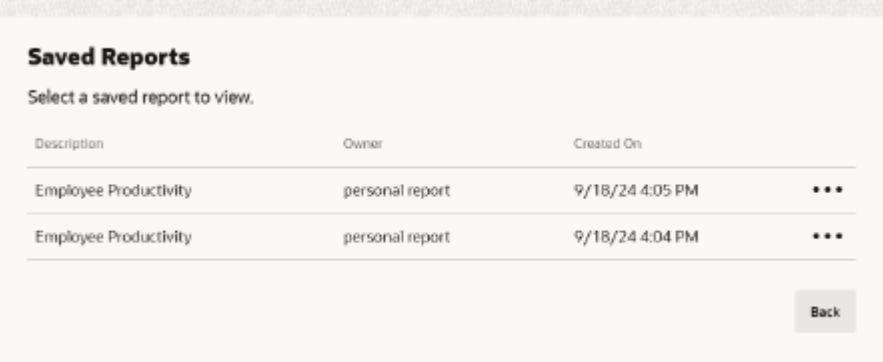
View Saved Reports

1. Select **Reporting** from the **Global Navigation** menu, login with your associate credentials, and then select **Operation Reports**, and then select **Saved Reports**.

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2. Select the report you want to see. If necessary, scroll to see additional saved reports.

Figure 58-7 List of Your Saved Reports



- To view a saved report, select the View option to display the report on the screen.
- To delete a saved report, select the **Delete** option on the list of saved reports and select Yes to confirm that you want to delete the selected report.

3. After you are finished viewing or deleting the report, select the **Back** option to return to the saved reports list.

Report Printing

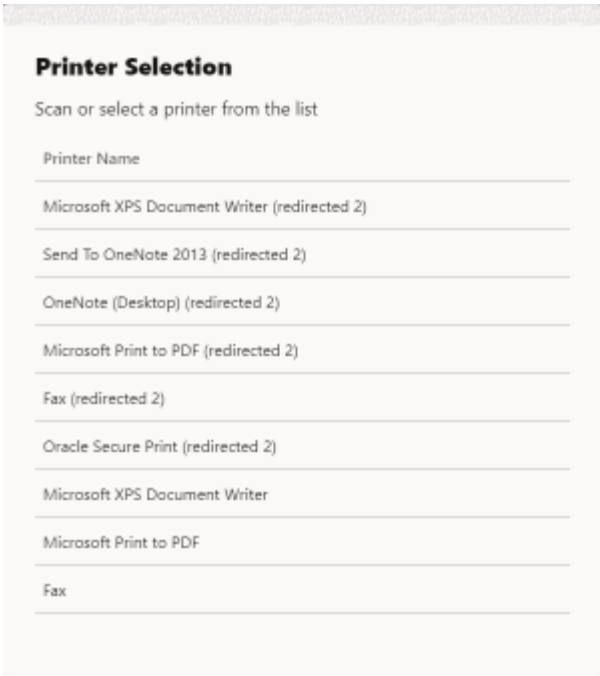
- Multiple Printers
- Report Printing Options

Multiple Printers

Printing to A4/report printers is done for luxury receipts, BIP reports, and tax-free invoice printing. Stores that have multiple A4/report printers can select a printer from a list of available printers or scan a QR Code and the report or invoice prints to that selected printer. If only one printer is available, the report prints directly to that printer and no selection is required.

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Figure 58-8 Multiple Printer List



QR Code

In addition to selecting a printer from a list, you can scan a QR code placed on the front of the printer to select that printer.

1. Select **Print** to print a report.
2. From the list of printers displayed, select the barcode icon to open the device camera.
3. Scan the QR code on the front of the printer.

When a QR code is valid and the A4/report printer is configured, Xstore will send the data to the scanned printer. The printer list closes automatically.

> **Note**
>
> Retailers are responsible for creating QR codes for printers and placing them on the appropriate printers. They are also responsible for configuring available printers.

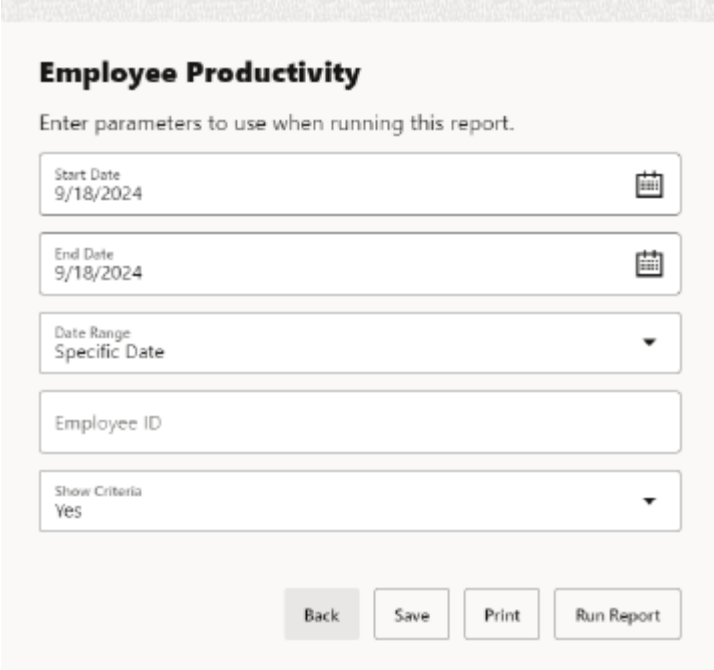
Report Printing Options

An option to print a page range may be available for some reports. The reports that support this feature are determined by the Home Office. If a report supports printing a specified page range, you will be prompted to enter the page(s).

1. After generating a report, and with the report displayed, select the **Print** option.

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Figure 58-9 Print Report



2. If prompted, type the page, pages, or page range to be printed. For example, at the prompt, type 1-3,6,7-9,12 to print only those pages and select **OK** to print the report.

Using the Dashboard

The goal of the dashboard is to automatically show timely sales data information collected from various areas within the organization-in one place. The data shown on the screen is an analysis as to how your business is operating; using graphics, summaries, and lists to display the information.

Information shown on the Dashboard includes:

- Sales Performance - WTD, MTD, and YTD values as a running totals section, up to and including the current day's sales
- Net Sales for the Top 5 Departments from today
- The top 5 best-selling items from today
- The top 5 performers from today
- Store Goals performance data

In addition to the information displayed on the page, menu options are provided to allow you to view and print the Flash Sales report, the Daily Sales report, the Best Sellers report, and the Associate Tasks report.

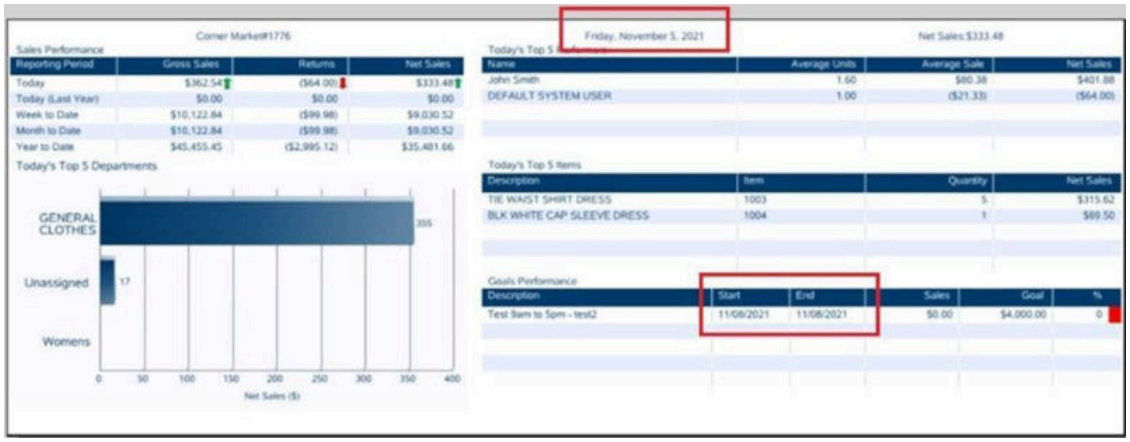
To view the dashboard, select the **Dashboard** option from the **Reporting** menu found by selecting the **Global Navigation** menu.

Dashboard Information

The **Dashboard** screen is divided into several informational areas as shown in the figure below:

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Figure 58-10 Dashboard Screen



Dates

Generally, when a store is closed each night, the system date (current calendar date) and the business date will be the same. In cases of 24/7 trading, when the store is not closed for the night and reopened the next morning, the system date and business date will not be the same date. The business date remains unchanged, and the system date reflects the current calendar date.

For example, the date shown on the top of the report (dashboard) is Friday December 5, 2024. This is the business date.

The date highlighted in the Goals Performance area shows the start and end dates as 8 December. This reflects the system date, that is, when the report was run.

Sales Performance

This section shows the Gross Sales, Returns, and Net Sales for Today, a year ago (Today - last year), Week-to-Date, Month-to-Date, and Year-to-Date. The data displayed in this section is a running totals section. This information shows the current day's sales in near real time, so these values change depending on when the Dashboard is displayed.

> **Note**
>
> Additional 'sales data is available on the Flash Sales and other Sales reports.

Top 5 Departments

This section shows a graph representing the top 5 department sales. One axis of the graph shows the Net Sales dollars, and the other shows the Department ID.

Top 5 Performers

This section shows the top 5 sales associates from today, listed in descending order, based on Net Sales dollars. In addition to Net Sales dollars, the Units per Transaction (UPT), and Average Sale dollars are also displayed.

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> **Note**
>
> How the UPT and Average Sale data are calculated:
>
> Units per transaction = total units sold/# of transactions
>
> Average Sale = Net Sales/# of transactions

Hot 5 Items

This section shows the top 5 selling items from today. The items are ranked in descending order, based on Net Sales dollars. The item ID, description, and quantity sold are shown for each item in the list.

> **Note**
>
> Non-merchandise items are not included in this list.

Store Goals Performance

This section shows the currently active goals for the store. Information shown here includes the goal description, effective and ending dates, the goal, and the percent completed toward the goal.

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Flash Sales

The Flash Sales Reports include four different reports, each of which may be displayed on the screen or printed:

- Flash Sales Summary Report
- Flash Sales By Department Report
- Flash Sales By Hour Report
- Flash Sales By Employee Report

The Flash Sales reports provide an instant snapshot of sales at the moment that you select one of the reports. Three of the four reports display data in a column format and in graphic format as bar charts and pie charts. The exception is the Flash Sales By Associate Report, which does not include graphs.

Each of the reports provides a criteria selection screen where you may set the parameters that are used to select the data included in the report.

All of the reports may be viewed online and printed immediately or saved so that they may be viewed later. Saved reports may be preserved with the original selection parameters or with the original data.

All the Flash Sales reports are also accessible from the Reporting Menu.

> **Note**
>
> Refer to the *Oracle Retail Xstore Point of Service Reports Guide* for details about the Flash Sales Reports.

Flash Sales Summary Report

The Flash Sales Summary Report provides current sales results for the entire store. It includes looks at sales results from two perspectives:

Sales: The count of transactions and the dollar amount of the transactions in the following categories: gross sales, net sales, returns, discounts and total tax.

Tenders: The count of transactions and the dollar amount for each tender type that was used, such as cash, various credit cards, store credit, gift certificates, and so on.

The last page of the Flash Sales Summary report includes a pie chart of the tenders used and a bar chart of the sales results.

Flash Sales By Department Report

The Flash Sales By Department Report provides current sales results for the entire store for each department. It includes the department name and number, count of transactions in each department and the dollar amount of the sales per department.

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The last page of the Flash Sales By Department Report includes a vertical bar graph showing dollar values per department.

Flash Sales By Hour Report

The Flash Sales By Hour Report provides current sales results for the entire store in hourly increments. It includes an hour by hour breakdown of sales and shows the transaction count per hour, item count per hour and net sales per hour.

The last page of the Flash Sales By Hour Report includes a horizontal bar graph showing sales dollars, item count, and transaction count per hour.

Flash Sales By Employee Report

The Flash Sales By Employee Report provides up-to-the-moment sales results on a specified date for every associate. It includes the associate's name and ID, number of transactions and the total dollar value of those transactions.

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Offline Transactions

If connection to all mobile servers is lost, it is possible to enter in basic sales and return transactions manually in Xstore POS.

If your system is configured to perform transactions offline, an **Offline Transactions** button is shown when all mobile servers in the list are offline.

There is a System Check at the end of each transaction to determine if the mobile server is back online:

- If the mobile server the device was configured to use is back online, then the device returns to the Xstore POS login screen.
- If another server in the list is online, you are taken to the Change Server configuration screen. The offline mode will then be disabled.
- If no servers are available, you go to the list of offline transactions and can choose to conduct another one or return to the Change Server screen.

> **Note**
>
> All offline transactions need reviewing and either approved or rejected before the store can close.

Entering an Offline Transaction

When you enter the offline transaction screen a prompt asks, Is this a sales or return transaction?

- Sale - goes to the manual sales transaction entry screen
- Return - goes to the manual return screen to prompt for receipt data

Perform a Sales Transaction

To perform a sale:

1. Scan an item barcode to add it to the transaction or enter an Item ID manually. Repeat as needed per item.
2. Change item price if needed.
3. When you are ready to complete the transaction, select **Amount Due** to list the tenders that are available for the type of transaction you are processing. Not all tender types are available.
4. Enter email for receipt.
5. Select **Save**.

   The UUID QR code is printed.

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6. Ask the customer to take a picture of the code with their mobile phone.

   This UUID QR code can be used for returning the items or to get a transaction receipt when the store is back online. See Printing a Transaction Receipt for more information.

Perform a Return Transaction

To perform a return transaction:

1. Scan a receipt and extract the transaction information or manually enter:
   - Original ticket id
   - Original transaction date
   - Original store ID
   - Original register ID
2. Manually enter the items to be returned.
   - Item number/UPC - can be manually entered or scanned.

   After the return items have been added, the following tender/receipt information is available.
   - Email for receipt
   - UUID QR code
   - Basic tender type - cash, credit, debit
   - Authorization Code
3. Select tender type.
4. Enter email for receipt.
5. Select **Save**.

   The UUID QR code is printed.
6. Ask the customer to take a picture of the code with their mobile phone.

   This UUID QR code can be used to get a transaction receipt when the store is back online.

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Offline Transaction Review

Offline transaction review is a server side system administration function. This can be done on a desktop, thin client and a tablet.

For systems configured to run in Offline POS mode, two options are available within the **Offline Transactions** menu located within the System Admin menu:

- Offline Transaction Review
- Print Offline Transaction Receipt

> **Note**
>
> All offline transactions need reviewing and either approved or rejected before the store can close.

Reviewing Offline Transactions

Offline Transaction Review allows you to review offline transactions and to send the data up to the mobile server.

1. Select **System Admin** from the main menu.
2. Select **Offline Transactions**.
3. Select **Offline Transaction Review**. A list of all offline transactions is displayed for review.

   The list shows the following details:

   - Date/time transaction occurred
   - Transaction dollar total
   - Transaction number of items
   - Transaction status
   - Customer email
   - Register number
4. Select the transaction to review.
5. Select the Context Menu and select **Approve** or **Reject**.
   - Approve - approves the transaction to be posted to Xstore POS server and an e-mail/sms receipt goes to the customer.

     Select **OK** to continue.
   - Reject - an error message is displayed - Are you sure you wish to reject this transaction? The transaction will be set to canceled.

     To reject the offline transaction, select **Yes**.

     a. Enter a comment for the rejection and select **OK**.

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b. A rejection confirmation message is shown. Select **OK**.

   An e-mail receipt is not sent on rejected transactions.

Printing a Transaction Receipt

To print a Xstore transaction receipt using a UUID or QR code from a mobile offline transaction for a customer:

1. Select **System Admin** from the main menu.
2. Select **Offline Transactions**.
3. Select **Print Offline Transaction Receipt**.
4. Scan or enter the UUID.

If the transaction is found a Xstore receipt is printed. If it has previously been printed, a prompt to use the Electronic Journal to reprint is shown.

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