

**Oracle® Retail Store21 Point of  
Service**  
Receipt Viewer Manual  
Release 4.71

March 2015

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# TABLE OF CONTENTS

<b>Chapter 1: About This Guide .....</b>	<b>1</b>
Overview .....	1
Audience .....	1
Assumptions .....	1
Additional Information .....	1
<b>Chapter 2: Using Receipt Viewer .....</b>	<b>3</b>
Logging Into Receipt Viewer .....	3
Query Builder .....	5
Run a Query .....	6
Create a Query .....	7
<b>Chapter 3: Receipt Viewer Administration .....</b>	<b>9</b>
Account Setup .....	9
Add A New Account .....	10
Update An Existing Account .....	13
Delete An Account .....	13
Code Value Setup .....	14
Add a New Value To An Existing Code .....	15
Delete a Value .....	16



# CHAPTER 1

## About This Guide

### Overview

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

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The Store21 Receipt Viewer is used to look up and view receipts created by transactions performed in any store in the chain. This application allows you to see the receipt just as it was printed.

### Audience

This manual is intended for corporate-level users with permission to see all transaction data from all stores across the chain. This guide assumes that the user is familiar with Microsoft Windows®.

### Assumptions

This manual assumes that the Store21 Receipt Viewer has been installed on the local system and network connectivity has been established with the stores in the chain running Store21 on their registers.

### Additional Information

**Store21 User Manual** - Describes the procedures required to perform transaction entry, tendering, and other miscellaneous functions performed by cashiers and store associates on a day-to-day basis.

**Store21 Manager's Guide** - Describes the procedures required for performing the manager-level functions available within Store21. These procedures include the maintenance of Time and Attendance records, using the Electronic Journal, Scheduling, and many other manager activities.

**Store21 Shipping, Receiving, and Inventory Manual** - Describes the procedures required to perform the closely-related functions of shipping, receiving, and inventory control.

**Store21 Technical Guide** - This book provides a summary of all new features for the software version and the new/modified/deleted configurable (code and code value) definitions and settings. It includes modifications to the table structures, indexes, references, views, triggers, etc. at the programmer and implementation personnel level.

**Store21 File Interface Guide** - This book is a data dictionary for the files that are downloaded by Store21 systems and uploaded to corporate. The files used to process

updates to Store21 operating tables are described in this document. This document is intended for programmers and implementation personnel.

**Store21 TLog Interface Guide** - This book is a data dictionary for the Transaction Log (TLog) files that are created by Store21 systems and uploaded to corporate. The Transaction Log contains information describing all the transactions performed by a Store21 system. This document is intended for programmers and implementation personnel.

## CHAPTER 2

## Using Receipt Viewer

### Logging Into Receipt Viewer

1. Open the Windows **Start** menu.
2. In the Windows Start Menu, open the submenu **Datavantage**.
3. In the Datavantage submenu, run **S21 Receipt Viewer**.

A login prompt displays.

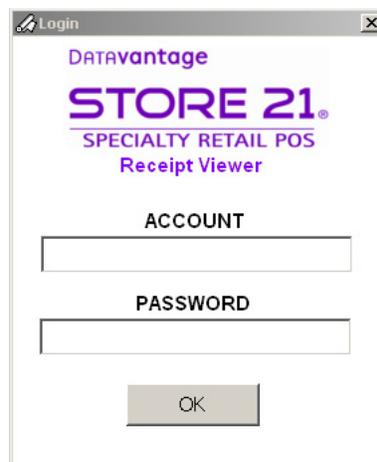


Figure 2-1: Receipt Viewer Login

4. Enter the account name and password and click the **OK** button.

**Note:** The password is case sensitive.

- If the entered account name and/or password are incorrect, an error message displays.



Figure 2-2: Incorrect Login Name or Password Error

- If the account field is left blank and the **OK** button is pressed, the following error message displays.



Figure 2-3: Blank Account Field Error

- If the password field is left blank and the **OK** button is pressed, the following error message displays.



Figure 2-4: Blank Password Field Error

5. Once the correct login name and password have been entered, the Store21 Receipt Viewer opens.

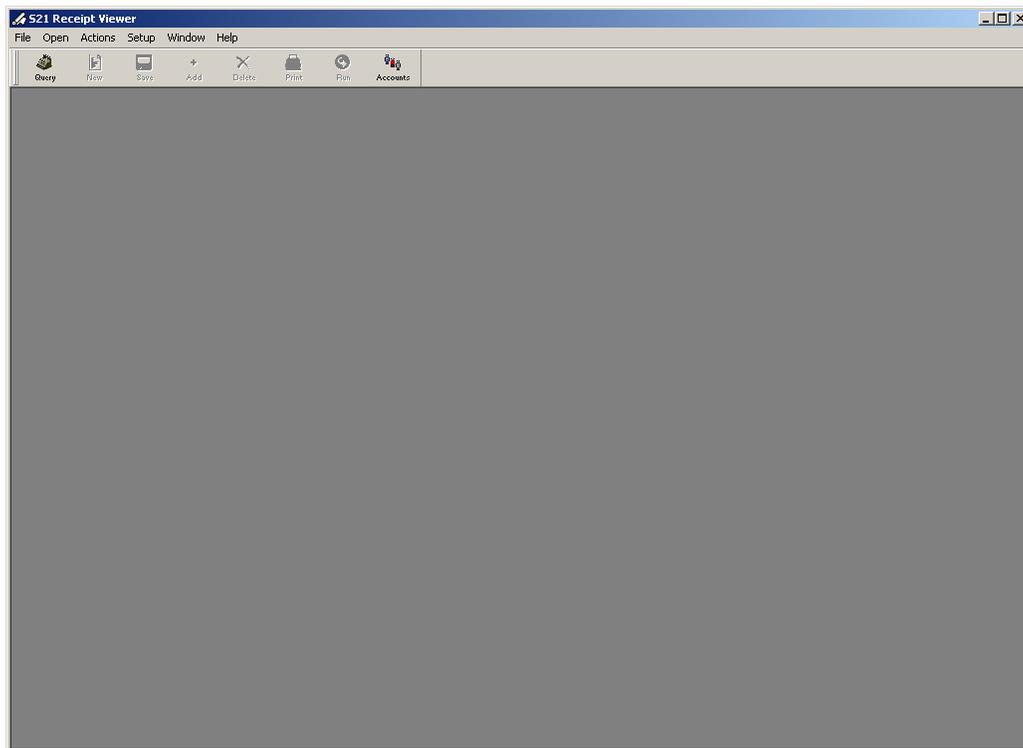


Figure 2-5: Receipt Viewer Window

## Query Builder

The Query Builder screen allows a user with the VIEW RECEIPT security permission to search the database for receipt information.

To access the Query Builder screen from the Receipt Viewer window, do one of the following:

- Click the  button.
- Select **Query Builder** from the Open menu.

Figure 2-6: Query Builder Screen

The Query builder screen is divided into 2 sections. The left section provides the user with the capability to create, modify, and delete queries. The right section displays the result of the query.

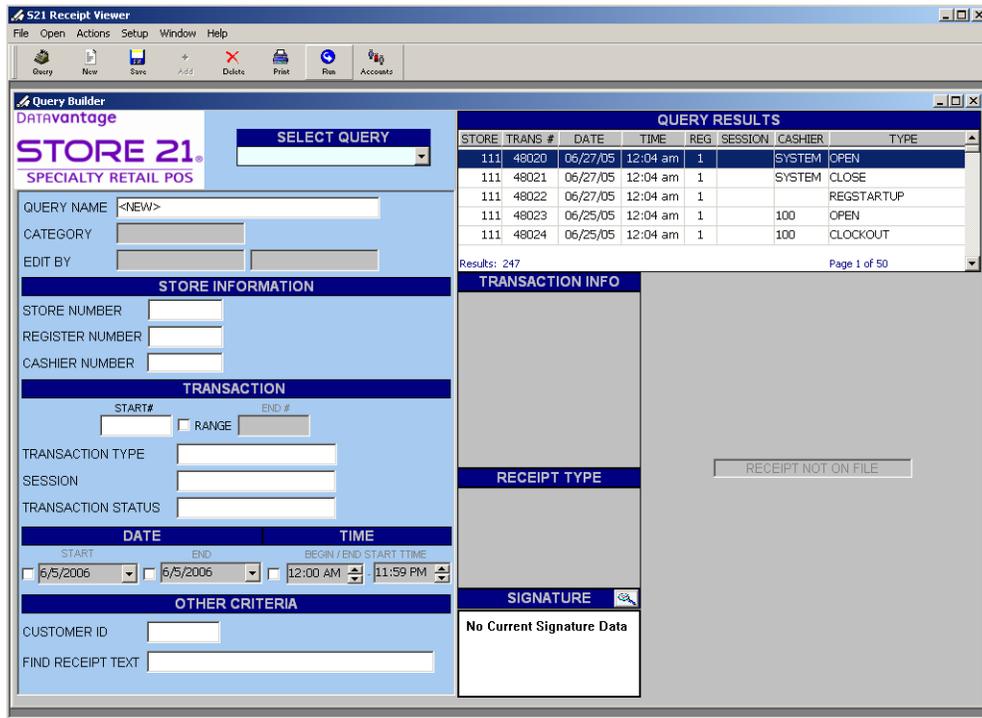
## Run a Query

To run a query, do the following:

1. Do one of the following to perform a search:
  - To use an existing, saved query, select the query from the Select Query menu. The fields on the left section of the Query Builder screen are automatically populated.
  - To search using your own criteria, enter the criteria into the fields in the left section of the Query Builder screen.
  - To see all the transactions in the database, do not select a query and do not enter any values into any of the fields.

2. Click the  button from the toolbar.

The Query Builder displays all the transactions that match the search criteria.



The screenshot shows the S21 Receipt Viewer Query Builder interface. The window title is "S21 Receipt Viewer". The menu bar includes File, Open, Actions, Setup, Window, and Help. The toolbar contains icons for Query, New, Save, Add, Delete, Print, Run, and Accounts. The main area is divided into two panes: "Query Builder" on the left and "Query Results" on the right.

The "Query Builder" pane includes a "SELECT QUERY" dropdown menu, a "QUERY NAME" field with a "<NEW>" button, and fields for "CATEGORY" and "EDIT BY". Below these are sections for "STORE INFORMATION" (STORE NUMBER, REGISTER NUMBER, CASHIER NUMBER), "TRANSACTION" (START#, END#, RANGE, TRANSACTION TYPE, SESSION, TRANSACTION STATUS), "DATE" (START, END), "TIME" (BEGIN/END, START TIME), and "OTHER CRITERIA" (CUSTOMER ID, FIND RECEIPT TEXT).

The "Query Results" pane displays a table with the following data:

STORE	TRANS #	DATE	TIME	REG	SESSION	CASHIER	TYPE
111	48020	06/27/05	12:04 am	1		SYSTEM	OPEN
111	48021	06/27/05	12:04 am	1		SYSTEM	CLOSE
111	48022	06/27/05	12:04 am	1			REGSTARTUP
111	48023	06/25/05	12:04 am	1		100	OPEN
111	48024	06/25/05	12:04 am	1		100	CLOCKOUT

Below the table, it shows "Results: 247" and "Page 1 of 50". The "TRANSACTION INFO" section is empty. The "RECEIPT TYPE" section shows "RECEIPT NOT ON FILE". The "SIGNATURE" section shows "No Current Signature Data".

Figure 2-7: Run Query Results

## Create a Query

To add a new query, do the following:

1. Click the  button in the toolbar.  
All the fields will become blank and the Query Name field displays **<NEW>**.
2. Populate all the fields that are used by the query.
3. Run the query to ensure that the query results are correct. If necessary, make corrections to the query.

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**Note:** The query can be run without saving, allowing you to check the query results prior to saving.

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4. Enter a Query Name (required).
5. Click the  button to save the query.  
The query is available in the Select Query menu.



# CHAPTER 3

## Receipt Viewer Administration

### Account Setup

To access the Account Setup screen in Receipt Viewer, open the Receipt Viewer and log in (see ["Logging Into Receipt Viewer" on page 3](#)), then do one of the following:

- Open the Setup menu and select **Accounts**.

- Click the  button.

The Account Setup window opens. This window allows the user with SETUP ACCOUNTS security permission to add or modify accounts.

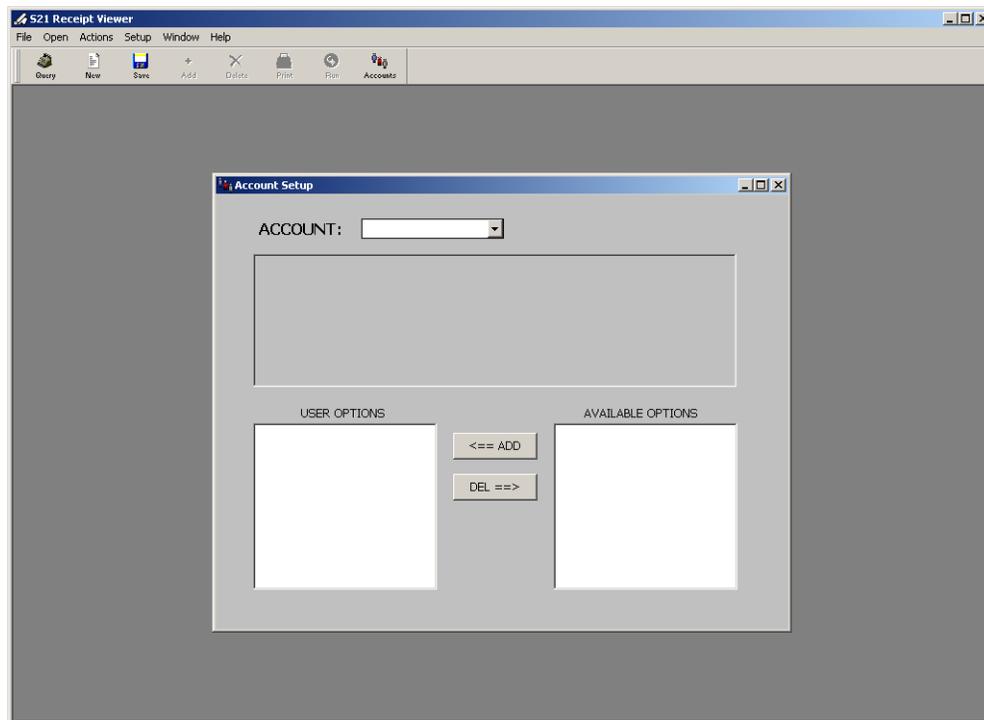


Figure 3-1: Account Setup Screen

## Add A New Account

To add a new account to the Receipt Viewer, do the following:

1. From the Account Setup toolbar, click the  button.

The Account information fields display on the Account Setup screen (Login Name, Account Id, Last Name, First Name, and Active).

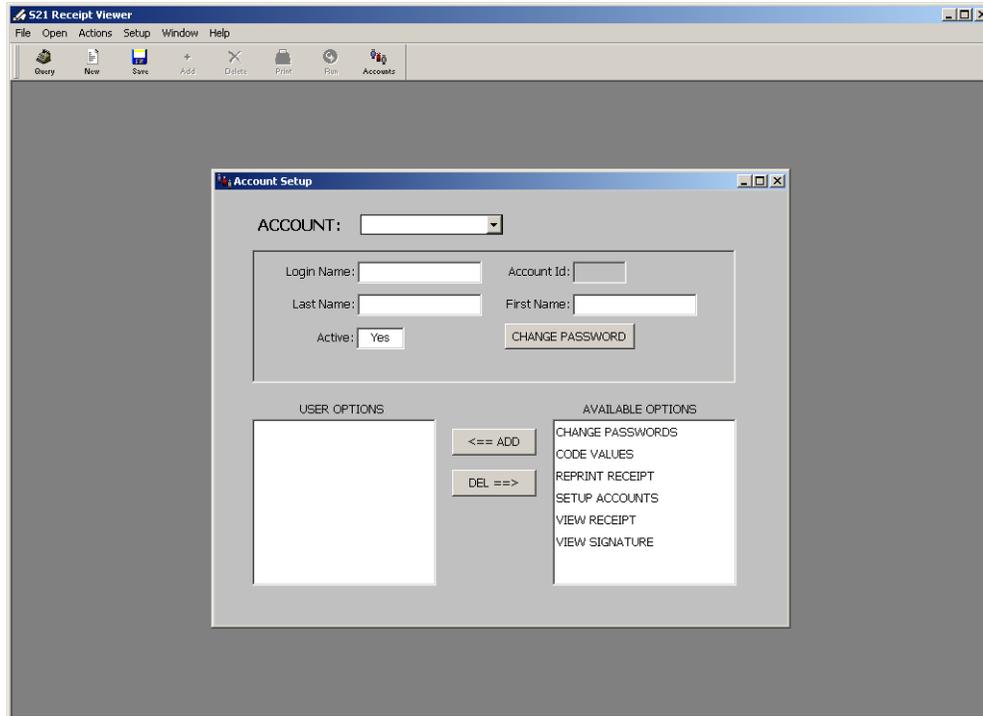


Figure 3-2: Starting a New Account

2. Enter the required information into each field.
  - Login Name - Enter the name the user will enter into the Account field during login. See ["Logging Into Receipt Viewer" on page 3](#) for more information.
  - Last Name - Enter the user's last name.
  - First Name - Enter the user's first name.
  - Active - The default value is **Yes**. Change the field to **No** if the account is not to be activated at the present time.

### Notes:

- The Account Id field is read-only. This field is populated automatically once the new account is saved.
- The new account must be saved before security parameters can be added.

3. After populating all the fields, click the **Change Password** button to set up a new password for the account.

The Set Password screen displays.

A screenshot of a 'Set Password' dialog box. The dialog has a title bar with a question mark icon and the text 'Set Password'. It contains three text input fields: 'Type Current Password', 'New Password', and 'Confirm New Password'. Below the fields are two buttons: 'SAVE' and 'CANCEL'.

Figure 3-3: Set Password Screen

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**Note:** When creating a new account, the Type Current Password field is inactive.

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4. Enter the new password in the New Password field.
5. Enter the new password in the Confirm New Password field.
6. Click the **Save** button to save the new password.
7. On the Account Setup toolbar, click the  button to save the new account.  
The account is created and added to the Account dropdown list box.

8. After saving the account, the security options can now be selected for the account:

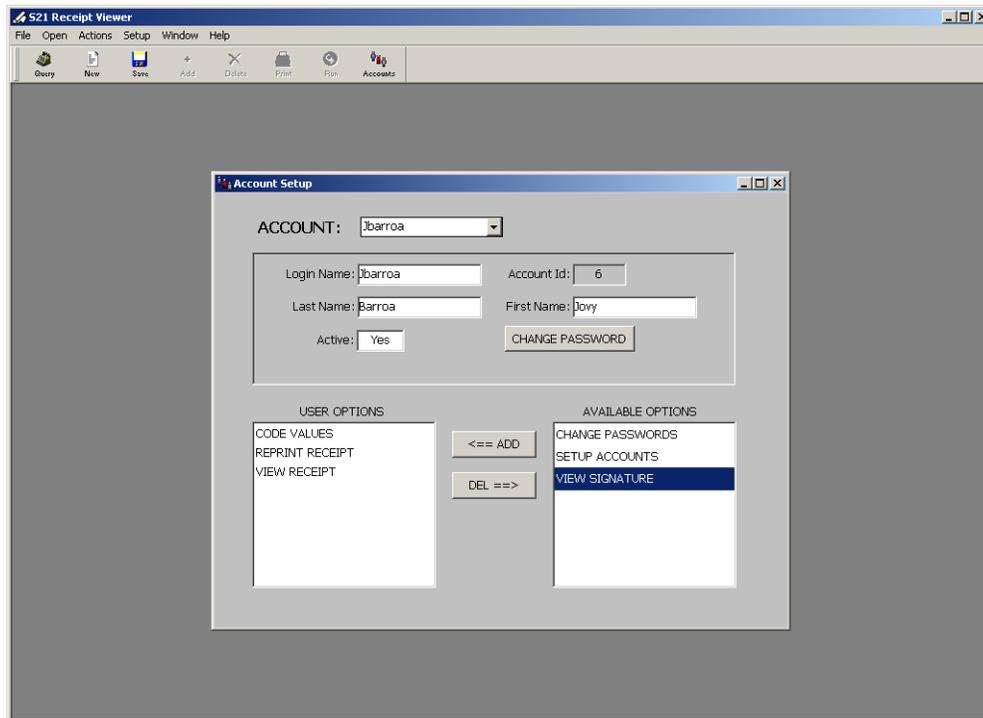


Figure 3-4: Security Options Selection

- From the Available Options list, select/highlight a security option to give to the user, then click the **<== ADD** button.  
The selected option is moved to the User Options list.
- Click the **DEL ==>** button to remove a selected option from the User Options list.  
The deleted option is moved back into the Available Options list.

Table 3-1: Security Options

Option	Description
CHANGE PASSWORDS	Change passwords on user accounts.
CODE VALUES	Change code values.
REPRINT RECEIPT	Reprint a receipt from the Receipt Viewer.
SETUP ACCOUNTS	Set up user accounts.
VIEW RECEIPT	View a receipt in the Receipt Viewer.
VIEW SIGNATURE	View a customer signature.

- Click the  button to save the changes to the security options.
- Close the Account Setup screen.

If any changes have been made to the account and are not yet saved, this action will prompt the user whether to save the changes.

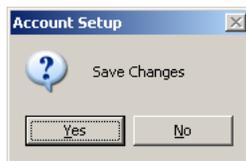


Figure 3-5: Save Account Changes Window

If you are prompted to save the changes, click **YES** to save the changes, or **NO** to discard the changes.

## Update An Existing Account

To update an existing account, do the following:

- Select the account to be updated from the Account dropdown list box.

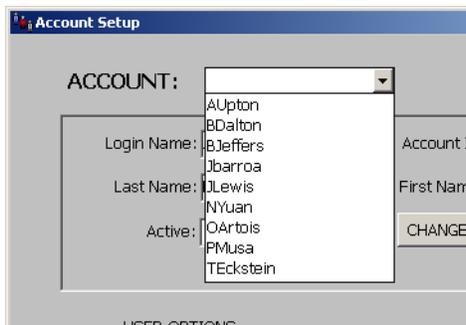


Figure 3-6: Account Dropdown List Box

The account information displays in the Account Setup window. Updates can be made in all of the fields except the Account Id field.

- Click the  button to save any changes made.

## Delete An Account

There is no option to delete an account. An account can be deactivated, but it cannot be deleted. See ["Update An Existing Account" on page 13](#) for instructions on making changes to an account.

## Code Value Setup

From the Setup menu, select **Code Values** to access the Code Value Maintenance screen. This screen allows the user with the proper security permissions to edit existing code value options.

This screen is pre-populated with code value data that is customized to the customer receiving the receipt viewer application.

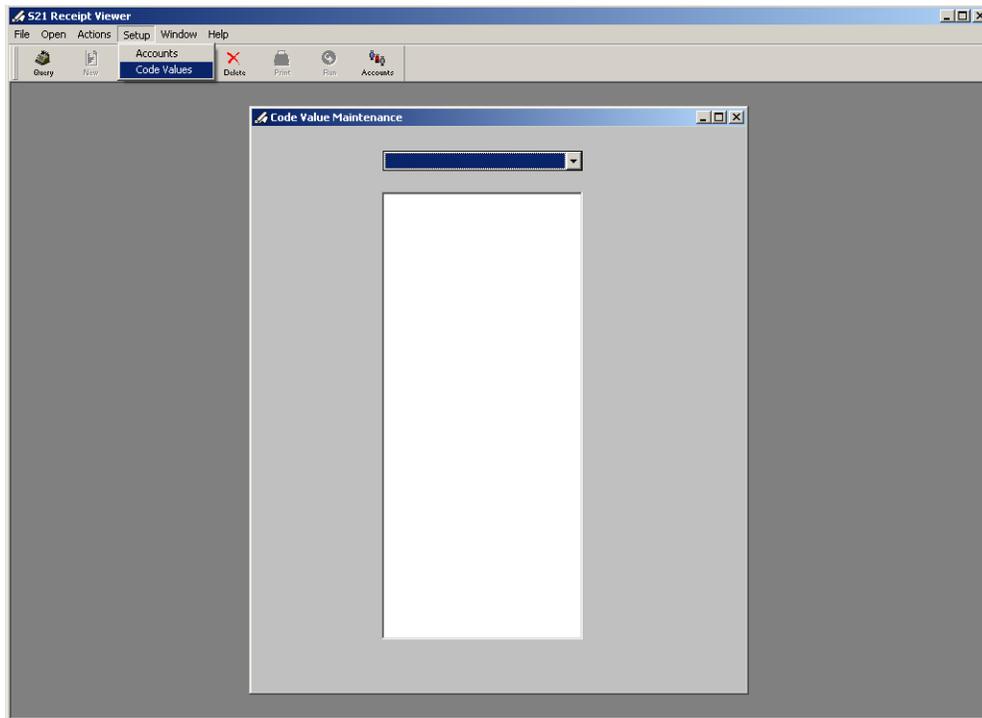


Figure 3-7: Code Value Setup

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**Note:** Users cannot add new code value data through this screen. However, users can edit and/or add new values to existing codes.

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## Add a New Value To An Existing Code

To add a new value to an existing code, do the following:

1. From the drop down list box in the Code Value Setup screen, select an existing code. The available values are displayed for the selected code.

2. Click the  button to add a new row to the bottom of the list. Type the new value on this new row.

3. Click the  button to save the changes to the code.

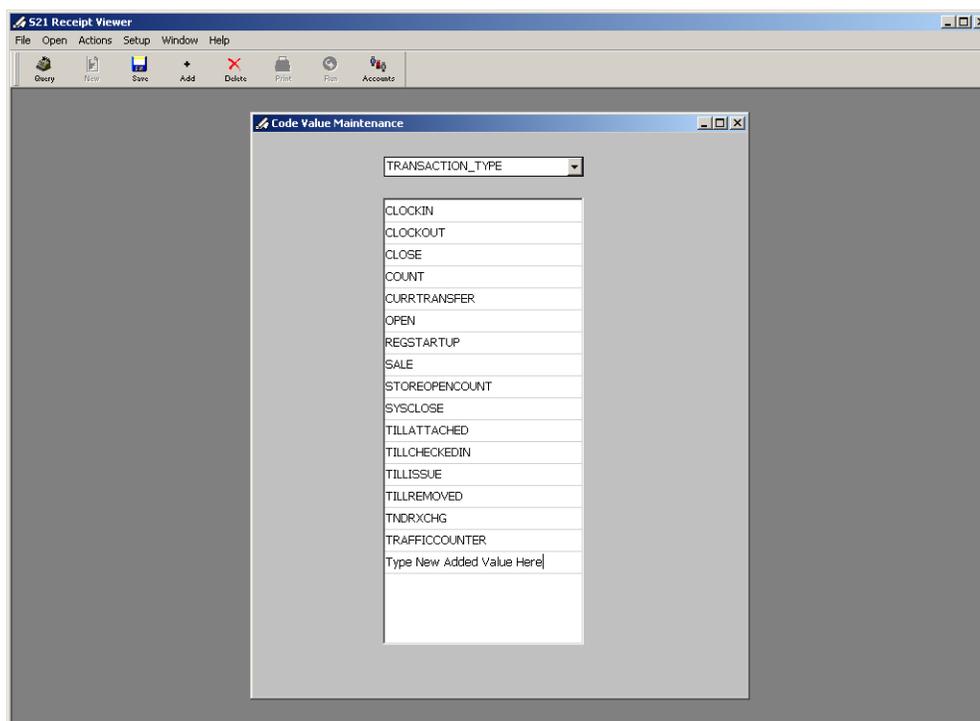


Figure 3-8: New Value Added to an Existing Code

## Delete a Value

To delete a value from an existing code, do the following:

1. From the drop down list box, select the code from which the value is to be deleted.  
The available values are displayed for the selected code value.

2. Highlight the row to be deleted.

3. Click the  button.



*There is no prompt to verify the delete, so perform this action with caution.*

4. Click the  button to save the changes.