

**Oracle® Retail Convenience and Fuel Point of
Service**

User Guide
Release 132K

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Information on this Manual

This manual describes the functionality and operation of the Torex™ (Central) Store Management System (referred to later as: SMS/CSMS). All functions have been compiled into an easy-to-operate user menu to deal with the Torex LUCAS-POS systems either in headquarters or back office.

Chapter 1 *Torex LUCAS-POS* lists the components and functionality of the whole Torex LUCAS-POS suite.

Chapter 2 *Starting SMS/CSMS* describes how the (Central) Store Management System is started.

Settings in the SMS/CSMS can only be made if you are signed on. Chapter 3 *Sign on at the SMS/CSMS* details the sign-on operation.

Details of the user interface can be found in Chapter 4 *User Interface*. General information on the operation and display elements of the various SMS/CSMS menus can also be found here.

Information on how to change the operating language of the SMS/CSMS, how to log out of programs or how to exit them can be found in Chapters 5 *Change Language in SMS/CSMS*, 6 *Log out on SMS/CSMS* and 7 *Exiting SMS/CSMS*.

Chapters 8 *Maintenance*, 9 *Data*, 10 *Employee*, 11 *Service* and 12 *Session* deal with individual items of the menus.

Chapter 13 *Overview of the Operations Which can be Executed on SMS/CSMS* shows a list of operations permitted on the SMS/CSMS and what information is provided in each menu. A short description of how to execute this operation or how to find the information required or a cross reference to the appropriate chapter in this manual can be found after each item.

Field texts which this manual uses often are listed in Chapter 14 *Glossary*. Chapter 15 *Index* and the *Contents* in this manual can be used to access the information required.

The SMS/CSMS can be installed either in a store or in headquarters:

- CSMS: Central Store Management System for headquarters
- SMS: Store Management System for the stores

What is the difference between SMS and CSMS? Functions such as parameter changes are only allowed for stores in SMS but in CSMS they can be modified for the whole enterprise

The individual customising of the Torex LUCAS-POS system and the rights assigned to the signed on operator define which functions can be called up. Some of the menu items/functions described in this manual may not be available even if the user has signed on correctly.

The graphic user interfaces of the screen shots shown in this manual can also differ in the user interfaces of the installed SMS/CSMS.

Information on the Syntax

Buttons, Keys, Program Terms and Cross References

The buttons which appear on the screen are shown either as a graphic or in squared brackets and in bold letters: [**Button descriptors**]

Terminology and descriptors which appear in the program are written in **bold** letters.

Cross references to other chapters of the manual are shown in *italics*. In the electronic version of the manual, the system will go automatically to the appropriate chapter from a click on the cross reference.

Presentation of the Handling Steps

If various options are available for a function, the alternative sequences are shown as follows:

- a1. first handling sequence possible enumerated with an “a” as prefix.
- a2. etc.

or

- b1. second handling sequence possible enumerated with a “b” as prefix
- b2. etc.


If two different steps are possible only at one stage in a handling sequence, these will be shown as follows:

- first possible handling step

or

- second possible handling step

Optional Handling Steps


Individual handling steps which are optional and not enforced are identified by the sign **optional**  at the beginning of the line.


Information Boxes

More detailed information can be found in an information box:

Box with more detailed information.

The note to the right of the box indicates the type of information:

Information  This identifies the contents as additional information.
No action needs to be taken.

Attention!  This box contains very important information which must be taken into account or implemented.

1 Torex LUCAS-POS

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 and companies that MICROS acquired may exist throughout this existing documentation set.

Torex LUCAS-POS is the universal store management system for all aspects of retailing. The Torex LUCAS-POS suite offers efficient supervision and control of business-critical processes and provides valuable information on customers and staff.

Torex LUCAS-POS has been programmed in Pure Java and can run both on Microsoft Windows and under Linux. It is based on the ARTS data model and uses XML interfaces to allow easy connection to third party software, enterprise resource planning system (ERP) and stockkeeping systems.

The following applications are available in the Torex LUCAS-POS suite:

The **Point of Service application** provides the option of either POS or staff-oriented operation, easy to manage customer update, EFT payments, settlement during the day, a clever period concept and secure operation as a result of user authorisation. The button positions and the configurable interface contribute towards fast and simple operation and towards a reduction in the training requirements. The LUCAS-POS application can also be operated with a keyboard (MF2 or POS) or a 2-line display instead of the touchscreen.

The **customer module** can be connected up to the POS to allow customer data to be analysed and updated. New customers can be programmed and existing customer data can be called up and, if necessary, modified. The customer no. is recorded during a sales operation and all items of the transaction are linked to this customer. Any Mix&Match discounts defined for specific customers will also be applied. If the system is installed in head office, all data is available to the whole of the enterprise. Another advantage of a centralised application is a sales and a gift certificate history for the customers.

The **(Central) Store Management System (SMS/CSMS)** allows for administration of all stores by headquarters. The program can be used both in the stores (SMS) and in headquarters (CSMS) and allows all systems with LUCAS installed to be parametered. The SMS/CSMS also provides functions for period closing reports, extensive reporting options, store safe management and closing report procedures. Transactions can be analysed under various aspects (e.g. receipt total, operator, POS) thus simplifying the control of the enterprise and improving customer service. The SMS/CSMS also provides an excerpt of the enterprise resource planning (ERP) functions required in the stores (item, tax rate and promotion maintenance) if only a minimum of updating is required in the field.

Loss Prevention reveals fraud and increases the efficiency of the audit department. The web-based program analyses POS activities which can lead to manipulations (data mining) and uncovers security vulnerability. The auditors can access reports and notes anywhere. The hardware requirements for the PCs which provide the information are low as no additional software needs to be installed and all data operations are carried out on the server.

The **Transaction Pool (T-Pool)** is an SQL database in headquarters. The transactions of an enterprise (sales, closing reports, deposits, gift certificate redemption, etc.) are sent to the stores as XML sales data and the database is updated automatically to ensure that all data produced in the stores is included in the T-Pool. This is the basis on which loss prevention works and for the gift certificate server. Any number of other analyses is possible via the SQL database and sales data can be transferred from the T Pool to enterprise resource planning.

2 Starting SMS/CSMS



A double click on the SMS icon will start the SMS/CSMS:
The sign-on window then opens (see Chapter 3 *Sign on at the SMS/CSMS*).

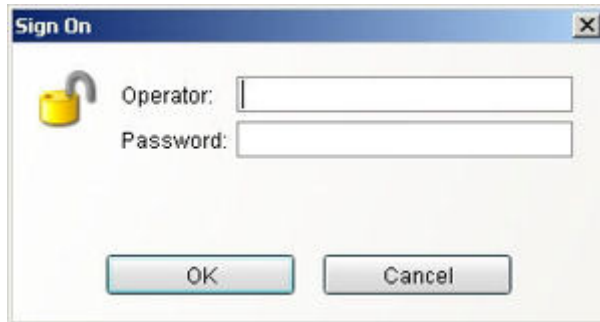
Information

Navigation in SMS/CSMS is only possible with the mouse. Always use the left-hand mouse key to click on the elements – unless otherwise stated.

3 Sign on at the SMS/CSMS

Sign on is imperative before you can make any settings on SMS/CSMS.

1. Enter your operator no. and your password in the fields provided in the sign on window.



Window **Sign On**

2. Then click [**OK**] or [**Cancel**]:

- Confirm your entry with [**OK**]:
You are now signed on in the system and the main window opens up (see Chapter 4.1 *Main Window*).

A message will appear in the window if you are not authorised to sign on or if entries are incomplete. Complete the missing entries or discontinue the sign on operation.

or

- Click on button [**Cancel**] if sign on is to be discontinued.
The sign on operation will be discontinued and the program finalised.
Start the program again if you want to sign on later.

Information

If you are in the main window and have not used the program for some time, you will be automatically signed off to prevent unauthorised access. The sign on window remains visible and you can sign on again.

You can define the interval for an automatic log out on enterprise, store or workstation level in menu **Parameter** in parameter group **Common Parameters** with parameter **Time for automatic sign off** (see Chapter 8.1.3 *Maintain Parameters*).

4 User Interface

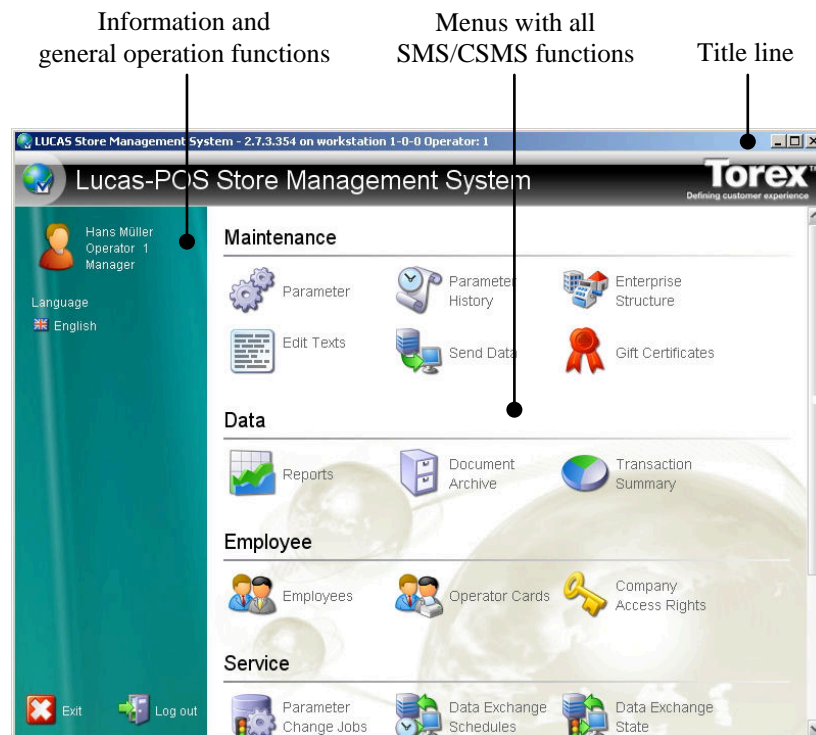
This chapter describes the general operation of the SMS/CSMS. It explains the main window from which all functions can be called up.

Display and operation elements as well as entry and selection fields, buttons, etc. are also included in the general description.

4.1 Main Window

The main window of the SMS/CSMS shows all functions provided and these can be called up from here. The language used in the program can be modified here, and you can log out or exit SMS/CSMS.

The main window of SMS/CSMS is divided up into the following sections:



Main window of the SMS/CSMS

4.1.1 Title Line



The title line shows the name of the program, in this case **LUCAS Store Management System**, the version number of the program, the workstation ID with the format “Enterprise-Store-Workstation“ and the ID no. of the signed on operator.

Information

The details in the title line of this manual are only intended as an example; the information shown in your version may be different.

4.1.2 Information and General Operating Functions



On the left-hand side of the main window is general information on the SMS/CSMS and operating functions:

The top left-hand section shows which operator is, at present, signed on at the SMS/CSMS. You can see the operator’s name, the operator ID no. and the authorisation profile.

This is followed by information on the language used currently by SMS/CSMS. This can be changed at any time (see Chapter 5 *Change Language in SMS/CSMS*).

In the lower left-hand section of the window there are two buttons – one to sign off and one to exit SMS/CSMS (see Chapters 6 *Log out on SMS/CSMS* and 7 *Exiting SMS/CSMS*).

4.1.3 Menus Showing the Functions of SMS/CSMS

The SMS/CSMS menus with all functions which can be called up on SMS/CSMS are shown in the main section of the window. These are grouped under subject headings (e.g. **Maintenance** with the menus **Parameter**, **Parameter History**, etc.).

A click on a menu icon calls up the program.

Information

The customising of your Torex LUCAS-POS system and the rights of the signed on operator define which functions can be called up. Different functions are available in the stores (SMS) than in headquarters (CSMS). Therefore, some menu items/functions described in this manual may not be available on the SMS/CSMS.

Maintenance



Data



Employee



Service



Main window of the SMS/CSMS menus

The following menu could be available in the main window depending on the customising of your Torex LUCAS-POS system, your operator rights and your workstation position (SMS in the store or CSMS in headquarters).

- **Maintenance**
 - **Parameter:** Viewing and maintaining of parameter settings for the enterprise
 - **Parameter History:** Viewing the history of parameter changes
 - **Enterprise Structure:** Viewing and maintaining the enterprise structure and exporting and importing customising operations and configurations
 - **Edit Texts (CSMS only):** Maintaining and translation of Torex LUCAS-POS software texts as well as export and import of language settings
 - **Send Data:** Sending selected data to defined stores or POS
 - **Gift Certificates:** Viewing, maintaining and programming of gift certificates
 - **Item Maintenance (SMS only):** Viewing, maintaining, deletion and programming of items for the stores
 - **Store Safe Maintenance (SMS only):** Viewing of the store safe contents, recording money movements, settlement of store safe and printing of safe reports
 - **Store Status (SMS only):** Information about various system functions and the status of individual workstations in the stores, log out of operators and restart of workstations by headquarters
 - **Till Settlement (SMS only):** Viewing the nominal amounts in a POS in a store and completion of a till settlement or a till lift
 - **Manager Till Settlement (SMS only):** Completion of a store manager till settlement for a POS in a store
 - **Preliminary Till Settlement (SMS only):** Completion of a preliminary till settlement for a POS in a store
 - **Tax Maintenance (SMS only):** Viewing and maintaining of all tax rates available in the store
 - **Campaign Maintenance (SMS only):** Viewing, programming and maintaining of campaigns for a store

- **Period Closing (SMS only):** Configuration and execution of period closing reports in the stores and viewing the results of existing period closing operations
- Data**
- **Reports:** Generating, storage and printing of reports for analysis by various aspects within the store (SMS) or one or more stores within the enterprise (CSMS)
 - **Document Archive:** Viewing, printing and storage of reports stored in the document archive
 - **Transaction Summary:** Analysis of transactions in stores (SMS) and/or one or more stores within the enterprise (CSMS) by various criteria
 - **Drawer Status (SMS only):** Viewing information on the status, the cash reading and the money movements in the POS in the stores
- Employee**
- **Employees:** Viewing and maintaining employee and operator data as well as programming new employees and operators
 - **Operator Cards:** Printing operator cards with bar codes to allow the operator to scan them for sign on at the POS
 - **Company Access Rights (CSMS only):** Definition of which employee in headquarters is authorised to maintain which stores in CSMS
- Service**
- **Parameter Change Jobs:** Checking data exchange in the enterprise
 - **Data Exchange Schedules (CSMS only):** Maintenance of schedules for data exchange with stores and execution of immediate data exchange
 - **Data Exchange State (CSMS only):** Viewing the status of data exchange operations
 - **Send Software Updates (CSMS only):** Sending and automatic execution of software updates and patches in defined stores
 - **Gift Certificate Validation:** If the line between POS and gift certificate server is down: Check of gift certificate status – sold, redeemed or returned - as well as transfer of an authorisation code to the POS via telephone so that the gift certificates can be sold or returned
- Session**
- **Information (CSMS only):** Information on your own and any other sessions in SMS/CSMS






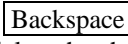
4.2 General Display and Operating Elements

The elements described below are not specifically connected to one menu because they are repeated in various windows of the SMS/CSMS. They provide information or allow you to modify the settings in SMS/CSMS.

4.2.1 Entry Fields



These fields are provided for your entries via the keyboard. Activate the field with a single or double click in the field and then type in your information.

The cursor keys     can be used in an active field. Key  and/or  is/are used to delete the character to the left of the cursor, and the Del key is used to delete the character to the right of the cursor.

4.2.2 Output Fields



Output fields do not accept entries; they only show a sequence of characters. Some output fields look at first glance like entry fields, but if you click on one of these fields it is not activated and no cursor is visible.

4.2.3 Selection Fields



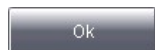
One element can be selected from a list in these fields. Click on the down arrow. A list appears. Click on the entry required. The list closes and the entry required appears in the selection field.

4.2.4 Tick Box

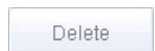
Features or functions are activated or deactivated with an entry in the tick box. Click in the appropriate box:

- ☐ The feature/function is deactivated.
- ☒ The feature is activated or the function is executed.

4.2.5 Buttons



A click on a button (e.g. [**OK**]) executes an action, e.g. entries are stored or a new window is opened.



If a button is light grey and the lettering is faint, this means that the button is not active and is not available. This state indicates that the action which this button would normally call up is not possible.

When the conditions for call up of this action apply, this button changes from light to dark grey and can be activated with a mouse click.

4.2.6 Card Index with Several Tabs

Employee Information	
Description	Value
Employee number	1
Name	Hans Müller
National Ins. No.	000000000
Status	Allowed
External Staff No.	0000000000000
Last Changed	2009-01-06 11:14:25.553
Salesperson	<input type="checkbox"/>

Employee	Person	Address	Telephone	Discounts
----------	--------	---------	-----------	-----------

Names of various tabs

Some windows (e.g. section **Employee Information** in window **Employees**) show a card index with one or more tabs.

The names of the tabs can be found in the lower or upper parts of the card index (in the example: **Employee**, **Person**, etc.).

A click on the tab opens it up and the appropriate data is shown.

4.2.7 Tables

Tables are used in SMS/CSMS to allow for an overview of parameters, data and results.

4.2.7.1 Changing the Column Width

Description	Value
Company No	1
Name	TorexRetail DE

If the column width of a table is to be changed, place the mouse arrow on the line between the two column headings (see arrow):

The mouse pointer changes its shape (\leftrightarrow).

Click onto the dividing line and hold down the mouse key. Then move the mouse to the right or left: The column width changes.

Release the mouse key when the width is correct and the new width is stored.

4.2.7.2 Entries in Tables

Description	Value
Company No	1
Name	TorexRetail DE
Description	1

Data can be entered in some tables (e.g. parameter values).

Double click onto the appropriate cell of the table to mark the cell and this then becomes an entry field (see example).

Enter your data and confirm the entry by clicking on the next cell or with key [Enter].

4.2.8 Calendar

Choose the from date please

July

2009

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

OK

Cancel

On the right-hand side of the date field is a button. If you click onto this, a calendar appears and this allows the date to be set:

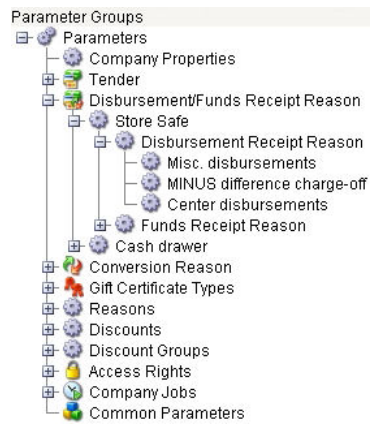
Select the month by clicking on the arrows to the left or right of this field.

Select the year by clicking on the arrows the left or right of this field.

The calendar sheet shows all the days in the month and year set.

Click on the correct date: The background colour changes. Then click on [**OK**] and the selected and marked date is stored or click on [**Cancel**] to close the calendar without storing a date.

4.2.9 Tree Structures



Tree structures are used to provide an overview of the enterprise structure and the parameter groups.

A tree structure is made up of roots, branches and end points. The root in the diagram is **Parameters**, with the branches **Tender** and **Disbursement/Funds Receipt Reason**. End points are, for example, **Company Properties**, **Misc. disbursements** and **Common Parameters**.

The branches of a tree structure can be opened and closed:

- Branch is closed and can be opened with a mouse click.
- Branch is open and can be closed with a mouse click.



If a root, a branch or an end point is activated with a mouse click, the background colour changes (in the example: **Discounts**).

4.3 Error Messages

All error messages are shown in SMS/CSMS in a small window which contains an error text and button [**OK**].

Follow the procedure described below if an error message appears:

- Read the error message carefully.
- If the error cannot be remedied immediately, please contact your system administrator or your company contact who will then, if necessary, ring the Torex Hotline.
- Confirm the error message with button [**OK**]:
The window closes and operation can continue on SMS/CSMS if the error will not detrimentally affect the general functioning of the system.

5 Change Language in SMS/CSMS

The top left-hand section of the main window **Language** informs you about the language being used currently by SMS/CSMS.



Main window of SMS/CSMS with language details

The language can be changed at any time:

1. Click onto the language field or the country's flag:
A selection list showing all the languages supported for your company appears.



Main window of SMS/CSMS – Language indicator with selection list of all languages supported

2. Then activate the language required with a mouse click:
This language is shown in the language field and all texts which are available in the selected language will then be shown in this language on the user interface.




Main window of SMS/CSMS – Language indicator with the new language selected

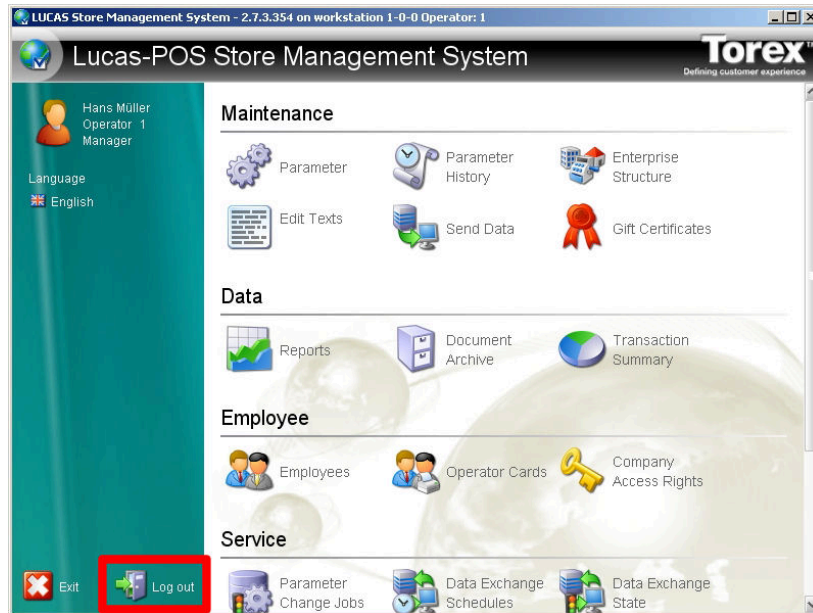
Information

If SMS/CSMS texts are not available in the language selected, they will be shown in a so-called fallback language. These languages are defined during customising as stand-ins for other languages. For example, if not all program texts are available in a language such as Swiss German, the texts will be shown in the fallback language standard German.

6 Log out on SMS/CSMS

Log out is necessary if you interrupt your work on SMS/CSMS. This ensures that no-one can make any changes to settings in SMS/CSMS using your access rights.

The button  can be found in the lower left-hand section of the main window. You log out of SMS/CSMS manually after clicking on this symbol.



Main window of SMS/CSMS with button for log out on SMS/CSMS


The sign-on window opens and a re-sign-on is possible at any time (see Chapter 3 *Sign on at the SMS/CSMS*).

If you are in the main window of SMS/CSMS and if no entries have been made during a defined period of time, the system may – depending on the customising of your Torex LUCAS-POS system – carry out an automatic log out. In such a case, the sign-on window appears and a re-sign on is permitted.

Information

The time which elapses before the system automatically logs an operator out can be defined on company, store or workstation level in menu **Parameter** in parameter group **Common Parameters** with parameter **Time for automatic sign off** (see Chapter 8.1.3 *Maintain Parameters*).

7 Exiting SMS/CSMS

SMS/CSMS is exited with button  which can be found on the lower left of the main window.



Main window of SMS/CSMS with exit button

The program is finalised and can be restarted if required from a double click on the SMS icon (see Chapter 2 *Starting SMS/CSMS*).

8 Maintenance

This menu covers all SMS/CSMS functions you need to manage your enterprise or your store.

You can view and/or change the parameters set for the company as well as look at the history of parameter changes. The current enterprise structure is shown and you can make changes to this, export existing configurations and customisings (to use this data to program new stores) or import new configurations and customers. You can also edit the Torex LUCAS-POS software texts either in SMS/CSMS or outside the program using an exported file which can, after changes have been made, be imported into SMS/CSMS. Another function in this menu allows you to send selected data to certain sections of the enterprise. Gift certificates, items and campaigns can be viewed, maintained and new ones can be programmed. You can view the contents of the store safe, can record money movements to and from the safe and can settle the store safe. You can obtain information on the system functions and the status of individual workstations in a store, log out POS operators on the back-office system and re-start workstations. Various till settlement operations can be carried out by SMS, the tax rates in the stores can be viewed and updated and period settlements (e.g. daily till settlement) can be configured and executed.



Main window – Menu **Maintenance** (as seen in SMS)

Menu **Maintenance** provides the following:

- **Parameter:** Viewing and maintaining the parameter settings of the enterprise (Chapter 8.1 *Parameter*)
- **Parameter History:** Viewing the history of parameter changes for defined sections of the enterprise (Chapter 8.2 *Parameter History*)
- **Enterprise Structure:** Viewing and maintaining the enterprise structure as well as exporting and importing configurations and customisings (Chapter 8.3 *Enterprise Structure*)
- **Edit Texts (CSMS only):** Maintaining and translating the texts shown on the user interface of the Torex LUCAS-POS programs as well as importing and exporting language settings (Chapter 8.4 *Edit Texts (CSMS only)*)

- **Send Data:** Sending defined data to specified companies, stores or POS
(Chapter 8.5 *Send Data*)
- **Gift Certificates:** Viewing, maintaining and programming of gift certificates for the enterprise (CSMS) or the stores (SMS)
(Chapter 8.6 *Gift Certificates*)
- **Item Maintenance (SMS only):** Viewing, maintaining, deleting and programming items for the stores
(Chapter 8.7 *Item Maintenance (SMS only)*)
- **Store Safe Management (SMS only):** Viewing the store safe contents, recording money movements, settling the store safe and printing safe reports
(Chapter 8.8 *Store Safe Management (SMS only)*)
- **Store Status (SMS only):** Information on various system functions and the statuses of individual workstations in the stores, log out of operators and re-start of workstations in the stores
(Chapter 8.9 *Store Status (SMS only)*)
- **Till Settlement (SMS only):** Viewing the nominal amounts of a POS in the stores as well as execution of a till settlement or a till lift
(Chapter 8.10 *Till Settlement (SMS only)*)
- **Manager Till Settlement (SMS only):** Completing a manager till settlement for a POS in the store
(Chapter 8.11 *Manager Till Settlement (SMS only)*)
- **Preliminary Till Settlement (SMS only):** Completing a preliminary till settlement for a POS in the store
(Chapter 8.12 *Preliminary Till Settlement (SMS only)*)
- **Tax Maintenance (SMS only):** Viewing and maintaining all the tax rates available in the store
(Chapter 8.13 *Tax Maintenance (SMS only)*)
- **Campaign Maintenance (SMS only):** Viewing, programming and maintaining campaigns for a store
(Chapter 8.14 *Campaign Maintenance (SMS only)*)
- **Period Closing (SMS only):** Configuration and execution of period closing operations as well as viewing the results of period closing operations in the past
(Chapter 8.15 *Period Closing (SMS only)*)

8.1 Parameter

Maintenance → Parameter allows you to view and change the parameter groups and the values set for the parameters for stores (SMS) and/or the whole enterprise (CSMS). You, therefore, define the features and reactions of all Torex LUCAS-POS programs, e.g. class of tenders permitted or discounts, reasons for merchandise returns, various authorisation profiles, layout of receipts, enterprise and workstation features, etc.

Information

Your user profile defines which parameters can be changed in window **Parameter** and whether you can change them and whether you are in the store on the SMS or in headquarters on the CSMS (only parameters on store level can be changed in the stores and only those for the whole enterprise can be changed in CSMS).

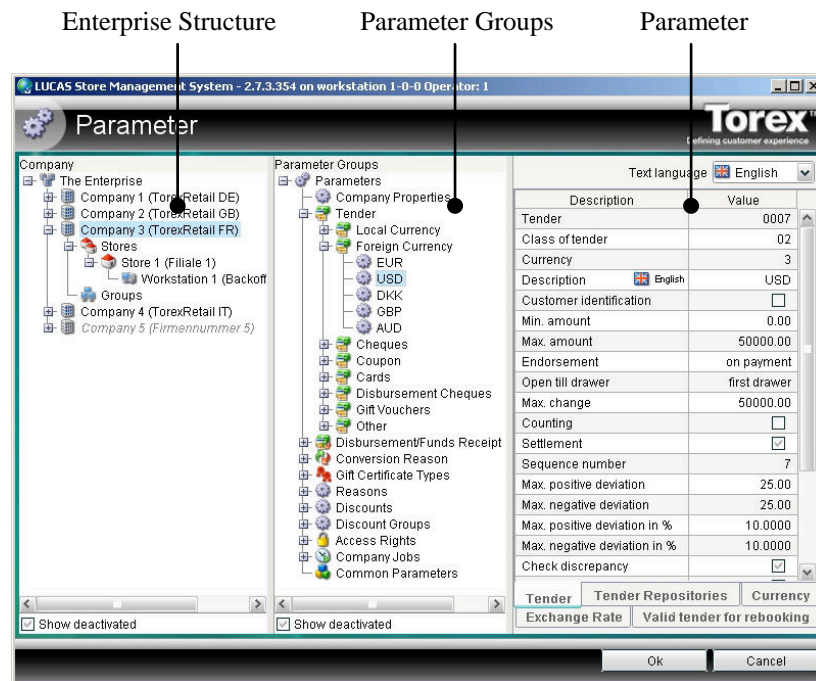
Description	Value
Tender	0007
Class of tender	02
Currency	3
Description	English
Customer identification	USD
Min. amount	0.00
Max. amount	50000.00
Endorsement	on payment
Open till drawer	first drawer
Max. change	50000.00
Counting	0
Settlement	0
Sequence number	7
Max. positive deviation	25.00
Max. negative deviation	25.00
Max. positive deviation in %	10.0000
Max. negative deviation in %	10.0000
Check discrepancy	0

Window **Parameter**

8.1.1 Window Layout

Window **Parameter** is divided up into three different sections:

- Left: Enterprise structure with all companies, stores, workstations and groups of the enterprise (CSMS) and/or the enterprise structure of your store (SMS)
- Centre: Parameter groups, listed by various parameter sectors
- Right: Parameters of the parameter group selected in the centre section



Window **Parameter** – Window layout

8.1.2 View Parameters

Follow the steps below to view parameters of a specific enterprise section:

1. Depending on the enterprise level (company, store, workstation or group) there are also parameters which define the settings for this section of the enterprise.
Firstly click in the left-hand part of window **Parameter** on either the company, store, workstation or group for which the parameters are to be displayed.

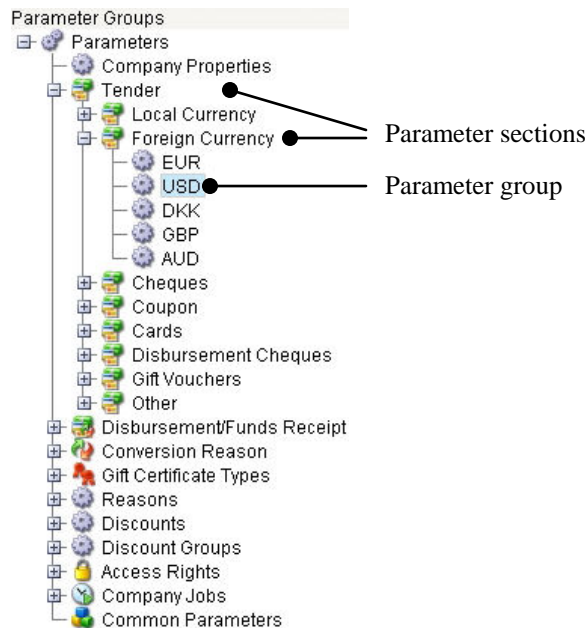


Window **Parameter** – Enterprise structure

The centre part of the window then shows all parameter groups for the selected company, store, workstation or group as a tree.


Parameter groups are organisation units with a compilation of all parameters of a specific section (e.g. all **Company Properties** or all parameters which can be defined for a specific class of tender).


The individual parameter groups can be found at the ends of the tree structure (in the example: **Company Properties**, **USD** and **Common Parameters**). They are compiled under subject headings. For example: in parameter section **Tender** the parameter groups for all permitted class of tenders are shown for the enterprise sector selected. These are then grouped into various theme sub-sections, e.g. **Local Currency**, **Foreign Currency**, **Cheques**, etc.



Window **Parameter** – Parameter sections and parameter groups


2. Then click on the parameter group (i.e. on an end point in the tree structure) for which the parameters are to be displayed:
The parameters are then shown on the right-hand side of the window in column **Description** and their values and the entries made are shown in column **Value**.


Text language  English ▼


Description	Value
Tender	0007
Class of tender	02
Currency	3
Description  English	USD
Customer identification	<input type="checkbox"/>
Min. amount	0.00
Max. amount	50000.00
Endorsement	on payment
Open till drawer	first drawer
Max. change	50000.00
Counting	<input type="checkbox"/>
Settlement	<input checked="" type="checkbox"/>
Sequence number	7
Max. positive deviation	25.00
Max. negative deviation	25.00
Max. positive deviation in %	10.0000
Max. negative deviation in %	10.0000
Check discrepancy	<input checked="" type="checkbox"/>

Tender Tender Repositories Currency
 Exchange Rate Valid tender for rebooking

Window **Parameter** – Parameter

optional  Parameters of some parameter groups are assigned to several tabs and these can be opened from a click on the appropriate description (in the example: **Tender**, **Tender Repositories** etc., see also Chapter 4.2.6 *Card Index with Several Tabs*).

optional  At the top right of this section you will also find the selection field **Text language**: You can choose the language in which the results of the parameters are to be displayed (see Chapter 8.1.3.4.1 *Translatable Parameters*).

Click on the arrow  on the right-hand side of field **Text language**: A list of languages supported for the selected company opens up. Then click on the language required and the values and entries of all translatable parameters will be shown in this language (provided that entries are available in the selected language for these parameters).

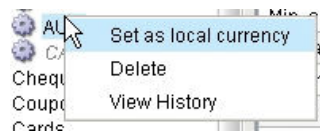
- Click on button [**Cancel**] in the lower right-hand section of the window to exit window **Parameter**.
The window is closed and the main window opens up again.

8.1.2.1 View History of a Parameter Group

You can call up a history of all changes made in this parameter group if you need information on who made which changes to a parameter group.

1. Use the right-hand mouse key to activate the parameter group (e.g. the end point in the parameter groups tree structure in the centre section of window **Parameter**) for which the history is to be viewed.

A context menu appears:



Example: Context menu after activation of parameter group **AUD** (Australian Dollar) with the right-hand mouse key

2. Click on **View History** in the context menu:

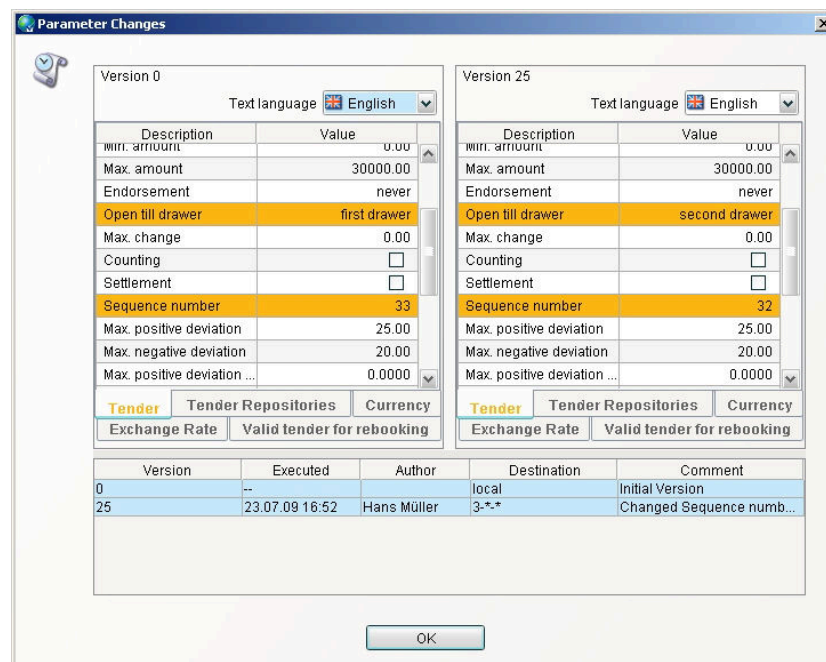
- The following message appears if there is no history for the selected parameter group:



Dialog window

or

- Window **Parameter Changes** appears if there are changes stored for the selected parameter group.



Window **Parameter Changes** for parameter group **AUD**

The main part of the window shows you the last two versions of the selected parameter group. The version no. appears at the top of each column (in the example: **Version 0** and **Version 25**). The parameters which differ and the corresponding designations are highlighted for easy recognition of where the two versions differ (in the example: Parameter **Open till drawer** and **Sequence number** and **Tender**).

The entries for translatable parameters can be shown in another language if you change the text language (selection list under **Text language** at the top of each parameter list). This assumes that parameter entries are available in the selected language.

Information

Please note that the parameters which differ will also be highlighted if the text language is changed.

The bottom part of the window shows all versions relevant to the selected parameter group (in the example: Versions **0** and **25**). The following information appears for each version:

Version	Version number of a parameter level; the appropriate changes have been made to the parameter group per version number.
Executed	This shows when the parameter change was made.
Author	The operator who made this change is shown in this field. If a parameter change was made from a data import, XIA will appear here.
Destination	The enterprise section affected by this change is shown here in the sequence "Company-Store-Workstation".
Comment	Any comments entered in conjunction with the parameter change will appear here. If the column is not wide enough, you can move the mouse arrow over the entry and the whole comment will be displayed as tooltip.

3. You can define which versions are to be shown next to each other so that they can be compared in the lower part of the window. Activate the two versions you require: They are then highlighted and will appear in the top part of the window with comparisons between the two versions.
4. You can exit window **Parameter Changes** with button [**OK**] and return to window **Parameter**.

Information

Use the function **Parameter History** (see Chapter 8.2 *Parameter History*) if you want to view parameter changes for a specific enterprise section (company, store or workstation) instead of a specific parameter group.

8.1.3 Maintain Parameters

You can maintain the parameter settings of your enterprise (CSMS) or your store (SMS) in window **Parameter** if you are authorised to do so.

For example, you can assign additional rights to an authorisation group to allow the values of existing parameters to be changed. A new parameter group can be programmed to define a new tender. A tender can also be blocked by deactivating a parameter group or a reason can be defined as invalid. The chapters which follow describe how these operations can be maintained.

To underline the general maintaining of parameters you will also learn how to define the print lines on a receipt on the basis of parameter changes, how to program a new class of gift certificate, how to change the local currency of a company, how to program a new authorisation profile, how to define some buttons on the POS and how to configure company jobs and job schedules.

Attention!


To ensure that parameter changes are not made by other operators, please check whether other operators with the same access rights as you have are also signed on at SMS/CSMS (see Chapter *12.1 Information (CSMS only)*).

Please note that normally all parameters can be maintained in headquarters on CSMS, but in the stores only parameters on store level can be dealt with on SMS.

8.1.3.1 Activation Schedule for Parameter Changes

Parameter and parameter group changes are always implemented after completion of Parameter Change Jobs and activation on the workstations concerned. Transfer and activation of Parameter Change Jobs can be checked in menu **Service → Parameter Change Jobs** (see Chapter 11.1 *Parameter Change Jobs*).

However, some parameter changes are not implemented immediately. They often only become effective after a workstation restart or after an operator has logged out and signed on again. The table below shows which parameter changes this refers to.

optional  Your system may have been programmed so that after a click on menu **Parameter** an activation date has to be selected and confirmed with [OK]. The settings made in this window then become effective on the date set – provided that the job has reached the system by this date and has been activated. If this option is not active on your system and you are therefore not requested to enter an activation date, your changes will be implemented as quickly as possible.

The following parameter changes require a restart of the system or a log out and re-sign on by the operator before they come into effect:

Parameter Change Effective/Visible After a <u>Restart of the Workstation</u>	Parameter Change Effective/Visible After <u>Log out and Re-sign on of Operator on a Workstation</u>
Changes to Tender	Changes to Receipt Print Lines (Receipt Heading and End Lines)
Changes to Company Properties	Changes to Disbursement/Funds Receipt Reasons
Changes to Store Properties	Changes to Conversion Reasons
Changes to Workstation Properties	Changes to Gift Certificate Types
Changes to Company Jobs	Changes to Reasons
Changes to Common Parameters	Changes to Discounts
Changes to POS Peripherals	Changes to Discount Groups
Changes to Job Schedules	Changes to Access Rights
Changes to Applications	Changes to Touchscreen
	Changes to Resource Parameters

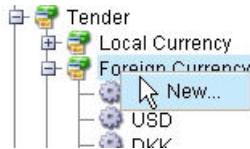
8.1.3.2 Create New Parameter Groups

You can program parameters for new parameter groups in some parameter sections. The parametering can be customised to your operation (e.g. to introduce a new foreign currency which will then be accepted by the POS as tender).

Information

Please note that new parameter groups cannot be defined for all parameter sections.

1. Select the company, store, workstation or group for which a new parameter group is to be programmed from window **Parameter (Maintenance → Parameter)**.
2. Open up the tree structure in the centre of the window until you can see the parameter section under which the new parameter group is to be programmed (e.g. **Foreign Currency**, **Gift Certificate Types** or **Company Jobs**).
3. Use the right-hand mouse key to activate the parameter section under which the parameter group is to be programmed (in the example: **Foreign Currency**):
A context menu opens up.



Example: Context menu after activation of parameter section **Foreign Currency** with right-hand mouse key

4. Activate **New** in the context menu: A dialog window opens up.

Example: Window for programming a new foreign currency

5. Various details are then necessary depending on the new parameter group. Make the appropriate entries and/or selections.
 - **optional** When the text **Available everywhere** appears, you can define in the tick box that the new parameter group is to apply on all workstations in the selected enterprise section (e.g. a new tender is to be accepted on all POS of the selected company).
If the new parameter group is not to apply to all enterprise sections and if you do not activate this tick box, you must ensure that it is made available to the specific enterprise section after the new parameter group has been programmed. Please follow the steps described as from 9.
 - **optional** If a number or a code is to be assigned (to identify for example a tender code, base no., class or discount type), this is a unique internal ID with a maximum of 4 digits.

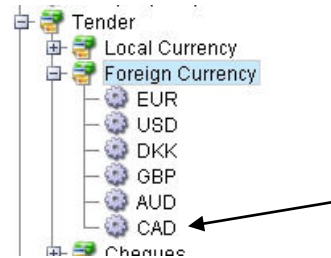
Information

This ID is intended as an external referencing code during XML export of the transaction data and is applied during the subsequent analysis by the customers-own enterprise resource planning (ERP) system. If the ID you enter already exists in the system, an error message will appear and you can correct your entry.

6. Then activate [**OK**] or [**Cancel**] in the context menu:

- Click on [**OK**] to confirm your entries and to program the new parameter group in SMS/CSMS.

The window closes and the parameter group is programmed in SMS/CSMS under the selected parameter section.



Example: Newly programmed foreign currency **CAD** (Canadian Dollar)

or

- If you click on [**Cancel**] the window will close and no new parameter group will be programmed. The information which then follows does not apply to you.

7. If you then click on the newly programmed parameter group, the parameters of this group will appear on the right-hand side of the window. The values can then be adjusted to meet the requirements of your company (see Chapter 8.1.3.4 *Maintain Parameters*).

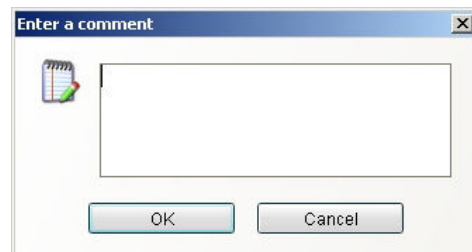
8. Various options are open to you:

- You can make further settings in this menu.

or

- Click on [**OK**] on the lower right of the window to exit window **Parameter**, to store the settings made and to send them to all enterprise sections:

Window **Enter a comment** opens up.



Window **Enter a comment**

optional You can enter a comment referring to the parameter changes made (max. 255 characters). This will appear as the reasoning behind this parameter change when the parameter history is selected.

The newly programmed parameter group will be stored when you click on [**OK**] in window **Enter a comment** (independent of whether you have entered a comment or not).

The new parameter settings are available in the selected enterprise sections after successful transfer and activation of the parameter change jobs. The parameter section of the new parameter group defines whether the parameter is only activated from a restart of the system or after the log out and re-sign on of the operator (see Chapter 8.1.3.1 *Activation Schedule for Parameter Changes*).

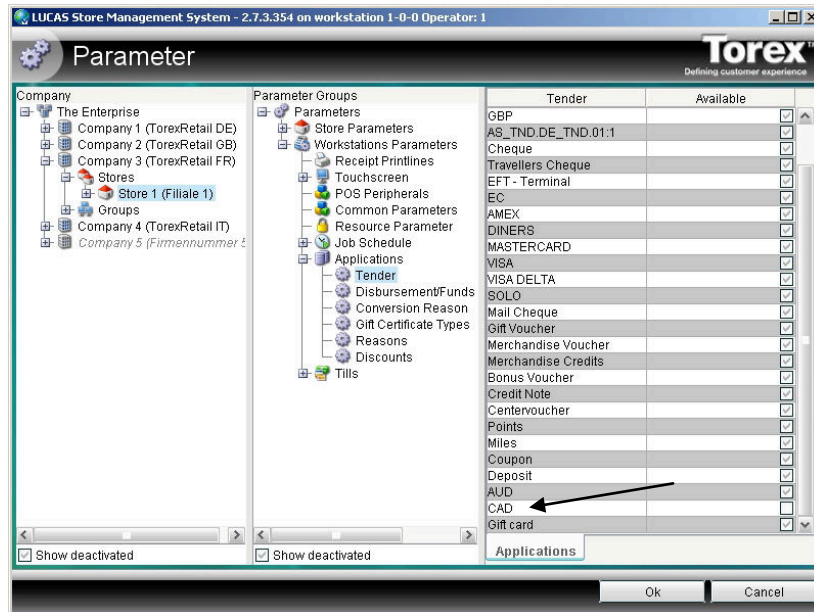
or

- If you click on [**Cancel**] in the lower right section of window **Parameter**, the function will be discontinued:

Window **Parameter** is closed and the newly programmed parameter group will not be stored.

optional If you have not selected the option **Available everywhere** during programming of a new parameter group (see 5), you then have to define the store, workstation or group in which the parameter of the parameter group is to be accessible:

9. In menu **Parameter** click on the store, workstation or group in which the new parameter group is to be accessible. Please note that this store, workstation or group can be found in the company or store for which you have programmed the new parameter group.
10. In the centre section of the window click on (**Workstation Parameter** →) **Applications** → **Parameter** section under which you have programmed the new parameter group (e.g. **Tender**):
The new parameter group is shown as a parameter on the right-hand side of the window.



Example: Workstation parameter for parameter group **Tender** with newly programmed Tender **CAD**

11. Activate the tick box (✓) for this parameter in column **Available** on the right-hand side of the window.
12. If you then click on [**OK**] on the lower right of the window **Parameter**, the new parameter group will be available in the selected enterprise section after successful transfer and activation of the parameter change job.

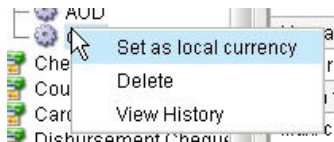
8.1.3.3 Deactivation of Parameter Groups

In some parameter sections you can deactivate parameter groups and the linked parameters with the aim of adjusting parameter groups to the individual requirements of your enterprise.

Attention!

Please note that deactivated parameter groups cannot be re-activated; they remain deactivated. In addition, not all parameter groups can be deactivated. For example, Foreign Currency and Job Schedule, remain active.

1. Select the company, store, workstation or group for which a parameter group is to be deactivated from window **Parameter (Maintenance → Parameter)**.
2. Open the tree structure in the centre of the window until you see the parameter group which is to be deactivated (i.e. an end point in the parameter groups tree structure).
3. Then click with the right-hand mouse key on the parameter group which is to be deactivated: A context menu opens up.



Example: Context menu after click on parameter group **CAD** (Canadian Dollar) with right-hand mouse key

4. Click on **Delete** in the context menu.
The parameter group is shown as deactivated (italics and light grey).



Example: Deactivated parameter group **CAD** (Canadian Dollar)

5. Several options are then open to you:
 - You can make further settings in this menu.**or**
 - You can click on [**OK**] on the bottom right of the window to exit window **Parameter**, to store the settings made and to send the change to all enterprise sections.
Window **Enter a comment** is opened.



Window **Enter a comment**

optional A comment on the parameter changes made (up to 255 characters) can then be entered. This appears when the parameter history is called up.

The newly programmed parameter group will be stored when you click on [**OK**] in window **Enter a comment** (independent of whether you have entered a comment or not).

The new parameter settings are available in the selected enterprise sections after successful transfer and activation of the parameter change jobs. The parameter section of the new parameter group defines whether the parameter is only activated from a restart of the system or after log out and re-sign on by the operator (see Chapter 8.1.3.1 *Activation Schedule for Parameter Changes*).

or

- If you click on [**Cancel**] in the lower right section of window **Parameter**, the function will be discontinued:
Window **Parameter** is closed and a parameter group will not be deactivated.

8.1.3.4 Maintain Parameters

Attention!

- If you define **parameter values for a company**, these will apply to the selected **company, the linked stores, groups and workstations**.
- If you define **parameter values for a store**, these will apply to the selected **store and its workstations**.
- If you define **parameter values for a workstation**, these will only apply to the selected **workstation**.
- If you define **parameter values for a group**, these will apply to all **stores and workstations** in the group.
- The **existing parameter settings** will be overwritten when **new** parameter values are **set**.

Example: You define workstation parameters for a store. The settings apply to all workstations in the store. You then change the parameters for one workstation in the store. This change only applies to one particular workstation. All other workstations retain the settings for the whole store.

If you change the parameters for one workstation and then change the parameters for the store to which this workstation is linked, the changes made on the one workstation will be overwritten.

As some parameter values can be defined for various languages you should check before parameters are maintained whether the language for which the parameter values are to be defined is shown under **Text language** in the top right of the window (see also Chapter 8.1.3.4.1 *Translatable Parameters*).

1. Select the company, store, workstation or group whose parameters are to be changed from the enterprise structure on the left side of window **Parameter (Maintenance → Parameter)** with a mouse click.
2. Then open the tree structure of the parameter groups in the centre of the window and click on the parameter group (i.e. an end point in the tree structure) for which the parameters are to be changed.
The parameters of this parameter group and the related values/entries are shown on the right.

Information

Please note that the parameters of some parameter groups can be found in several tabs which are opened from a click on the descriptor required (see Chapter 4.2.6 *Card Index with Several Tabs*).

3. Click on the appropriate cell in column **Value** either once or twice to change a parameter value and
 - make a new entry (see Chapter 4.2.7.2 *Entries in Tables*); designations can be defined in several languages for some parameters (see Chapter 8.1.3.4.1 *Translatable Parameters*)**or**
 - select a new entry from a default (see Chapter 4.2.3 *Selection Fields*)**or**
 - activate and/or deactivate the tick box (see Chapter 4.2.4 *Tick Box*).

Information

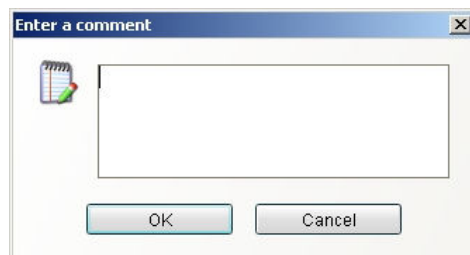
The values/entries of some parameters are shown in output fields and cannot be changed.

4. Several options are then open to you:

- You can make further settings in this menu.

or

- You can click on [**OK**] on the bottom right of the window to exit window **Parameter**, to store the settings made and to send the changes to all enterprise sections. Window **Enter a comment** is opened.



Window **Enter a comment**

optional A comment on the parameter changes made (up to 255 characters) can then be entered. This appears when the parameter history is called up.

The newly programmed parameter group will be stored when you click on [**OK**] in window **Enter a comment** (independent of whether you have entered a comment or not).

Attention!

Please note that the Parameter Change Jobs for parameter changes must have reached the systems in the enterprise and must have been activated before the changes made become effective. Transfer and activation of Parameter Change Jobs can be followed in menu **Service → Parameter Change Jobs** (see Chapter 11.1 *Parameter Change Jobs*).



Moreover, some parameter changes do not become effective immediately. They may be subject to an additional time delay before they are visible on the systems concerned (e.g. POS). Please refer to 8.1.3.1 *Activation Schedule for Parameter Changes*.


or

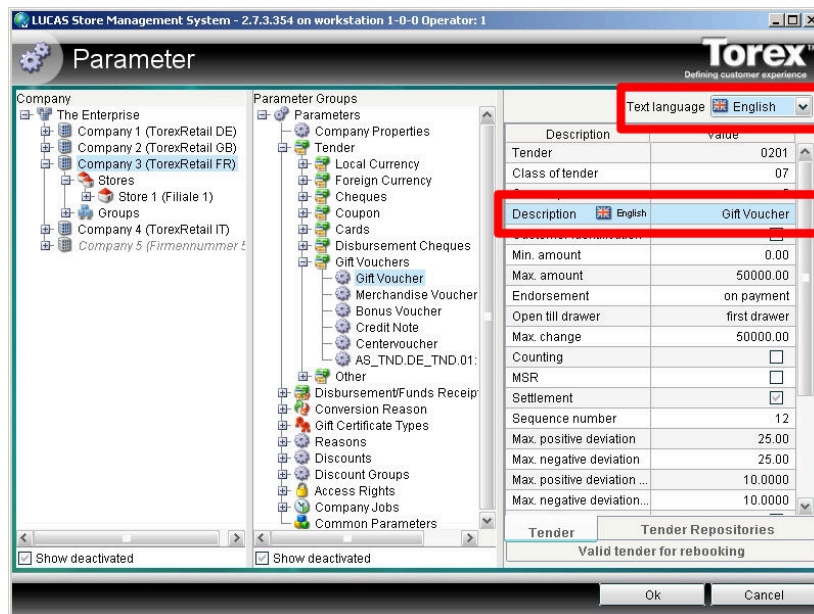
- If you click on [**Cancel**] in window **Parameter**, the function will be discontinued and the modified parameters will not be stored.

8.1.3.4.1 Translatable Parameters

The values of some parameters (so-called “translatable parameters”) can be defined in several languages. For example, in parameter group **Gift Voucher** the English words **Gift Voucher** can be entered for parameter **Description** and **Geschenkgutschein** would appear in German. In the Torex LUCAS-POS programs this parameter is shown either as **Gift Voucher** or as **Geschenkgutschein** depending on the selected program language.

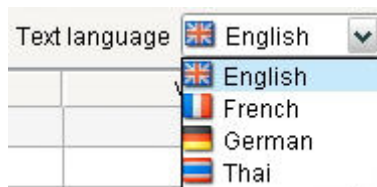
Translatable parameters are identified by a country ID which appears in window **Parameter**, e.g.  German or  English.

1. Click on the arrow  to the right of selection field **Text language** at the top right of window **Parameter** (**Maintenance** → **Parameter**) if you want to define a parameter value in a specific language.



Window **Parameter** with the selection field **Text language** (current selection: English) and the English descriptor **Gift Voucher** for the translatable parameter **Description**

A list of all languages supported for the company is opened up and the language required is selected with a mouse click (here: **Company 3**).



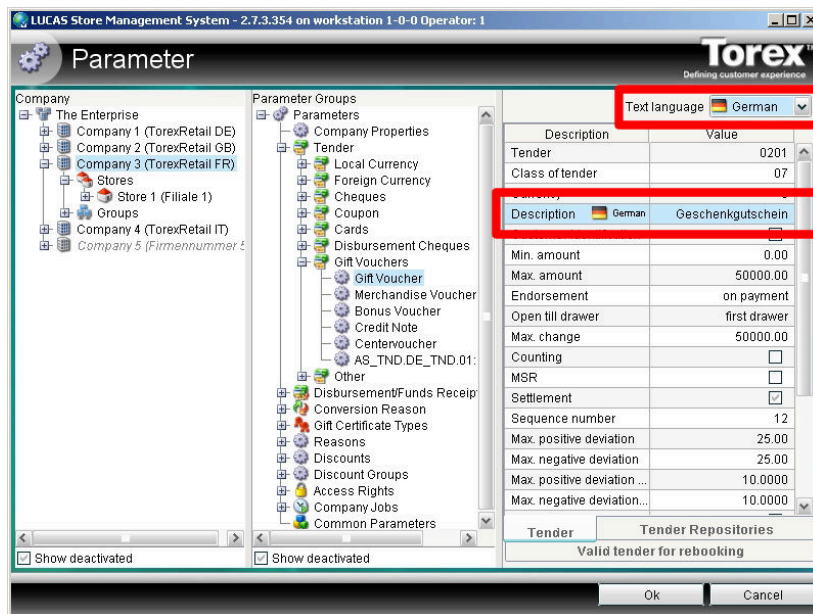
Opened default list **Text language** in window **Parameter**

Information

The languages supported in a company can be defined under **Maintenance** → **Parameter** in parameter group **Company Properties** (see also Chapter 13 *Overview of the Operations Which can be Executed on SMS/CSMS*, page 337).

- Then activate the language required with a mouse click:
All translatable parameters are displayed in this language (provided they exist in this language). Changes which are made to the values of the translatable parameters are then stored for the language selected.

If you need to make parameter entries in languages which use non-Latin characters, you can use the Help feature (see Chapter 8.1.3.4.1 *Entry Help for non-Latin Characters*).



Window **Parameter** with English as text language and the German descriptor **Geschenkgutschein** for the translatable parameter **Description**


- optional** Repeat steps 1 and 2 to define another language, but do not forget to select the third language:
The parameter values are then shown in the new language and the changes made to the parameters for this language are stored.

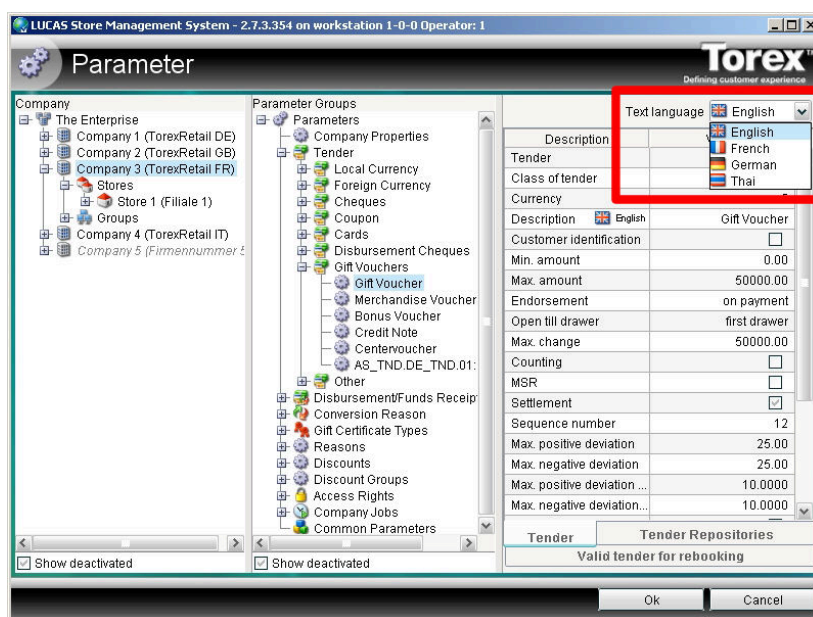
Attention!

Please note that the parameter values are only finally stored after you have activated button [OK] in window **Parameter** (see Chapter 8.1.3.4 *Maintain Parameters*).

8.1.3.4.1.1 Entry Help for non-Latin Characters

Help is available to enter values/details for translatable parameters in non-Latin characters. This allows you to make entries, for example, in Turkish or Thai.


1. Click firstly on the arrow  to the right of the selection field **Text language** at the top right of window **Parameter (Maintenance → Parameter)**:
A list of all languages supported for the company is opened and you can select the language you require (in the example: **Company 3**).



Window **Parameter** with opened default list **Text language**


Information

The languages supported in a company can be defined under **Maintenance → Parameter** in parameter group **Company Properties** (see also Chapter 13 *Overview of the Operations Which can be Executed on SMS/CSMS*, page 337).

2. Then click on the language in which the parameter values are to be defined:
All translatable parameters are shown in this language (provided that they have been entered in this language). Changes which you then make for the parameter values are stored for the selected language.
3. Activate the entry field of the translatable parameter for which the value/entry is to be defined in the selected language with a double mouse click:
The cell is activated and the Help icon  appears on the right-hand side of the window.





Activated entry field for a translatable parameter with symbol for help

4. Then click on symbol :
A virtual keyboard appears.



Entry help for non-Latin characters

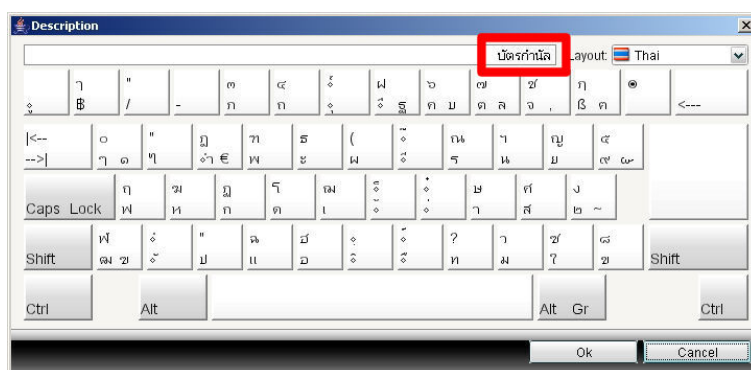
5. **optional**  The country to which the virtual keyboard on the screen applies is shown at the top under **Layout**. This reflects the language selected in window **Parameter** and can be changed, if necessary.

Click on the arrow  to the right of the **Layout** field and select the language you require for the virtual keyboard.

6. The entry field at the top of the window shows the present entry for the parameter (in the example: **Gift Voucher**). If no entry is available, this field will be empty.
Delete the entry, if necessary, and make an entry in the selected language via the virtual keyboard

Information

Please note that when some keys (e.g. [Shift] or [Ctrl]) are activated, this action affects the next key depression. Therefore, for key combinations, such as [Shift+D] for a capitalised D are realised by clicking on [Shift] and clicking on [D].

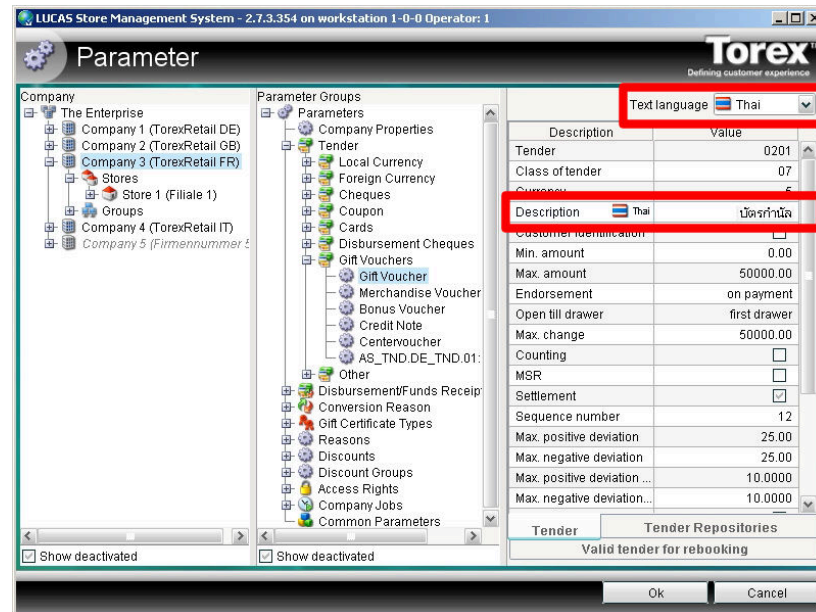


Entry help with entered parameter value for parameter **Description** in Thai

7. After entry of the text you can either activate button [**OK**] or [**Cancel**] on the keyboard:

- Click on [**OK**] on the bottom right of the window to define the entered text as a value/entry for the selected parameter:

The entry help is closed and window **Parameter** opens up again. The text you have entered is shown in the entry field of the appropriate parameter.



Window **Parameter** with parameter value entered for parameter **Description** in Thai

Attention!

Please note that the text is only finally stored after button [**OK**] has been activated in window **Parameter** (see Chapter 8.1.3.4 *Maintain Parameters*).

or

- If you activate [**Cancel**] on the virtual keyboard, the entry help will close and the text entered as value/entry for the parameter will not be stored.

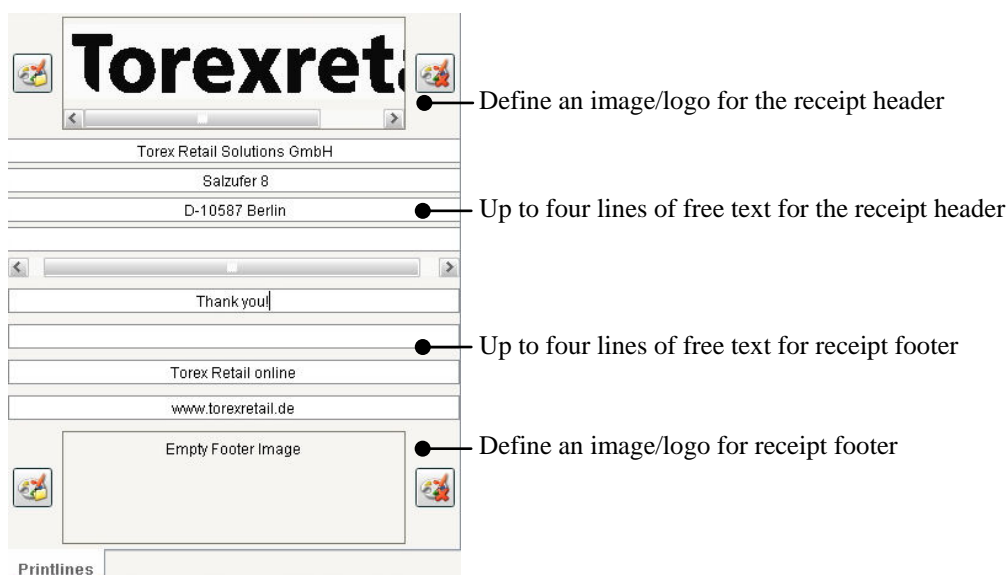
8.1.3.4.2 Information on Several Selected Parameters

The following chapters describe how to define the receipt layout, a new type of gift certificate, to change the local currency of a company, to program a new authorisation group, to define some buttons on the POS interface and to configure new company and job schedules using programmed parameters.

8.1.3.4.2.1 Definition of Receipt Header and Footer

Receipt heading and end lines can be adjusted to the requirements of the company and individual stores. The procedure is as follows:

1. Click in menu **Maintenance → Parameter** on the store, workstation or group in which the receipts with the newly defined heading and end lines are to be printed.
2. Then activate the parameter group **Receipt Printlines** (if you have clicked on a workstation or group) and/or on parameter group **Workstations Parameters → Receipt Printlines** (if you have chosen a store).
3. The text and the graphics for the heading and end lines of the receipt can then be defined in the right-hand section of the window:



- An image/logo can be entered in the top part of the window for the receipt header:



When you click on this button, a window will open and you can then select a graphic file for the receipt header.



When you click on this button, the graphic will be cleared from the receipt header.

- In the middle section of the window you can then enter up to four lines of text for the receipt header and the receipt footer.
- An image/logo can be entered in the lower section of the window for the receipt footer:



When you click on this button, a window will open and you can then select a graphic file for the receipt footer.

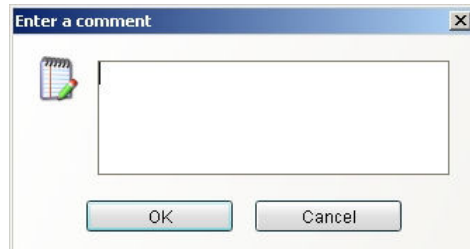


When you click on this button, the graphic will be cleared from the receipt footer.

Attention!

JPG or GIF files can be used as the graphics for the receipt header and/or footer.

4. After adjustment of the print lines parameters click on [**OK**] or [**Cancel**]:
 - The settings made are stored and sent to all enterprise sections after you have activated [**OK**] on the bottom right of the window:
Window **Enter a comment** opens up.



Window **Enter a comment**

optional A comment on the parameter changes made (up to 255 characters) can then be entered. This appears when the parameter history is called up.

The changes made to the print lines will be stored and sent to the systems after you click on [**OK**] in window **Enter a comment** (independent of whether you have entered a comment or not). Please note that the new receipt layouts will only be printed after they have been successfully transferred and activated with a parameter change job and after log out and re-sign on of the operator at defined POS.

or

- If you activate [**Cancel**] with a mouse click, the function is discontinued and the modified print lines are not stored.

Information

Different print lines and receipt logos can be defined for various workstations, e.g. all receipts of a group are given the same logo and receipt header, but the footer differs for each workstation.

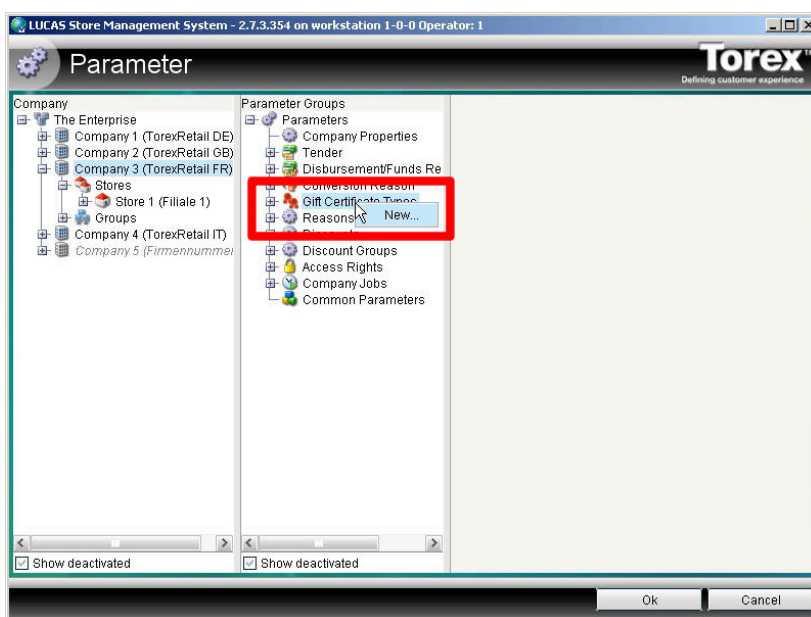
Firstly select the group from the enterprise structure in window **Parameter** and then define the receipt header and the logo as described above. After this you select each individual workstation of the group from the enterprise structure and define the receipt footer for each one.

8.1.3.4.2.2 Programming a New Gift Certificate Type

You can program a new type of gift certificate by maintaining various parameters. This action defines the features of all gift certificates of this type, e.g. the enterprise sections in which the gift certificates can be sold and redeemed, the minimum and maximum value of each gift certificate and whether the gift voucher nos. for this type of gift certificate are generated automatically by the system or whether they have to be entered manually.

Proceed as follows to program a new gift certificate type:

1. Select the company for which a new gift certificate type is to be programmed from menu **Maintenance** → **Parameter** with a mouse click.
2. Go to the centre of the window and activate entry **Gift Certificate Types** with a right mouse click:
A context menu opens up.



Window **Parameter** with context-sensitive menu after a mouse click with the right-hand key on entry **Gift Certificate Types**

3. Then activate **New**:
A dialog window opens up:



Window **Enter Gift Certificate Type**

4. Enter an ID for the new gift certificate type under **Number**.
This is an internal ID which can be assigned as required. It cannot have more than four digits and must be unique in the system.

This ID serves as an external referencing code during XML export of transaction data and is used during the subsequent analysis by the electronic resource planning system (ERP).

If the ID entered already exists in the system, an error message will appear and the entry can be corrected.

5. **optional** If you activate the tick box under **Available everywhere**, you will define that the new gift certificate type will be available on all POS of the selected company, i.e. it can be accepted as tender and can be sold and redeemed here.

Do not activate this tick box if this type of gift certificate is not to be available on all POS of the company, but only in specified stores or workstations. In such a case, you have to define the POS on which the gift certificate type is to be available after it has been programmed (see Item 17).

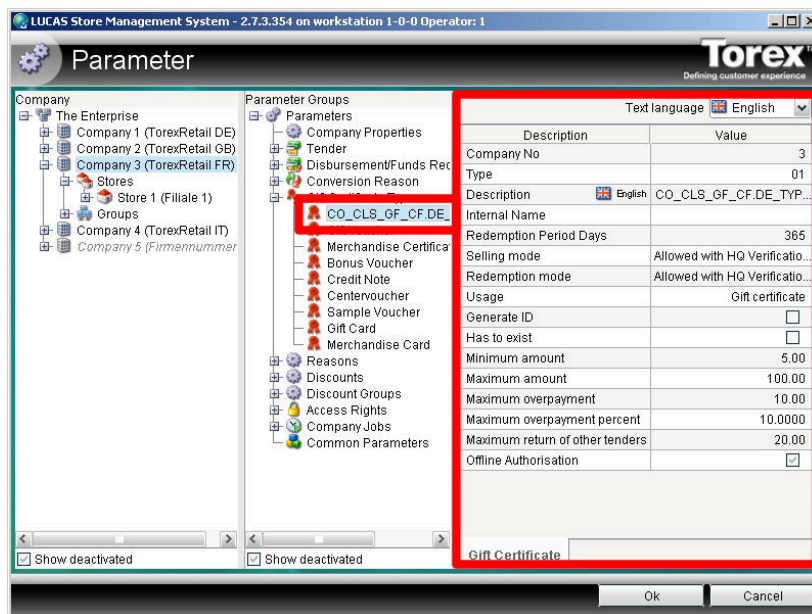
6. Now click on [OK]:
The new gift certificate type is programmed in SMS/CSMS.



Newly programmed gift certificate type (centre part of window **Parameter**)

7. Then activate the parameter group for the new gift certificate type as shown under **Gift Certificate Types**:



The parameters for the new gift certificate type can be configured in the right-hand part of the window.



Window **Parameter** with parameters of the newly programmed gift certificate type

Company No. The name of the company in which the new gift certificate type was programmed is shown here. This cannot be changed.


Type The ID assigned under “Number“ during programming of the gift certificate type is shown. This cannot be changed.

Description	The entry here defines the designation of the new gift certificate type in the Torex LUCAS-POS programs (e.g. on the POS, in the display and reports). The description can be defined in several languages, if necessary (see Chapter 8.1.3.4.1 <i>Translatable Parameters</i>).
Internal Name	optional  An internal name can, if necessary, be assigned for the new gift certificate type.
Redemption Period Days	The entry here defines the number of days this type of gift certificate is valid after it has been issued, i.e. until when it can be redeemed.
Selling Mode	<p>The selling mode for the new gift certificate type is defined here:</p> <ul style="list-style-type: none"> • Allowed with HQ verification: This type of gift certificate can be sold but headquarters must check whether the gift certificate exists and has not yet been redeemed. • Allowed with BO verification: Gift certificates of this type can be sold but the back office must check whether the gift certificate exists and has not yet been redeemed. • Allowed without verification: Gift certificates of this type can be sold without a check as to whether the gift certificate exists and has not yet been redeemed. • Sale not possible: A gift certificate of this type cannot be sold. This setting applies, for example, when a gift certificate type is no longer valid and cannot be sold, but it must be possible to redeem it, and the gift certificate type cannot be deactivated.
Redemption Mode	<p>The redemption mode for this gift certificate type is defined here, i.e. whether gift certificates of this type can be redeemed and/or exchanged for cash:</p> <ul style="list-style-type: none"> • Allowed with HQ verification: Gift certificates of this type can be exchanged or redeemed but headquarters must check whether the gift certificate exists and whether it has not been redeemed or returned. • Allowed with BO verification: Gift certificates of this type can be exchanged or redeemed but back office must check whether the gift certificate exists and whether it has not been redeemed or returned. • Allowed without verification: Gift certificates of this type can be sold without a check as to whether the gift certificate exists and has not yet been redeemed. • Return not possible: This type of gift certificate cannot be returned (redeemed or exchanged).
Usage	<p>Here you select whether the new gift certificate type is to be used as a gift voucher, bonus voucher, credit note or gift card:</p> <ul style="list-style-type: none"> • Gift voucher: Can be used as tender and has a positive amount; a customer can purchase it. • Bonus voucher: First instalment of a purchase total to be paid in several instalments • Credit note: A credit note is issued instead of change being given in cash. The customer cannot purchase a credit note. • Gift card: A card which can be topped up with a defined amount. This can be used as tender in the enterprise and in some cases the customers are given extra privileges (e.g. special offers, reduced prices).
Generate ID	optional  If you activate this option, the POS will automatically generate an ID when this type of gift certificate is sold. This procedure applies particularly if the gift certificates do not show a printed ID or bar code and the gift certificate ID is printed, for example, on the receipt.

Information

If, however, you use gift certificates with assigned IDs printed on them, this option should not be activated. Enter the ID manually on the POS when this type of gift certificate is sold.

Has to exist

optional  If you activate this tick box, the system carries out a check of the database to ascertain whether the gift certificate exists, i.e. the gift certificate must have been created in SMS/CSMS.

Minimum amount

Enter the minimum amount for which a gift certificate of this type can be issued. Enter the amount in the local currency used by the company.

Maximum amount

Enter the maximum amount for which a gift certificate of this type can be issued. Enter the amount in the local currency used by the company.

If you need to program a fixed sum for a gift certificate type, the same entry should be made under minimum and maximum amount: Gift certificates of this type can then only be issued for this amount.

Maximum overpayment

With this entry you define by how much the value of this type of gift certificate can be exceeded.

Example: Maximum overpayment is set to 10 €. A customer can then pay for an object worth at least 10 € with a gift certificate for 20 €, an object with a price of 9 € cannot be purchased with this gift certificate.

Maximum overpayment percent

The entry here defines the percentage rate of the cash value of a gift certificate of this type by which the value of the object purchased can be exceeded.

Example: The maximum overpayment percent is set to 25%. A customer can thus purchase an object with a value of at least 75 € with a gift certificate worth 100 €, an object with a value of, for example, 74 € cannot be purchased with this gift certificate.

Maximum return of other tenders

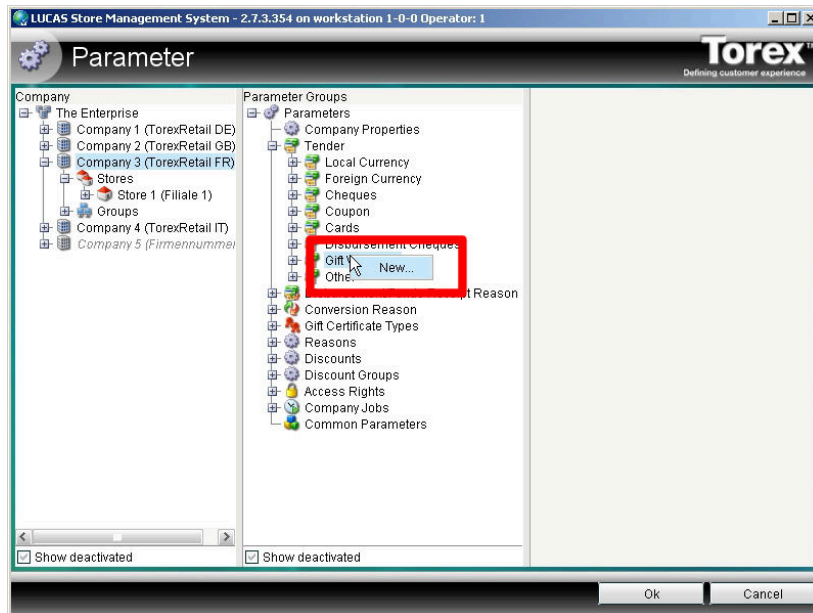
The entry here defines the maximum amount in local currency which can be returned if the whole amount of the gift certificate is not used up when it is redeemed.

Offline Authorisation

Authorisation by telephone for this type of gift certificate is possible if you activate this option. If the line to back office or to headquarters is down and gift certificates can only be sold, redeemed or returned after a check by the store or headquarters (see *Selling Mode* and *Redemption Mode*), it must be possible for headquarters or back office to give authorisation by telephone (see Chapter 11.5 *Gift Certificate Validation*).

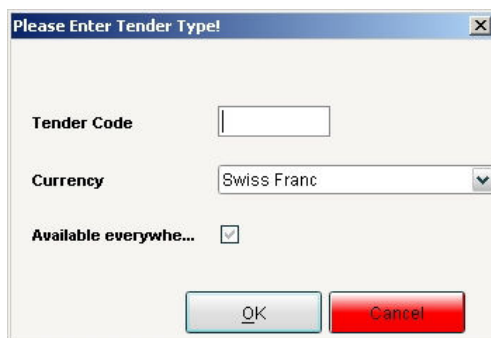
8. The new gift certificate type has now been accepted as a tender type. Open up menu **Parameter** again and click on the company for which the new gift certificate type has been programmed.

9. Then click on the centre part of the window with the right-hand mouse key and activate the entry **Tender → Gift Vouchers**:
A context menu opens up.



Window **Parameter** with context menu after a click on entry **Gift Vouchers** with the right-hand mouse key

10. Click on **New** in the context menu:
A dialog window opens up.




Window **Please Enter Tender Type**

11. Enter the number defined for the new gift certificate type under **Number** in field **Tender Code** (see Item 4).

Information

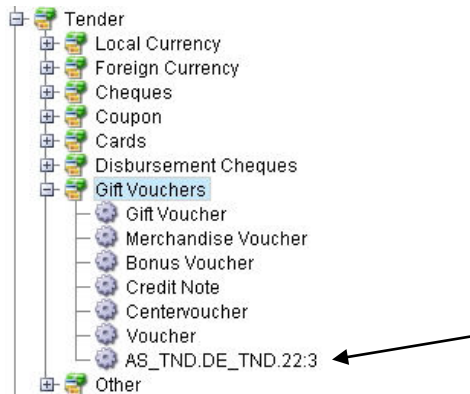
If you cannot remember the number you entered, you can call it up in the centre part of window **Parameter** and then click on parameter group **Gift Certificate Types** → newly programmed gift certificate type. The number assigned is shown on the right-hand side of the window under **Type**. Please note that leading zeroes (one or more zeroes at the beginning of a number) are part of the number and should also be entered, e.g. “0123”.

12. Enter the currency in which gift certificates of this type are to be issued and then redeemed in field **Currency**.

13. optional  If tick box **Available everywhere** is activated, the new gift certificate type will be available as tender on all POS in the selected company, i.e. this type of gift certificate will be accepted there as tender and they can be issued and redeemed.
- If the new type of gift certificate is only to be available in some stores or on some workstations in the company, do not activate the tick box **Available everywhere**. However, you will have to define the POS on which this new type of gift certificate can be sold and redeemed (see Item 17).

14. Click on [**OK**]:

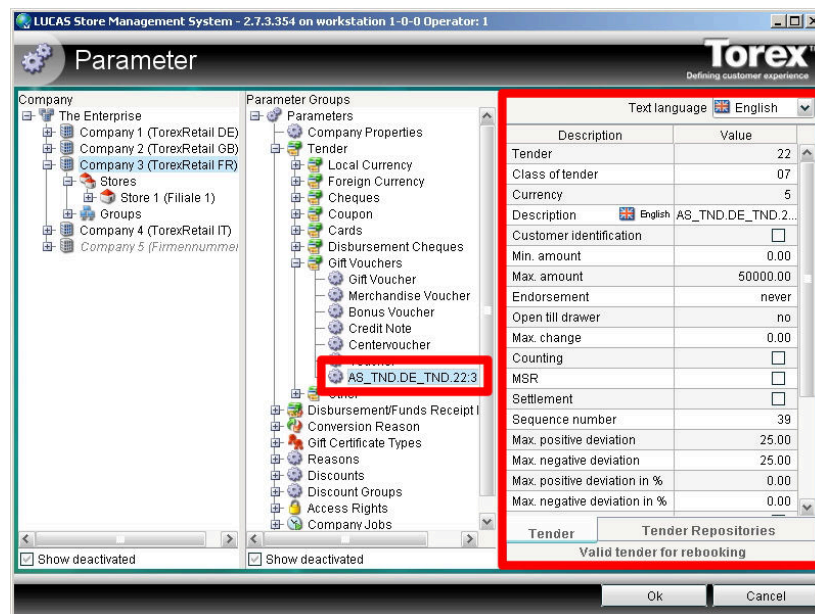
The new gift certificate type is programmed as tender in SMS/CSMS.



Window **Parameter** with new gift certificate type programmed as tender


15. Then click on the parameter group of the newly programmed gift certificate type (in the example: **AS_TND.DE_TND.22:3**) in the centre part of the window under **Tender** → **Gift Vouchers**:

The parameters of the gift certificate type are shown as tender on the right-hand side of the window and you can then define them.








Window **Parameter** with parameters of the new gift certificate type programmed as tender

Tab **Tender** (defines the parameters for the new tender)








Tender	The ID entered during programming of the gift certificate type under Number and as tender under Tender code is displayed. This cannot be changed.
Class of Tender	The class of tender for gift certificates is shown. This cannot be changed.
Currency	The currency in which this type of gift certificate can be issued is shown here. This cannot be changed.
Description	<p>Enter the name which has already been assigned to the new gift certificate type in parameter Description (see <i>Description</i>). This entry gives the new gift certificate type the name in the Torex LUCAS-POS programs (e.g. on the POS and in reports).</p> <p>This parameter value can be defined, if necessary, in several languages (see Chapter 8.1.3.4.1 <i>Translatable Parameters</i>).</p>
Customer Identification	optional  If you activate tick box Customer Identification , a window will open when a gift certificate of this type is redeemed. Customer data can then be entered.
Min. Amount	Enter the minimum amount a purchase has to show before a gift certificate of this type can be used as tender.
Max. Amount	Enter the maximum amount a purchase has to show before a gift certificate of this type can be used as tender.






Information

Please note that the details entered in **Min. Amount** and **Max. Amount** do not need to be identical to the details entered under **Gift Certificate Types**. For example, it would be feasible for you to issue a gift voucher with a face value of 5 € (**Min. Amount** and **Max. Amount** under **Gift Certificate Types** set to 5 € each), but these can only be used for a purchase over 10 € and not for a purchase of 50 € (**Min. Amount** under **Tender** set to 10 € and **Max. Amount** to 50 €).

Endorsement	optional  Depending on which option you select a window will open up showing either never , only on change , only on payment or on change and payment for this type of gift certificate. The tender and the amount must then be confirmed a second time.
Open Till Drawer	optional  With the entry here you define which drawer is to open when this type of gift certificate is redeemed – no drawer, the first drawer or the second drawer.
Max. Change	If this type of gift certificate is issued as change after overpayment of a receipt, the entry here defines the maximum amount for which change can be given. If this is exceeded, a credit note should be issued.
MSR	optional  If you activate tick box MSR , the type of certificate (e.g. gift card) must be scanned via a card reader.
Settlement	optional  If you activate tick box Settlement , this gift certificate type will appear in the settlement mask in the POS.
Sequence Number	optional  The sequence no. assigned with this entry defines where the gift certificate type is to appear as tender in the settlement masks

and on dockets.

Max. positive deviation	<p>optional  You can define the amount by which the actual amount for gift certificates of this type can exceed the nominal amount calculated. An error message will appear if the positive deviation is higher than the value defined here. If you enter value "0" here, this parameter will be ignored.</p> <p>Example: Your entry for Max. positive deviation is 25 €. If the system calculates that a nominal value of 100 € should be in the drawer and the actual value is 125 €, there will be no warning message with regard to the difference. If the actual value is 130 €, a warning will appear during settlement to make you aware of the deviation.</p>
Max. negative deviation	<p>optional  The entry here defines the negative deviation permitted during settlement of the actual amount for this type of gift certificate. If the negative deviation is higher than the value defined here, a warning will appear. If you enter value "0" here, this parameter will be ignored.</p> <p>Example: Your entry for Max. negative deviation is 25 €. If the calculated nominal value for the POS is 100 € and the actual value reads 75 €, there will be no warning message with regard to the deviation. If the actual value reads 74 €, a warning will appear during settlement.</p>
Max. positive deviation in %	<p>optional  The entry here defines the percentage rate by which the actual amount for this type of gift certificate can exceed the calculated nominal amount during a settlement operation. If the positive deviation is higher than the percentage rate defined here, a warning will appear. If you enter value "0" here, this parameter will be ignored.</p> <p>Example: Your entry for Max. positive deviation in % is 10%. If the calculated nominal value in a POS should be 100 € but the actual value reads 110 €, no warning will appear. If the actual value reads 111 €, a warning will appear during settlement to indicate the deviation.</p>
Max. negative deviation in %	<p>optional  The entry here defines the percentage rate by which the actual amount for gift certificates of this type can deviate from the calculated nominal amount during the settlement operation. If the negative difference is higher than the percentage rate defined here, a message will appear. If you enter value "0" here, this parameter will be ignored.</p> <p>Example: Your entry for Max. negative deviation in % is 10%. If the calculated nominal value defines a value of 100 € in a POS but the actual value only reads 90 €, no warning will appear. If the actual value reads 89 €, a warning will appear during the settlement operation to make you aware of this deviation.</p>
Check discrepancy	<p>optional  If you activate tick box Check discrepancy, a check will be carried out during the settlement operation to ascertain whether there is a difference between the nominal and actual results for this type of gift certificate. If one or more of the threshold values stated under Max. negative deviation, Max. positive deviation, Max. negative deviation in %, Max. positive deviation in % is exceeded, a warning message will appear with details of the deviation.</p>
Denomination mask available	<p>optional  If you activate tick box Denomination mask available the denomination buttons will be available during the settlement operation for this type of gift certificate.</p>
Amount input required	<p>optional  If you activate tick box Amount input required, the</p>

	amount of this type of gift certificate must be entered a second time when the voucher is presented as tender.
Barcode prefix	optional  You can enter a prefix here and this will then be generated with the barcode.
Partial payment	optional  If you activate tick box Partial payment , this type of gift certificate can be used as tender for part of the amount owing. If the tick box is not active, the voucher can only be used to settle the whole amount of a receipt.
Fiscal classification	optional  If necessary, enter a code here to allow the gift certificate type to be stored as tender in the fiscal printer.
Usage type	This entry is not relevant to gift certificate types and no entries are necessary here.
Pickup	optional  If you activate tick box Pickup , a gift certificate of this type can be picked up from the POS.
Tab Tender Repositories (place where the new tender is stored)	
External Repository, Store Safe, Cash Drawer	optional  You can define where the gift certificate type is to be maintained by activating the correct option.

16. Then click on [**OK**] or [**Cancel**]:


- Click on [**OK**] at the bottom right of the window to store changes and to make the new gift certificate type available as tender:
Window **Enter a comment** opens up. Enter a comment if applicable and then click on [**OK**] (independent of whether you have entered a comment or not.
The newly programmed gift certificate type is made available after successful transfer and activation of the parameter change job and after a restart of the selected workstations, i.e. can be used as tender.

Information

If you have not activated the option **Available everywhere** during the programming of the new gift certificate type (see 5), the gift certificate type is shown as deactivated in window **Parameter**. It is automatically activated after you have defined the workstations on which the gift certificate type is to be available (see 17).

or

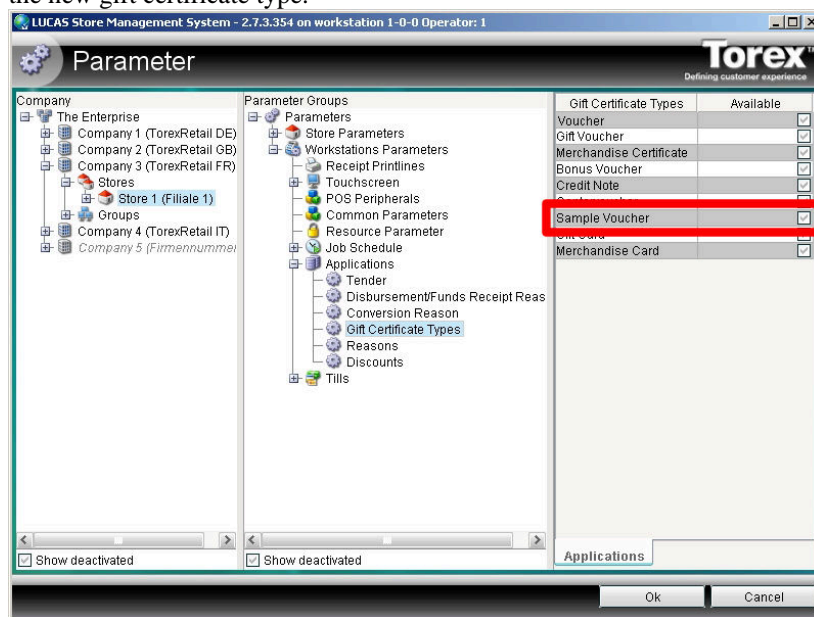
- If you click on [**Cancel**], the function is discontinued. The new gift certificate type is not stored as tender and cannot therefore be sold or redeemed at the POS.

optional  If you have not selected the option **Available everywhere** during programming of a new gift certificate type (see 5 and 13), you will now have to define at which POS this gift certificate type can be accepted as tender and sold and redeemed:

17. Open menu **Parameter** again and click on the store, workstation or group in which the new gift certificate type is to apply. Please note that this store, workstation or group must exist in the company for which you have programmed the new gift certificate type.

18. Click on the parameter group **Workstation Parameter → Applications → Gift Certificate Type** in the centre of the window (if you have selected a store) or on **Applications → Gift Certificate Type** (if you have selected a workstation or group):
All valid gift certificate types appear on the right-hand side of the window.

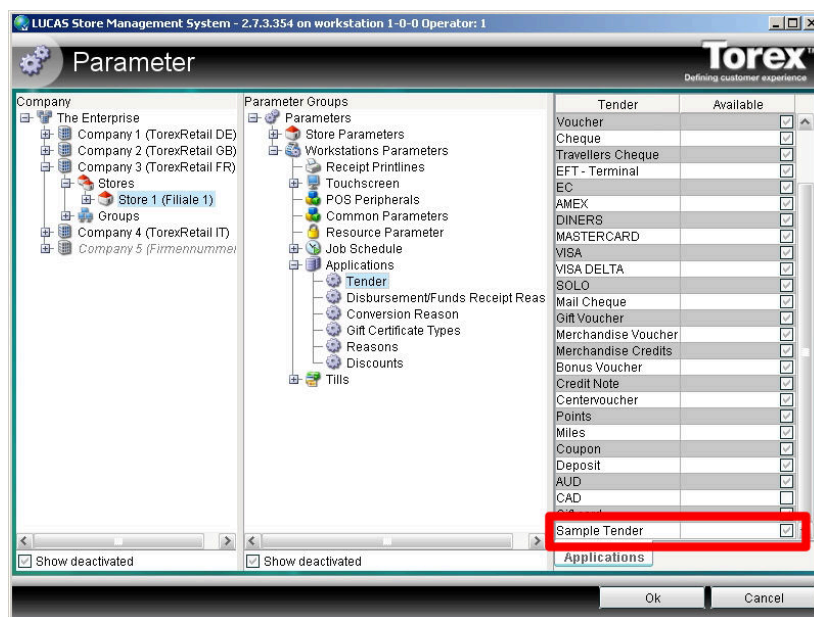
19. Activate the tick box (☑) under **Available** on the right-hand side of the window in the line with the new gift certificate type.



Window **Parameter**: newly programmed gift certificate type as parameter of application **Gift Certificate Types**

20. Then click on parameter group **Workstation Parameters** → **Applications** → **Tender** (if you have chosen a store) or on **Applications** → **Tender** (for a workstation or group) in the centre part of the window. All tender available is shown on the right-hand side of the window.

21. Activate the tick box (☑) under **Available** in the line with the new gift certificate type.



Window **Parameter**: newly programmed gift certificate type as parameter of application **Tender**

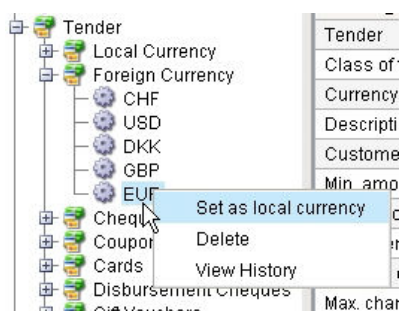
22. Click on [**OK**] at the bottom right of the window:
 Enter a comment on parameter change, if applicable, and then click on [**OK**]:
 The new gift certificate type is available after successful transfer and activation of the parameter change job and after the restart of the selected workstations.

8.1.3.4.2.3 Change Local Currency of a Company

There is only one base currency in a company and this is used in a company to calculate all other currencies.

You change the local currency of a company as follows:

1. Click on the company for which a new local currency is to be set in **Maintenance → Parameter**.
2. Open the tree structure of the parameter groups in the centre of the window until you can see the foreign currencies programmed for the company (**Tender → Foreign Currency**).
3. Then activate the foreign currency which you want to define as the new local currency of the company with a click on the right-hand mouse key. A context menu opens up:



Context menu after click on a foreign currency with the right-hand mouse key

Information


If the currency which you want to use as the local currency is not shown in the list of foreign currencies, you will have to program it as such for the company. Create a new parameter group for the currency you need under **Foreign Currency** (see Chapter 8.1.3.2 *Create New Parameter Groups*).

If you want to program a new foreign currency which is to be used subsequently as the local currency, this will have to be imported into SMS/CSMS with an XML file.

4. Click on **Set as local currency** in the context menu:
The selected currency is set as the local currency for the company and is shown in the parameter group tree structure under **Local currency**. The former local currency used by the company is then maintained as a foreign currency.
5. Click on [**OK**] or [**Cancel**] at the lower right of window **Parameter** after the local currency has been changed.
 - Click on [**OK**] to store the settings made and to send the information to all enterprise sections.:
Window **Enter a comment** opens up.



Window **Enter a comment**

optional  You can enter a comment of up to 255 characters on the parameter changes you have made. This will appear after call up of the parameter history.

The changes you have made will be stored when you click on [**OK**] in window **Enter a comment** (independent of whether you have entered a comment or not) and these will then be sent to the systems. Please note however that the new local currency only becomes active after successful transfer and activation of the parameter change job and after a restart of the workstations.

or

- If you click on [**Cancel**], the function will be discontinued and the changes will not be stored.

8.1.3.4.2.4 Programming New Authorisation

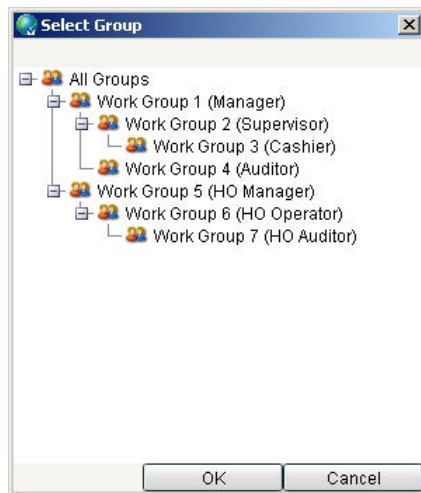
In SMS/CSMS operators can only execute processes and view data if they are authorised to do so. The authorisation to carry out a certain operation or to call up specific information can be restricted in individual operator profiles (e.g. cashier, supervisor, store manager, auditor, etc.). Company profiles with specific access rights are therefore defined and linked in menu **Employees** to each operator (see Chapter 10.1.3.5 *Enter or Edit Data for Operators (Operator Information)*). Proceed as described below to program a new authorisation profile with specific access rights in SMS/CSMS. This is then linked to the operators who work in a company:

1. Activate the company for which the new authorisation is to be programmed in menu **Maintenance → Parameter** with a mouse click.
2. Use the right-hand mouse key to activate the entry **Access rights** in the centre of the window: A context menu opens up.



Context menu after click on **Access Rights** in the centre of window **Parameter** with the right-hand mouse key

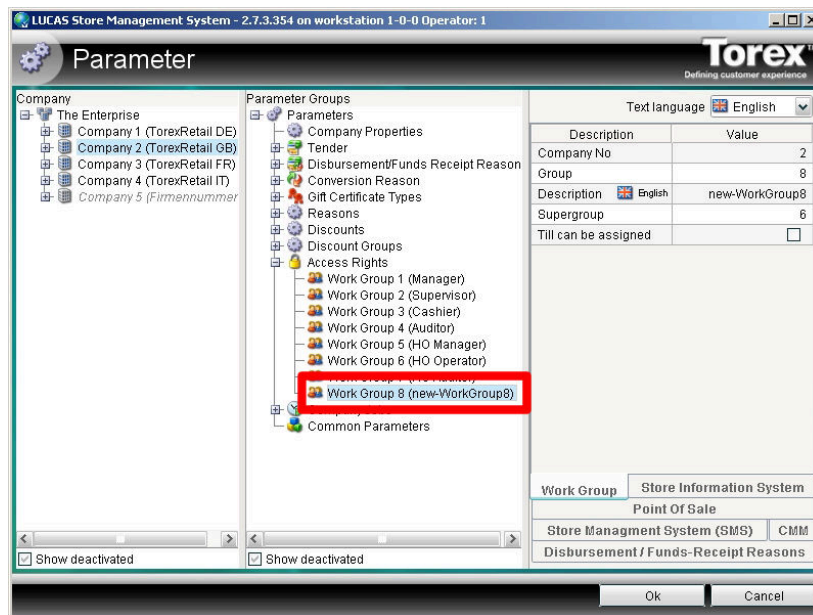
3. Click on **New Group** in the context menu: Window **Select Group** opens up.



Window **Select Group**

4. All existing access rights groups are shown in this window. If an access rights group has been programmed on the basis of another group (i.e. the settings of an existing group were used during creation), this will be shown as a dependent of this access rights group in the tree structure.
 - You can then select the group with the settings you want to use for the new access rights group with a mouse click (the settings can be individualised for the new access rights group later).
- or**
- If you do not want to create the new access rights group on the basis of an existing group and do not want to use any default settings, you should click on entry **All Groups** in window **Select Group**.

- Click on [**OK**] in window **Select Group**:
The window collapses and the new access rights group is shown in the centre part of window **Parameter** under the entry **Access Rights**.



Window **Parameter** with newly programmed access rights group

- Activate the new access rights group in the centre of the window with a mouse click:
The parameters stored are shown on several tabs on the lower right of the window.

You can enter a name for the new access rights group under **Description**. Under **Till can be assigned** you define whether a drawer can be linked to the operators in this access rights group in cashier mode.

With all other options you define with a tick

- whether a specific operation/information is not shown to operators with this authorisation profile and cannot, therefore, be executed by them (☐ **View** and ☐ **Change/Execute**)

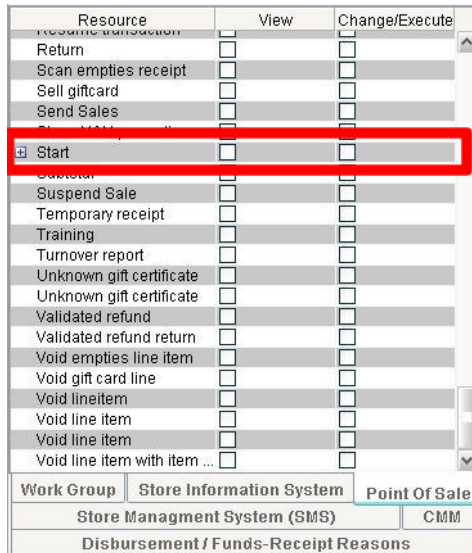
or

- whether a specific operation/information is shown to operators with this authorisation profile but can only be executed by them after authorisation by an operator with the appropriate access rights (☒ **View**)

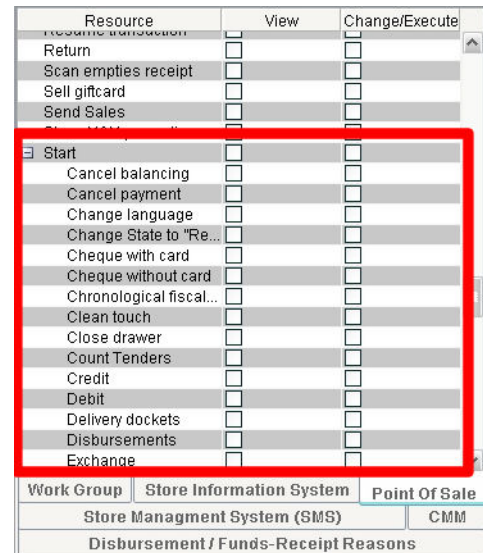
or

- whether the operator with this authorisation profile is authorised to execute the operations (☒ **Change/Execute**)

Some access rights are compiled into groups for easier management. They can be opened with button and closed with button . This means that you can either permit all access rights of a group (by activating the tick box for the superior parameter; in the picture below **Start**) or individual access rights (in an active access rights group by activating the tick box for the parameter required; in the example **Cancel payment** or **Credit**).



Window **Parameter** – closed ...



... and opened access rights group **Start**

7. After the settings have been defined for the new access rights group you should then activate [**OK**] with a mouse click (lower right of window **Parameter**) or use [**Cancel**]:
- The settings you have made will be stored and sent to all enterprise sections if you click on [**OK**]:
Window **Enter a comment** opens up.



Window **Enter a comment**

optional You can enter a comment of up to 255 characters on the parameter changes you have made. This will appear after call up of the parameter history.

The changes you have made will be stored when you click on [**OK**] in window **Enter a comment** (independent of whether you have entered a comment or not) and these will then be sent to the systems. Please note however that the new access rights group only becomes active after successful transfer and activation of the parameter change job and after log out and re-sign on of the operators at the workstations in the company.

The new access rights group can then be linked to operators (see Chapter 10.1.3.5 *Enter or Edit Data for Operators (Operator Information)*) and you can define which companies can be handled by the central operator of this access group on the CSMS (see Chapter 10.3 *Company Access Rights (CSMS only)*).

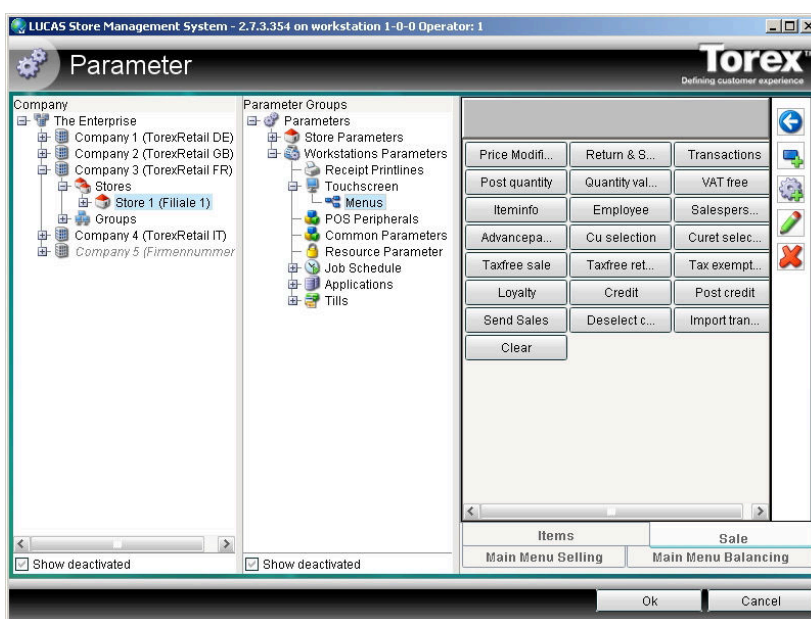
or

- If you click on [**Cancel**], the function will be discontinued and changes will not be stored.

8.1.3.4.2.5 Define Buttons on the POS

Various buttons can be defined for the touchscreens of the POS on the basis of the parameter settings. You can define which buttons are to be shown in window **Quick Pick**, which buttons with selling functions are to be available in window **Transaction** or which buttons with financing functions are to be found in window **Financing** and which selling functions menu **Sale** is to have in window **Operations**. You can also define which items and/or operations are to be shown in the **Top 10** menu of the POS.

1. Activate the store, group or individual workstation for which the POS buttons are to be defined or changed in menu **Maintenance** → **Parameter**.
2. Click on the parameter group **Workstation Parameter** → **Touchscreen** → **Menus** (if you have selected a store) or on **Touchscreen** → **Menus** (if you have chosen a group or workstation) in the centre of the window. You can then define buttons for the POS on the right-hand side of the window.



Window **Parameter** with parameters of parameter group **Menus**

In tab **Items** you can define the items which are to be shown in window **Quick Pick** and in which menus they have been compiled. You can also define which items are to appear in the **Top 10** menu in window **Quick Pick**.

In tab **Sale** you can define which selling functions (operations) are to be made available at the POS in menu **Sale** in window **Operations** and in which control menus they have been compiled. You can also define which selling functions are to be shown in the **Top 10** menu in window **Operations**.


In tab **Main Menu Selling** you define which selling functions (operations) are to be shown on the POS in window **Transaction**.


In tab **Main Menu Balancing** you define which financing functions (operations) are to be shown on the POS in window **Financing**.


Attention!

Please note that the changes to buttons are only finally stored after you have confirmed the change with [**OK**] in window **Parameter** (see Chapter 8.1.3.4 *Maintain Parameters*). The operator also has to log out and re-sign on at the POS before the modified buttons are visible.

Create a New Button for a Menu in Window “Quick Pick” or for a Control Menu in Menu “Sale” in Window “Operations

1. If you want to create a menu in window **Quick Pick**, you firstly have to open the tab **Items**. If, however, you want to create a control menu in menu **Sale** in window **Operations**, you should open tab **Sale**.
2. optional  If you want to create a menu under an existing menu, a double click on the button of the menu in which the new menu is to reside:
The activated menu is shown.

Click on button  ([**Main Menu**]) when you need to exit the menu and go down one level.

3. When you have reached the level in which you want to create a new menu, activate button  ([**New Control**]):
A dialog window opens up.



Window **Control Menu**

4. Enter the **Menu Name** under which this menu is to appear on the user interface of the POS and the **Language** used to define the menu name.
The **Control Code** is generated automatically and cannot be changed. The same applies to **Style** as “default” should not be changed.

Information

You can define the menu names in a variety of languages. The menu is then shown in the language selected. Call up a language in window **Control Menu** under **Language** and enter the menu name in this language. Then select another language and enter the menu name in this language, etc.


5. Then click on [**OK**]:
A button is created for the menu and is shown on the right-hand side of window **Parameter**.




Window **Parameter** with newly created control menu in short item menu **Fashion**

Create a New Button for an Item in Window “Quick Pick” and Define Position of the Item in the Top 10 in Window “Quick Pick”

1. Carry out a double click on the menu in which the item is to be stored in tab **Items** to program a new button for an item in the **Quick Pick** window.

Please use button  ([**Main Menu**]) if you want to exit this menu to reach a higher level.

2. When you get to the level in which you want to program a new button, click on button  ([**New Item**]):

A dialog window opens up.



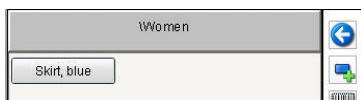
Window **Item Menu**

3. Enter the **Barcode** of the item which is to be shown in window **Short Item**. Enter the name of this item as it should appear on the user interface in field **Label**, the **Language** in which the item name is defined and the position it should take in the Top 10. “default” should not be altered under **Style**.

You can define the item names in various languages. The item can then be shown in the language selected on the POS. To program this call up a language under **Language** in window **Item Menu** and then enter the name of the item in this language. Then select another language and define the name in this language, and so on.


Information


4. Then click on [**OK**]:
A button is created for this item and is shown in the right-hand section of the window.




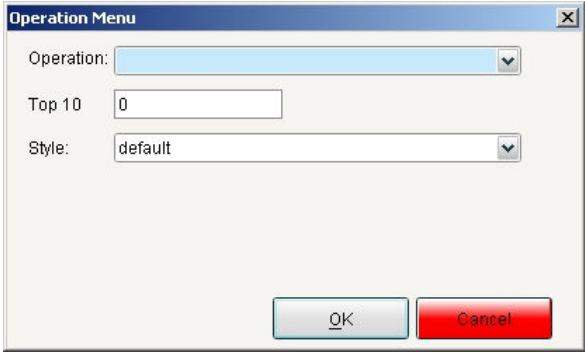
Window **Parameter** with newly programmed item

Define a New Button for a Selling Function (Operation) in Window “Operations” and Position the Selling Function in the Top 10 in Window “Operations”

1. Select tab **Sale** from the right-hand part of window **Parameter**.
2. **optional**  If a button is to be defined for a selling function below the current control menu, you should carry out a double click on the button of the control menu you require:
The selected menu is displayed.

Please use button  ([**Main Menu**]) if you want to exit this menu to reach a higher level.

3. When you get to the level in which you want to program a new button, click on button  ([**New Operation**]):
A dialog window opens up.




The image shows a dialog window titled "Operation Menu". It contains three input fields: "Operation:" with a dropdown arrow, "Top 10" with a text box containing the number "0", and "Style:" with a dropdown arrow showing "default". At the bottom right, there are two buttons: "OK" and "Cancel".

Window **Operation Menu**


4. Select the **Operation** which is to be shown on the POS in menu **Sale** in window **Operations** and define the position of this selling function in the **Top 10** in window **Operations**. “default” should not be altered under **Style**.
5. Then click on [**OK**]:
A button for this operation is then shown on the right-hand side of window **Parameter**.

Delete a Button for a Menu, an Item or an Operation

If a button is to be deleted for an existing menu, an item or an operation in one of the tabs, you should select the appropriate button and then click on button  ([**Delete**]):
The button then disappears.

Change Button for a Menu, an Item or an Operation

The procedure for changing a button for an existing menu, item or operation in one of the tabs is as follows (e.g. to allow another item or operation to be shown on the button):

1. Open up one of the following tabs:
 - Open up tab **Items** to change an item or menu button in window **Quick Pick**.
 - or
 - Select tab **Sale** to edit a button for a selling function or a menu in window **Operations**.
 - or
 - Click on tab **Main Menu Selling** to change the buttons for selling functions in window **Transaction**.
 - or
 - Click on tab **Main Menu Balancing** to change the buttons for financing functions in window **Financing**.
2. Select the button in the appropriate tab with a mouse click and then activate button  ([**Edit**]):
The dialog window which has already been opened to allow buttons to be programmed for items, operations or the menu then appears. The changes can then be made in this window (see above) and finally confirmed with button [**OK**].

8.1.3.4.2.6 Program New Company Jobs/Job Schedules

The LUCAS service “Job Scheduling Process“ (JSP) regularly executes company jobs or job schedules in the background at defined times to ensure that files which are no longer required are deleted or that a database backup is carried out.

The prerequisite for this is that the jobs and their basic configuration have been defined on company level (“Company Jobs”). On store and workstation level, the user should define when the jobs are to be executed (“Job Schedules”). The terms describe the same operation which has to be programmed both in the system and, in the second case, scheduled.

Numerous company jobs already exist in the system and you can customise them and set them as job schedules. New jobs can also be defined.

The following company jobs already exist on company level in the standard version of SMS/CSMS and they can be programmed as job schedules in a store where they will then be carried out. Item 12 describes the scheduling of the following company jobs so that they can be executed regularly in a store or on a workstation.

Cleanup	Data (transactions, log files, temporary files) which is no longer needed is cleared; runs on all systems (POS, back office and headquarters)
DBReindex	Optimisation of database structures (affects all systems except BO clients depending on the database type)
LPAggregate	Consolidation of Loss Prevention (LP) data from the LP Data Mining tool
Free Disk Space on Windows	System supervision and checks for free memory space on the hard disk of Windows systems
Logfile Parser On POS And BO	System supervision and checks of log files in directory \installation folder)\log with regard to errors and exceptions (affects POS and back office)
Backup State	System supervision and checks of whether a database backup (BO) has been completed
State ABP Queue	System supervision and check of the size of the ABP Queue (directory in which all transactions to be recorded are stored) (only affects BO)
State ABP Error Folder	System supervision and check of whether problems occurred during recording of transactions on BO (only affects BO)
State XIS Error Folder	System supervision and check of whether problems occurred during recording of transactions in HQ (only affects headquarters)
Unprocessed PCJobs	System supervision and check of whether problems occurred with the processing of parameter change jobs (affects all systems except BO clients)
WSConfig Queue Overrun	System supervision and check of whether there are too many messages in the WSConfig Queue (>10) (only affects BO)
POS has too much money	System supervision and check of whether there is too much cash in specific POS/drawers (only affects POS)
Size Of Log Folder Exceeded	System supervision and check to ensure that the size of directory \installation folder)\log is not exceeded (affects all systems)
Free Disk Space On Linux	System supervision and check of free memory space available on the hard disk of Linux systems

Logfile Parser On HQ And BO

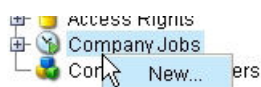
System supervision and check of log files in directory
\\(installation folder)\\log with regard to errors and exceptions
(affects back office and headquarters)

Full Backup

Backup of database (affects back office and headquarters)

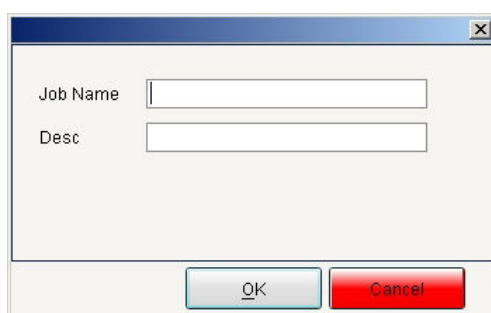
Proceed as follows to program a new company or job schedule:

1. Select the company for which a new company job is to be defined with a mouse click in menu **Maintenance → Parameter**.
2. Select the **Company Jobs** in the centre part of the window with a click of the right-hand mouse key:
A context menu opens up.



Context menu after click on entry **Company Jobs** with right-hand key of the mouse

3. Click on **New** in the context menu:
A dialog window opens up.



Dialog window

4. Enter a name for the new company job under **Job Name**. The parameter group for the new company job is shown in window **Parameter**.
5. **optional** Enter a short description of the new company job in field **Desc**.
6. Then click on [**OK**]:
The new company job will be programmed in SMS/CSMS and is shown in the centre of the window under the parameter **Company Jobs**.



Newly programmed parameter group for company job **Sample Job**

7. Click on the parameter group of the new company job in the centre part of the window.
On the right-hand side of the window in tab **Job Information** under **Name** you can see the name entered for the company job and under **Description** the description of the job entered under **Name**.

Description	Value
Name	Sample Job
Description	Sample Job

Job Information

Company Jobs

Window **Parameter** with parameters of parameter group **Sample Job** – tab **Job Information**

8. Then change to tab **Company Jobs**:

You can then define the steps which are to be retained for the newly programmed company job. These steps will be described later in conjunction with the company job. Please note that one individual step can be a program call-up, a report print, execution of an SQL script or another program.

Job Description

Sample Job

Sequence	Name	Cancel	Campaign Type

New

Edit

Delete

Reports

Operations

Check Tills
All Tills Logged Out?
All Transactions Booked
Store Safe Settled today?
Database Secure
Delete Suspended Transactions
Store Safe Transfer
Notification

Job Information

Company Jobs

Window **Parameter** with parameters of parameter group **Sample Job** – tab **Company jobs**

The top part of the window shows you which steps have already been defined for the new company job and the sequence in which they will be executed. You can select individual steps in the lower part or you can re-define them.

Steps for a company job can be defined in several ways. One or more of these can be executed:

- In the lower section of the window you can see tabs **Reports** and **Operations** which show pre-defined reports and operations which can be executed in a company job.

If one or more of the reports shown here is to be printed during the new company job and/or one or more operations is/are to be executed, you should click on the report and/or operation required and include this in the list in the top part of the window (Drag&Drop).

Sequence	Name	Cancel	Campaign Type
1	All Tills Logg...	<input type="checkbox"/>	Program
2	Check Tills	<input type="checkbox"/>	Program

New Edit Delete

Reports Operations

Check Tills
All Tills Logged Out?
All Transactions Booked
Store Safe Settled today?
Database Secure
Delete Suspended Transactions
Store Safe Transfer
Notification

Job Information Company Jobs

Tab **Company Jobs** with two defined steps for company job **Sample Job**

- Click on button [**New**] to define a completely new step:
Dialog window **New Job Step** opens up.

New Job Step

Name

Command ...

Type

OK Cancel

Dialog window **New Job Step**


Enter a name for the step under **Name**, then select the type of step under **Type** (Program, Java class, SQL script, Report or Unknown) and select a command under **Command** (e.g. the directory of the program to be executed) which depends on the selected type. Then click on [**OK**] to program the configuration defined here. The step will be programmed and shown in the top part of the window.

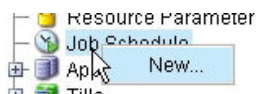
- If a defined step is to be modified, select the appropriate step in the top part of the window and then click on button [**Edit**]:
The **New Job Step** window appears and shows you the name, the command and the type of step selected. These details can be edited as required and the changes made are stored in window **New Job Step** after you have clicked on [**OK**] in the window. Alternatively you can change the type of a step directly from the list in the top part of tab **Company Jobs** by selecting another type for a step from the selection list under **Campaign Type**. Using the list in the top part of tab **Company Jobs** you can also define whether this step should be aborted if it is not successful, but that other steps of the company job should be executed or whether the whole company job should be aborted if one step cannot be completed. Activate or deactivate the tick box under **Cancel**:
 - ☒ If this step fails, no other steps should be executed.
 - ☐ If this step fails, the other steps in the company job should be completed.

- The individual steps are shown in the list at the top of the window in the sequence they should be executed in. If you need to change this sequence, just keep the mouse key depressed and pull the individual steps to the appropriate position.
 - If a step which has already been created and stored for the new company job and which appears in the list in the top part of the window needs to be deleted, you should select the step concerned and then click on button [**Delete**]:
The step is deleted from the list.
9. If you have configured individual steps to match your requirements, you should click on button [**OK**] in window **Parameter**:
Window **Enter a comment** opens up.



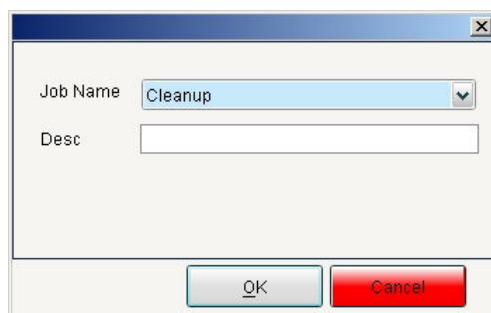
Window **Enter a comment**

10. optional  Enter a comment, if applicable, on the parameter changes made. This is then stored and is shown when the parameter history is called up.
11. Even if you have not entered a comment in this window you should click on [**OK**] in window **Enter a comment**:
The company job is then stored and the main window opens up.
12. The new company job now needs to be programmed as a job schedule, i.e. the user defines when this should be executed on store and workstation level.
In menu **Maintenance** → **Parameter** you should click on the store or workstation for which the job is to be regularly executed. Please ensure that the store or workstation for which the new company job has been created and is available for the company.
13. Then activate the entry **Workstation Parameters** → **Job Schedule** (if you have selected a store) or **Job Schedule** (if you have selected a workstation) with the right-hand mouse key.
A context menu opens up.



Context menu after right click on **Job Schedule**

14. Click on **New** in the context menu:
A dialog window opens up.




Dialog window

Information

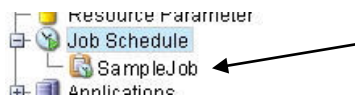
15. Open up the selection list under **Job Name** and select the job which was programmed in the company job and which is to be executed regularly in the selected store or workstation.

If you have forgotten the name of the job, you can click on the company in the left-hand part of window **Parameter** and then open the parameter section **Company Jobs** in the centre part of the window. All company jobs which exist for this company – including the newly programmed ones – are shown here.

16. optional  A name for the job schedule can also be entered under **Desc.**

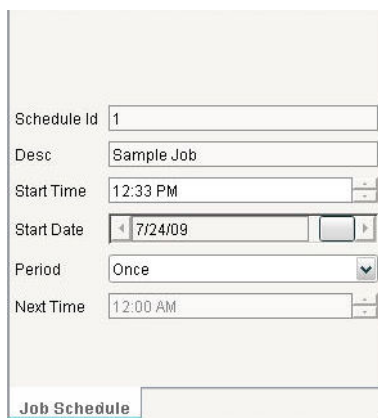
17. Click on [**OK**]:

The job schedule is programmed for the selected workstation or store and it is shown in the centre part of the window under **Job Schedule**.



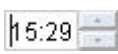

Newly programmed parameter group for the job schedule **Sample Job**

18. Then click on the job schedule listed under **Job Schedule** in the centre part of window **Parameter**:



The appropriate parameters are shown on the right-hand side of the window. You can use this information to define when the job schedule is to be executed in the selected store or workstation.

Window **Parameter** with information on parameters for job schedule **Sample Job**

- | | |
|--------------------|---|
| Schedule Id | This is an internal system no. which cannot be changed. |
| Desc | The name of the job schedule is shown here. This cannot be changed. |
| Start Time | Enter the time the job schedule is to start in the selected store or workstation. |
| |  To enter the time click firstly on the hour field and set this by clicking on the arrows.
 Then click on the minutes and set the minutes by clicking on the arrows. |
| Start Date | Enter the date on which the job schedule is to be executed for the first time by clicking on the arrows. |
| Period | Select the intervals at which the job schedule is to be executed: daily, once-only, weekly, hourly or monthly.
If you select Daily , you will be shown a list of weekdays from which you can choose the days on which the job schedule is required by ticking the appropriate day. |
| Next Time | This entry is not effective at present and should not be set. |

19. When all settings have been made, you should click on [**OK**] in window **Parameter** or on [**Cancel**]:

- Click on [**OK**] to store the changes and to ensure that the new job schedule is executed on the selected workstation or in the store concerned at the time defined
Window **Enter a comment** will open up. A comment can be entered here, if applicable.
Then click on [**OK**] even if you have not entered a comment.
The newly programmed job schedule will be executed on the selected workstation after the data has been successfully transferred, the job change parameter has been activated and the workstation has been restarted.

or

- If you click on [**Cancel**], the function will be aborted. The new job schedule will not be stored and will not be executed on the systems selected.

8.2 Parameter History

A history of all parameter changes made for a specific company, store or individual workstation can be called up under **Maintenance → Parameter History**. You can see from this which changes were made by which operators for which enterprise sections.

Version	Executed	Author	Destination	Comment
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
1	11.12.08 15:38	Store Manager	1-0-0	Foreign CurrencyAUD for Company 1
2	11.12.08 15:38	Store Manager	1-0-0	Foreign CurrencyAUD for Company 1
3	11.12.08 15:56	Store Manager	1-0-0	Automatic Pause
4	11.12.08 16:00	Store Manager	1-0-0	Maximum Amount of AUD s set to 3000
5	11.12.08 16:01	Store Manager	1-0-0	AUD Parameter
6	12.12.08 12:13	Store Manager	1-0-0	Supported languages in Company 1
7	12.12.08 14:24	Store Manager	1-0-0	Sample Voucher for Company 1
8	12.12.08 14:52	Store Manager	1-0-0	Sample Voucher as Currency
1	12.12.08 14:54	Store Manager	1-0-0	No comment was given
9	06.01.09 14:45	Hans Müller	1-0-0	No comment was given
10	12.01.09 10:05	Hans Müller	3-0-0	Deleted Thai as Supported Language
11	13.01.09 14:53	Hans Müller	3-0-0	No comment was given
12	26.01.09 17:54	Hans Müller	2-0-0	No comment was given

Window **Parameter History**

Information

Follow the steps described in Chapter 8.1.2.1 *View History of a Parameter Group* to view all parameter changes made not for a specific enterprise section (company, store or workstation) but for a special parameter group.

8.2.1 Layout of the Window

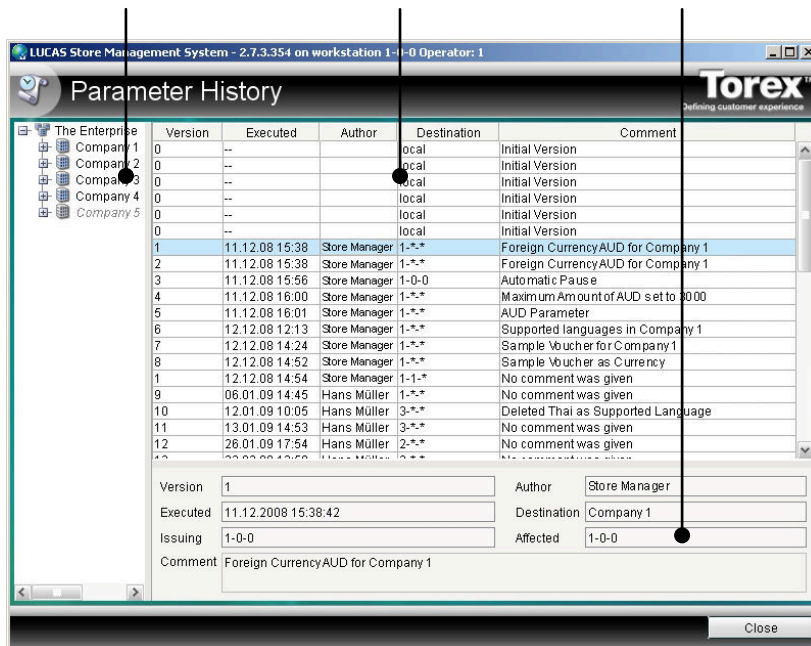
Window **Parameter History** is divided up into three separate sections:

- Left: Enterprise structure with all companies, stores, workstations and groups in the enterprise
- Top right: List of all parameter changes made for the enterprise section selected in the left-hand part of the window
- Lower right: Detailed information on the parameter change selected in the top right-hand section of the window

Enterprise section
affected by the
change made

List of all parameter
changes made for an
enterprise section

Detailed information
on a parameter change



Window **Parameter History** – Layout of window

8.2.2 View Parameter History

The following procedure helps you to call up the parameter history for a specific enterprise section:

1. Select the enterprise section required from the left-hand side of window **Parameter History**. For example, if you select a company, all parameter changes made for the company as a whole will be shown.
All the parameter changes are listed in the top right-hand section of the window.



Customising of the Torex LUCAS-POS system can define the period for which parameter changes can be shown. The standard setting is a list of the changes made over the past 90 days.

Version	Executed	Author	Destination	Comment
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
0	--		local	Initial Version
1	11.12.08 15:38	Store Manager	1-*-*	Foreign CurrencyAUD for Company 1
2	11.12.08 15:38	Store Manager	1-*-*	Foreign CurrencyAUD for Company 1
3	11.12.08 15:56	Store Manager	1-0-0	Automatic Pause
4	11.12.08 16:00	Store Manager	1-*-*	Maximum Amount of AUD set to 3000
5	11.12.08 16:01	Store Manager	1-*-*	AUD Parameter

Window **Parameter History** – Parameter changes for Company 1 are shown

The following information is provided:

Version	A version no. is stored for each workstation and this number increases with every parameter change which affects this workstation. This allows for fast recognition of how many parameter changes have already become valid on one workstation. The numbers of the versions in which the change stated in the same line has been implemented in the workstation are displayed. Please note, however, that a parameter change on a workstation can generate several version numbers
Executed	The date and time the parameter change was executed is shown here.
Author	This field identifies which operator made the change. If a parameter change was done as a result of a data import, the entry here will read XIA .
Destination	The workstation affected by this change is shown here. The entry “*-*-“ stands for “Company-Store-Workstation“ and “*“ is a wildcard. The entry “1-*-“ stands for “Company 1“. Entry “1-2-*-“ stands for Store 2 in Company 1 and “1-2-3“ for Workstation 3 in Store 2 of Company 1.
Comment	If an explanatory comment was written when the parameter was changed, the first line of this text will appear in this column.

2. If you then click on individual parameter changes in the right-hand part of window **Parameter History**, detailed information on the change will be shown at the bottom right of the window.

Version	1	Author	Store Manager
Executed	11.12.2008 15:38:42	Destination	Company 1
Issuing	1-0-0	Affected	1-0-0
Comment	Foreign CurrencyAUD for Company 1		

Window **Parameter History** – details on a parameter change

The following information is provided in this field:

Version	This field shows you the version no(s). under which the parameter change(s) was/were made for the workstation shown under Affected .
Author	The operator who made the change is shown in this field. If a parameter change was implemented as a result of a data import, the entry here would be XIA .
Executed	Here you can see the date and time the parameter change was executed.
Destination	This entry defines which enterprise section was affected by the parameter change. This can be the workstation shown under Affected or the company, store or group to which this workstation is linked.
Issuing	The workstation on which the parameter change was generated appears in this field in the format “Company-Store-Workstation“.
Affected	The workstation which was affected by this change and which was selected in the left-hand part of the window is shown. The format here is: “Company-Store-Workstation“.
Comment	If a comment was written when the parameter change was made, the whole text will be shown in this field.

3. Window **Parameter History** can be exited after click on button [**Close**]:
The window is closed and the main window opens up.

8.3 Enterprise Structure

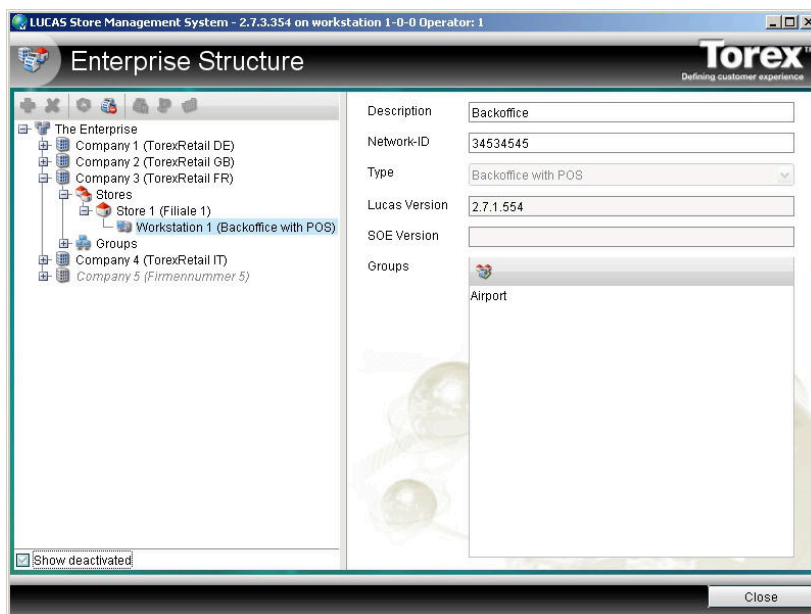
The structure of your stores (SMS) and/or the whole enterprise can be viewed and modified under **Maintenance → Enterprise Structure**:

Information on all companies, stores and workstations will be shown and you can then program new ones or activate and deactivate them. New groups can be created or deleted and the links of enterprise sections to groups can be updated.

This menu also offers you the option of automatically generating both the enterprise structure of a company as a configuration file (config.xml) and a file with the current customising of a company (lct.zip) and both these can also be exported. These files represent the currently valid central settings and they can be used for installation of companies, stores and workstations.

Information

Please note that you can view and maintain the structure of the whole enterprise in CSMS; in SMS only the corresponding store structure will be shown and only groups for the store and workstations can be maintained.

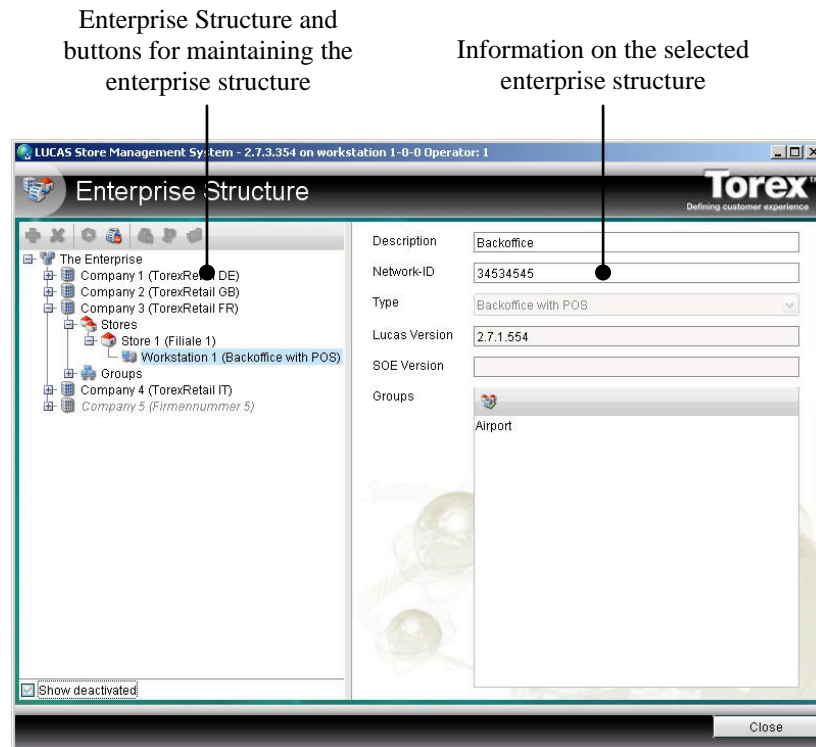


Window **Enterprise Structure**

8.3.1 Layout of the Window

Window **Enterprise Structure** is divided up into two separate sections:

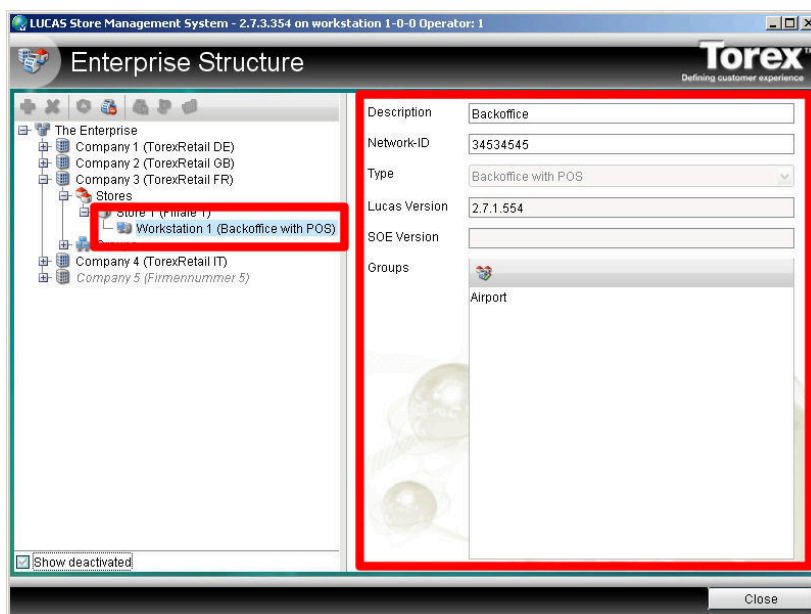
- Left: Enterprise structure with the assigned stores (SMS) and/or the structure with all companies, stores, workstations and groups in the enterprise as well as buttons for maintaining the enterprise structure (CSMS)
- Right: Information on the enterprise section selected in the left-hand part of the window



Window **Enterprise Structure** – Window layout

8.3.2 View Information on Individual Enterprise Sections

A variety of information on all companies, stores, workstations and groups can be called up in window **Enterprise Structure**.



Window **Enterprise Structure** – Information on Workstation 1 of Store 1 of Company 3

Call up this information by clicking in the left-hand part of the window on the enterprise section which interests you:

Information

Please note that not all the following information is made available and this depends on whether you have selected a company, store, workstation or group.

Name / Description	Name and/or description of the enterprise section, e.g. Torex Retail DE, headquarters or back office
Description	Description of the company selected
Groups	Groups to which the store or workstation is linked
Network ID	IP address of a workstation
Type	Type of workstation, e.g. back office with POS, Info POS or headquarters
Lucas Version	LUCAS software version installed on this workstation
SOE Version	LUCAS SOE software version installed on this workstation
Member	Enterprise sections which belong to this group

Information

If a company, store or workstation appears in the enterprise structure in grey and italics and if the icon is faint, this indicates that it has been deactivated (see Chapter 8.3.3.3 *Activate and/or Deactivate Companies, Stores and Workstations*).

8.3.3 Maintain Enterprise Structure

You can extend or reduce the enterprise structure if, for example, you open a new company or close down a store, need a new POS in a store or compile workstations into a group. The enterprise structure in CSMS must reflect the true structure of your enterprise.

During maintaining of the enterprise structure in CSMS you can either create companies, stores and workstations manually (see Chapter 8.3.3.1 *Manual Creation of Companies, Stores and Workstations*) or automatically program and/or update new enterprise sections with an imported configuration (config.xml file) as well as a customising (lct.zip file) into CSMS (see Chapter 8.3.3.2 *Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising*).

After creation of new companies, stores or workstations they may still be deactivated and therefore you have to activate them in CSMS. You can also deactivate any existing companies, stores or workstations in CSMS and thus remove them from the enterprise structure. Read Chapter 8.3.3.3 *Activate and/or Deactivate Companies, Stores and Workstations* to find out how to activate and/or deactivate an enterprise section.

Groups are also part of the enterprise structure. They are made up of stores and workstations for which parameters have been defined or mutual schedules have been programmed for data exchange schedules. Chapter 8.3.3.4 *Maintain Groups* describes how a group is created, how stores and workstations are linked to groups and how an existing group can be deleted.

8.3.3.1 Manual Creation of Companies, Stores and Workstations

This chapter describes how you can create new companies, stores and workstations in CSMS manually.

Attention!

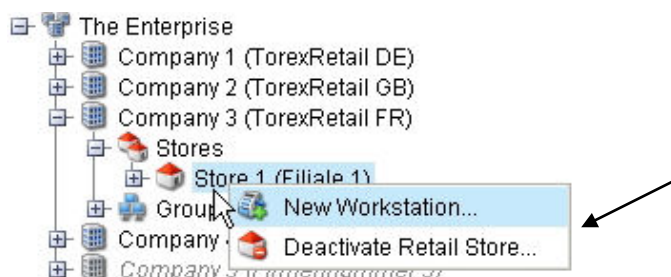
Before you make any changes to the enterprise structure, please remember that you can only reverse any changes made in this menu by hand. Cancel or automatic reset of the settings is not possible.

Please check in advance whether other operators with the same company access rights as you are signed on at the CSMS (see Chapter 12.1 *Information (CSMS only)*). This initial check prevents the risk of changes being made to the enterprise structure by several operators simultaneously.

When maintaining the enterprise structure, please ensure that one enterprise consists of at least one company with one store and at least one workstation with back office functionality.

Headquarters must be installed first in a company before stores can be added. Installation of the back office must have been completed in a branch before other workstations can be installed in this store as the database of the back office is a necessity for this operation.

- To start maintaining of the enterprise structure click on an entry in the enterprise structure with the right-hand mouse key:
A context menu opens up and shows the options available (these depend on the enterprise section you have clicked on, see *below*).



Example: Context menu with the options **New Workstation** and **Deactivate Retail Store**

or

- Select an entry from the enterprise structure with the left-hand mouse key and then click on one of the activated buttons above the enterprise structure (which buttons are active depends on the enterprise section you have selected, see *below*).



Example: Activated buttons **New Workstation** and **Deactivate Retail Store**

The following options are offered in a context menu or via activated buttons when you start maintaining of the enterprise structure:

A mouse click on the left or right key click on the buttons or the context menu...

Enterprise

- a new company is created in the enterprise

Company X

- company X is activated or deactivated

Stores

- a new store is created in the superior company

Store X

- a new workstation is created in store X
- store X is activated or deactivated

Workstation X


- workstation X is activated or deactivated

8.3.3.1.1 Create a New Company Manually


1. Start creation of a new company in CSMS with a mouse click in the left part of window **Enterprise Structure**

- Either with the right-hand mouse key on the enterprise and a click on **New Company** when the context menu opens


or

- You click on the enterprise with the left-hand mouse key and then on button  ([**New Company**]):

The assistant for creating a new company opens up.




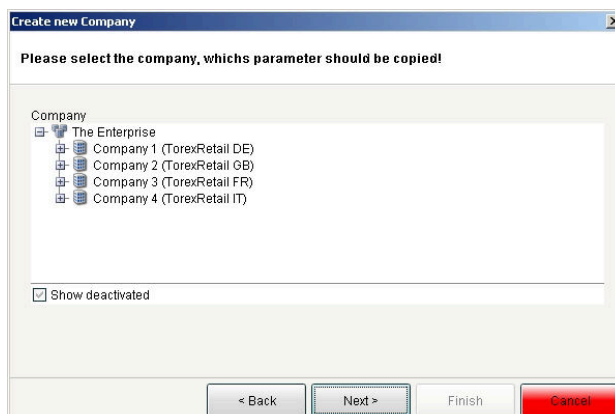
Window **Create new Company** – Entry of company data

2. **optional**  This window shows a Company No. and a name for the new company to be created. These entries can be changed if necessary.

Information

The new company to be created is shown later in the enterprise structure as follows: “Company + Company No.” (in the example “Company 6”). The company description stated under **Name** is shown in brackets in the enterprise structure (e.g. “Company 6 (Company No. 6). Additional information on the company entered under **Description** is shown later in window **Enterprise Structure** after activation of the company concerned (see Chapter 8.3.2 *View Information on Individual Enterprise Sections*).

3. **optional**  Additional details for the new company can also be entered under **Description**.
4. Click on button [**Next**]:
The next window of the assistant opens up.



Window **Create new Company** – Select the company to be copied

5. All companies in the enterprise are shown in this window. Click onto the company whose parameter settings are to be copied for the new company. A deactivated company can be selected here.

Information

The parameter settings of the new company can be changed later in menu **Maintenance → Parameter** (see Chapter 8.1.3 *Maintain Parameters*).

6. Click on [**Next**]:
The next window of the assistant opens up.

Description	Copy
Template Store Store 2 Company 1	<input checked="" type="checkbox"/>
Template Store Store 1 Company 1	<input checked="" type="checkbox"/>

Window **Create new Company** – Select the store settings you want to copy

7. **optional** If there are one or more store templates in the copied store, you can define which store is to be copied by activating the tick box. The store versions will not be copied if the tick box is not activated.

Information

Template stores are not real stores; they are only used as an example for future stores. This means that you only need to define the typical settings for your stores (specific workstations, parameters, etc.) once and then use this information for other stores and only the minimum of adjustments are necessary.

8. Click on [**Next**]:
The next window of the assistant opens up.

Window **Create new Company** – Basic currency of the new company

9. The base currency for the new company is defined here. You have the following options:

- Confirm the base currency of the copied company (**Take over basic currency**)

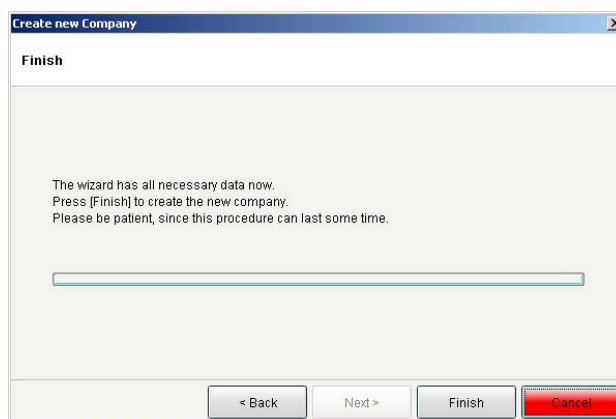
or

Information

- Select another base currency, but also select the currency in the copied company (**Select an existing foreign currency**)
- or
- Create a new base currency which does not exist in the copied company (**Create a new basic currency**). If you choose this option, you should then select a currency and enter an ID under **Tender Code**. This ID can be entered as required, but it can only have a maximum of four digits and must be unique in the system.

The customising of your Torex LUCAS-POS system defines which currencies are offered as new base currencies. The ID assigned to the local currency serves as an external referencing code during XML export of transaction data and will be used during subsequent analyses by the enterprise resource planning system (ERP).

10. Then click on [**Next**]:
The next window of the assistant opens up.



Window **Create new Company** – **Finish**

11. All data needed to create a new company is now in the system and you can click on [**Back**], [**Finish**] or [**Cancel**]:
- If you click on [**Back**], the system will return to the previous window. You can thus check the settings made and, if necessary, make changes.
- or
- If you click on [**Finish**], the entries made will be confirmed:
The assistant is closed and the new company is created in the enterprise structure.
- or
- If you click on [**Cancel**], the function will be discontinued and the new company will not be created.

Attention!

A new company may be deactivated after it has been created and this must, therefore, be activated. This depends on the configuration of your Torex LUCAS-POS software and the superior enterprise section. Please refer to Chapter 8.3.3.3 *Activate and/or Deactivate Companies, Stores and Workstations*.

8.3.3.1.2 Create a New Store Manually


Attention!

The headquarters must be installed in a company before the stores can be created.

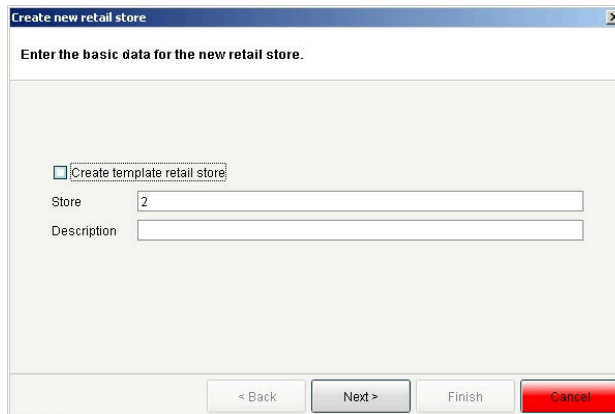
1. A new store can be created manually in CSMS from the left-hand section of window **Enterprise Structure** with

- either a click with the right-hand mouse key on entry **Stores** under the company in which you want to create a new store and then a click on **New Retail Store...** in the context menu which then opens up



or

- A click with the left-hand mouse key on entry **Stores** under the company in which the new store is to be created and then a click on button  ([**New Retail Store**]):

The assistant for creating a new store opens up.




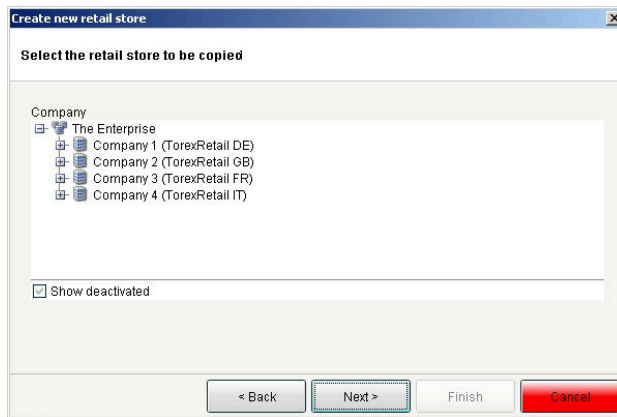
Window **Create new retail store** – Basic data for the retail store

2. **optional**  This window shows a store no. under **Store**. This can be changed, if necessary.
3. **optional**  An additional description can be entered for the new store under **Description**.

Information

The newly created store is then shown in the enterprise structure as follows: “Retail store + description entered under **Store**” (in the example “Store 2”). Additional information on the store which can be entered under **Description** will be shown in window **Enterprise Structure** when the store concerned is activated (see Chapter 8.3.2 *View Information on Individual Enterprise Sections*).

4. **optional**  If you activate the function **Create template retail store**, you will then be able to define the store as the template store:
This is not a real store (and cannot be activated). It is used solely as a template for future stores as it has the typical settings used in your stores (specific workstations, parameters, etc.). After it has been copied, you then only need to make slight adjustments. A template retail store appears in italics and blue letters in the enterprise structure.
5. Click on [**Next**]:
The next window of the assistant opens up.



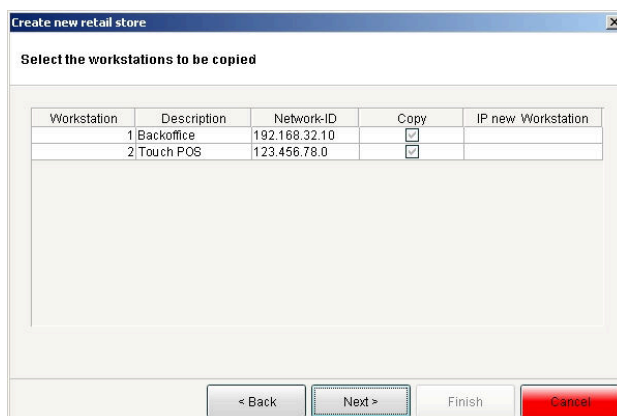
Window **Create new retail store** – **Select the retail store to be copied**

6. All stores of the company are shown in this window. Open up the tree structure and select the store with the settings you want to copy for the new store. You can either select a deactivated store (italics and grey) or a template store (italics and blue).

Information

The parameter settings of the new store can be changed at any time in menu **Parameter** (see Chapter 8.1.3 *Maintain Parameters*).

7. Click on [**Next**]:
The next window of the assistant opens up.



Window **Create new retail store** – **Select the workstations to be copied**

8. The workstations of the store to be copied are shown in this window. Select the workstations which you want to copy for the new store by activating the corresponding line in the tick box in column **Copy**.

Attention!

At least one workstation with back office function must be created for a new store. The next workstations can be created as required.

During copying, the type of workstation to be copied (e.g. POS or back office) is accepted for the new workstation. This cannot be changed later.

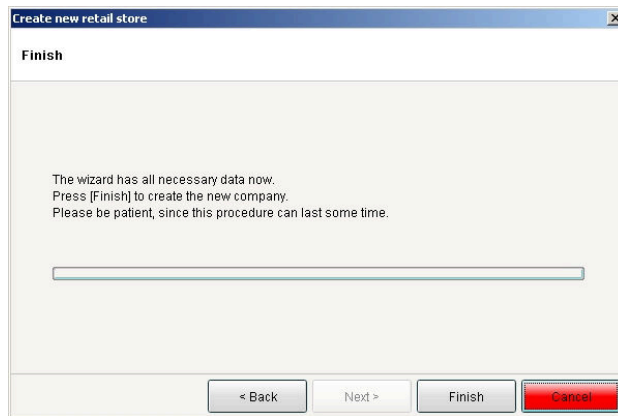
9. Enter the IP addresses of the new workstations after the workstations to be copied under **IP new Workstation** (IP addresses do not need to be entered for a template retail store).

Information

The configuration of your Torex LUCAS-POS system defines whether IP addresses or host names are to be entered here.

10. Click on [**Next**]:

The next window of the assistant opens up.



Window **Create new retail store – Finish**

11. All data required for creating a new store now exist and you can then click on [**Back**], [**Finish**] or [**Cancel**]:

- If you click on [**Back**], the system goes back to the previous window. The settings can then be checked and modified if necessary.

or

- You confirm your entries with [**Finish**]:
The assistant is closed and the store is created in the enterprise structure.

or

- If you click on [**Cancel**], the function is discontinued and the new store will not be created.

A new company may be deactivated after it has been created and it must, therefore, be activated. This depends on the configuration of your Torex LUCAS-POS software and the superior enterprise section. Please refer to Chapter 8.3.3.3 *Activate and/or Deactivate Companies, Stores and Workstations*.

Various other setting may then have to be made (the customising of your Torex LUCAS-POS system defines the individual settings):

- Please ensure that the new store shows the valid company data; use function **Send Data** (see Chapter 8.5 *Send Data*):

If the customising (lct.zip file) used for installation of the new store does not match the current version of the central database, please select all data relevant to your company in menu **Send Data** and send it to the new store.

If an exported customising with the current version of the central database was used for installation (see Chapter 8.3.5 *Export of the Current Customising (lct.zip)*) and if the new store was activated on CSMS before the customising used was exported, you only need to select the data records **Customers, Employees, Operators** and **Retail Store Addresses** in menu **Send Data** as this information is not part of the exported customising. If the new stores are not activated on CSMS before the customising used is exported, all data relevant to the enterprise must be sent to the new store with function **Send Data**.

- Link employees and operators to the new store (see Chapter 10.1 *Employees*).
- Define the print lines for the receipts in the new store (see Chapter 8.1.3.4.2.1 *Definition of Receipt Header and Footer*).
- Other parameters can then be adjusted for the workstations in the new store (see Chapter 8.1 *Parameter*).

Attention!

8.3.3.1.3 Create a New Workstation Manually

Please adhere strictly to the sequence described below:


1. Create a new workstation in CSMS – as described here or in Chapter 8.3.3.2 *Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising*.
2. If a new workstation is linked to an active store, it will only be available after transfer to the back office and activation of the parameter change job. You can start this with a data exchange operation (see Chapter 11.2.2.8 *Define Immediate Data Transfer*). Check in menu **Parameter Change Jobs** (see Chapter 11.1 *Parameter Change Jobs*) whether data exchange and activation of the parameter change job have been successful.
The workstation can only be connected up and the Torex LUCAS-POS software installed after data has been exchanged and the parameter change job has been activated.
3. Then physically connect up the new workstation in the store and install the Torex LUCAS-POS software.
4. Depending on the configuration of your Torex LUCAS-POS system the workstation may be deactivated after it has been installed in CSMS and it should, therefore, be activated to ensure that data can be exchanged between headquarters and/or back office and the workstation (see Chapter 8.3.3.3 *Activate and/or Deactivate Companies, Stores and Workstations*).
The newly installed workstations are activated automatically in an online setup a new enterprise section is created with a configuration export. This step would then not be necessary.
5. You should then adjust the print lines of the receipt to the requirements of the new workstation (see Chapter 8.1.3.4.2.1 *Definition of Receipt Header and Footer*). You can, if necessary, also maintain other parameters for the workstation (see Chapter 8.1 *Parameter*).

Please note that installation of back office must be finished in a store before other workstations can be installed because the database of the back office must be available.

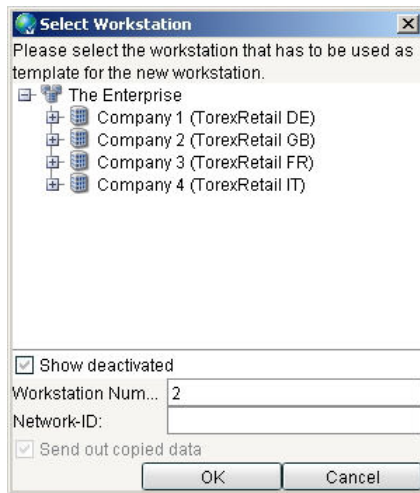
Attention! 

1. If a new workstation is to be created manually in CSMS, click on the left-hand side of window **Enterprise Structure**
 - on the store for which the new workstation is to be created with the right-hand mouse key and then on **New Workstation...** in the context menu which then opens

or

 - activate the store for which you want to create a new workstation with the left-hand mouse key and then click on button  ([**New Workstation**]):

Window **Select Workstation** opens up.




Window **Select Workstation**

2. All workstations in the enterprise are shown. Open up the tree structure and select the type of workstation with the appropriate parameter settings which are to be copied. Deactivated workstations (italics and grey) can also be selected.

Attention!

Only workstation types which exist in CSMS can be used to create new workstations in CSMS. If you need a new type of workstation in CSMS, you should import a config.xml file with the appropriate workstation type into the CSMS (see Chapter 8.3.3.2 *Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising*).

3. optional  The number of the new workstation is shown under **Workstation Number**. You can change this if necessary.

Information

The newly created workstation is shown as follows in the enterprise structure: “Workstation + number entered under the **Workstation Number**” (in the example “Workstation 2”). The workstation type is shown in brackets (e.g. “Touch POS” or “Back office with POS”).

4. Enter the IP address of the new workstation under **Network-ID**.

Information

You can enter a host name instead of an IP address here if the configuration of your Torex LUCAS-POS system allows this.

5. Then click on [**OK**] or [**Cancel**]:
 - You confirm your entries with [**OK**]:
The window closes and the workstation is created in CSMS within the enterprise structure.
 - or
 - You click on [**Cancel**] to discontinue the function and the new workstation is not created in CSMS.

8.3.3.2 Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising

As an alternative to manual creation of new companies, stores and workstations in CSMS (see Chapter 8.3.3.1 *Manual Creation of Companies, Stores and Workstations*) you can also import the configuration of a company with a customising and configuration file. This updates the configuration of a company, store or workstation or adds a new company, store and/or workstation to the enterprise structure. The enterprise structure and the configuration are transferred to CSMS with the customising and configuration file and are then shown there.

Attention!

Before you can import a configuration you must ensure that there is a lct.zip and a config.xml file in a directory which CSMS can access. Both files can be provided by Torex.


Please remember that you can only manually void changes you have made in this menu before you start to change the enterprise structure in CSMS. Cancel or an automatic reset are not available.

Always check whether other operators with the same access rights as you are signed on at the CSMS (see Chapter 12.1 *Information (CSMS only)*). This precautionary measure will prevent changes being made simultaneously to the enterprise structure by various operators.

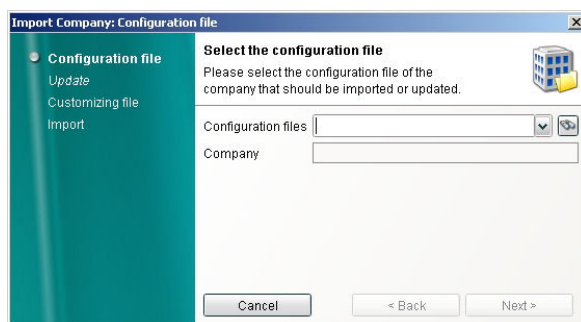
1. To import a configuration

- Click in the left-hand part of window **Enterprise Structure** either on the enterprise with the right-hand mouse key and then on **Import settings...** in the context menu which opens up

or


- Click on the enterprise with the left-hand mouse key and then on button  ([**Import settings**]):

The assistant for importing a configuration opens up.




Window **Import Company** – Select the configuration file

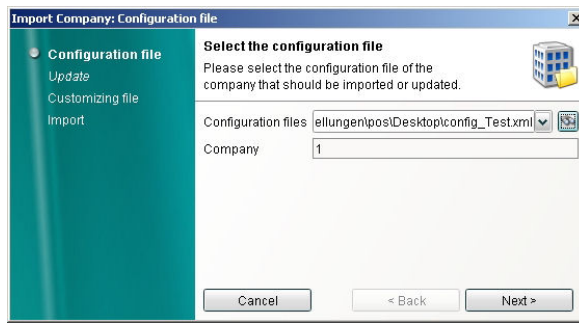
2. Then select a configuration file. Two options are open to you:

- Either click on button  to the right of field **Configuration files**:
A list of paths in the selected configuration files opens up. Select the appropriate file with a mouse click

or

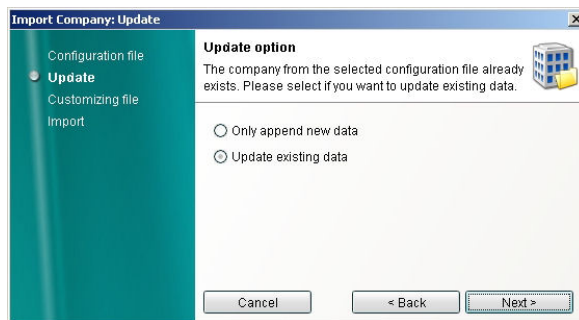
- Click on button  to the far right of field **Configuration files**:
Select the config.xml file which you want to import from the window which then opens up and finally click on [**OK**].

The configuration file you have selected and the company defined are then shown in the assistant under **Configuration files** and **Company**.



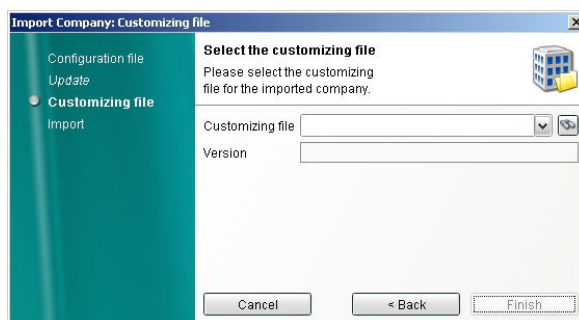
Window **Import Company** – **Select the configuration files** with file and company names

3. Click on button [**Next**]:
The next window opens up.





Window **Import Company** – **Update** (option)

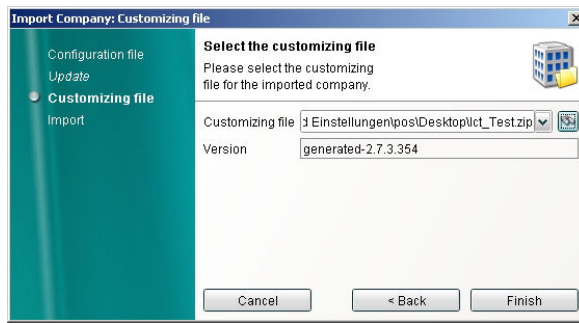
4. **optional** This window only appears if you want to update the company, i.e. if the company described in the configuration file already exists in the database.
The entry here selects whether all data for the company is to be updated (**Update existing data**) or whether only new data is to be written into the database (**Only append new data**).
5. **optional** Click on [**Next**]:
The next window opens up.



Window **Import Company** – **Select the customizing file**

6. Select one customising file from the two options offered:
 - Either click on button  to the right of field **Customizing file**:
A list of paths from the last customising files is opened. Select the file required
 - or
 - Click on the button  to the far right of field **Customizing file**:
Select the lct.zip file to be imported from the list in the open window and then confirm this with [**OK**].

The selected customising file and the corresponding LUCAS version no. will be shown in the assistant under **Customizing file** and **Version**.



Window **Import Company** – **Select the customizing file** showing customising file and LUCAS version

7. You can then click on [**Back**], [**Finish**] or [**Cancel**]:

- If you click on [**Back**], the system returns to the previous window. You can then check the settings made and, if necessary, make any changes.

or

- You confirm your entries with [**Finish**]:
The assistant closes and import of files and the configuration of the new company or the update of an existing company is started up. After successful configuration of a new company, store and/or workstation the details will be integrated into the enterprise structure and this can be maintained via CSMS.

Attention!

Please note that a newly created company, store or workstation becomes active immediately from a configuration import in CSMS. This implies that data can be exchanged by headquarters or back office. Therefore, template stores or workstations must be deactivated in CSMS (see Chapter 8.3.3.3 *Activate and/or Deactivate Companies, Stores and Workstations*).

After a new company, store and/or workstation has been created any further handling steps as described in Chapter 8.3.3.1 *Manual Creation of Companies, Stores and Workstations*) should be executed.

or

- If you click on [**Cancel**], the function is discontinued and no configuration is imported.

8.3.3.3 Activate and/or Deactivate Companies, Stores and Workstations

If you have created a new enterprise section, this must be activated if it is still deactivated – the configuration of your Torex LUCAS-POS software defines whether this is possible.



A deactivated company, store or workstation can be recognised by the faint icons and the grey lettering in italics.

Information

The newly installed enterprise sections will be automatically activated in an online installation and a new enterprise section created with a configuration import. Manual activation in CSMS is not necessary.

If, however, you want to close down a company, store or workstation, this cannot be removed from the enterprise; it can only be deactivated. This means that headquarters/store and the deactivated store/workstation no longer communicate. Parameter change jobs are not sent to the deactivated parts of the enterprise and any parameter change jobs which have been created but not sent will be cancelled.

Deactivated companies, stores and workstations can be activated again in CSMS and thus integrated into the enterprise structure.

Notes on Activation/Deactivation

- Headquarters and the stores and the company in which headquarters is located cannot be deactivated.
- If you deactivate an enterprise section, all elements linked to this will be deactivated too.
Example: A store is deactivated and all workstations in this store will then be deactivated automatically.
- When a back office workstation is deactivated, the whole store with all workstations will also be deactivated.
- If you re-activate a deactivated enterprise section, all elements linked to this will be re-activated.
Example: When a store is activated all workstations linked to this store will be activated again.
- If a store is activated in a deactivated company, the superior company will be activated automatically. All other stores in the company remain inactive and should, if necessary, be activated manually.
- If a back office workstation is activated in a deactivated company, the superior store and the company will be activated automatically. All other workstations in the company remain inactive and should, if necessary, be activated automatically.
- A workstation which is not a back office workstation and is linked to a deactivated store cannot be activated as an individual entity. The superior store must be activated in this case.
- Template stores – recognisable by italics and blue letters – are not real stores and they cannot, therefore, be activated.

Execution of an Activation/Deactivation

Attention!







If you close down a workstation or a store, please ensure that you not only physically remove this from the enterprise structure but also deactivate it in CSMS. The non-deliverable parameter change jobs for this enterprise section could lead to a network overload. A deactivated enterprise section must be removed physically as communication by the workstation/store could continue.

Please ensure that the enterprise structure receives the current company data from **re-activation of an enterprise section**. Use function **Send Data** for this operation (see Chapter 8.5 *Send Data*).

You have two alternatives to activate and/or deactivate an enterprise part:

- Either you click on the company, store or workstation with the right-hand mouse key in the left-hand part of window **Enterprise Structure** and then click on **Activate Company/Retail store/Workstation...** or **Deactivate Company/Retail store/Workstation...** in the context menu which then opens up

or

- You click on the appropriate company, store or workstation with the left-hand mouse key and then on button ,  or  ([**Activate Company/Retail Store/Workstation**]) or on ,  or  ([**Deactivate Company/Retail Store/Workstation**]):

The selected enterprise section and any other enterprise sections are then activated and/or deactivated (see *Notes on Activation/Deactivation*). In some cases the activation/deactivation only becomes effective after transfer and activation of a parameter change job.

Information

Deactivated companies, stores and workstations are shown in faint italics in the enterprise structure.

8.3.3.4 Maintain Groups

Groups can be made up of stores and workstations to allow mutual parameters to be defined for this enterprise section (see Chapter 8.1 *Parameter*) or to schedule data exchange (see Chapter 11.2 *Data Exchange Schedules (CSMS only)*).

The chapters which now follow describe how to create a new group, to edit the linkage of stores and workstations to groups and to cancel an existing group.

8.3.3.4.1 Create Groups

1. Click on the left-hand part of window **Enterprise Structure**

- either with the right-hand mouse key on **Groups** under the company for which the new group is to be created and then on **Create new group...** in the context menu which then appears

or

- with the left-hand mouse key on entry **Groups** under the company for which the new group is to be created and then on button  ([**Create new group**]):

The assistant then opens up.



Window **Create a new group**

2. Enter a name for the new group.

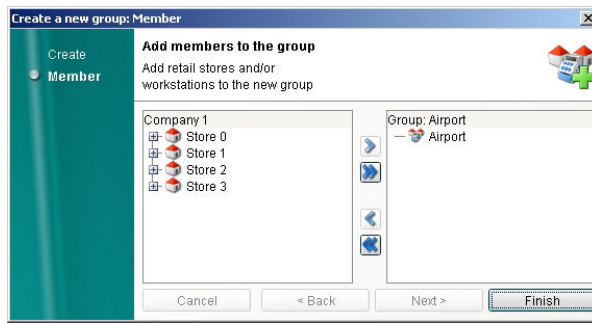
3. Then click on [**Next**] or [**Finish**]:

- Click on [**Next**] if you want to define which stores and workstations are to be members of the group

or



- If you want to link stores and workstations to the group later, click on [**Finish**] and a group will be created. The assistant then closes and the new group is shown in the enterprise structure. You can then ignore the next steps in this description. Follow the steps described in Chapter 8.3.3.4.2 *Edit Group Membership* to link stores and/or workstations to the group later.

4. optional  The next window opens up if you have clicked [**Next**].





Window **Create a new group – Add members to the group**

This window defines which stores and workstations are to become members of the group. The structure of the company in which the group has been created is shown on the left-hand side of the window and on the right-hand side you can see the group structure.

- If you click on button , all stores and workstations of the company will become parts of the group.
- If only individual stores and/or workstations are to be added to the group, click on the left-hand side of the window and then on button :
The selected workstation or store is integrated into the group and shown on the right-hand side of the window.

All workstations in the store will be linked to this group (individual workstations can be removed from the group if necessary).

If a workstation is linked to a group, the store to which the workstation is linked will automatically be assigned to this group. All other workstations in this store will not be added to the group.

- All stores and workstations are removed from the group with button  and this is shown on the left-hand side of the window in the company structure.
- If only one store and/or workstation is to be removed from the group, you should click on the right-hand section of the window and then on button :
The selected workstation or store is then cancelled from the group and this is shown on the left-hand side of the window.

5. Finally click on button [**Finish**]:

The assistant window is closed, the new group is created with the linked members and this is shown in the enterprise structure.

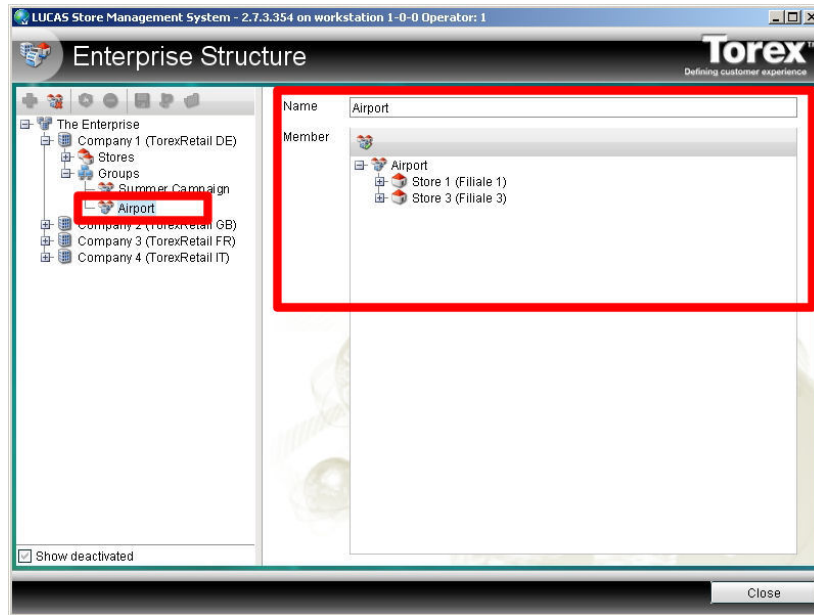
8.3.3.4.2 Edit Group Membership

Not only can you define which stores and workstations belong to a group during creation of a group but also at any time for an existing group.


Two options are available to you for editing existing groups – this depends on whether you want to change the members of a group or the link of a store or workstation to a group:

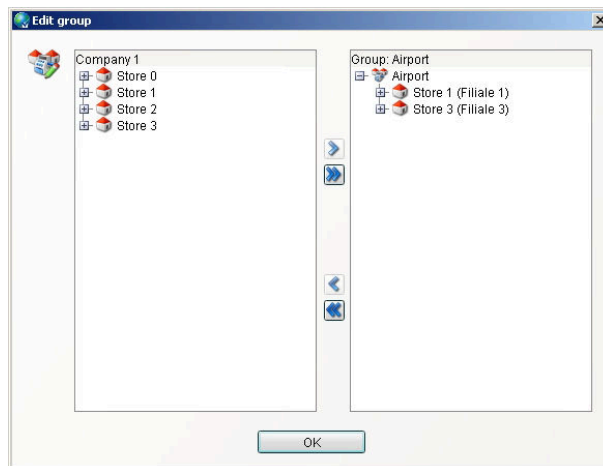
- a1. Click on the left-hand part of window **Enterprise Structure** on the group for which the membership is to be edited:

Information on this group appears on the right-hand side of the window.



Window **Enterprise Structure** – Information on selected group **Airport**

- a2. Click on button  ([**Edit group membership**]) on the right-hand side under **Member**:
Window **Edit group** opens up.





Window **Edit group**

- a3. The structure of the company to which the group belongs is shown on the left-hand side of the window. The previous group structure is shown on the right-hand side.

Attention!



When you change the group structure, please remember that all changes made in this window can only be voided manually. Cancel or automatic reset of the function is not possible.

- All stores and workstations in the company are integrated into the group if you click on button .
- If an individual store and/or workstation is to be added to the group, select it/them from the list on the left-hand side of the window and then click on button :
The workstation or store selected will then become part of the group and will be shown on the right-hand side of the window.

If a store is linked to a group, all workstations in the store will be linked automatically to this group (individual workstations can be cancelled from the group at any time if necessary).

If a workstation is linked to a group, the store to which this workstation is linked will be automatically linked to the group. All other workstations in this store will not be added.

Information

- All stores and workstations in the group will be removed with button .
- If an individual store and/or workstation is to be removed from the group, select this from the list on the right-hand side of the window and confirm with button :
The selected workstation or store is removed from the group.

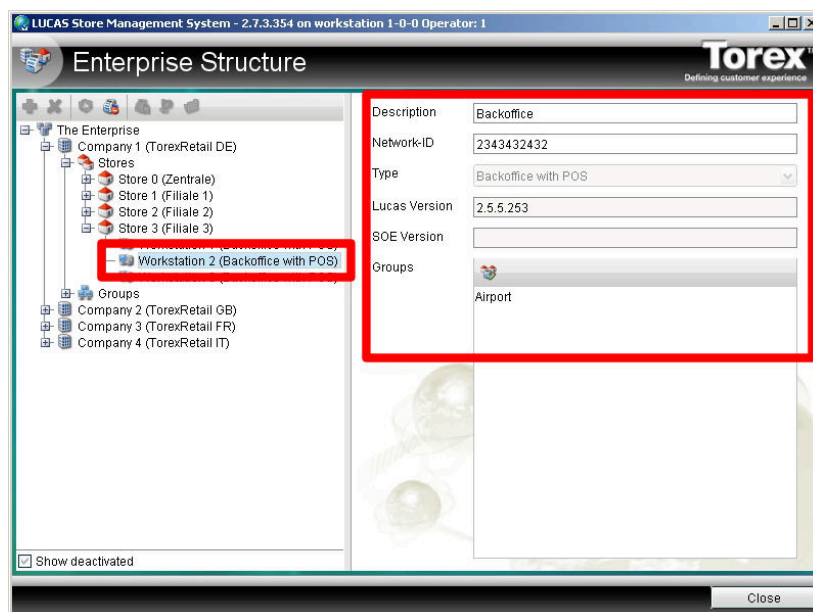
a4. Finally click on button [**OK**]:

Window **Edit group** closes and the changes made will be stored in the system.

or

b1. Click on the store or workstation for which the group membership is to be edited (left-hand side of window **Enterprise Structure**):

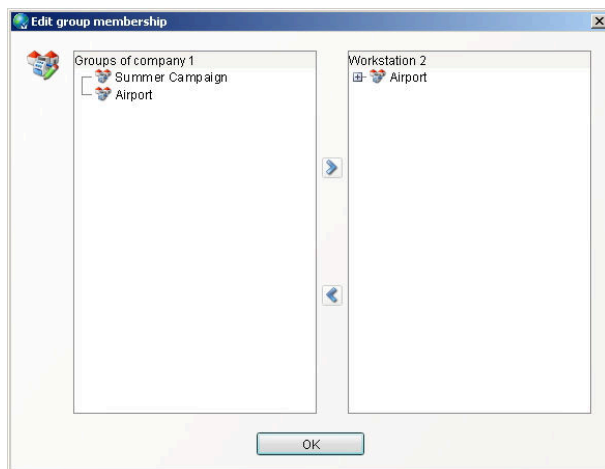
Information on this store and/or workstation is shown on the right-hand side.



Window **Enterprise Structure** – Information on the selected workstation 2

b2. Then click on button  ([**Edit group membership**]) under **Groups** on the right of the window:

Window **Edit group membership** opens up.




Window **Edit group membership**

b3. All groups in the company to which the selected store and/or workstation belong are shown on the left-hand side of the window. The group(s) to which the selected store and/or workstation belong is/are shown on the right-hand side.

Attention!


Before you change the group membership, please remember that all changes made in this window can only be voided manually. Cancel or automatic reset of settings is not possible.

- Select the appropriate group from the list on the left-hand side of the window and then click on button  to link the selected store/workstation to another group:
The selected workstation or store is added to the group and is shown on the right-hand side of the window.

Information

If a store is linked to a group, all member workstations of this store will be automatically linked to this group (individual workstations of the store can, if necessary, be removed from the group; see Chapter 8.3.3.4.2 *Edit Group Membership*). If this store is removed from the group, the linked workstations will also be removed.

If a workstation is linked to a group, the store of which the workstation is a member will be automatically linked to this group. All other workstations in this store will not be added to the group. When the workstation is removed from the group, the store will be automatically removed

- Click on the right-hand side of the window on the group from which you want to remove the selected store/workstation and then click on :
The selected workstation or store will be removed from the group and the group will no longer be visible on the right-hand side of the window.

b4. Finally click on [**OK**]:


Window **Edit group membership** is closed and the changes you have made will become effective.

8.3.3.4.3 Delete Groups

A group is deleted as follows:

- Click on the group to be deleted with the right-hand mouse key in the left-hand section of window **Enterprise Structure** and then on **Delete group** in the context menu

or

- Click on the group to be deleted with the left-hand mouse key and then on button  ([**Delete group**]):

The selected group is deleted and removed from the enterprise structure.

8.3.4 Export of the Current Configuration (config.xml)

In menu **Enterprise Structure** you can export an enterprise structure configured in CSMS as a configuration file (config.xml). This file defines which stores and workstations exist in a company and the configuration of the stores and the individual workstations (e.g. store addresses, workstation types, IP addresses and hardware of the workstations). The config.xml file which is required for installation of new enterprise sections is generated automatically and does not need to be adjusted by the operator.


Information

The new workstations are automatically updated with the latest configuration in an online setup. No config.xml file is necessary.

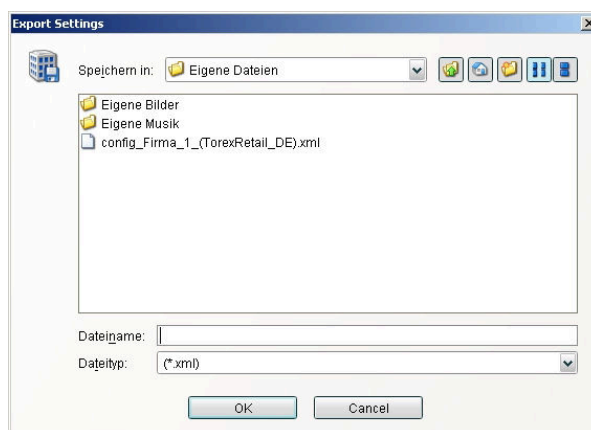
1. Export the current enterprise structure by CSMS:

- Use the right-hand mouse key to activate the company for which the structure is to be exported in the left-hand part of window **Maintenance** → **Enterprise Structure** and then on **Export Settings...** in the context menu


or

- Click with the left-hand mouse key on the company for which the structure is to be exported and then on button  ([**Export Settings**]):

Window **Export Settings** then opens up.



Window **Export Settings**

2. **optional**  The target folder in which the exported config.xml file is to be stored is shown under **Speichern in:** (store under). The entry here can be changed if necessary.
3. Enter a name for the config.xml file under **Dateiname** (filename).
4. Then click on [**OK**] to start the export operation. A bar indicates the progress of the export operation. The config.xml file with the structure of the selected company is then stored in the selected directory and can be used to install the company defined in it.

8.3.5 Export of the Current Customising (lct.zip)

Customising (lct.zip) can be generated on the basis of the current central database and exported to a defined directory. This file includes the specific settings of a company, e.g. POS and settlement modes available, tax groups, languages, access rights, receipt layouts, etc. and can be used for installation of the company it defines. This ensures that newly created enterprise sections mirror the current version of the central database.


Information

In an online setup the new workstations are automatically updated with the currently valid customising. No lct.zip file is needed for installation.

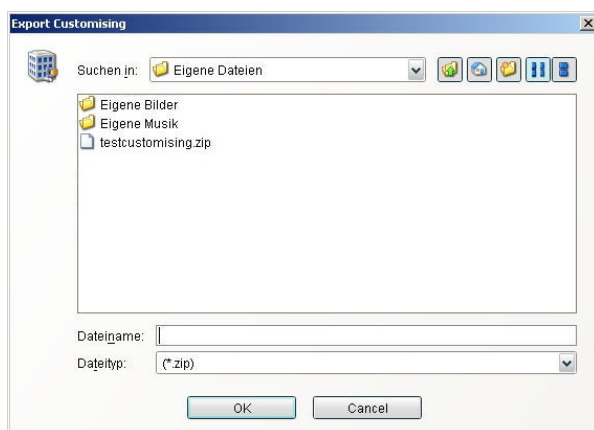
1. Export of the current customising of a company as lct.zip file:

- Use the right-hand mouse key to select the company to which the customising is to be exported on the left-hand side of window **Maintenance** → **Enterprise Structure** and then click on **Export Customising...** in the context menu


or

- Click with the left-hand mouse key on the company of which the company structure is to be exported and then on button  ([**Export Customising**]):

Window **Export Customising** opens up.



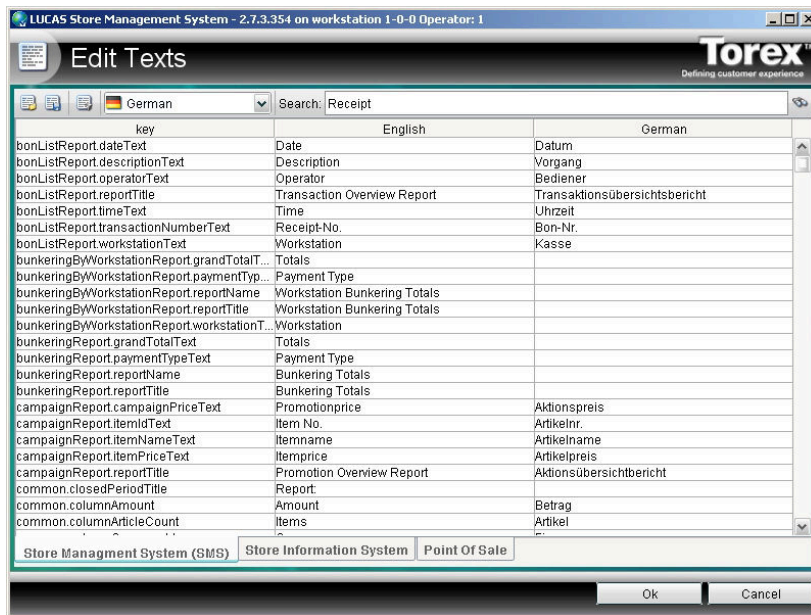
Window **Export Customising**

2. **optional**  The folder in which the exported lct.zip file is to be stored is shown under **Suchen in:** (store under). The entry here can be changed if necessary.
3. Enter a name for the lct.zip file under **Dateiname** (filename).
4. Click on [**OK**] to start customising export. A bar shows the progress of the export operation. The lct.zip with the customising is stored for the selected company in the directory defined. The file can then be used for installation in the company defined in it.

8.4 Edit Texts (CSMS only)

Under **Maintenance** → **Edit Texts** you can edit and translate the software texts shown on the interfaces of individual programs (POS and (Central) Store Management System) in your Torex LUCAS-POS system. All those languages supported in one company of the enterprise can be used.

Moreover, you can use this menu to find specific language IDs, translations or missing translations, to export language settings (so that texts can be edited outside of CSMS) and to import externally translated texts for re-integration into the program.

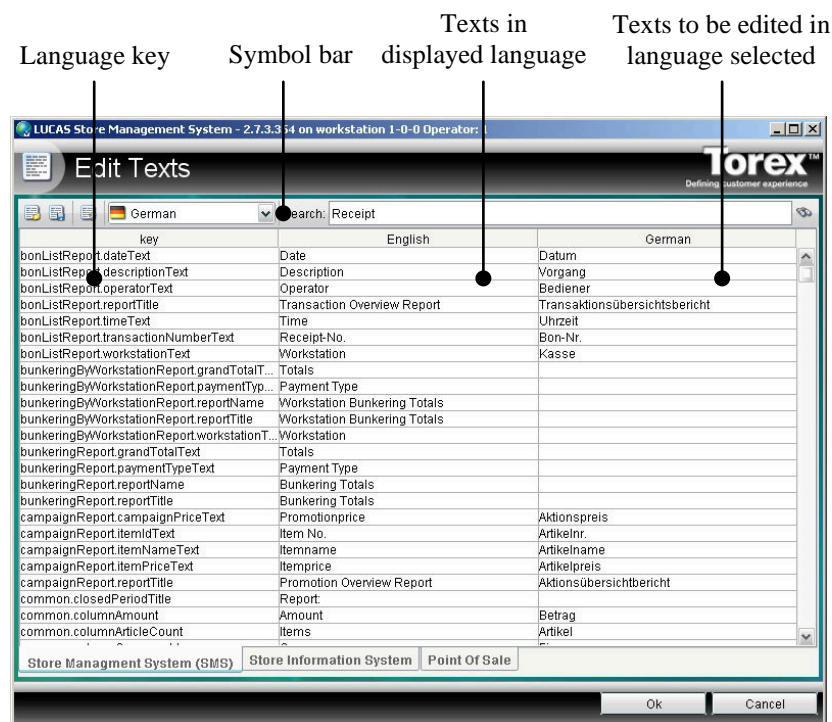


Window **Edit Texts**

8.4.1 Layout of the Window

Window **Edit Texts** is divided up into four different sectors:

- Top: Symbols bar with all buttons, selection and entry fields
- Lower left: Language key
- Centre: The texts in the language selected, i.e. in the current program language
- Lower right: The texts in the language they are to be edited in as shown on the top line



Window **Edit Texts** – Layout of window

The texts of the Torex LUCAS-POS system are divided up into the sections **Store Management System ((C)SMS)**, **Store Information System (SIS)** (functions in the former SIS which are now available in SMS/CSMS) and **Point of Sale** in window **Edit Texts**. A tab has been provided for each section and this can be opened from a mouse click. The texts of that particular section are listed here (see also Chapter 4.2.6 *Card Index with Several Tabs*).

You can also sort the texts displayed: either up or down in alphabetic order from a click on the heading lines for key, the displayed language and the language to be edited. A third click on the column heading returns the sequence to its original state.

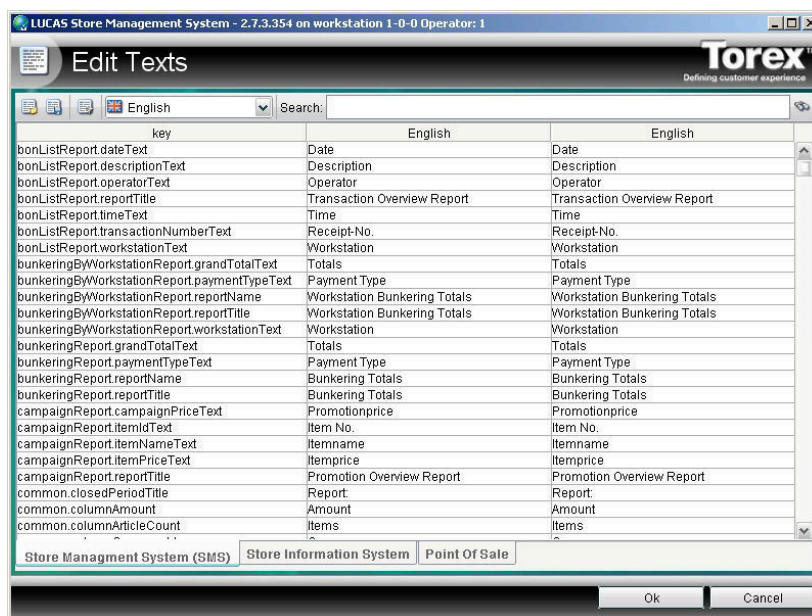
8.4.2 Edit Texts

The following procedure helps you to display the texts in a specified language and to edit them in this language:

Attention! 

Always check whether other operators are signed on at CSMS to ensure that text changes are not made simultaneously by other operators (see Chapter 12.1 *Information (CSMS only)*). Please note that operators with other access rights than have been assigned to you can edit texts in Torex LUCAS-POS.



1. Click on menu **Maintenance** → **Edit Texts**:
Window **Edit Texts** opens up.

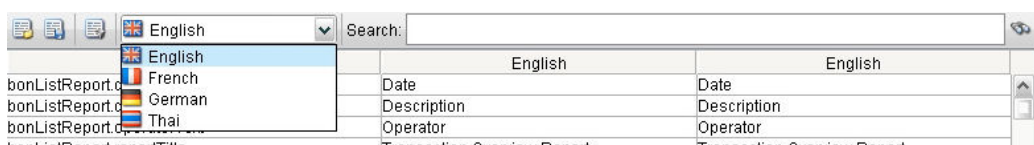


Window **Edit Texts**

The texts in the currently valid program language are shown in the centre column. The texts in the right-hand column can be edited. The standard setting for call up of this menu defines that the texts which can be edited appear in the currently valid program language.


If no texts exist in the selected languages, the fields are left empty or the language key is shown in the so-called “fallback” language – provided that this has been defined in your Torex LUCAS-POS system (if translations are not available for all texts the defined fallback language is applied so that no texts are lost; see also Chapter 14 *Glossary*, entry *Fallback Language*).

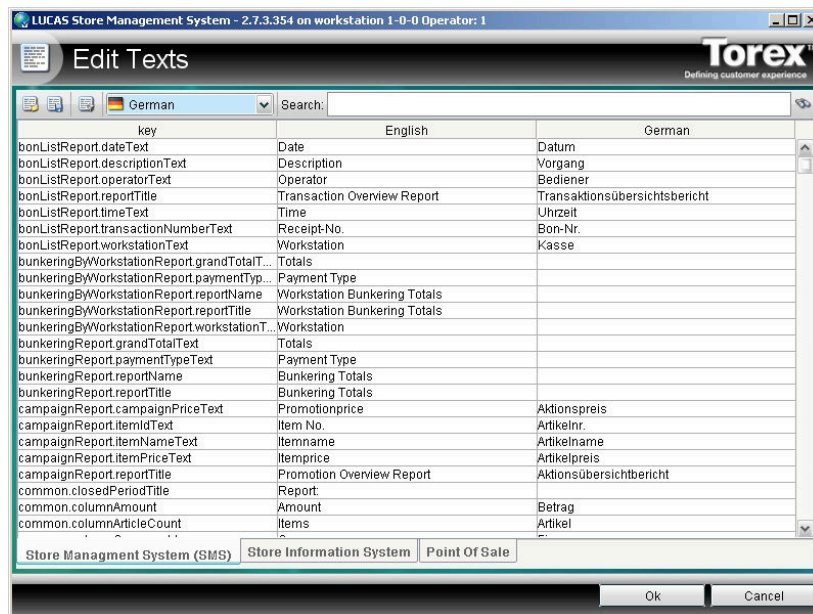
2. optional  Click on button  to the right of the language field at the top of the window to call up the texts to be edited in a language other than the current program language.
A list of all languages supported by at least one company in the enterprise opens up.



Window **Edit Texts** with opened selection list for the editing language


If you want to translate the Torex LUCAS-POS system texts into a language other than the ones shown in the list under **Edit Texts**, you will have to enter this language in menu **Maintenance → Parameter** for at least one company in the enterprise under **Company Properties → Languages** (see Chapter 13 *Overview of the Operations Which can be Executed on SMS/CSMS*, page 337).

3. optional  Click on the language in which the texts are to be displayed so that they can be edited: The texts are shown in the selected language in the right-hand text column. If no texts have yet been translated into this language, the fields will be empty.



Window **Edit Texts** with English as the displayed language (current program language, centre column) and German as the editing language selected on the top line (right-hand column)

4. The texts to be edited can then be changed in the right-hand column or new ones can be entered. Carry out a double click in the line with the text you want to edit. The cell becomes an entry field and you can enter a new text in the appropriate language or can change an existing text. You exit the entry field with [Enter] or a click on another cell.

optional  If you have a text in a language with characters which are not the usual Latin characters, use the entry help (see Chapter 8.4.2.1 *Entry Help for non-Latin Characters*).


5. When text editing has been completed, click on [**OK**] or [**Cancel**] at the bottom right of the window **Edit Texts**:
 - Click on [**OK**] to store the changes made in the systems within the enterprise.

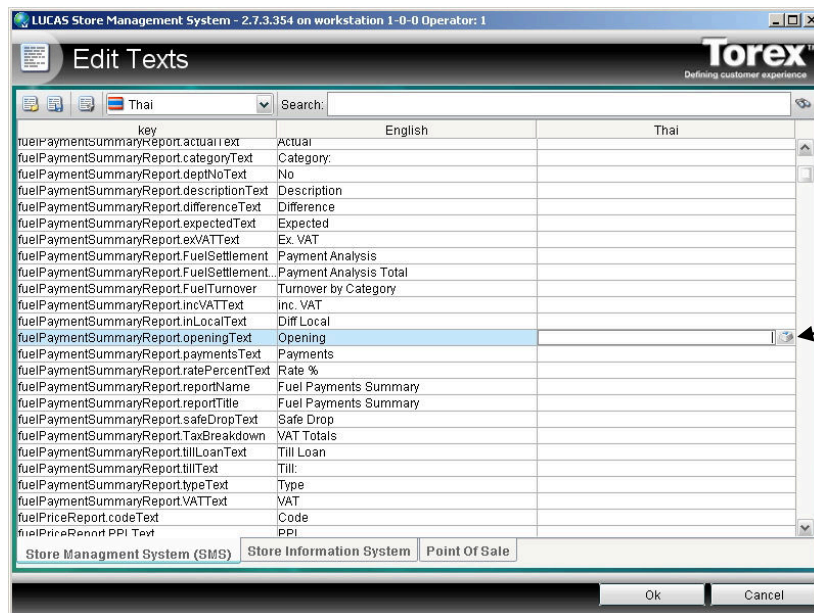
or

 - Click on [**Cancel**] to discontinue the function without any changes being stored.


8.4.2.1 Entry Help for non-Latin Characters

An entry help for non-Latin characters is provided for editing software texts thus allowing you to define texts in, for example, Turkish or Thai.

1. If you double click on a cell in the right-hand column of window **Edit Texts**, the cell becomes an entry field and the entry help symbol  is shown on the right-hand side of the cell.





Window **Edit Texts** with symbol for entry help

2. Click on symbol :
A virtual keyboard is revealed.

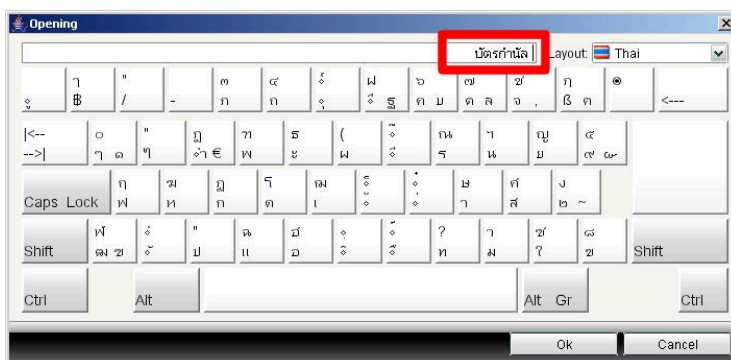


Entry help for non-Latin characters

3. **optional**  The language for the entry appears under **Layout** at the top of the window. This matches the language selected in window **Edit Texts** but you can change it here if necessary. Click on the arrow  to the right of the **Layout** selection field and select the language you need.
4. The title line of the window shows the text for the language key in the current program language displayed (in the example: **Opening**).
The entry field at the top of the window shows the entry for the language key as it exists in the editing language. If there is no translation available in this language, the field will be empty.
Delete any entry here and enter the correct text in the selected language via the virtual keyboard.

Information

Please note that activation of some keys, e.g. [Shift] or [Ctrl] affects the key depression which then follows. Combinations such as [Shift+D] for a capitalised D are realised by clicking on [Shift] and clicking on [D].



Entry help with Thai translation for **Opening**

5. After you have entered the text you can either activate [**OK**] or [**Cancel**]:

- Click on [**OK**] at the bottom right of the window to store the text entered in window **Edit Texts**:
The entry help closes and window **Edit Texts** is re-opened. The text you have entered is shown in the right-hand column in the correct line.

Attention!


Please note that the text will only be finally stored after you have stored the text change from a click on [**OK**] in window **Edit Texts** (see Chapter 8.4.2 *Edit Texts*).

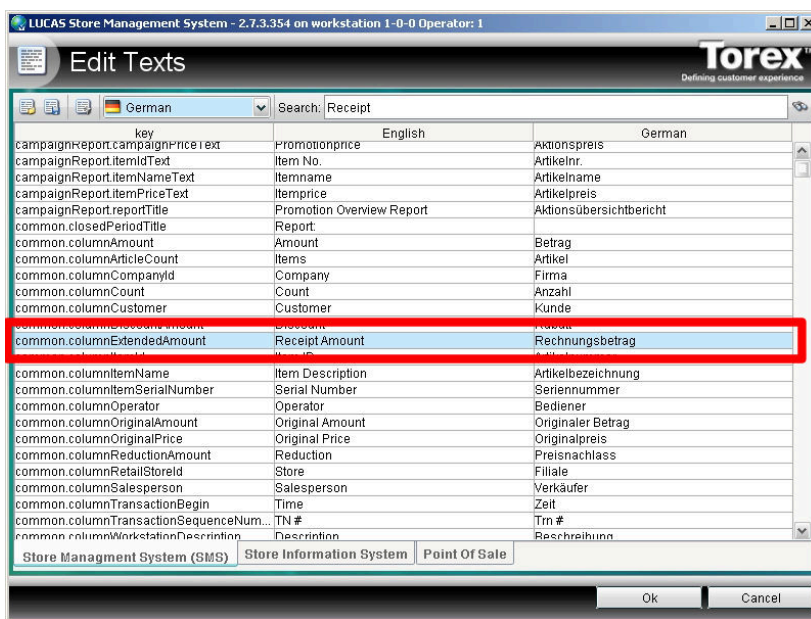
or

- If you click on [**Cancel**], the virtual keyboard is closed and the text entered will not be stored.



8.4.3 Search for Texts

In window **Edit Texts** you can also search for specific texts and thus ensure that a specific language key is translated the same way each time it occurs.

1. If you want to search for a specific text, enter the text in the top part of the window in entry field **Search**. Capital and small letters are ignored.
2. Then click on button  ([**Start or continue the search**]) to the right of entry field.
The currently visible language lists (language keys, texts in the program language and the texts to be edited) are searched through for elements which contain the text entered.
The whole line is highlighted as soon as an entry which contains the search term is found.




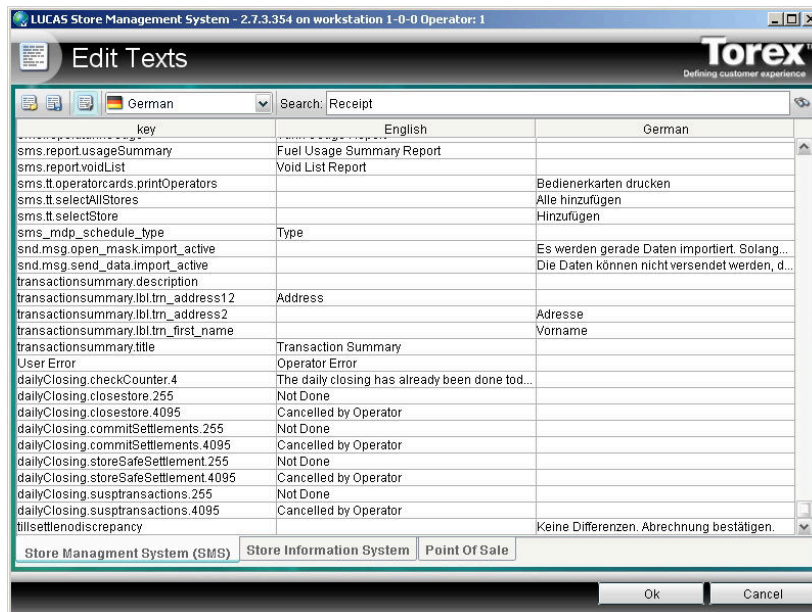
Window **Edit Texts** with a search result for term "Receipt"

3. optional  The next matching entry will be highlighted after a click on button  ([**Start or continue the search**]), and so on.

8.4.4 Show Missing Translations

In window **Edit Texts** language keys for which there is a translation in the program language and in the editing language can be faded out to simplify the search for incomplete texts. Only lines with a missing text are then shown.

1. Click on button  ([**Show missing translations**]) at the top of the window to fade out complete lines:
All language keys which show an entry in the middle column and in the right-hand column will be faded out. Only those lines where an entry is missing will be listed.



Window **Edit Texts** with information on the missing texts in German and/or English

If a fallback language has been defined in your system (to ensure that all texts which do not exist in the program language appear in the fallback language), the texts in the fallback language are shown with a grey background. This helps you to quickly recognise which texts are only available in the fallback language and not in the program language (see also Chapter 14 Glossary, entry *Fallback Language*).

2. Click on button  ([**Show missing translations**]) again if all language keys are to be displayed again.

Information


Lists of the missing texts can easily be drawn up (see Chapter 8.4.5 *Export Language Settings*) after an export of the missing translations.

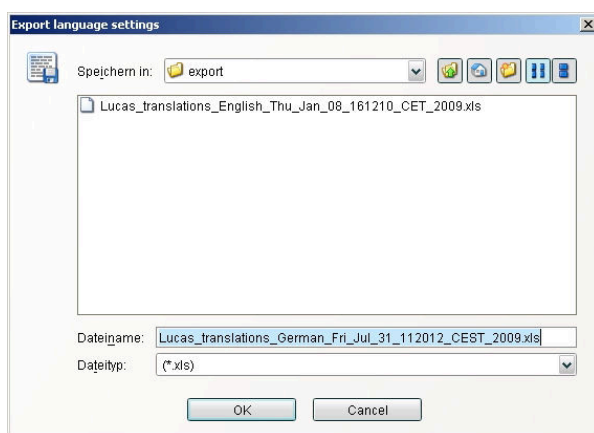
8.4.5 Export Language Settings

CSMS allows you to export the current program texts of the Torex LUCAS-POS system as a Microsoft Office Excel file. This simplifies editing of texts outside the CSMS by external staff.



Information

An exported and edited Excel file can be imported into CSMS and stored in the database from an import of language settings (see 8.4.6 *Import Language Settings*).

1. Click on button  ([**Export language settings**]) in the top part of window **Edit Texts** to export the current language settings:
Window **Export Language settings** opens up.



Window **Export Language settings**

2. **optional**  The folder in which the exported Excel file is to be stored is shown under **Speichern in:** (store under). This can be changed if necessary.
3. **optional**  A name for the exported Excel file is shown under **Dateiname** (filename). This can be changed if necessary.
4. Then click on [**OK**] or [**Cancel**]:
 - Click on [**OK**] to start export of language settings.
After a successful export operation the Excel file can be found in the selected directory.
If the program language (centre column in window **Edit Texts**) deviates from the editing language (right-hand column in window **Edit Texts**), both lists will be exported to the Excel file to simplify editing.

or

- If you click on [**Cancel**], the function is discontinued and the language settings are not exported.

Attention!


Please note that the Excel file consists of two identical sheets and only sheet **translations** can be changed. Note the warning on the other sheet **original – do not edit**.

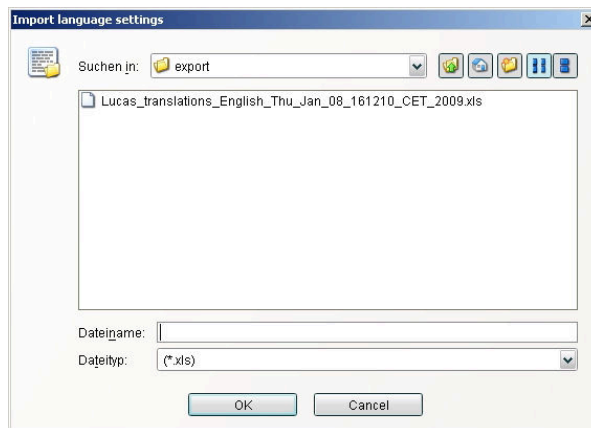
8.4.6 Import Language Settings

The Microsoft Office Excel files with the currently valid program texts of the Torex LUCAS-POS system exported by CSMS (see 8.4.5 *Export Language Settings*) can be imported into CSMS again and stored in the database.

Attention! 

Please check whether other operators with the same access rights as you are signed on at CSMS to prevent changes being made to texts simultaneously by various operators (see Chapter 12.1 *Information (CSMS only)*). Operators with different access rights to you can also edit texts in Torex LUCAS-POS. If the Excel file to be imported contains two language lists (program language and the editing language), the changes in both languages will be stored during the import operation.

1. Click on button  ([**Import language settings**]) in the centre of window **Edit Texts** to start import of an Excel file into CSMS:
Window **Import Language settings** opens up.



Window **Import Language settings**

2. This window shows a folder under **Suchen in:** which has a suitable Excel file. This is shown in the middle field of the window. If the Excel file to be imported is there, you should select this with a click. If the Excel file is somewhere else, change to the appropriate directory and activate the Excel file to be imported.
3. Then click [**OK**] or [**Cancel**]:
 - Click on [**OK**] to start import of language settings.
The language settings will be accepted in CSMS after a successful import operation.

Attention! 

The new texts only become valid in the database if you store the text changes with [**OK**] in window **Edit Texts** (see Chapter 8.4.2 *Edit Texts*).

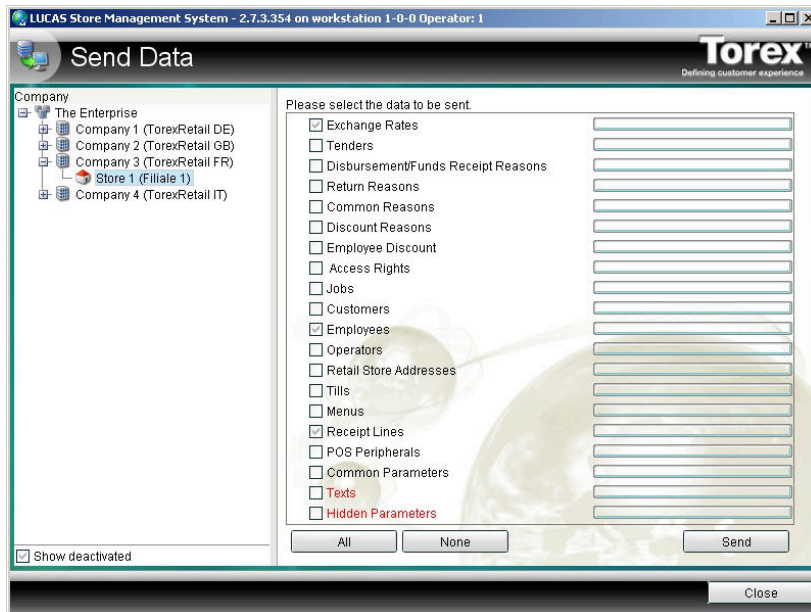
or

- If you click on [**Cancel**], the function will be discontinued and the language settings will not be imported.

8.5 Send Data

In **Maintenance → Send Data** you can select specific data from headquarters which is to be sent to certain companies or stores. The whole data record selected here is then sent to the selected enterprise sections during the next data exchange operation

This function is applied if you want to ensure that specific data (for example, the parameters of an enterprise section or the employee and operator data) is to be available in certain companies or stores if they have, for example, just been created or have been re-activated after they had been de-activated.

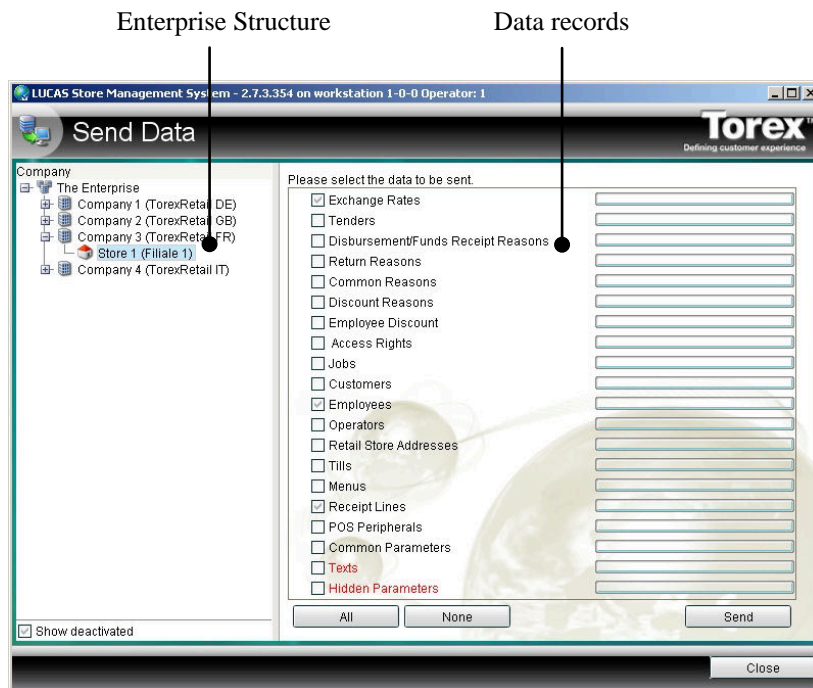


Window **Send Data**

8.5.1 Layout of Window

Window **Send Data** is divided up into two separate sections:

- Left-hand: Enterprise structure with all companies and stores in the enterprise
- Right-hand: Data records which can be sent



Window **Send Data** – Layout of the window

8.5.2 Send Data

Data is sent to specific companies or stores with the following procedure:

1. Click on the left-hand side of window **Send Data** on the company or store to which the data is to be sent.

Attention! 

Data can only be sent to active companies or stores (see Chapter 8.3.3.3 *Activate and/or De-activate Companies, Stores and Workstations*).

2. Mark the data records which are to be sent on the right-hand side of the window. Various options are open to you here:
 - Select individual data records (e.g. **Tenders** or **Employees**) by activating the appropriate tick box.

or

 - Select all data records available, except **Texts** and **Hidden Parameters**, and click on button [**All**].

or

 - Reset all selected data records with a click on button [**None**].

The following data records can be selected and sent:

Exchange Rates	Information on all foreign exchange rates
Tenders	Currencies, exchange rates, tender, availability of tender, credit note classes, tender properties
Disbursement/Funds Receipt Reason	Reasons for disbursements and funds receipts and whether any are available
Return Reasons	Reasons for returns and whether any are available
Common Reasons	General reasons and whether any are available
Discount Reasons	Information on all types of discounts and whether any are available
Employee Discounts	Staff discounts and whether any are available
Access Rights	Information on groups, group access rights and workstation access rights
Jobs	Information on all job schedules and the times these are to be executed on the workstations
Customers	Customer-specific data which can be updated on the POS in menu Customer and which is stored in headquarters
Employees	Information on employees, employee discounts and employee assignment to stores
Operators	Information on employee assignment to stores, operators, operator groups and operator drawers
Retail Store Addresses	Addresses of the stores

Customising can define whether a dedicated address or the addresses of all stores in the company is assigned to each store (this is imperative in USA to ascertain the tax rate paid for the original transaction as these differ from state to state) after this data record has been selected

Tills	Information on the POS drawers in use
Menus	Information on menus
Receipt Lines	Print lines and logos of the receipts
POS Peripherals	Information on the POS peripherals
Common Parameters	Common parameters
Texts	Editable texts in menu Edit Texts (see Chapter 8.4 <i>Edit Texts (CSMS only)</i>)
Hidden Parameters	Parameters which cannot be updated via SMS/CSMS

3. After selection of the data click on [**Send**] or [**Close**] at the bottom right of the window:

- Parameter change jobs are created for exchange of the selected data when you click on [**Send**]. These will then be transferred to the selected enterprise section during the next data exchange operation and they are then available after the parameter change job has been activated (exchange and activation can be checked in menu **Service → Parameter Change Jobs** (see Chapter 11.1 *Parameter Change Jobs*) and the progress of the parameter change job can be followed up in menu **Service → Data Exchange State** (see Chapter 11.3 *Data Exchange State (CSMS only)*).

If, for example, you do not have a dedicated line to the stores or if data is only exchanged during the data exchange schedules and data selected in menu **Send Data** needs to be sent immediately, you can carry out an immediate job (see Chapter 11.2.2.8 *Define Immediate Data Transfer*).

or

- A click on [**Close**] discontinues the function and no data is sent.

8.6 Gift Certificates

Gift certificates can be managed under **Maintenance → Gift Certificates**. You can call up all gift certificates in your enterprise and you can change the status of existing gift certificates manually (e.g. to deactivate a lost gift certificate or to manually amend status changes in the store which were not recorded correctly). If gift certificates are not generated when they are sold but must already exist in the database before they can be sold, you can also create new gift certificates in the database with this menu.

Information

Please note that all gift certificates of the enterprise can be shown both in back office on SMS and also in headquarters on CSMS. Only gift certificate types for which a check is necessary in back office when they are sold, returned or redeemed can be created on SMS. Gift certificates which have to be validated in headquarters can only be created on CSMS.

LUCAS Store Management System - 2.7.3.354 on workstation 1-0-0 Operator: 1

Gift Certificate Maintenance Torex™
Defining customer experience

Find: [] in Column: [] Issuing Store: []

State	Issuing Company	Expiration Date	Issuing Store	Number	Value
Created	1			19001000199900000001	10
Deactivated	1			19001000199900000002	10
Redeemed	1			19001000199900000003	10
Redeemed	1			19001000199900000004	10
Created	1			19001000199900000005	10
Returned	1			19001000199900000006	10
Sold	1			19001000199900000007	10
Returned	1			19001000199900000008	10
Redeemed	1			19001000199900000009	10
Created	1			19001000199900000010	10
Created	1			29001000299900000001	15
Redeemed	1			29001000299900000002	15
Redeemed	1			29001000299900000003	15
Sold	1			29001000299900000004	15
Returned	1			29001000299900000005	15
Returned	1			29001000299900000006	15
Deactivated	1			29001000299900000007	15
Deactivated	1			29001000299900000008	15
Created	1			29001000299900000009	0
Created	1			29001000299900000010	0
Created	1			29001000299900000011	0
Created	1			29001000299900000012	0
Created	1			29001000299900000013	0
Created	1			29001000299900000014	0
Created	1			39001000399900000000	50
Redeemed	1			39001000399900000001	50
Sold	1			39001000399900000002	50

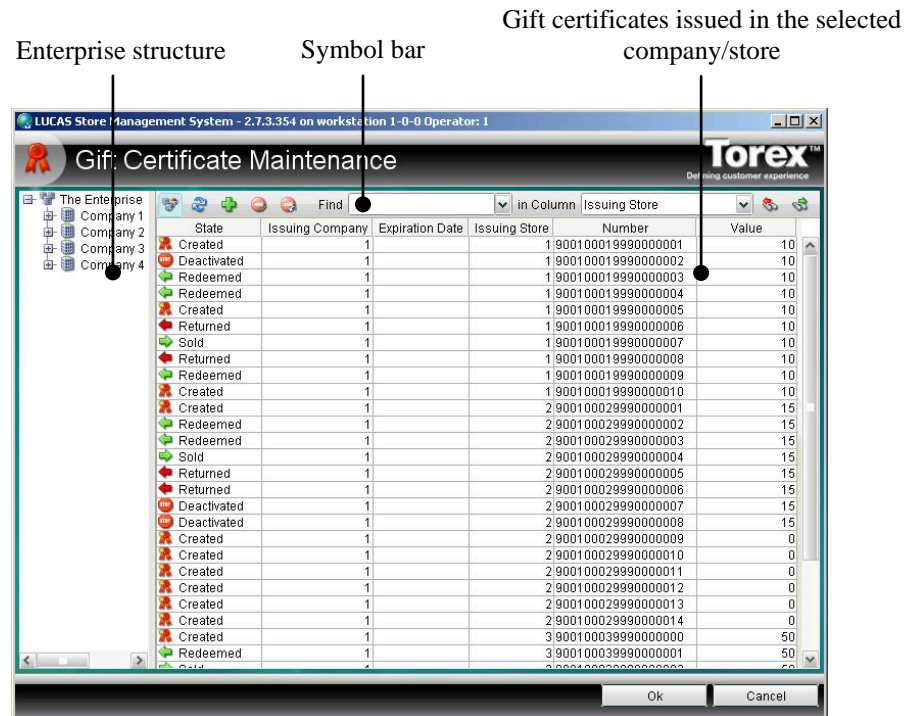
Ok Cancel

Window **Gift Certificate Maintenance**

8.6.1 Layout of the Window

Window **Gift Certificate Maintenance** is divided up into three separate sections:

- Left-hand: Enterprise structure with the stores (SMS) and/or all companies and stores in the enterprise (CSMS)
- Upper right: Symbol bar with all buttons, selection and entry fields
- Lower right: Gift certificates which have been issued in the selected company or store



Window **Gift Certificate Maintenance** – Layout of the window

8.6.2 View Gift Certificates


The gift certificates which have been issued can be called up in window **Gift Certificate Maintenance**. You can also carry out a search for specific gift certificates and can adjust the layout of the information to match your requirements.

8.6.2.1 Select the Company or Store in Which the Gift Certificates Were Issued

When you open up window **Gift Certificate Maintenance**, the right-hand side of the window shows all gift certificates which have been created (i.e. issued) in your enterprise.

If you want to view the gift certificates in a specific company or store, please select the appropriate one from the left-hand part of the window. Only the gift certificates issued for this company and/or store will then be displayed.

Click on the entry **The Enterprise** to return to display of all gift certificates in the enterprise.

You can also fade out the enterprise structure on the left-hand side of the window. To do so, click on button  in the symbol bar at the top of window **Gift Certificate Maintenance**. The enterprise structure is displayed again after a renewed click on the button.

8.6.2.2 Display of Gift Certificates

All gift certificates issued either for all or only selected companies/stores are shown on the right-hand side of the window. The gift certificates are listed in a table with a variety of information in each of the columns.

The following columns are available with the appropriate information (see Chapter 8.6.2.2.1 *Fade in and Fade out of Columns*):

Issuing company	Company in which the gift certificate was created (i.e. in which it can be sold); this column is always shown and cannot be faded out										
Issuing store	Stores for which the gift certificate was created (i.e. in which it can be sold); this is a standard column and cannot be faded out										
Number	Gift certificate number; this is a standard column and cannot be faded out										
State	Current status of gift certificates: <table><tr><td>Created</td><td>The gift certificate has been created but not yet sold to a customer</td></tr><tr><td>Deactivated</td><td>Gift certificate has been deactivated and cannot be sold, redeemed or returned</td></tr><tr><td>Redeemed</td><td>Gift certificate has been redeemed</td></tr><tr><td>Sold</td><td>Gift certificate was sold to a customer but has not yet been redeemed or returned</td></tr><tr><td>Returned</td><td>Gift certificate has been returned and can, therefore, no longer be redeemed</td></tr></table>	Created	The gift certificate has been created but not yet sold to a customer	Deactivated	Gift certificate has been deactivated and cannot be sold, redeemed or returned	Redeemed	Gift certificate has been redeemed	Sold	Gift certificate was sold to a customer but has not yet been redeemed or returned	Returned	Gift certificate has been returned and can, therefore, no longer be redeemed
Created	The gift certificate has been created but not yet sold to a customer										
Deactivated	Gift certificate has been deactivated and cannot be sold, redeemed or returned										
Redeemed	Gift certificate has been redeemed										
Sold	Gift certificate was sold to a customer but has not yet been redeemed or returned										
Returned	Gift certificate has been returned and can, therefore, no longer be redeemed										

Information

The customising of your Torex LUCAS-POS system defines whether other gift certificate states are to be made available.

Value	Cash value at which the gift certificate was issued
Expiration date	Date the gift certificate expires
Customer	ID of the customer who purchased or redeemed this gift certificate

Training Mode	Information as to whether this gift certificate was issued in training mode and which can, therefore, only be sold, returned and redeemed in training mode
Company	Company for which the gift certificate was created
Reference Number	External reference number
Description	Description which can be entered when a gift certificate is created (see Chapter 8.6.4 <i>Create New Gift Certificates</i>)
Issuing Date	Date on which the gift certificate was issued in the store
Type	Type of gift certificate (e.g. gift voucher or merchandise voucher)

Tender Repository

Company, ID, Store This information will not be analysed

State Change

Time (Transaction)	Time the status of the gift certificate was changed (e.g. it was sold or redeemed)
Company	Company in which the status of the gift certificate was changed (e.g. sold or redeemed)
Store	Store in which the status of the gift certificate was changed (e.g. sold or redeemed)
Workstation	Workstation in which the status of the gift certificate was changed (e.g. sold or redeemed)
Transaction Number	Number of the transaction in which the status of the gift certificate was changed (e.g. sold or redeemed)
New State	Status of the gift certificate after the change
Time (Block)	Time at which the gift certificate was blocked (gift certificates which are checked on a server in the back office or in headquarters when they are sold, redeemed and/or returned can have the status Blocked). This implies that a state change was made at the POS (e.g. the gift certificates concerned were redeemed or returned) but this state change has not yet been recorded. These gift certificates remain in state Blocked until recording has been finalised. This ensures that they cannot be redeemed or returned more than once.

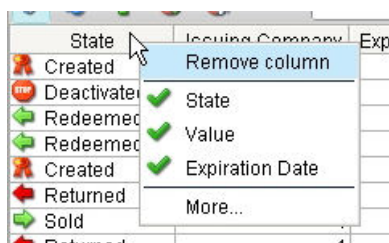
Transaction

Time	Time at which the last transaction for the state change of the gift certificate took place
Company	Company in which the last transaction with the gift certificate was carried out
Store	Store in which the last transaction with the gift certificate was carried out
Tender Type	Tender used for the sale or return of the gift certificate
ID	Number of the last transaction for the state change of the gift certificate
Workstation	Workstation on which the last transaction with the gift certificate was carried out

8.6.2.2.1 Fade in and Fade out of Columns

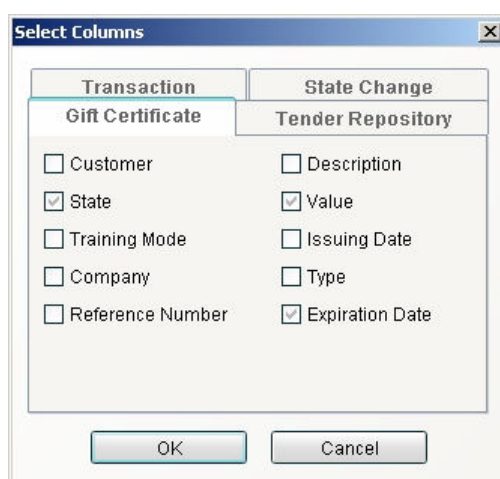
In the main you can define which columns (and the appropriate information) can be shown in window **Gift Certificate Maintenance**: All columns, except **Issuing Company**, **Issuing Store** and **Number**, can also be faded in or faded out:

1. Click on a column heading with the right-hand mouse key:
A context menu opens up.



Window **Gift Certificate Maintenance** – Context menu after click of the right-hand mouse key on a column heading

2. optional You can then click on **Remove column** to fade out the selected column.
3. optional Columns **State**, **Value** and **Expiration Date** appear in the centre of context menu. You can tick these columns and they will then be faded in or faded out.
4. All columns available will be shown if you click on **More....** They are divided up into various tabs (see Chapter 8.6.2.2 *Display of Gift Certificates*).



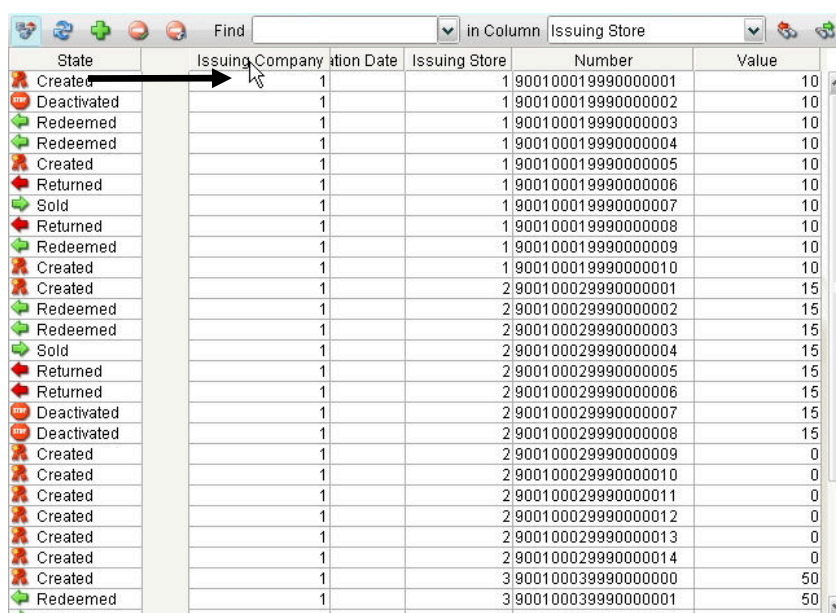
Window **Gift Certificate Maintenance** – Menu **Select Columns**

5. optional You can activate/deactivate the various columns with the tick boxes and the columns will then be faded in or faded out. Your changes are confirmed with a click on [**OK**]; if [**Cancel**] is clicked on, the window will close and no changes will be made to the displayed columns.

8.6.2.2.2 Sorting in Columns

The sequence the gift certificates are shown in can be modified from a click on the column heading: One click sorts the entries in this column in ascending order (also indicated by the icon ▼ in the column heading), a second click reverses the sequence (icon ▲ in the column heading) and a third click returns the sequence to its original state.


The horizontal position of columns can also be varied by clicking on the column heading and pulling it from left to right keeping the mouse key depressed. When you release the mouse key the column will be fixed in its new position.



State	Issuing Company	Issuing Date	Issuing Store	Number	Value
Created	1		1	900100019990000001	10
Deactivated	1		1	900100019990000002	10
Redeemed	1		1	900100019990000003	10
Redeemed	1		1	900100019990000004	10
Created	1		1	900100019990000005	10
Returned	1		1	900100019990000006	10
Sold	1		1	900100019990000007	10
Returned	1		1	900100019990000008	10
Redeemed	1		1	900100019990000009	10
Created	1		1	900100019990000010	10
Created	1		2	900100029990000001	15
Redeemed	1		2	900100029990000002	15
Redeemed	1		2	900100029990000003	15
Sold	1		2	900100029990000004	15
Returned	1		2	900100029990000005	15
Returned	1		2	900100029990000006	15
Deactivated	1		2	900100029990000007	15
Deactivated	1		2	900100029990000008	15
Created	1		2	900100029990000009	0
Created	1		2	900100029990000010	0
Created	1		2	900100029990000011	0
Created	1		2	900100029990000012	0
Created	1		2	900100029990000013	0
Created	1		2	900100029990000014	0
Created	1		3	900100039990000000	50
Redeemed	1		3	900100039990000001	50





Window Gift Certificate Maintenance – Moving the column Issuing Company

8.6.2.2.3 Updating the Information Displayed

If window **Gift Certificate Maintenance** has been open for some time, you can extract new information from the database with button  and this updates the information displayed.

8.6.2.3 Search for Gift Certificates

You can search for a specific gift certificate in a column displayed.

1. Click on button  next to the field **in Column** at the top right of window **Gift Certificate Maintenance**: A selection list of columns displayed then opens up.
Select the column you want to search through to find the information you need.
2. Then enter a descriptor in field **Find** in the centre of the window. Capital or small letters will be ignored. Alternatively, you can click on button  next to field **Find** and a list of up to ten search terms last entered in the column selected under **in Column** is shown. The term you are looking for can then be activated from the list.
3. Then click either on button  to search down through the column information for the term you have entered or if you click on  the systems will search upwards through the column information:
When a gift certificate is found which matches the search term the line will be highlighted.

Find deactivated		in Column State			
State	Issuing Company	Expiration Date	Issuing Store	Number	Value
Created	1		1	9001000199900000001	10
Deactivated	1		1	9001000199900000002	10
Redeemed	1		1	9001000199900000003	10
Redeemed	4		1	9001000199900000004	10

Window **Gift Certificate Maintenance** – highlighting of search for term “deactivated”

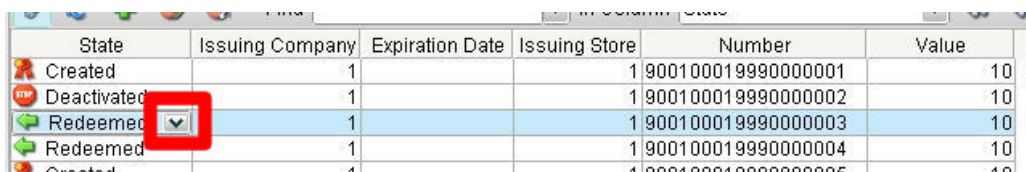
4. The next result will be shown after a repeat click on button  or .

8.6.3 State Change for Gift Certificates

The state of the gift certificates shown in window **Gift Certificate Maintenance** can be changed manually. This function can be applied, for example, if a customer has lost a gift certificate and wants it to be deactivated or if an error was made during state change for gift certificates.

1. The state of a gift certificate is changed from a click on the line showing the gift certificate in **State**:

Button  appears in the line.



State	Issuing Company	Expiration Date	Issuing Store	Number	Value
Created	1		1	9001000199900000001	10
Deactivated	1		1	9001000199900000002	10
Redeemed	1		1	9001000199900000003	10
Redeemed	1		1	9001000199900000004	10
Created	1		1	9001000199900000005	10

Window **Gift Certificate Maintenance** – Button after clicking onto the line in column **State**

2. Then click on button :
A list showing all statuses available opens up.



Window **Gift Certificate Maintenance** – Selection list for state changes

The following states are available:

- Created** Gift certificate has been created but not yet sold to a customer
- Deactivated** Gift certificate has been deactivated and cannot be sold or redeemed or returned
- Redeemed** Gift certificate has been redeemed
- Sold** Gift certificate has been sold to a customer but has not yet been redeemed or returned
- Returned** Gift certificate has been returned and can no longer be redeemed

Information


The customising of your Torex LUCAS-POS system defines whether different gift certificate states are available.

3. Then select a state:
The selection list closes and the status selected is shown in the appropriate cell in window **Gift Certificate Maintenance**.
4. The changed state for the gift voucher is only stored in the database after you have clicked on **[OK]** at the bottom right of the window.
If you close the window with **[Cancel]**, the state change will not be stored in the database.


8.6.3.1 State Change for Blocked Gift Certificates

Gift certificates which have to be checked on a server in the back office or in headquarters when they are sold, redeemed and/or returned can have state **Blocked** assigned to them. This implies that a state change has been made on the POS (e.g. the gift certificates have been redeemed or returned) but this state change has not yet been recorded. The gift certificate is given the status **Blocked** and this prevents it from being redeemed or returned more than once.


The state change of this type of gift certificate must be confirmed or reset before a gift certificate change can be completed.:

- Select the gift certificate with a mouse click and then click on button  ([**Confirm the requested state change**]) in the symbol bar of window **Gift Certificate Maintenance** to confirm the status change as blocked:


The gift certificate is set to the state it will change to after the server check.

Example: A gift certificate has been redeemed at the POS but this state change has not yet been recorded in the database. The state “redeemed” is set for the gift certificate after you have clicked on button .

or

- Select the gift certificate with a mouse click and then click on button  ([**Revoke the requested state change**]) in the symbol bar of window **Gift Certificate Maintenance** to revoke the status change as blocked:

The gift certificate is set to the state it was before the status check.


Example: A gift certificate has been redeemed at the POS but this state change has not yet been recorded in the database. The gift certificate state is set to “sold” after a click on button .

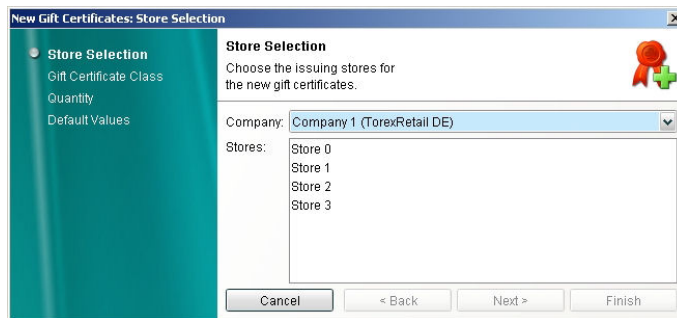
Attention! 

Please note that status changes are only stored in the database if window **Gift Certificate Maintenance** is exited with button [**OK**] at the lower right of the window. If [**Cancel**] is used, the state changes will be ignored and they will not be stored in the database.

8.6.4 Create New Gift Certificates

Gift certificates for which a check is to be carried out in the back office when they are sold, returned or redeemed can be created on SMS in window **Gift Certificate Maintenance**; gift certificates which have to be validated in headquarters when they are sold, returned or redeemed can be created in CSMS. Companies in which gift certificates already exist in the database and which are not generated when the gift certificate is sold can therefore have gift certificates created in headquarters and a defined number is distributed to the stores.

1. Click on button  at the top of window **Gift Certificate Maintenance**. Window **New Gift Certificates** opens up.



Window **New Gift Certificates: Store Selection**

2. This window defines the store for which new gift certificates are to be created, i.e. in which store the new gift certificate can be sold.
Select a company from the selection list under **Company**. All stores linked to the selected company will be displayed under **Stores**. Select the stores in which the new gift certificates are to be issued.
3. Then click on button [**Next**]:
The new window opens up.



Window **New Gift Certificates: Gift Certificate Class**

4. The gift certificate class is defined in this window. Select the appropriate type from the selection list under **Gift Certificate Class**.



The type or class of gift certificate defines the features of all gift certificates of this type, e.g. the minimum and maximum face value and whether the gift certificate ID is to be generated automatically by the system or whether it has to be entered by the operator.

Attention!

The selection field only offers gift certificate classes for which a check is necessary on the current workstation when they are sold, redeemed or returned (i.e. in headquarters or in back office depending on where you are). The gift certificate classes shown here must have been parametered so that gift certificates of this type exist in the database before they can be sold.

These settings are defined in menu **Parameter** in the company parameters group **Gift Certificate Classes** (individual parameters which must be set here are **Selling mode: Allowed with HQ/BO Verification** and **Has to exist**).

5. Then click on button [**Next**]:
The next window opens up.

Window **New Gift Certificates: Quantity**


6. The entry in this window defines the number of gift certificates which can be created. Enter the number for the first new gift certificate under **Number of the first gift certificate** (if gift certificates have already been created for the selected store the next free gift certificate number will appear here automatically).
Then click either on **Gift Certificate Quantity** and enter how many gift certificates are to be created or click on **Number of the last gift certificate** and enter the number for last new gift certificate (this defines how many gift certificates can be issued).
7. Then click on button [**Next**]:
The next window opens up.

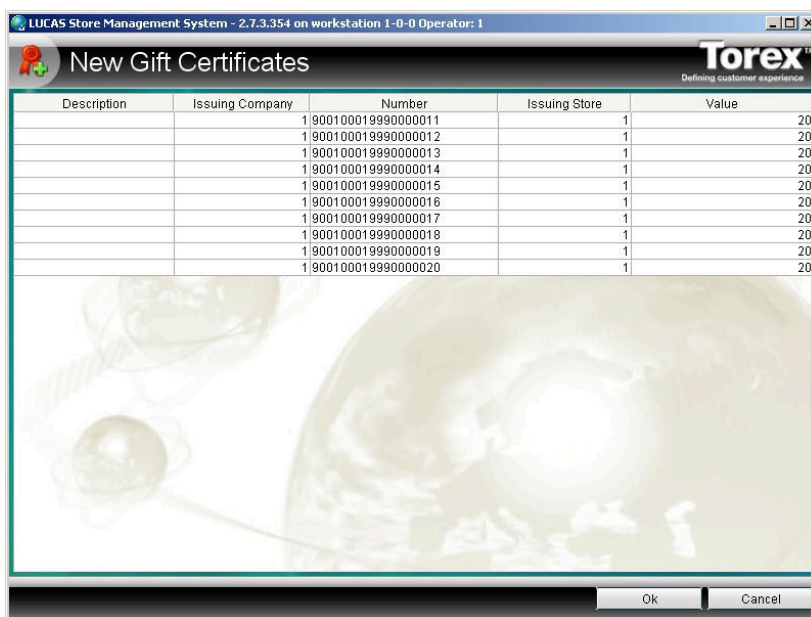
Window **New Gift Certificates: Default Values**

8. Here you define the default value for the new gift certificates.
The amount which is defined in SMS/CSMS as the minimum for this class of gift certificate is shown under **Gift Certificate Value**. If a minimum amount has not been defined, **0** is shown and you can then define a fixed amount for the gift certificates under **Gift Certificate Value** – this entry is optional. If the gift certificate value is to be defined when it is sold, the entry here should be **0**.
If there is a minimum amount for this class of gift certificate, an entry must be made here for the new gift certificate. Enter an amount under **Gift Certificate Value** and the amount entered must match the minimum amount displayed for the gift certificate class.

If a minimum and maximum amount have been defined for the new gift certificate, the system checks whether the cash amount matches up. If the amount is lower or higher, you will be shown an error message.


The cash value for which gift certificates can be issued can be changed for each individual gift certificate in the window which then follows.

9. **optional**  If necessary, you can then enter a description of the new gift certificate class under **Description**.
10. Then click on [**Finish**]:
The new gift certificates will be created and the window will close. Window **New Gift Certificates** opens up with a list of the newly created gift certificates.



Description	Issuing Company	Number	Issuing Store	Value
		1 9001 0001 9990 0000 011	1	20
		1 9001 0001 9990 0000 012	1	20
		1 9001 0001 9990 0000 013	1	20
		1 9001 0001 9990 0000 014	1	20
		1 9001 0001 9990 0000 015	1	20
		1 9001 0001 9990 0000 016	1	20
		1 9001 0001 9990 0000 017	1	20
		1 9001 0001 9990 0000 018	1	20
		1 9001 0001 9990 0000 019	1	20
		1 9001 0001 9990 0000 020	1	20

Window **New Gift Certificates**

11. **optional**  In this window you can enter a description of the new gift certificate class or you can change an existing description (see column **Description**). You can also change the amount for which the gift certificates can be issued under **Value**. Click twice on the appropriate cell and then enter a new description or a new value.
12. Then click on [**OK**] or [**Cancel**]:
 - If you click on [**OK**], the window **New Gift Certificates** closes and window **Gift Certificate Maintenance** opens up again. The new gift certificates are stored in the database and the stores which can issue them can also access them.

or

 - If you click on [**Cancel**], window **New Gift Certificates** closes and window **Gift Certificate Maintenance** opens up again. The new gift certificates are ignored and they will not be stored in the database.

8.7 Item Maintenance (SMS only)

All items in your store and all information on an item (e.g. price history or deposit details) can be called up under **Maintenance → Item Maintenance**. Detailed item search is also possible. Items can be deleted, new items created and the data of existing items can be edited (e.g. POS texts, selling prices, bar codes and tax groups).

Lucas Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Item Maintenance Torex™
Defining customer experience

Search in Item Name for

Item Selection

- 610 Blumen Azaleenbusch
- 611 Blumen Einzelstielrose**
- 612 Blumen Eifenkind
- 613 Blumen Hiltstrauß
- 620 Kakteen Gymnocalcium
- 621 Kakteen Hamatocactus Setispinus
- 622 Kakteen Lobivia
- 623 Kakteen Neoporteria
- 624 Kakteen Neoporteria Nidus
- 630 Pflanzen Composition 1
- 631 Pflanzen Composition 2
- 632 Pflanzen Composition 3
- 633 Pflanzen Dieffenbachie
- 634 Pflanzen Oleander
- 635 Pflanzen Flamingoblume
- 636 Pflanzen Drachenbaum
- 640 Vogelfutter Mauserhilfe
- 641 Vogelfutter Nutribird
- 642 Vogelfutter Pitti
- 643 Vogelfutter Prestige
- 644 Vogelfutter Spirale

Item Details Price History More E-Label

Item Details Barcodes Item Options

Item ID: 611

Item Name: Blumen Einzelstielrose

Item Description: Blumen Einzelstielrose

Till Description: Blumen Einzelstielrose

Product Group: Blumen

Supplier: 98 - Sonstiges

Selling Price: 1,00

Campaign Price:

Min. Price: 0,50

Tax Group: A - Value Added Tax 16.0 %

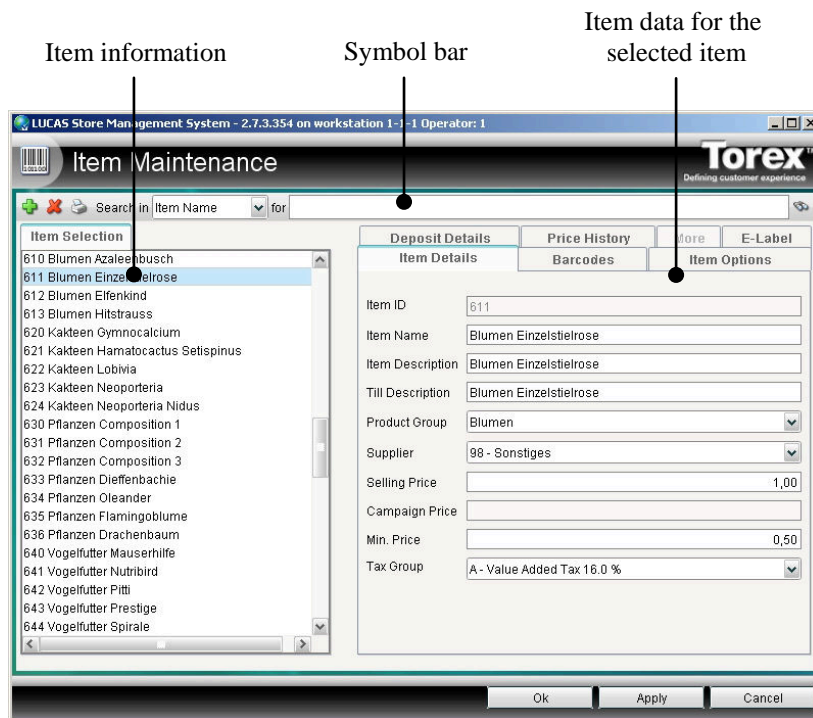
Ok Apply Cancel

Window **Item Maintenance**

8.7.1 Layout of the Window

Window **Item Maintenance** is divided up into three different sections:

- Top: Symbol bar with all buttons, selection and entry fields
- Lower left: Display of all items found during the item search operation
- Lower right: Item data for the item selected in the left-hand part of the window (several tabs are available)



Window **Item Maintenance** – Layout of the window

8.7.2 View Item

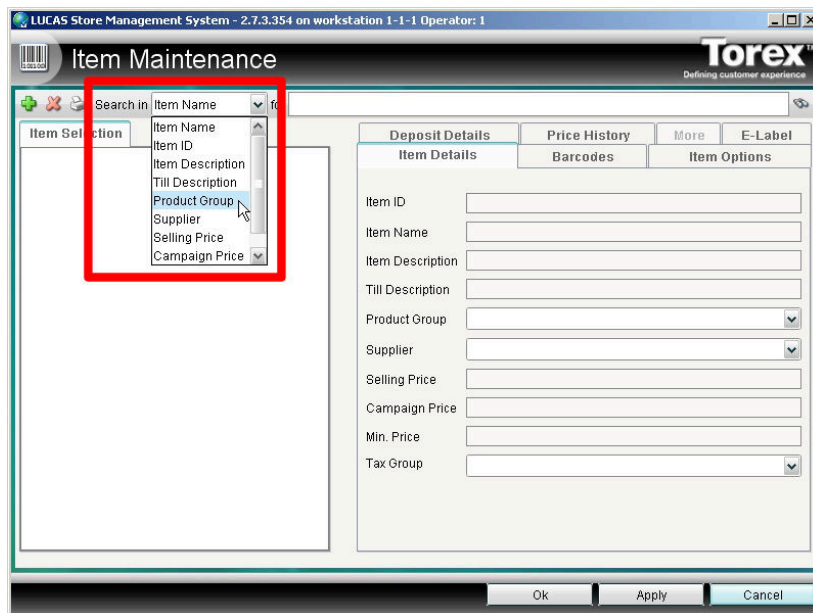
All items stored in the database of your store and the linked item data can be viewed in window **Item Maintenance**.

An item search must firstly be started up. You can make a selection from the displayed items during the search and can also view the item data.

1. Start an item search by defining the sector in which the search is to be carried out from the selection list under **Search in** at the top of the window. Sectors **Item Name**, **Item-ID**, **Item Description**, **Till Description**, **Product Group**, **Supplier**, **Selling Price**, **Campaign Price** and **Barcode** are shown (these sectors match the item data shown on the right-hand side of the window and these can be edited).

If you are, for example, looking for a specific item and you know the name, then select **Item Name** here. All items which match the search term entered under **Item Name** are shown in the window.

If you want to view all items you purchase from a specific supplier, you should select **Supplier**, etc.



Window **Item Maintenance** – Selection list under **Search in**


2. Then enter the search term under **for** which the system is to use for the search in the selected sector.

Window **Item Maintenance** – Entry field under **for**

Only results which mirror the entered term exactly are displayed. * can be used as a wildcard to extend the search. Therefore, you only need to enter parts of the search term (e.g. selection of section **Product group** and entry of ***ume** would produce items in the product group **Perfume**).

Information

All items stored in the database for your store can be displayed from entry of the wildcard * under **for** or no entry at all in this field.

- Then click on button  to the right of the entry field:
All items which match the search criteria are shown on the left-hand side of the window.

Window **Item Maintenance** – Display of all items for the entry **Blumen** under **Product Group**

- Then click on the item for which you want to view the item data in the list of items found:
All data referring to this item is shown on several tabs on the right-hand side of the window (information on detailed data can be found in Chapter 8.7.3 *Change Item Data*).

5. Exit window **Item Maintenance** with [**OK**] or [**Cancel**] in the lower right-hand sector of the window:
 - If you choose [**OK**], window **Item Maintenance** closes and any changes made to item data will be stored.

or

- If you click on [**Cancel**], window **Item Maintenance** is closed and any changes made will not be stored.

8.7.3 Change Item Data

You can edit the item data, e.g. item name, selling price and tax group, in window **Item Maintenance**.

1. Find the item for which the data is to be changed in window **Item Maintenance** and then select it on the left-hand side of the window with a click on the appropriate line (see Chapter 8.7.2 *View Item*):
All data stored for the selected items is shown on the right-hand side of the window in several tabs.
2. Maintaining of data can then begin. You can make entries in the entry fields, selections from the selection lists or activate/deactivate tick boxes (you will find detailed descriptions of the data which can be changed on subsequent pages).
3. After you have edited the item data you should click on [**OK**], [**Apply**] or [**Cancel**]:
 - If you click on [**Apply**], the modified data will be stored in the database and is then available for the next transaction on the POS. Window **Item Maintenance** remains open and you can make any further changes necessary.

or

 - Alternatively you can click on [**OK**]. Window **Item Maintenance** closes and all changes made are stored. The modified data is available for the next transaction on the POS.

or

 - If you click on [**Cancel**], window **Item Maintenance** is exited and no modified data will be stored.

or

 - If you have changed the data of an item and then select a new item on the left-hand side of the window, you will be asked in a dialog window whether you want to store the changes you have made.
If you click on [**Yes**] in this window, the modified item data will be stored even if you click on [**Cancel**] later in window **Item Maintenance**.
If you click on [**No**] in the dialog window, the changes made will be rejected even if you click on [**OK**] or [**Finish**] later in window **Item Maintenance**.

The data described overleaf is shown in several tabs in window **Item Maintenance** and can be changed.

8.7.3.1 Tab Item Details

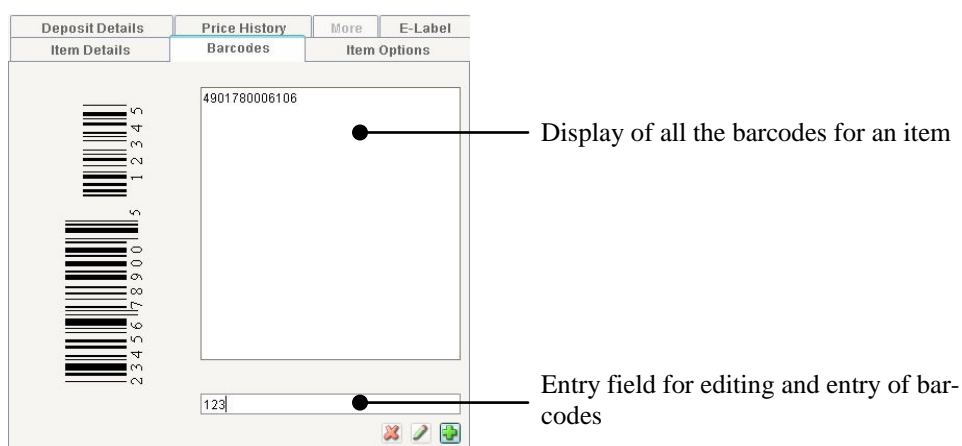
The selling details for an item are defined in this tab.

Item-ID	Item ID no.; this is assigned when an item is created and it cannot be changed
Item Name	Name of the item
Item Description	Description of the item
Till Description	Item name shown on the till and printed on the receipt
Product Group	Product group to which this item is linked
Supplier	Supplier from whom this item is purchased
Selling Price	Price at which this item is sold at the till

Campaign Price	Reduced price for this item during a special offer
Min. Price	Minimum price which should not be lower for this item
Tax Group	Tax group to which this item is linked

8.7.3.2 Tab Barcodes

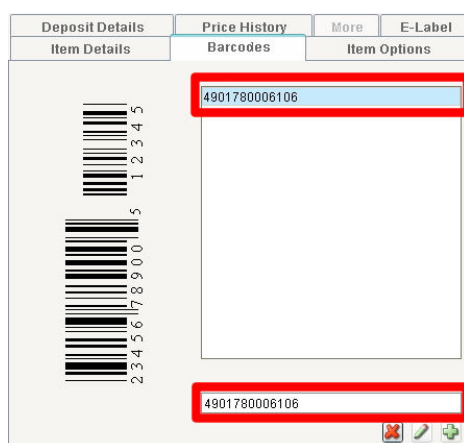
The barcode for an item is defined in this tab. Selected items have already been linked to the barcodes shown in the centre of the tab. These can be changed, deleted or a new barcode can be added.




Window **Item Maintenance** – tab **Barcodes**

8.7.3.2.1 Change Barcode

1. If you want to change the barcode of an item, select it with a click on the centre part of the tab:
The barcode appears in the entry field at the bottom of the tab.




Window **Item Maintenance** – tab **Barcodes** with selected barcode

2. Then click on the entry field at the bottom of the tab and change the barcode accordingly.
3. Click on button  to store the modified barcode:
This is transferred to the system and shown in the centre part of the tab.

8.7.3.2.2 Add Barcode

1. A new item barcode is added after you click on the entry field at the bottom of the tab and enter the new barcode.


Window **Item Maintenance** – tab **Barcodes** with the barcode entry

2. Click on button  to add a new barcode to an item:
The new barcode is added to the system and appears in the centre part of the tab.

8.7.3.2.3 Delete Barcode


1. The barcode of an item can be deleted after it has been selected from the centre part of the tab:
The barcode is shown at the bottom of the tab.

Window **Item Maintenance** – tab **Barcodes** with barcode selected

2. Then click on button  to delete the selected barcode:
The barcode is deleted and will no longer be shown in tab **Barcodes**.

8.7.3.3 Tab Item Options

In this tab you can define which functions can or have to be executed when this item is recorded on the POS. The option is activated from a click on the tick box: activated (☒) or deactivated (☐)

Prevent duplication	The item cannot be recorded several times from repeat depressions of button  . A second item has to be scanned or entered by hand.
Price entry is required	When the item is recorded on the POS, the cashier also has to enter the price.
Price verification is required	When the item is recorded on the POS, the price must be confirmed by the cashier in a dialog window.
Authorized for sale	The item can only be sold in the store if this option has been activated.
Prevent quantity selection	No quantity entry is possible before this item is recorded at the POS.
Address capture is required	When this item is sold, the system requests entry of a customer address in a dialog window.
Weight entry is required	If this item is recorded on the POS, the weight must be entered in a dialog window. If scales are connected up to the POS, the item must be weighed.
Non-returnable	The item cannot be returned when this option is active.
Discountable	Discounts are only possible for the item when this option is active.
Employee discount is allowed	Employees are only given a discount on the item when this option is active.
Deposit	This item can be a deposit follow-up item, i.e. when the deposit article is recorded the follow-up item is also recorded. Normally this item is a deposit amount which is added automatically. (Deposit follow-up items can be linked to a deposit item in tab Deposit Details (see Chapter 8.7.3.4 <i>Tab Deposit Details</i>).)
Free gift	If this option has been activated, the item can be selected on the POS as a free item, i.e. there will be charge to the customer for this item.

8.7.3.4 Tab Deposit Details

A deposit item is linked in this tab to an allocated deposit. This item – normally the deposit amount – is recorded automatically in conjunction with related deposit items (this ensures that deposit amounts are also recorded when a deposit item is entered). Tab **Item Options** defines which items can be defined as deposit allocated items (see Chapter 8.7.3.3 *Tab Item Options, Option Deposit*).

1. Activate the tick box **Deposit is allocated** to link the selected item to a deposit item.

Deposit Details		Price History	More	E-Label
Item Details		Barcodes	Item Options	
<input checked="" type="checkbox"/> Deposit is allocated				
<div></div>				
Deposit				
Item ID	<input type="text"/>			
Item Name	<input type="text"/>			
Item Description	<input type="text"/>			
Till Description	<input type="text"/>			
Selling Price	<input type="text"/>			

Window **Item Maintenance** – Tab **Deposit Details** with option **Deposit is allocated** activated

2. Open the selection list which appears:
All items which can be deposit allocated items are shown in this list (this can be defined in tab **Item Options**, see Chapter 8.7.3.3 *Tab Item Options, Option Deposit*).
3. Select the deposit allocated item you want to link to the item. This link means that deposit items cannot be sold without the deposit allocated item. The item data of the selected deposit allocated item is also shown so that you can check whether you have chosen the correct deposit allocated item.

Deposit Details		Price History	More	E-Label
Item Details		Barcodes	Item Options	
<input checked="" type="checkbox"/> Deposit is allocated				
905 - Leergut (Leergut)				
Deposit				
Item ID	905			
Item Name	Leergut			
Item Description	Leergut (Leergut)			
Till Description	Leergut			
Selling Price	0,25			

Window **Item Maintenance** – tab **Deposit Details** with selected deposit allocated item

Information

The link of a deposit allocated item to an item is cancelled if you deactivate the tick box **Deposit is allocated**.

8.7.3.5 Tab Price History

This tab tells you when the currently selected item was sold during which campaign at what price.

Deposit Details	Price History	More	E-Label
Item Details	Barcodes	Item Options	
Start of campaign	End of campaign	Campaign number	Price
17.06.2009 00:00:00	23.07.2009 23:59:00	MA0000	3,10


Window **Item Maintenance** – tab **Price History**

The following information is provided:

Start of campaign	Date and time sale of the item at the defined price was started for this campaign
End of campaign	Date and time sale of the item at the defined price was ended for this campaign
Campaign number	Number of the campaign
Price	Price at which the item was sold during the period the campaign was valid

8.7.4 Create New Item

New items can be created in window **Item Maintenance** and then stored in the database so that they can be recorded on the POS of the store.

1. You create a new item by clicking on button  in the left-hand part of window **Item Maintenance**:

A dialog window opens up.



Dialog window for creating a new item

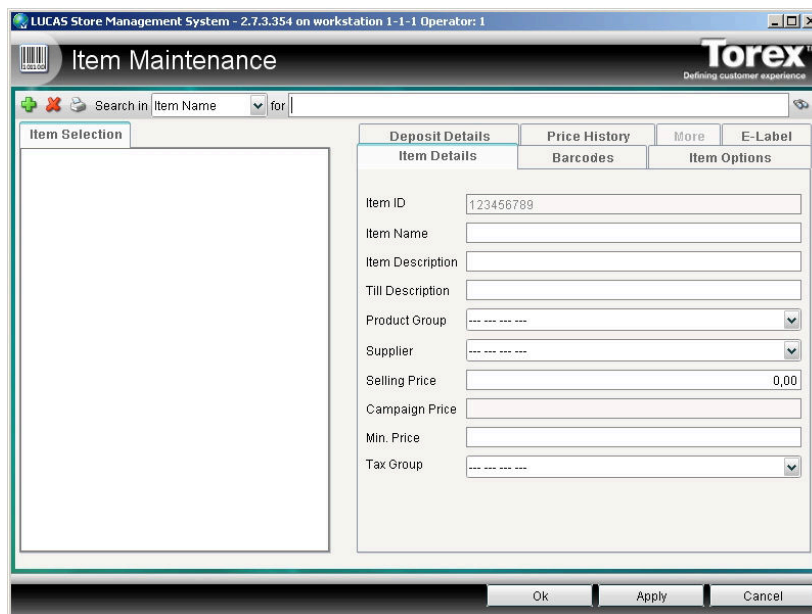
2. Enter an item no. which has not been assigned and which is unique to this item.

Information

If the number you have entered already exists in the system, an error message will ask you to correct this.

3. Click on [**OK**]:

The dialog window closes, the item will be stored in SMS under the no. entered and on the right-hand side of the window you can see the item data for the new item in the various tabs.

The 'Item Maintenance' window from the 'LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1'. The window has a title bar with the Torex logo and the tagline 'Defining customer experience'. It features a search bar at the top with 'Search in Item Name' and a dropdown for 'for'. The main area is divided into two panes. The left pane is titled 'Item Selection' and is currently empty. The right pane is titled 'Item Details' and contains various input fields: 'Item ID' (123456789), 'Item Name', 'Item Description', 'Till Description', 'Product Group' (dropdown), 'Supplier' (dropdown), 'Selling Price' (0,00), 'Campaign Price', 'Min. Price', and 'Tax Group' (dropdown). At the bottom of the window are three buttons: 'Ok', 'Apply', and 'Cancel'.

Window **Item Maintenance** – Item data for the new item created under ID **123456789**

4. Enter the item data for the new item on the right-hand side of the window (information on the data can be found in Chapter 8.7.3 *Change Item Data*).
5. Then click on [**OK**], [**Apply**] or [**Cancel**]:
 - Click on button [**Apply**] on the lower right of window **Item Maintenance** to store the newly created item:
The POS can then use the item for the next transaction.

or

- Alternatively you can click on button [**OK**]; window **Item Maintenance** closes and all changes made are stored. The POS can then use the item for the next transaction.

or


- If you click on [**Cancel**], window **Item Maintenance** will close and the new item will not be stored.

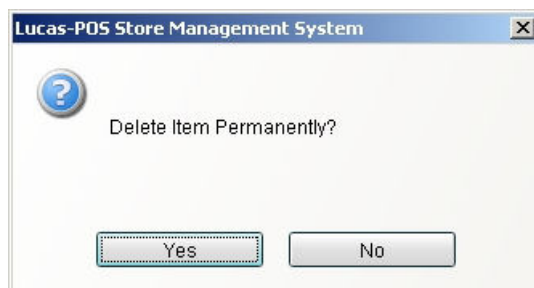
or

- A dialog window asking whether you want to store the changes made opens up if you have created a new item and would then like to look for another item.
If you click on [**Yes**], the new item data will be stored even if you subsequently click on [**Cancel**] in window **Item Maintenance**.
If you click on [**No**], the new item will be ignored even if you subsequently click on [**OK**] or [**Apply**] in window **Item Maintenance**.

8.7.5 Delete Item

Follow the following steps if you want to delete an item in window **Item Maintenance**:

1. Carry out a search for the item you want to delete and then activate this in the left-hand part of the window (see Chapter 8.7.2 *View Item*).
2. Then click on button  at the top left of the window:
A dialog window appears and you will be asked whether you want to delete the item permanently.



Dialog window for deleting an item


3. You can click here on [**Yes**] or [**No**]:
 - If you click on [**Yes**] in the dialog window, the item is marked as deleted in SMS and in the database. A field marked in red appears on the lower right of the **Item Maintenance** window and this indicates how long the item can still be sold in the stores (this period is defined in the customising of your Torex LUCAS-POS system).
- or
- If you click on [**No**], the item will not be deleted.

Attention! 

If you confirm deletion of the item with [**Yes**] in the dialog window, the selected item is deleted independent of whether you exit **Item Maintenance** with [**OK**] or [**Cancel**].

8.7.6 Print Item

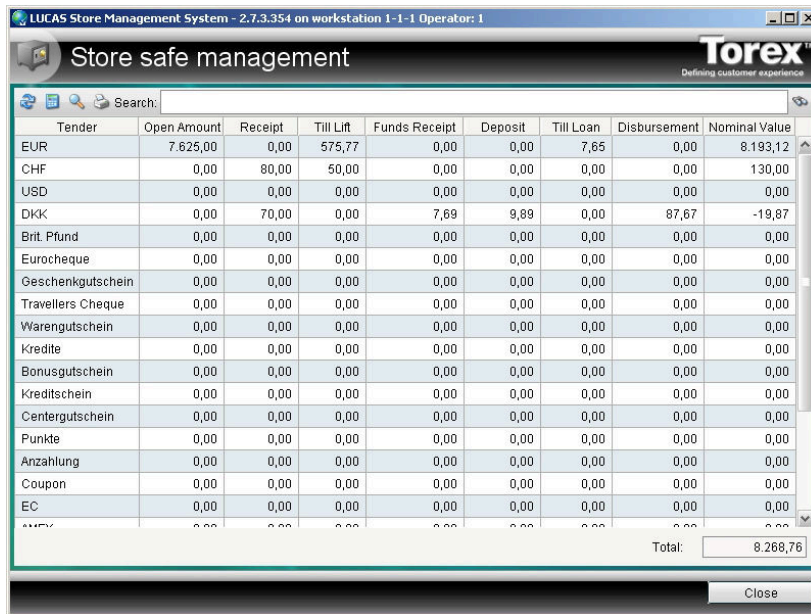
All item data can be printed (provided that a printer is available). The procedure is described below:

1. Search for the item for which data is to be printed and then select it on the left-hand side of window **Item Maintenance** (see Chapter 8.7.2 *View Item*).
2. Then click on button  on the upper left of the window:
Window **Print** opens. You can select a printer and make the appropriate settings for print. All data on the selected item is printed out from a click on [**OK**].

8.8 Store Safe Management (SMS only)

Under **Maintenance** → **Store Safe Management** you will be given information on the contents of the store safe, i.e. all tender stored in the retail store safe together with the respective amounts are shown.

Cash movements to and from the safe can also be recorded, a safe report can be called up and a report on the actual safe contents can be printed.



Tender	Open Amount	Receipt	Till Lift	Funds Receipt	Deposit	Till Loan	Disbursement	Nominal Value
EUR	7.625,00	0,00	575,77	0,00	0,00	7,65	0,00	8.193,12
CHF	0,00	80,00	50,00	0,00	0,00	0,00	0,00	130,00
USD	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
DKK	0,00	70,00	0,00	7,69	9,89	0,00	87,67	-19,87
Brit. Pfund	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Eurocheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Geschenkgutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Travellers Cheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Warengutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Kredite	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Bonusgutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Kreditschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Centergutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Punkte	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Coupon	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
EC	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
AMEX	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total:								8.268,76

Window **Store safe management**

8.8.1 Layout of the Window

Window **Store safe management** is divided up into three separate sectors:

- Top: Symbol bar with all buttons and entry fields
- Top left: Display of all tenders permitted in the safe
- Lower right: Display of the various cash movements and the actual safe contents for each tender

Diagram illustrating the layout of the **Store safe management** window with labels:

- Display of tender
- Symbol bar
- Overview of cash movements with actual contents

Tender	Open Amount	Receipt	Till Lift	Funds Receipt	Deposit	Till Loan	Disbursement	Nominal Value
EUR	7.625,00	0,00	575,77	0,00	0,00	7,65	0,00	8.193,12
CHF	0,00	80,00	50,00	0,00	0,00	0,00	0,00	130,00
USD	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
DKK	0,00	70,00	0,00	7,69	9,89	0,00	87,67	-19,87
Brit. Pfund	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Eurocheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Geschenkgutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Travellers Cheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Warengutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Kredite	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Bonusgutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Kreditschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Centergutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Punkte	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Coupon	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
EC	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Summe	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total:								8.268,76

Window **Store safe management** – Layout of the window

On the lower right-hand side of window **Store safe management** you will find button [**Close**]. When you click on this button, the system will close window **Store safe management** and return to the main window.

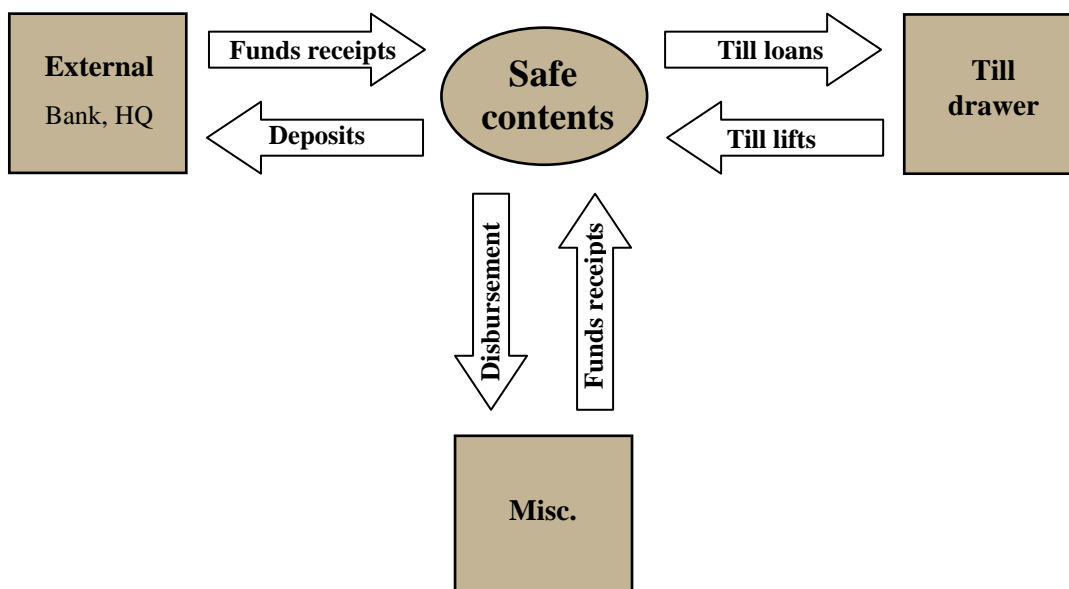
8.8.2 View Store Safe Contents

All tender permitted, the cash movements since the last safe report and the actual contents of each tender in the store safe can be viewed in window **Store safe management**.

The table provides the following information:

Tender	All tender valid in the company
Open amount	Initial amount of the tender, i.e. nominal value for this tender after the last safe report
Receipt	Total of all additions in this tender during the current recording period
Till lift	Total of all till lifts in this tender during the current recording period
Funds receipt	Total of all other receipts in this tender (e.g. tips, proceeds from dispensers) during the current recording period
Deposit	Total of all deposits made in this tender during the current recording period
Till loan	Total of all till loans in this tender during the current recording period
Disbursement	Total of all disbursements in this tender (e.g. for the office) during the current recording period
Nominal value	Nominal value of this tender in the safe

The diagram below shows how cash movements increase or decrease the contents of the safe:



The total shown in the local currency on the lower right of window **Store safe management** is the nominal value which is currently in the store safe after recording cash movements in SMS.

8.8.2.1 Sorting in Columns

The sequence in which various tender types are shown in window **Store safe management** can be changed from a click on the column heading. Single click: the entries are shown in ascending order (identified by icon ▲ in the heading). A second click initiates sorting in descending order (icon ▼ in the heading) and a third click returns the sequence to the original state.

The column position can also be varied: Click on the heading line of the column required, keep the mouse key depressed and pull the column to the left or right. The column is fixed when you release the mouse key.

Tender	Open Amount	Receipt	Till Lift	Receipt	Deposit	Till Loan	Disbursement	Nominal Value
EUR	7.625,00	0,00	575,77	0,00	0,00	7,65	0,00	8.193,12
CHF	0,00	80,00	50,00	0,00	0,00	0,00	0,00	130,00
USD	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
DKK	0,00	70,00	0,00	7,69	9,89	0,00	87,67	-19,87
Brit. Pfund	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Eurocheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Geschenkgutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Travellers Cheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Warengutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Kredite	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Bonusgutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Kreditschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Centergutschein	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Punkte	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Coupon	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
EC	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
AMEX	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total:								8.268,76


Window **Store safe management** – Moving column **Till Lift**

8.8.2.2 Update of the Displayed Information

If window **Store safe management** has been open for some time, you can select update of information on amounts from the database with button .

8.8.2.3 Search Operation in the Store Safe Contents Displayed

You can carry out a search by terms or numbers in window **Store safe management**.

1. Enter the term or number in the entry field **Search** at the top of the window. Capital and small letters will be ignored.
2. Then click on button  (**Start or continue the search**) to the right of entry field **Search**.
A search is then carried out in the store safe table.
A line which includes the search term is highlighted.

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1



Store safe management Torex™
Defining customer experience

Search: Voucher


Tender	Open Amount	Receipt	Till Lift	Funds Receipt	Deposit	Till Loan	Disbursement	Nominal Value
EUR	7.625,00	0,00	575,77	0,00	0,00	7,65	0,00	8.193,12
CHF	0,00	80,00	50,00	0,00	0,00	0,00	0,00	130,00
USD	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
DKK	0,00	70,00	0,00	7,69	9,89	0,00	87,67	-19,87
Pounds	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Eurocheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Gift Voucher	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Travellers Cheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Merchandise Credit	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Credits	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Bonus Voucher	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Credit Voucher	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Center Voucher	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Points	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Deposit	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Coupon	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
EC	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
MPX	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total:								8.268,76

Close

Window **Store safe management** with a search result for “Voucher“

3. optional  The next matching entry will be highlighted from a click on button  ([**Start or continue the search**]) and so on.

8.8.2.4 Show Overview of Other Funds Receipts and Disbursements

A list of the other funds receipts and disbursements entered since the last store safe report in SMS is shown after a click on button  at the top left of **Store safe management**.

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Other funds receipts and disbursements Torex™
Defining customer experience

Other funds receipts

Reason	Tender	Amount
Automat	EUR	7,69
Restaurant	EUR	102,75
Other funds receipts	EUR	5,95

Other disbursements

Reason	Tender	Amount
Other disbursements	EUR	87,67

Close


Window **Other funds receipts and disbursements**

This window shows the following information:

Reason	Reason for the fund receipt or disbursement
Tender	Tender received or removed
Amount	Amount received or removed

Click on button [**Close**] on the lower right-hand side to exit window **Other funds receipts and disbursements**.

8.8.3 Print Nominal Value Report


A nominal value report on the current nominal readings in the store safe can be printed out (provided that a printer is available) from a click on button  at the lower left of window **Store safe management**:

Window **Print** opens up. You can then select a printer and enter any settings for the printout. The report is printed after you have clicked on button [**OK**].

8.8.4 Settle Store Safe

A store safe settlement can be executed in window **Store safe management** to finalise the recording period.

The following procedure applies to this operation:

1. Click on button  at the top left of window **Store safe management**:
Window **Store safe settlement** opens up.



Tender	Open	Funds receipt	Disbursement	Discrepancy	Actual	Discrepancy
EUR	7.625,00	575,77	7,65	8.193,12		-8.193,12
CHF	0,00	130,00	0,00	130,00		-130,00
USD	0,00	0,00	0,00	0,00		0,00
DKK	0,00	77,69	97,56	-19,87		19,87
Brit. Pfund	0,00	0,00	0,00	0,00		0,00
Eurocheque	0,00	0,00	0,00	0,00		0,00
Geschenkgutschein	0,00	0,00	0,00	0,00		0,00
Travellers Cheque	0,00	0,00	0,00	0,00		0,00
Warengutschein	0,00	0,00	0,00	0,00		0,00
Kredite	0,00	0,00	0,00	0,00		0,00
Bonusgutschein	0,00	0,00	0,00	0,00		0,00
Kreditschein	0,00	0,00	0,00	0,00		0,00
Centergutschein	0,00	0,00	0,00	0,00		0,00
Punkte	0,00	0,00	0,00	0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00	0,00		0,00
Coupon	0,00	0,00	0,00	0,00		0,00
EC	0,00	0,00	0,00	0,00	0,00	0,00
AMEX	0,00	0,00	0,00	0,00	0,00	0,00
DINERS	0,00	0,00	0,00	0,00	0,00	0,00

Window **Store safe settlement**

Information is shown in this window for all tender permitted in the company:


Open	Opening amount for the tender, i.e. the safe value of the tender after finalisation of the last store safe settlement
Funds receipt	Total of all funds received in this tender in the safe (since the last store safe settlement)
Disbursement	Total of all disbursements in this tender from the safe (since the last store safe settlement)
Discrepancy	Difference between fund receipts and disbursements, i.e. the calculated nominal amount for the tender in the safe
Actual	Actual total for tender in the safe after counting and entry. The actual value for electronic tender is calculated automatically and then shown (amounts with a grey background in Actual).
Discrepancy	Calculated difference between the nominal and actual amount of this tender in the safe; if the nominal and actual amounts match, 0,00 is shown here

2. Then count the amounts of all tenders in the safe and enter the results in the appropriate lines in column **Actual**.

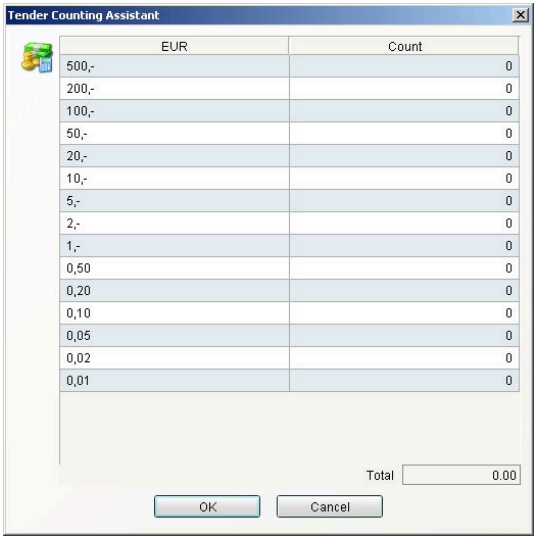
Information

The actual amounts for electronic tender (these have a grey background in column **Actual**) are calculated automatically by the system and no manual entries are possible.

A counting assistant is available for tender:

Call up the counting assistant from window **Store safe settlement** by clicking on the appropriate tender and then on button  on the left of the window.

The counting assistant opens up:



EUR	Count
500,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0
0,02	0
0,01	0

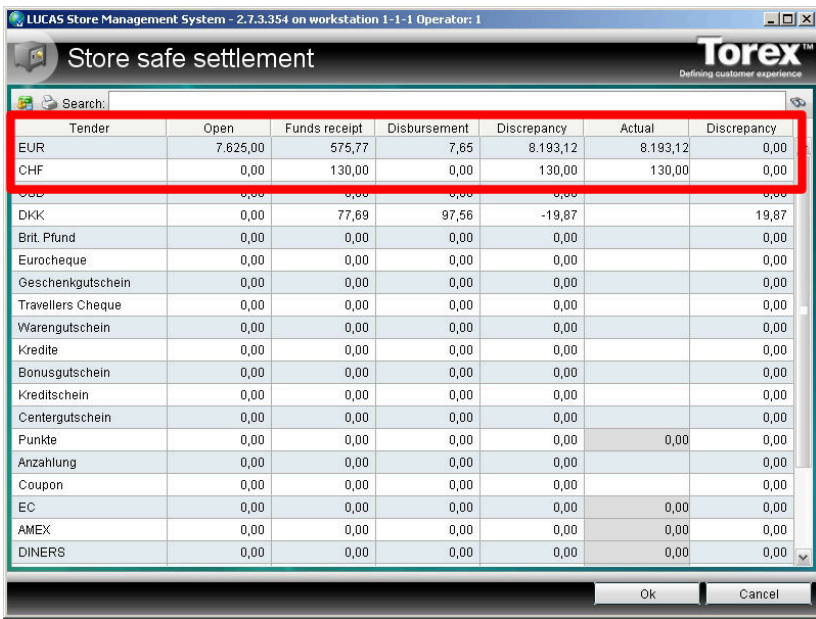
Total: 0.00

OK Cancel

Window **Store safe settlement** – Counting assistant

You can then enter the count for each denomination of tender in the safe (e.g. enter **5** under **20,-** if there are five 20 Euro notes in the safe). The counting assistant automatically calculates the total of all denominations entered. You confirm the entered amounts with button [**OK**] and then close the counting assistant. The total of the tender is transferred to window **Store safe settlement** as the actual amount.






After the actual amount for a tender has been entered and you have clicked on a new cell or have confirmed the entry with [Enter] the entry under **Discrepancy** shows the difference between the nominal and actual values for this tender in the safe. If the two totals match, **0,00** will be shown as the discrepancy.



Tender	Open	Funds receipt	Disbursement	Discrepancy	Actual	Discrepancy
EUR	7.625,00	575,77	7,65	8.193,12	8.193,12	0,00
CHF	0,00	130,00	0,00	130,00	130,00	0,00
USD	0,00	0,00	0,00	0,00	0,00	0,00
DKK	0,00	77,69	97,56	-19,87		19,87
Brit. Pfund	0,00	0,00	0,00	0,00		0,00
Eurocheque	0,00	0,00	0,00	0,00		0,00
Geschenkgutschein	0,00	0,00	0,00	0,00		0,00
Travellers Cheque	0,00	0,00	0,00	0,00		0,00
Warengutschein	0,00	0,00	0,00	0,00		0,00
Kredite	0,00	0,00	0,00	0,00		0,00
Bonusgutschein	0,00	0,00	0,00	0,00		0,00
Kreditschein	0,00	0,00	0,00	0,00		0,00
Centergutschein	0,00	0,00	0,00	0,00		0,00
Punkte	0,00	0,00	0,00	0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00	0,00		0,00
Coupon	0,00	0,00	0,00	0,00		0,00
EC	0,00	0,00	0,00	0,00	0,00	0,00
AMEX	0,00	0,00	0,00	0,00	0,00	0,00
DINERS	0,00	0,00	0,00	0,00	0,00	0,00

Ok Cancel

Window **Store safe settlement** – actual values entered for **EUR** and **CHF**

3. **optional**  You can also print the current review of the store safe settlement (provided that a printer is available) by clicking on button  at the top left of window **Store safe settlement**. Window **Print** then opens. You can then select a printer and, if necessary, make any print settings. Print of the current version of window **Store safe settlement** begins when button [**OK**] is depressed.
4. **optional**  You can also carry out a search for a term or a number in window **Store safe settlement**.
Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored.
Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**. The search is carried out in the settlement table. A line which contains the search term is highlighted. The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.
5. When the actual results for all tenders in the safe have been entered, you can then either click on [**OK**] or [**Cancel**]:
 - When you click on [**OK**], you confirm the actual value entries and execute a store safe settlement:
Two dialog windows appear to ask whether you want to print a safe settlement report and a settlement report. If you click on [**Yes**] in each window, the reports will be printed. If you activate [**No**], there will be no report print.

Information

A printed settlement report will be stored in the document archive and can be called up later and, if necessary, printed out (see Chapter 9.2 *Document Archive*).

Window **Store safe settlement** is closed and the store safe has been settled, i.e. a recording period has been finalised for the store safe. All actual amounts shown in window **Store safe management** then become the open amounts for the tender for the new recording period.

or

- The store safe settlement will be discontinued if you click on [**Cancel**] in window **Store safe settlement**. Any entries made will be deleted, there will be no settlement and window **Store safe management** opens up again.

8.8.5 Record Cash Movements

All real cash movements carried out and which affect the nominal value of the store safe can be recorded in window **Store safe management**. The nominal amount of the safe is thus kept up to date.

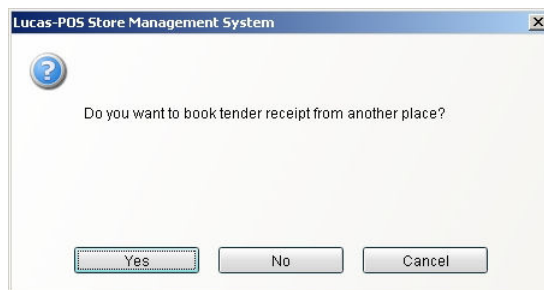
The cash movements described in the chapters which now follow can be recorded in SMS:

8.8.5.1 Funds Receipts

Tender from another place (e.g. headquarters or bank) can be recorded in the store safe and the safe contents increase.

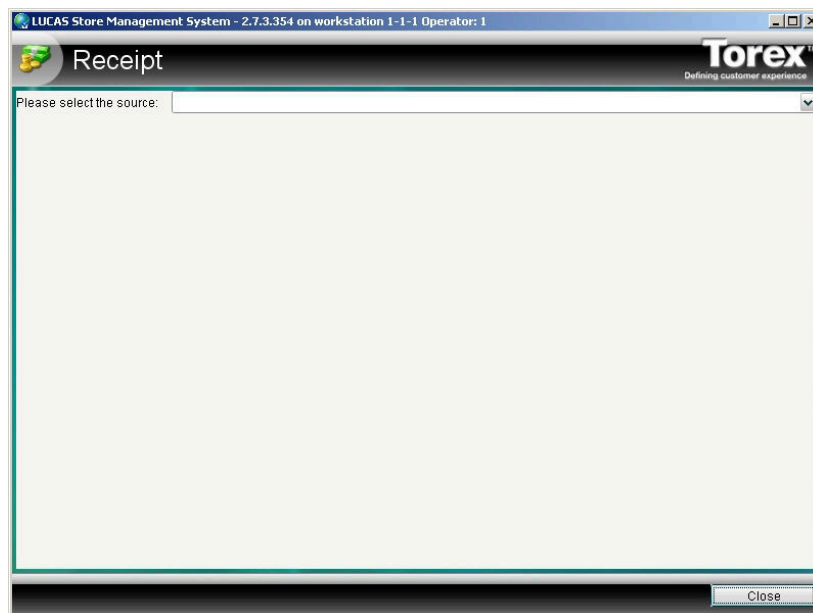
A funds receipt is recorded as follows in SMS:

1. Click on column **Funds receipts** in window **Store safe management**:
A dialog window opens up.




Dialog window

2. Click on [**Yes**] to record a receipt:
Window **Receipt** opens up.



Window **Receipt**

3. Then define the place from which the receipt stems. Click on button  in the right-hand part of the window to call up a selection list of all sources.


Please select the source:

Window **Receipt** – open selection list under **Please select the source**

- Select the source from which the amount is to be transferred:
 An entry mask showing all tenders supported in the company appears in window **Receipt**.

Tender	Amount
EUR	0,00
CHF	0,00
USD	0,00
DKK	0,00
Brit. Pfund	0,00
Eurocheque	0,00
Geschenkgutschein	0,00
Travellers Cheque	0,00
Warengutschein	0,00
Kredite	0,00
Bonusgutschein	0,00
Kreditschein	0,00
Centergutschein	0,00
Punkte	0,00
Anzahlung	0,00
Coupon	0,00
FC	0,00

Window **Receipt** – Entry mask for the tender to be recorded




- Then enter the amount in the appropriate tender line in column **Amount**.
 A counting assistant can be called up for the entry of cash tender:
 Click on the tender which is to be recorded in window **Receipt** and then on  on the top left of the window.
 The counting assistant opens up:

EUR	Count
500,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0
0,02	0
0,01	0

Total: 0.00

Window **Receipt** – Counting assistant for EUR

You can then enter the number of times this denomination is to be recorded in the safe (e.g. you should enter **5** under **20,-** if you want to record five 20 Euro notes). The counting assistant automatically calculates the total of all recorded denominations. Confirm the entered amounts with button [**OK**] and then close the counting assistant. The calculated total is transferred to window **Receipt** for the appropriate tender.

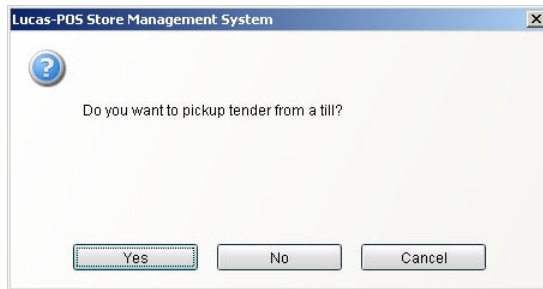
6. **optional**  You can carry out a search by a term or number in window **Receipt**. Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored. Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**. The search is carried out in window **Receipt**. A line which contains the search term is highlighted. The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.
7. After the amounts of all tender types which you want to record have been entered, you can either click on [**Finish**] or [**Cancel**] :
- If you click on [**Finish**], you confirm the entered amounts and complete the funds receipt operation:
Window **Receipt** opens up again. You can then record other receipts from another source or click on [**Close**] to return to window **Store safe management**. The recorded amounts are shown under **Receipt** for the tender concerned and are included in the calculations for the safe nominal value.
- or**
- If you click on [**Cancel**] in window **Receipt**, recording is discontinued and any amounts entered will be deleted and the nominal value for the safe remains unchanged. Window **Receipt** appears again. Other receipts from a different source can then be recorded or you can click on [**Close**] and thus return to window **Store safe management**.

8.8.5.2 Till Lift

During a till lift operation tender is removed from the till drawer and is then recorded in the store safe result. This operation reduces the cash in the POS. The nominal amount is automatically reduced in the till from which the cash removed.

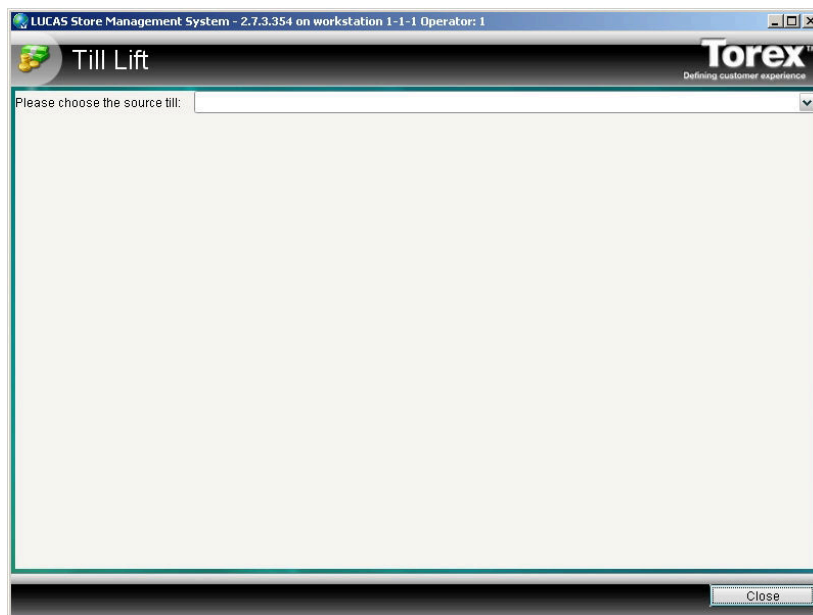
A till lift is recorded in SMS as follows:

1. Click on column **Till lift** in window **Store safe management**:
A dialog window appears.




Dialog window

2. Click on [**Yes**] in the dialog window if you want to carry out a till lift:
Window **Till Lift** opens up.



Window **Till Lift**

3. You then define the drawer from which the cash is to be picked up by clicking on button  at the top right of the window:
A selection list showing all till drawers available is shown.



Window **Till Lift** – open selection list under **Please choose the source till**


4. Select the drawer for which the till lift is to be completed:
An entry mask appears in window **Till Lift** and shows all tender supported in the company.

Tender	Amount
EUR	0,00
CHF	0,00
USD	0,00
DKK	0,00
Brit. Pfund	0,00
Eurocheque	0,00
Geschenkgutschein	0,00
Travellers Cheque	0,00
Warengutschein	0,00
Kredite	0,00
Bonusgutschein	0,00
Kreditschein	0,00
Centergutschein	0,00
Punkte	0,00
Anzahlung	0,00
Coupon	0,00
EC	0,00

Window **Till Lift** – Entry mask for the tender to be picked up

- Then enter the amount to be removed from the selected drawer in the appropriate tender line under **Amount**.

A counting assistant is available for the entry of cash tender:

Call up the counting assistant by clicking on the tender to be picked up in window **Till Lift** and then clicking on button  on the top left of the window.



The counting assistant opens up:


EUR	Count
500,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0
0,02	0
0,01	0

Total: 0.00

Window **Till Lift** – Counting assistant for EUR

You can then enter the number of times this denomination is to be recorded (e.g. you should enter **5** under **20,-** if you want to record five 20 Euro notes). The counting assistant automatically calculates the total of all recorded denominations. Confirm the entered amounts with button [**OK**] and then close the counting assistant. The calculated total is transferred to window **Till Lift** for the appropriate tender.

- optional**  You can carry out a search by a term or number in window **Till Lift**. Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored. Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**. The search is carried out in window **Till Lift**. A line which contains the search term is highlighted.

The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.

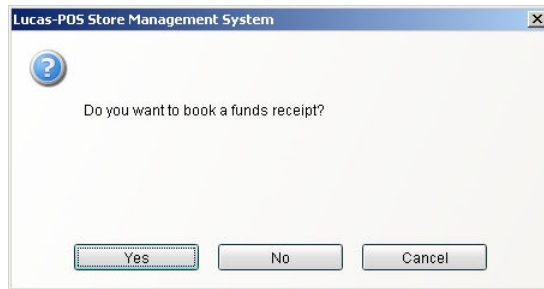
7. When all amounts of all tender types which are to be picked up from the stated till drawer have been entered you can then click on [**Finish**] or [**Cancel**] :
 - If you click on [**Finish**] to confirm the entered amounts and to execute the till lift, window **Till Lift** will open up again. You can then record a till lift for another till drawer or click on [**Close**] to return to window **Store safe management**. The recorded amounts are then shown under **Till Lift** for the appropriate tender and are included in the calculation of the nominal safe value.
- or
- If you click on [**Cancel**] in window **Till Lift**, the till lift will be discontinued, any amounts entered will be deleted and the nominal safe value will remain unchanged. Window **Till Lift** opens up again. A till lift for another drawer can be recorded or the window is closed with [**Close**] and the system returns to window **Store safe management**.

8.8.5.3 Other Funds Receipts

Other funds receipts include tender accepted outside regular business and from a variety of sources (e.g. rent, tips, proceeds from dispensers) which are recorded in the store safe and which increase the nominal safe value.

Other funds receipts are recorded in SMS as follows:

1. Click on column **Other funds receipts** in window **Store safe management**:
A dialog window opens up.



Dialog window

2. Click on [**Yes**] to record a funds receipt:
Window **Other Funds Receipt** opens up.

Window **Other Funds Receipt**

3. Enter the reason for the funds receipt. A list of reasons is shown after a click on ▼ to the right of field **Reason**:
Select the reason with a click on the appropriate line.
4. Then enter the tender in which the entry is to be made from the list which appears after a click on ▼ to the right of selection field **Tender**:
Select the tender for the funds receipt with a click on the appropriate line.
5. Then enter the amount to be paid in under **Amount**.
6. optional You can enter an additional remark on the other funds receipt under **Comment**.

Information

If additional attributes for other funds receipts are defined in your Torex LUCAS-POS system, other entry fields for additional information will appear in window **Other Funds Receipts**.

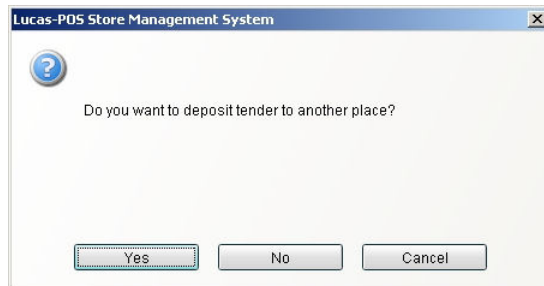
7. When all details have been entered for other funds receipts you can either click on [**OK**] or [**Cancel**]:
 - If you click on [**OK**] to confirm the entries and to execute the other funds receipts, window **Store safe management** appears. The amounts recorded under **Other Funds Receipts** for the appropriate tender are shown and are added to the total of the nominal safe value.
- or
- If you click on [**Cancel**] in window **Other Funds Receipts**, any amounts entered will be deleted. The nominal safe value remains unchanged and window **Store safe management** appears again.

8.8.5.4 Deposit

Tender is removed from the store safe for a deposit and is then transferred to another place (e.g. the bank or headquarters).

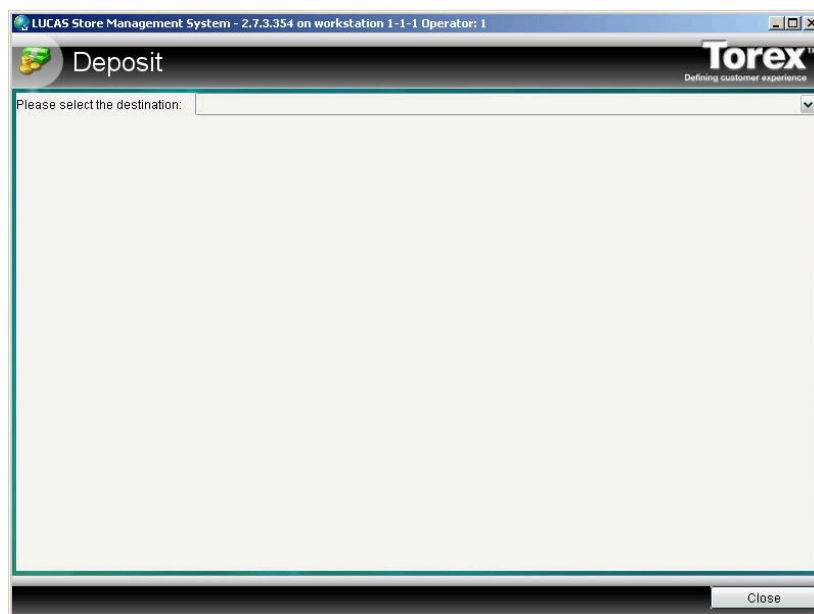
A deposit is recorded in SMS as follows:

1. Click on column **Deposit** in window **Store safe management**:
A dialog window appears.




Dialog window

2. Click on [**Yes**] in the dialog window to start a deposit:
Window **Deposit** opens up.



Window **Deposit**

3. Define where a cash amount from the store safe is to be deposited. A selection window with options for this operation opens up after you click on  at the top right of the window.



Window **Deposit** – opened selection list under **Destination**

4. Select the destination to which the cash is to be transferred with a click on the appropriate line.
A list of all tenders supported in your company appears in window **Deposit**.

Please select the destination: Number 1 Sparkasse Berlin

Search:


Tender	Amount
EUR	0,00
CHF	0,00
USD	0,00
DKK	0,00
Brit. Pfund	0,00
Eurocheque	0,00
Geschenkgutschein	0,00
Travellers Cheque	0,00
Warengutschein	0,00
Kredite	0,00
Bonusgutschein	0,00
Kreditschein	0,00
Centergutschein	0,00
Punkte	0,00
Anzahlung	0,00
Coupon	0,00
EC	0,00

Finish Cancel Close

Window **Deposit** – Entry mask for the tenders to be deposited

- Then enter the amount which is to be deposited in the line showing the appropriate tender under **Amount**.

A counting assistant is available for the entry of cash tender:

Call up the counting assistant with a click on the tender intended for the deposit in window **Deposit** and then click on button  at the top left of the window.

The counting assistant opens up:



EUR	Count
500,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0
0,02	0
0,01	0


Total 0.00

OK Cancel

Window **Deposit** – Counting assistant for EUR

You can then enter the number of times this denomination is to be recorded (e.g. you should enter **5** under **20,-** if you want to record five 20 Euro notes). The counting assistant automatically calculates the total of all recorded denominations. Confirm the entered amounts with button [**OK**] and then close the counting assistant. The calculated total is transferred to window **Deposit** for the appropriate tender.

- optional  You can carry out a search by a term or number in window **Deposit**. Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored. Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**.

The search is carried out in window **Deposit**. A line which contains the search term is highlighted. The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.

7. When the amounts of all tender which is to be removed from the store safe have been entered you can then either click on [**Finish**] or [**Cancel**] :
 - If you click on [**Finish**] to confirm the entered amount and to execute the deposit, window **Deposit** will open up again. You can then complete another deposit operation or click on [**Close**] to return to window **Store safe management**. The amounts recorded under **Deposit** are shown for the appropriate tender and are included in the total of the nominal safe value.
- or
- If you click on [**Cancel**] in window **Deposit**, the operation will be discontinued, any amounts entered will be deleted and the nominal safe value will remain unchanged. Window **Deposit** appears again. You can then carry out another deposit operation or can click on [**Close**] to return to window **Store safe management**.

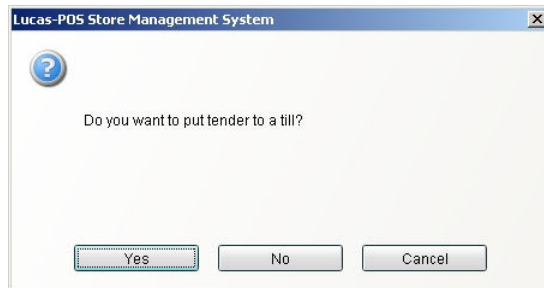
8.8.5.5 Till Loan

In a till loan cash is placed in the drawer of a till to ensure that there is sufficient change for the day.

A till loan is recorded in SMS as follows:

1. Click on column **Till loan** in window **Store safe management**:

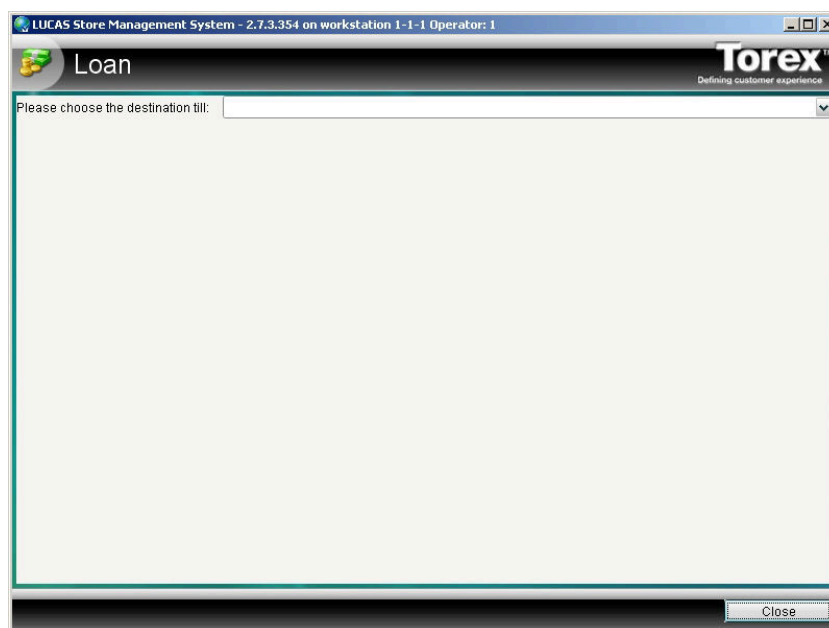
A dialog window opens up with a query.




Dialog window

2. Click on [**Yes**] in the dialog window if a till loan is to be completed.

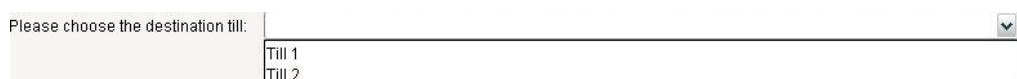
Window **Loan** opens up.



Window **Loan**

3. Define the drawer which is to receive the money by clicking on  on the top right of the window.

A selection list with all drawers available opens up.



Window **Loan** – opened selection list under **Destination till**

4. Then select the drawer with a click on the appropriate line:

Window **Loan** shows an entry mask with all tender types available for this loan entry.

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Loan Torex™
Defining customer experience

Please choose the destination till: Till 1

Search:

Tender	Amount
EUR	0,00
CHF	0,00
USD	0,00
DKK	0,00
Brit. Pfund	0,00
Versandscheck	0,00

Finish Cancel

Close

Window **Loan** – Entry mask for the tender to be added

- Then enter the amount which is to be added to the selected drawer in the appropriate line under **Amount**.

A counting assistant is available for the entry of cash tender:

Call up the counting assistant with a click on the tender intended for the deposit in window

Loan and then click on button  at the top left of the window.

The counting assistant opens up:

Tender Counting Assistant



EUR	Count
500,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0
0,02	0
0,01	0


Total 0.00

OK Cancel

Window **Loan** – Counting assistant for EUR

You can then enter the number of times this denomination is to be recorded (e.g. you should enter **5** under **20,-** if you want to record five 20 Euro notes). The counting assistant automatically calculates the total of all recorded denominations. Confirm the entered amounts with button **[OK]** and then close the counting assistant. The calculated total is transferred to window **Loan** for the appropriate tender.

- optional**  You can carry out a search by a term or number in window **Loan**. Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored. Then click on button  (**Start or continue the search**) to the right of the entry field **Search**. The search is carried out in window **Loan**. A line which contains the search term is highlighted.

The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.

7. When the amounts of all tender which you want to add to a defined till drawer have been entered, you can then either click on [**Finish**] or [**Cancel**]:

- If you click on [**Finish**] to confirm the entered amount and to execute the loan, window **Loan** will open up again. You can then complete another deposit operation or click on [**Close**] to return to window **Store safe management**. The amounts recorded under **Loan** are shown for the appropriate tender and are included in the total of the nominal safe value.

or

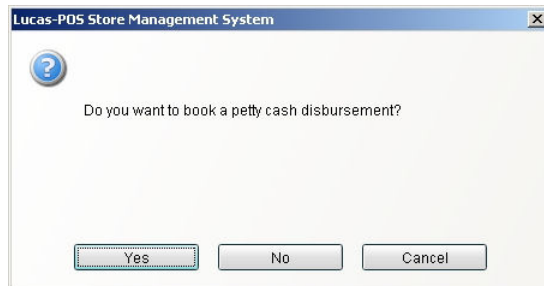
- If you click on [**Cancel**] in window **Loan**, the operation will be discontinued, any amounts entered will be deleted and the nominal safe value will remain unchanged. Window **Loan** appears again. You can then carry out another till loan operation or can click on [**Close**] to return to window **Store safe management**.

8.8.5.6 Disbursement

A disbursement implies that tender is removed from the safe for exceptional payments (e.g. for office equipment).

A disbursement is recorded in SMS as follows:

1. Click on column **Disbursement** in window **Store safe management**.
A dialog window appears with a query as to whether you want to make a disbursement.




Dialog window

2. Click on [**Yes**] to execute a disbursement.
Window **Other Disbursements** opens up.

A screenshot of the "Other Disbursements" window. The title bar says "LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1". The window has a header with the "Torex" logo and the tagline "Defining customer experience". The main area contains four fields: "Reason" with a dropdown menu showing "Misc. disbursements", "Tender" with a dropdown menu showing "EUR", "Amount" with a text input field, and "Comment" with a text input field. At the bottom right, there are "Ok" and "Cancel" buttons.

Window **Other Disbursements**

3. Enter the reason for the disbursement. Click on ▼ to the right of the selection field under **Reason**:
A selection list showing all available reasons for a disbursement opens up. Select the reason with a mouse click on the appropriate line.
4. Then enter the tender to be used for the disbursement. Click on ▼ to the right of the selection field under **Tender**:
A selection list of all the tenders available in the system opens up.
Select the tender for the disbursement with a click on the appropriate line.
5. Then enter the amount to be paid out under **Amount**.

6. **optional**  An additional comment relating to the disbursement can then be entered under **Comment**.

Information

If additional attributes have been defined in your Torex LUCAS-POS system, other entry fields will appear in window **Other Disbursements** to allow additional information to be entered.

7. When the amounts of all tender which you want to remove from a till drawer have been entered, you can then either click on [**OK**] or [**Cancel**]:
- If you click on [**OK**] to confirm the entered amount and to execute the disbursement, window **Store safe management** will open up. The amounts recorded under **Disbursement** are shown for the appropriate tender and are included in the total of the nominal safe value
- or**
- If you click on [**Cancel**] in window **Other Disbursements**, any amounts entered will be deleted, the nominal safe value will remain unchanged and window **Store safe management** opens up again.

8.9 Store Status (SMS only)

Information on the states of individual workstations within the store can be called up under **Maintenance → Store Status**. You can also check whether system functions in the store are operating correctly and whether specific jobs or recordings have already been completed or not. In the back office you can also log out operators signed on at a till and restart a POS in a store.

Lucas Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Store Status

Actualize every 5 minutes Search:

Workstation	Type	WS status	Operator / No.	Network	LMS state	IP number
1	Backoffice with POS	Logged Off	Not used	Ok	Ok	192.168.0.1
2	Touch POS	Logged Off	Not used	Ok	Ok	192.168.13.26
3	Touch POS	Signed On	Cashier-2	Ok	Ok	192.168.14.17

Fundamental system state

- Services
- Accounting errors
- Open orders
- Exceptions

Extended system state

- Parameter change jobs
- Transaction backup

Retail store is closed Inspection completed

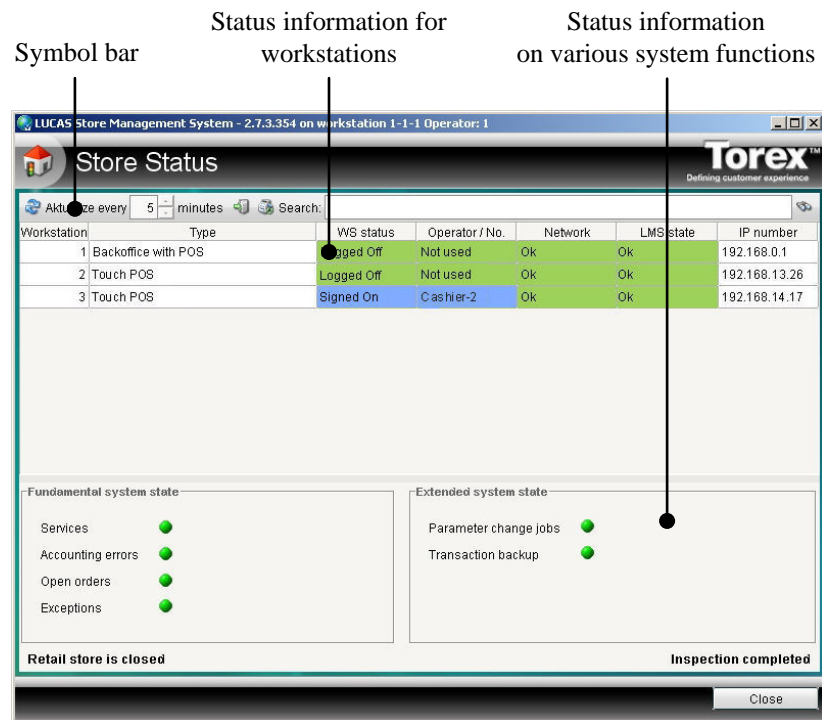
Close

Window **Store Status**

8.9.1 Layout of the Window

Window **Store Status** is divided up into three separate sectors:

- Top: Symbol bar with all buttons and entry fields
- Centre: Status information for all workstations in the store
- Bottom: Status information on various functions in the store



Window **Store Status** – Layout of the window

8.9.2 View Store Status

You can view information on all workstations and specific system functions within the store in window **Store Status**.

The following information is shown in the centre part of the window for individual workstations:









Workstation	ID of the workstation	
Type	Type of workstation (e.g. Back Office or POS)	
WS status	Information on whether an operator is signed on at this workstation or whether the workstation is not in use:	
	Logged Off	Workstation is not in use.
	Signed On	An operator is signed on at the workstation.
	Not allowed	An operator is signed on at the workstation but this is in break mode.
	Unknown	There is no line to the workstation or a line is being established at present.
Operator/No.	The operator who is signed on at the workstation:	
	Not used	Workstation is not in use.
	Name-Nr.	Name and operator no. of the signed on operator
	Unknown	There is no line to the workstation or a line is being established at present.
Network	Information on the physical connection of the workstation to a network:	
	OK	There is a connection to the network.
	No connection	There is no connection to the network.
	Connecting	Network connection is being established at present.
LMS State	Information on the state of the LUCAS Messaging Service:	
	OK	There is a connection to LMS.
	No connection	There is no connection to LMS.
	Connecting	Connection to LMS is being established at present.
IP Number	IP no. of the workstation.	

Information





During update of the store status, the states which have not yet been checked are marked in yellow (**Unknown** for **WS state** and **Operator/No.**, **Connection** for **Network** and **LMS State**). All displayed details are updated as soon as the message **Inspection completed** appears on the lower right of the window.

The bottom sector of the window provides you with the following information on the system functions of the store:

Fundamental system state

Services	 (green)	LUCAS services are running correctly.
	 (red)	LUCAS services are not running or there is no reply.
Accounting errors	 (green)	All accounting jobs are running correctly.
	 (red)	At least one error has occurred during accounting jobs.
Open orders	 (green)	All accounting jobs have been recorded.
	 (yellow)	There are open accounting jobs.
Exceptions	 (green)	Log files do not show any errors.
	 (red)	At least one log file contains an exception and indicates an error.

Extended system state

Parameter change jobs	 (green)	There are no outstanding Parameter Change Jobs.
	 (yellow)	Parameter Change Jobs still have to be completed.
Transaction backup	 (green)	There is backup medium. (Backup medium is usually the second hard disk of the back office processor).
	 (red)	Backup medium indicates an error.

Click on button [**Close**] on the lower right of the window to exit window **Store State**.
The window closes and you are then in the main window of SMS/CSMS.

8.9.2.1 Sorting of the Columns


The sequence in which workstations are shown in window **Store Status** can be changed from a click on the column heading: If you click once, the entries are sorted in ascending order (icon ▲ in the column heading), if you click twice, the sequence is reversed (icon ▼ in the column heading) and a third click resets the sequence to the original state.


The horizontal sequence of columns can also be varied. Click on the column heading, keep the mouse key depressed and then pull the column to the right or the left. When you release the mouse key the column is fixed in this new position.

<

Window **Store Status** – Moving column **Operator/No.**

8.9.2.2 Update of the Displayed Information

If you have had the window **Store Status** open for some time, you can update the information displayed from a click on button .


optional  You can also define the intervals at which the status information is automatically updated. The entries are made under **Actualize every x minutes** at the top left of the window by clicking on the up and down arrows and selecting an interval. The information displayed will then be updated after this period of time has elapsed.

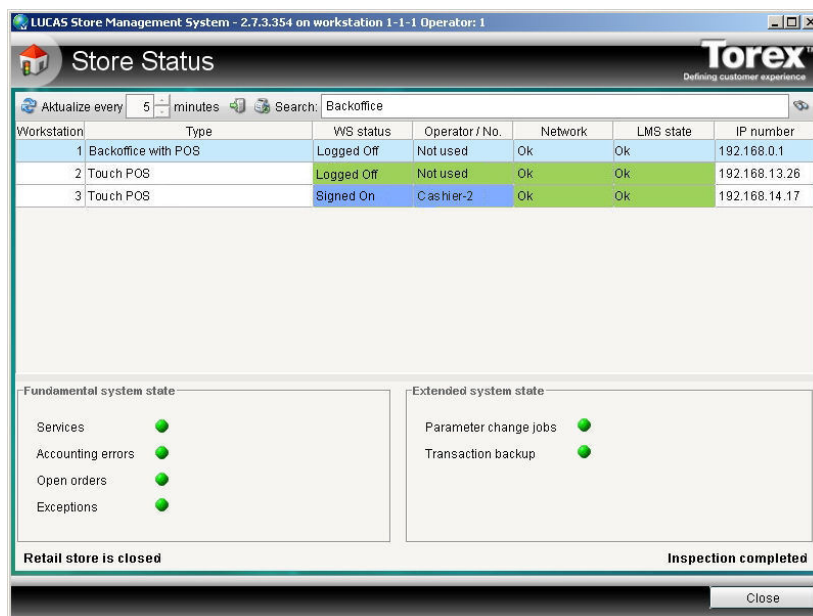
Information

If value **0** is entered as the time under **Actualize every x minutes**, there will be no automatic update.



8.9.2.3 Search in the Store Status

You can carry out a search by term or number in window **Store Status**.

1. Enter the term or number you require under **Search** at the top of the window. Capital and small letters will be ignored.
2. Then click on button  ([**Start or continue the search**]) to the right of the entry field under **Search**:
The store status information is searched through to find the term entered.
The whole line is highlighted as soon as an entry here matches the search term.




Window **Store Status** with a search result for “Backoffice”

3. **optional**  The next matching entry will be highlighted after you click on button  ([**Start or continue the search**]) again, and so on.

8.9.3 Operator Log off

In window **Store Status** in SMS you can sign off an operator who is signed on at a till.

Follow the steps described below:

1. Select the workstation for which the signed on operator is to be signed off by clicking on it in window **Store Status**.
2. Then click on button  at the top of the window:
The operator signed on at the selected workstation will then be logged out. The change in status for the workstation is shown in window **Store Status** after the next update (**Logged off** under **WS status** and **Not used** under **Operator/No.**). The sign on window is then shown on the workstation and a new operator can then sign on.


Attention! 

Please note that an operator can only be signed off from a workstation if the status **Signed on** is shown under **WS status** and the operator no. under **Operator/No.** If an operator is signed on but the workstation is in break mode (status **Blocked** is shown under **WS status**), the operator cannot be signed off.

8.9.4 Restart Till

A workstation can be restarted by SMS in window **Store Status**.

Follow the steps described below:

1. Select the new workstation which is to be restarted in window **Store Status**.
2. Then click on button  at the top of the window:
A dialog window opens up and asks you whether you want to restart the selected workstation.
The selected workstation is restarted after you click on [**Yes**] in this dialog window.

Attention!

Please note that a workstation can only be restarted by SMS if no operator is signed on (**WS status** should show **Logged off** and **Not used** should appear under **Operator/No.**).

8.10 Till Settlement (SMS only)

The nominal value of a till in your store can be viewed under **Maintenance → Till Settlement** and you can also carry out a till settlement. This is a one-step report which can be carried out either as a till report on the POS or as till settlement on back office (for example: the POS report on back office is important if an operator has already logged off but no report has yet been called up for this till). The actual values for the till are recorded during till settlement and these are then compared with the calculated nominal values.

Alternatively, you can record the till lift for a drawer to the store safe in window **Till Settlement**. Till lift implies that tender is removed from the till drawer and is recorded in the store safe to reduce the amount of cash in a drawer. The till is not settled at this point in time. The nominal amount from the till lift is automatically reduced in this till by the amount which has been removed.

Lucas Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Till Settlement Torex™
Defining customer experience

Please select the till to be settled: 1

Search:

Tender	Opening	Loan	Funds receipt	Target opening	Nominal	Actual	Discrepancy
EUR	400,00	0,00	120,21	400,00	520,21		-520,21
CHF	0,00	0,00	0,00		0,00		0,00
USD	0,00	0,00	0,00		0,00		0,00
DKK	0,00	0,00	0,00		0,00		0,00
Brit. Pfund	0,00	0,00	0,00		0,00		0,00
Eurocheque	0,00	0,00	0,00		0,00		0,00
Geschenkgutschein	0,00	0,00	0,00		0,00		0,00
Travellers Cheque	0,00	0,00	0,00		0,00		0,00
Warengutschein	0,00	0,00	0,00		0,00		0,00
Kredite	0,00	0,00	0,00		0,00		0,00
Bonusgutschein	0,00	0,00	0,00		0,00		0,00
Kreditschein	0,00	0,00	0,00		0,00		0,00
Centergutschein	0,00	0,00	0,00		0,00		0,00
Punkte	0,00	0,00	0,00		0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00		0,00		0,00
Coupon	0,00	0,00	0,00		0,00		0,00
EC	0,00	0,00	0,00		0,00		0,00

Discrepancy excluding foreign currency: -520,21

Close

Window **Till Settlement**

8.10.1 Layout of the Window

Window **Till Settlement** is divided up into three separate sectors:

- Top: Symbol bar with all buttons, selection and entry fields
- Lower left: Information on all tender available in the till
- Lower right: Information on the various cash movements and the current cash reading for the tender available in the till

Information on tender

Symbol bar

Review of cash movements and the current cash reading in the till

Tender	Opening	Loan	Funds receipt	Target opening	Nominal	Actual	Discrepancy
EUR	400,00	0,00	120,21	400,00	520,21		-520,21
CHF	0,00	0,00	0,00		0,00		0,00
USD	0,00	0,00	0,00		0,00		0,00
DKK	0,00	0,00	0,00		0,00		0,00
Brit. Pfund	0,00	0,00	0,00		0,00		0,00
Eurocheque	0,00	0,00	0,00		0,00		0,00
Geschenkgutschein	0,00	0,00	0,00		0,00		0,00
Travellers Cheque	0,00	0,00	0,00		0,00		0,00
Warengutschein	0,00	0,00	0,00		0,00		0,00
Kredite	0,00	0,00	0,00		0,00		0,00
Bonusgutschein	0,00	0,00	0,00		0,00		0,00
Kreditschein	0,00	0,00	0,00		0,00		0,00
Centergutschein	0,00	0,00	0,00		0,00		0,00
Punkte	0,00	0,00	0,00		0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00		0,00		0,00
Coupon	0,00	0,00	0,00		0,00		0,00
EC	0,00	0,00	0,00		0,00		0,00

Discrepancy excluding foreign currency: -520,21

Close

Window **Till Settlement** – Layout of the window

8.10.2 Execute Till Settlement or Till Lift


A till settlement or a till lift can be carried by back office for a till in your store in window **Till Settlement**.

Follow the steps described below:

Attention!

A till settlement or a till lift can only be completed in SMS if the cashier has logged off from the till (you can check this in menu **Store Status**; see Chapter 8.9 *Store Status (SMS only)*).

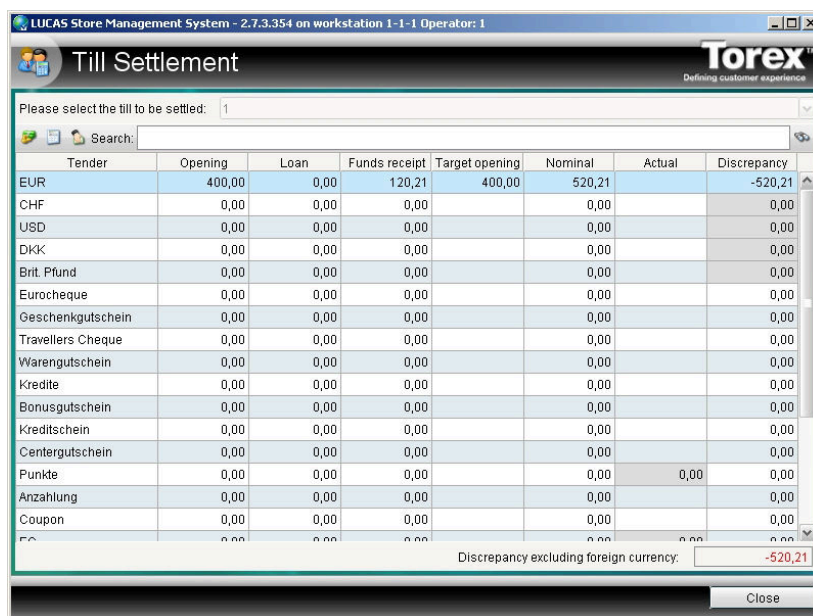
If you have selected a drawer in window **Till Settlement**, this till is blocked and no operator can sign on until after you have exited this window and have released it for a new sign on operation.

1. Firstly select the till for a settlement or a lift operation in window **Till Settlement** by clicking on  at the top right of the window:
A selection list showing all available tills opens up.



Window **Till Settlement** – open selection list under **Tills to be settled**

2. Then select the appropriate till:
An entry mask with all tenders available in this till appears in window **Till Settlement**.



Window **Till Settlement** – Entry mask for the tender to be settled

This window provides the following information:

Tender	All tender valid on this till
Opening	Opening amount for the tender, i.e. nominal value for this tender after the last settlement
Loan	Total of all loans to this till since the last settlement. If a negative amount is shown here, this amount was lifted from the till.
Funds receipt	Total of all receipts in this tender at this till since the last settlement


Target opening	Amount which remains as the standard change after a settlement (this is defined in SMS/CSMS in the workstation parameter group Tills ; see Chapter 8.1 <i>Parameter</i>)
Nominal	Amount calculated which should be in the till in this tender
Actual	Actual amount in this tender in the till as counted for the till settlement and entered here (see Item 3) The actual values for electronic tender are calculated automatically and are then shown here with a grey background in Actual .
Discrepancy	The difference the system has calculated between the actual value of the tender entered and the calculated nominal value; if nominal and actual values match, the entry here will be 0,00 . The tenders shown in column Discrepancy with a grey background are regarded as foreign currencies and they do not affect the discrepancy shown.

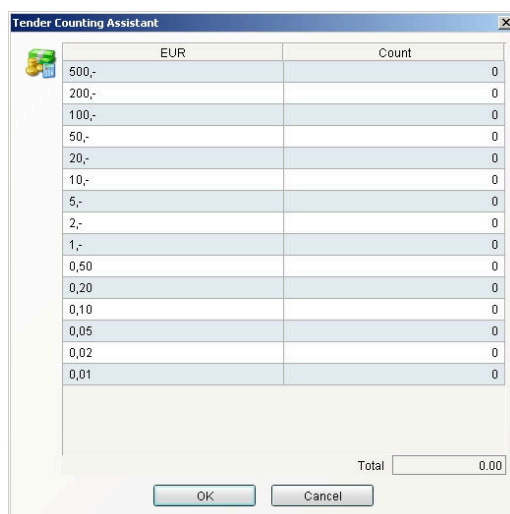
- Then count the amounts for all tenders in the till and enter the results in the appropriate lines in column **Actual**.

Information

The actual amounts for electronic tender (these have a grey background in column **Actual**) are calculated automatically by the system and cannot be entered by hand.

A counting assistant is provided for cash tender:

You call up the counting assistant by clicking on the tender in window **Till Settlement** and then on button  at the top left of the window: The counting assistant opens up.



EUR	Count
500,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0
0,02	0
0,01	0

Total: 0.00

OK Cancel

Window **Till Settlement** – Counting assistant

You can then enter the count for each denomination of tender in the safe (e.g. enter **5** under **20,-** if there are five 20 Euro notes in the safe). The counting assistant automatically calculates the total of all denominations entered.

Click on button [**OK**] to confirm the amounts entered and then close the counting assistant. The total calculated will be transferred as the actual amount to the appropriate tender in window **Till Settlement**.

After you have entered the actual amount for a tender and have confirmed this by clicking in another cell or with the [Enter] key the mask then shows the difference between the nominal and the actual values for this tender under **Discrepancy**. If the nominal and the actual values match, the difference is shown as **0,00**.

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Till Settlement Torex™
Defining customer experience

Please select the till to be settled: 1





Tender	Opening	Loan	Funds receipt	Target opening	Nominal	Actual	Discrepancy
EUR	400,00	0,00	120,21	400,00	520,21	520,21	0,00
USD	0,00	0,00	0,00		0,00		0,00
Dkk	0,00	0,00	0,00		0,00		0,00
Brit. Pfund	0,00	0,00	0,00		0,00		0,00
Eurocheque	0,00	0,00	0,00		0,00		0,00
Geschenkgutschein	0,00	0,00	0,00		0,00		0,00
Travellers Cheque	0,00	0,00	0,00		0,00		0,00
Warengutschein	0,00	0,00	0,00		0,00		0,00
Kredite	0,00	0,00	0,00		0,00		0,00
Bonusgutschein	0,00	0,00	0,00		0,00		0,00
Kreditschein	0,00	0,00	0,00		0,00		0,00
Centergutschein	0,00	0,00	0,00		0,00		0,00
Punkte	0,00	0,00	0,00		0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00		0,00		0,00
Coupon	0,00	0,00	0,00		0,00		0,00
	0,00	0,00	0,00		0,00		0,00

Discrepancy excluding foreign currency: 0,00

Close

Window **Till Settlement** – actual value entered in **EUR**


Field **Discrepancy excluding foreign currency** at the bottom right of window **Till Settlement** shows the difference between all calculated nominal values and the counted actual values in the local currency of the company (foreign currency which is shown in column **Discrepancy** with a grey background is not included).

4. optional  You can carry out a search by a term or number in window **Till Settlement**. Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored. Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**. The search is carried out in the settlement table. A line which contains the search term is highlighted. The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.
5. When the actual values of all tender available in the till have been entered, you can either carry out a till settlement or a till lift or can exit window **Till Settlement** without carrying out a till lift or settlement:
 - Click on button  at the top left of the window to execute a till settlement: A dialog window opens up and you are asked whether you really want to settle the till. If you click on [**Yes**] in this window, the till will be settled. The difference between the opening amount (see Item 2, *Target opening*) and the actual value for the till is picked up and transferred to the store safe. A new settlement period then begins for the till. You can select a new till in window **Till Settlement** if other tills are to be settled or if a till lift is necessary or you can click on button [**Close**] to exit the window.

Information

A report can also be generated for the till settlement under **Data → Reports** (see Chapter 9.1 Reports).

or

- Click on button  at the top left of the window to carry out a till lift: A dialog window opens up and you are asked whether you really want to pick up the value shown under **Actual** from the till for transfer to the store safe. If you click on [**Yes**] in this window, the till lift will be recorded under **Actual**, but the till will not be settled and no new settlement period starts. You can then select a new till in window **Till Settlement** if other tills are to be settled or if a till lift is necessary or you can click on button [**Close**] to exit the window.

or

- Click on button [**Close**] at the lower right of the window to exit window **Till Settlement** without a till settlement or till lift for the selected till being completed:
A dialog window opens up and asks you whether you really want to carry out a settlement. If you click on [**No**], there will be settlement or till lift for the selected till. You can then select a new till in window **Till Settlement** for settlement or till lift or you can exit the window with [**Close**].

Information

If you want to carry out a cash check for a till in your store instead of a till settlement or till lift (to ascertain the difference between the nominal and actual values), you should select the appropriate till in window **Till Settlement** and enter the actual values for all tender in the drawer. All nominal values are shown in column **Nominal**, the difference between the nominal and actual values is shown in column **Discrepancy** and the difference between all nominal and actual values is shown under **Discrepancy excluding foreign currency**. Window **Till Settlement** is closed if you click on [**Close**] on the lower right of the window and no till settlement or till lift will be carried out.

8.11 Manager Till Settlement (SMS only)

A manager till settlement can be carried out under **Maintenance → Manager Till Settlement**. This represents the second step in a two-step settlement. After the actual values for the till have been stored in a preliminary till settlement, back office then checks these, compares them with the nominal values, modifies them if necessary and the settlement is then completed.

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Manager Till Settlement Torex™
Defining customer experience

Please select till to be settled: 1 (Till)

Search:

Tender	Opening	Loan	Funds Recei...	Target Open...	Nominal	Actual	Manager	Discrepancy
EUR	400,00	0,00	120,21	400,00	520,21	45,00	0,00	-520,21
CHF	0,00	0,00	0,00		0,00	0,00	0,00	0,00
USD	0,00	0,00	0,00		0,00	0,00	0,00	0,00
DKK	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Brit. Pfund	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Eurocheque	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Geschenkgutsch...	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Travellers Cheque	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Warengutschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Kredite	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Bonusgutschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Kreditschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Centergutschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Punkte	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Coupon	0,00	0,00	0,00		0,00	0,00	0,00	0,00
ES	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Discrepancy excluding foreign currency:								-520,21

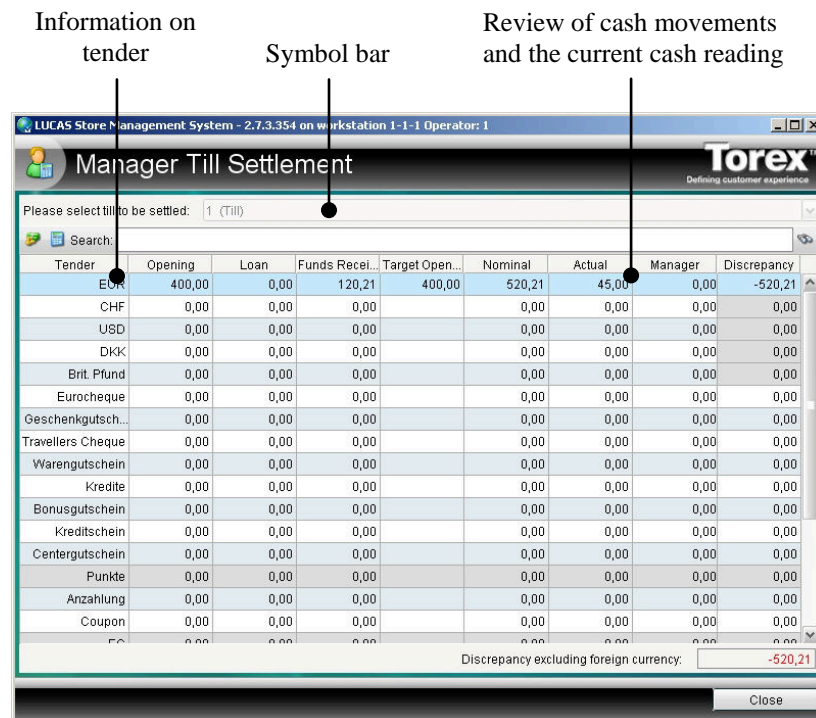
Close

Window **Manager Till Settlement**

8.11.1 Layout of the Window

Window **Manager Till Settlement** is divided up into three separate sectors:

- Top: Symbol bar with all buttons, selection and entry fields
- Lower left: Information on all tender available in the till
- Lower right: Information on the various cash movements and the current cash reading for the tender available in the till



Window **Manager Till Settlement** – Layout of the window

8.11.2 Execute Manager Till Settlement


In window **Manager Till Settlement** on back office you can check a preliminary till settlement carried out on a till in your store or on back office and can make any changes necessary. The till is given the status Settled after a successful manager till settlement, and is then released for a sign on operation by a new operator.

Follow the steps described below to execute a manager till settlement:

Attention!

A preliminary till settlement of the till concerned must have been completed before a manager till settlement can be carried out.

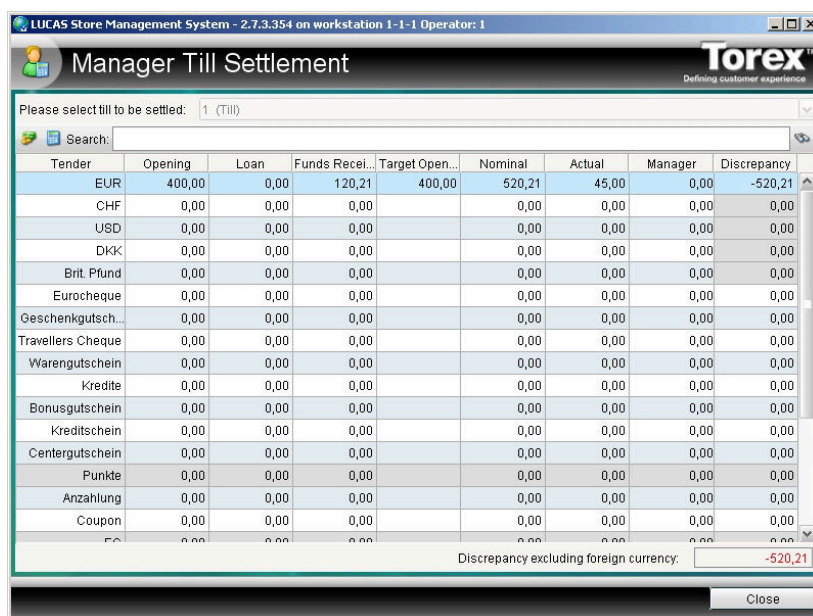
The settlement is regarded as not complete by the system if a manager till settlement has not yet been carried out on a till for which a preliminary till settlement has already been completed. No new operator can sign on.

1. Select the till which is to be settled in window **Manager Till Settlement** by clicking on  at the top right of the window:
A selection list with all tills available then opens up.



Window **Manager Till Settlement** – open selection list under **Till to be settled**

2. Then click on the till which is to be settled:
An entry mask showing all tender available on this till then opens up in window **Manager Till Settlement**.



Window **Manager Till Settlement** – Entry mask for the tender to be settled


The window shows the following information:

Tender	All tender valid for this till
Opening	Opening value of the tender, i.e. nominal value of this tender after the last settlement
Loan	Total of all loans to this till since the last settlement A negative amount here shows that this amount was lifted from the till.

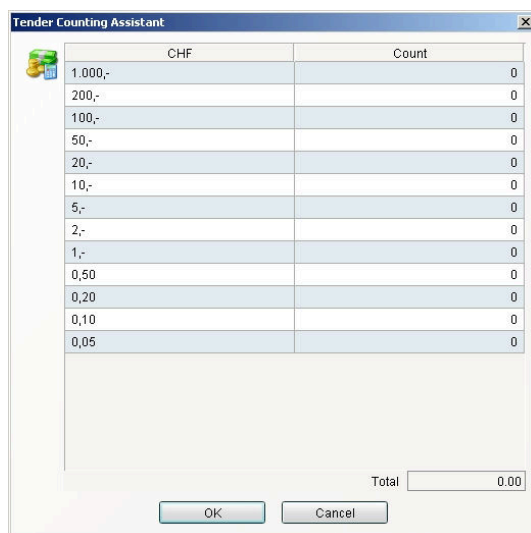
Funds Receipt	Total of all funds receipts in this tender at this till since the last settlement
Target Opening	Standard amount which remains in this till after a settlement (this is defined in SMS/CSMS in workstation parameter group Tills ; see Chapter 8.1 <i>Parameter</i>)
Nominal	Amount calculated which should be in the till in this tender
Actual	The amount entered as the actual value during preliminary till settlement for this till. The actual value of electronic tender is ascertained automatically and is shown here (with a grey background in column Actual).
Manager	The actual amount currently in the till drawer as entered during the manager till settlement (see Item 3)
Discrepancy	Difference calculated between the actual value entered during the manager till settlement for this tender (Manager) and the nominal value calculated; if the nominal and correction values match, the entry here will read 0,00 . The tender with the grey background in column Discrepancy is regarded as foreign currency and does not affect the difference shown.

- Then check the amounts of all tender entered in column **Actual**, and enter the actual amount of all tender in the till under **Manager**.

A counting assistant is provided for cash tender:

You call up the counting assistant by clicking on the tender in window **Manager Till Settlement** and then on button  at the top left of the window:

The counting assistant opens up.



CHF	Count
1.000,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0

Total: 0.00

OK Cancel

Window **Manager Till Settlement** – Counting assistant

You can then enter the number of times this denomination is to be recorded in the safe (e.g. you should enter **5** under **20,-** if you want to record five 20 Euro notes). The counting assistant automatically calculates the total of all recorded denominations. Confirm the entered amounts with button [**OK**] and then close the counting assistant. The calculated total is transferred as the corrected value of the tender to window **Manager Till Settlement**.

Information

The actual amounts for electronic tender (with a grey background in column **Actual**) are calculated automatically by the system and cannot be entered by hand.

After you have entered the correction value for a tender and have clicked on another cell or depressed key [Enter] the difference between the nominal and the corrected values for this tender will be shown under **Discrepancy**. If the calculated nominal and corrected value entered match, the entry will be **0,00**.

Tender	Opening	Loan	Funds Recei...	Target Open...	Nominal	Actual	Manager	Discrepancy
EUR	400,00	0,00	120,21	400,00	520,21	45,00	520,21	0,00
USD	0,00	0,00	0,00		0,00	0,00	0,00	0,00
DKK	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Brit. Pfund	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Eurocheque	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Geschenkgutsch...	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Travellers Cheque	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Warengutschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Kredite	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Bonusgutschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Kreditschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Centertgutschein	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Punkte	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Anzahlung	0,00	0,00	0,00		0,00	0,00	0,00	0,00
Coupon	0,00	0,00	0,00		0,00	0,00	0,00	0,00

Window **Manager Till Settlement** – corrected value entered by manager for **EUR**

At the lower right of window **Manager Till Settlement** under **Discrepancy excluding foreign currency** you can see the difference (in the local currency of the company) between all calculated nominal values and the appropriate correction values in the till (foreign currencies which are shown with a grey background in column **Discrepancy** are not included).

4. optional You can carry out a search by a term or number in window **Manager Till Settlement**. Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored. Then click on button ([**Start or continue the search**]) to the right of the entry field **Search**. The search is carried out in the settlement table. A line which contains the search term is high-lighted. The search can be continued with another click on button ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.
5. When you have completed the entries for the actual values of all tender in the till under **Manager** you can then finalise the manager till settlement or cancel it:
 - Click on button at the top left of the window to execute the manager till settlement and thus to finalise the settlement for the till.
A dialog window opens up and you are asked whether you really want to settle the till. If you click on [**Yes**] in this dialog window, the till will be settled. The difference between the open value (see Item 2, *Target Opening*) and the actual amount entered under **Manager** is picked up for the store safe and a new settlement period begins. You can then select a new till for settlement in window **Manager Till Settlement** or you can exit the window with button [**Close**].

Information

A report can be generated on the manager till settlement under **Data → Reports** (see Chapter 9.1 *Reports*).

or

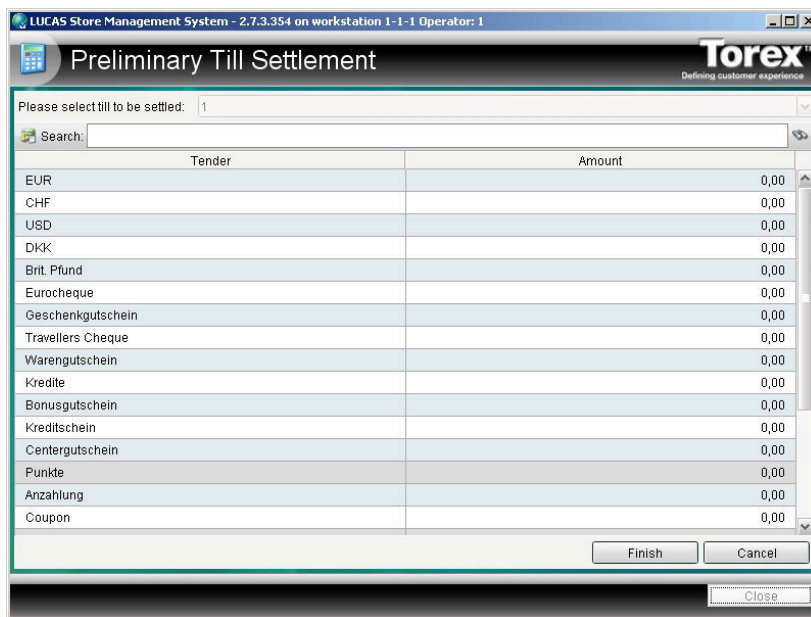
- If you click on button [**Close**] on the lower right of the window, a dialog window opens up and you are asked whether you really want to carry out a settlement. If you click on [**No**] in the dialog window, the selection of the till to be settled is reversed and the entry mask for cash tender is faded out.

Any entries which have been made will not be stored and the settlement of the till will not be finalised.

You can, if necessary, select another till which is to be settled in window **Manager Till Settlement** or you can exit the window with button [**Close**].

8.12 Preliminary Till Settlement (SMS only)

A preliminary till settlement can be carried out for a till in your store under **Maintenance → Preliminary Till Settlement**. This is the first step in a two-step settlement operation: After the actual values for the till have been recorded in a preliminary till settlement on the till or on back office, the manager till settlement on the back office checks them, compares them with the nominal values, makes any amendments necessary, and then finalises the settlement (see Chapter 8.11 *Manager Till Settlement (SMS only)*).



Lucas Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Preliminary Till Settlement

Please select till to be settled: 1

Search:

Tender	Amount
EUR	0,00
CHF	0,00
USD	0,00
DKK	0,00
Brit. Pfund	0,00
Eurocheque	0,00
Geschenkgutschein	0,00
Travellers Cheque	0,00
Warengutschein	0,00
Kredite	0,00
Bonusgutschein	0,00
Kreditschein	0,00
Centergutschein	0,00
Punkte	0,00
Anzahlung	0,00
Coupon	0,00

Finish Cancel

Close

Window **Preliminary Till Settlement**

8.12.1 Layout of the Window

Window **Preliminary Till Settlement** is divided up into three separate sectors:

- Top: Symbol bar with all buttons, selection and entry fields
- Lower left: Information on all tender available for the till
- Lower right: Entry fields for cash amounts in the till

Information on tender Symbol bar Entry fields for cash amounts

Tender	Amount
EUR	0,00
CHF	0,00
USD	0,00
DKK	0,00
Brit. Pfund	0,00
Eurocheque	0,00
Geschenkgutschein	0,00
Travellers Cheque	0,00
Warengutschein	0,00
Kredite	0,00
Bonusgutschein	0,00
Kreditschein	0,00
Centergutschein	0,00
Punkte	0,00
Anzahlung	0,00
Coupon	0,00

Finish Cancel

Close

Window **Preliminary Till Settlement** – Layout of the window

8.12.2 Execute Preliminary Till Settlement

You can carry out a preliminary till settlement for a till in your store on the back office in window **Preliminary Till Settlement**.

Information


Alternatively, the cashier can execute a preliminary till settlement on the till.

Follow the steps described below for a preliminary till settlement:

Attention!

A preliminary till settlement can only be executed in SMS if there is no cashier signed on at the till concerned (check this in menu **Store Status**; see Chapter 8.9 *Store Status (SMS only)*).

If you have selected a till in window **Preliminary Till Settlement**, no operator can sign on at this till until you exit window **Preliminary Till Settlement** and execute a manager till settlement. The settlement operation is then complete and the till is released so that a new operator can sign on

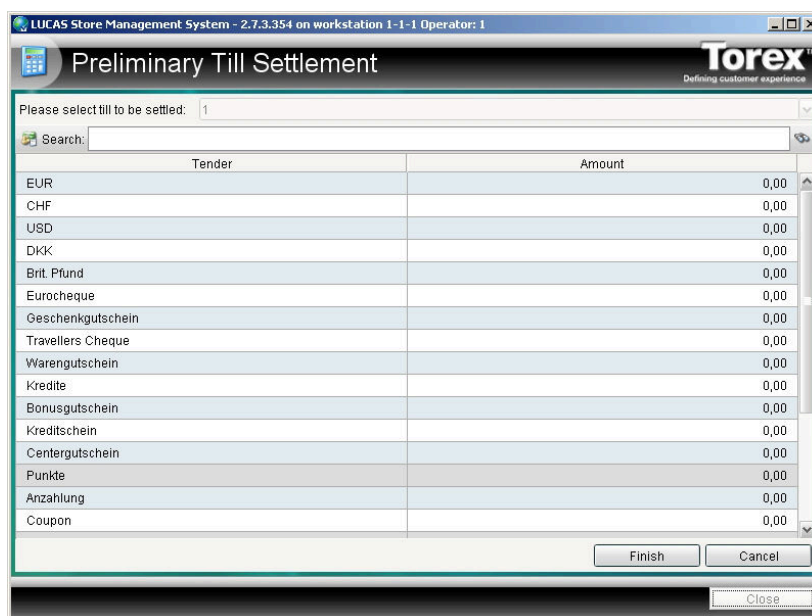
1. Select the till for which the contents are to be recorded in window **Preliminary Till Settlement** and then click on  on the upper right of the window.
A selection list showing all available tills then opens up:

Please select till to be settled: 

1
2

Window **Preliminary Till Settlement** – opened selection list under **Till to be settled**

2. Then click on the till for which amounts are to be recorded:
An entry mask with all tender available on this till then appears in window **Preliminary Till Settlement**.



Tender	Amount
EUR	0,00
CHF	0,00
USD	0,00
DKK	0,00
Brit. Pfund	0,00
Eurocheque	0,00
Geschenkgutschein	0,00
Travellers Cheque	0,00
Warengutschein	0,00
Kredite	0,00
Bonusgutschein	0,00
Kreditschein	0,00
Centergutschein	0,00
Punkte	0,00
Anzahlung	0,00
Coupon	0,00


Window **Preliminary Till Settlement** – Entry mask for the tender to be settled

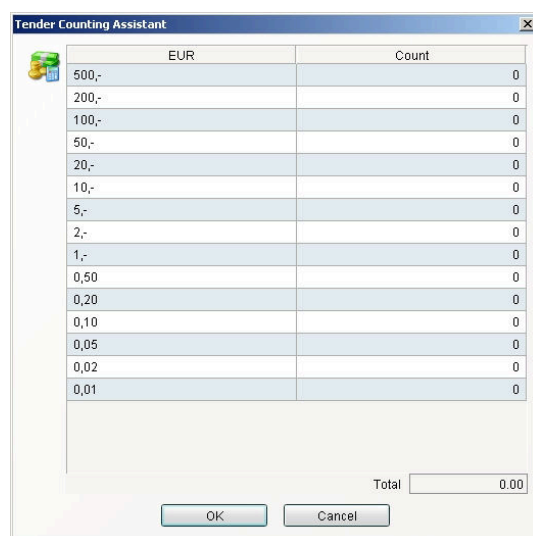
3. Then count all tender in the till and enter the amounts in the appropriate line under **Amount**.

Information

The actual values for electronic tender (shown with a grey background in the table) are calculated automatically by the system and cannot be entered by hand.

A counting assistant is provided for cash tender:

You call up the counting assistant by clicking on the tender in window **Preliminary Till Settlement** and then on button  at the top left of the window: The counting assistant opens up.



EUR	Count
500,-	0
200,-	0
100,-	0
50,-	0
20,-	0
10,-	0
5,-	0
2,-	0
1,-	0
0,50	0
0,20	0
0,10	0
0,05	0
0,02	0
0,01	0




Total: 0.00

OK Cancel

Window **Preliminary Till Settlement** – Counting assistant

You can then enter the number of times this denomination is to be recorded for the till (e.g. you should enter **5** under **20,-** if you want to record five 20 Euro notes). The counting assistant automatically calculates the total of all recorded denominations. Confirm the entered amounts with button [**OK**] and then close the counting assistant. The calculated total is transferred to window **Preliminary Till Settlement**.

After the actual value has been entered for tender you can then either click on another cell or on key [Enter].

4. optional  You can carry out a search by a term or number in window **Preliminary Till Settlement**.
Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored.
Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**. The search is carried out in the settlement table. A line which contains the search term is highlighted. The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.
5. After the actual values of the tender available in the till have been entered you can then either execute a preliminary till settlement or can exit window **Preliminary Till Settlement** without recording amounts:
 - Click on button [**Finish**] at the bottom right of the window to complete a preliminary till settlement.
This must be followed by a manager till settlement in SMS. No operator can sign on at the till until these two operations have been completed.

You can then select another till in Window **Preliminary Till Settlement** or you can exit the window with button [**Close**].

A report on preliminary till settlement can be generated if necessary under **Data → Reports** (see Chapter 9.1 *Reports*).

or

- Exit window **Preliminary Till Settlement** without executing a preliminary till settlement from a click on [**Cancel**] at the bottom right of the window.
In some cases, a dialog window opens up and asks you whether you really want to cancel the settlement. If you click on [**Yes**] in this dialog window, there will be no preliminary till settlement for the selected till.
A new till can then be selected in window **Preliminary Till Settlement** or you can exit the window with button [**Close**].

8.13 Tax Maintenance (SMS only)

All tax rates which are available in your store can be viewed and, if necessary, modified under **Maintenance → Tax Maintenance**.

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Tax Maintenance Torex™
Defining customer experience

Tax Authority

Tax Office
Dummy

Tax Type VAT

Tax Name Full VAT rate

Tax Description Full VAT rate

Actual Tax 19,00 %

New Value 19,00 %

Tax Group

- Full VAT rate
- Reduced VAT rate
- Exclusive of VAT
- Value Added Tax 16.0 %
- Value Added Tax 7.0 %
- Value Added Tax 0.0 %

Activation date: 04.08.09 16:20

Ok Apply Cancel

Window **Tax Maintenance**

8.13.1 Layout of the Window

Window **Tax Maintenance** is divided up into two separate sectors:

- Left: Information on the tax authorities and the tax groups for the selected tax authority
- Right: Information on the tax group selected

Information on tax authority and tax groups

Information on the tax group selected

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Tax Maintenance Torex™
Defining customer experience

Tax Authority
Tax Office
Dummy

Tax Group
Full VAT rate
Reduced VAT rate
Exclusive of VAT
Value Added Tax 16.0 %
Value Added Tax 7.0 %
Value Added Tax 0.0 %

Tax Type: VAT
Tax Name: Full VAT rate
Tax Description: Full VAT rate

Actual Tax: 19,00 %
New Value: 19,00 %

Activation date: 04.08.09 16:20

Ok Apply Cancel

Window **Tax Maintenance** – Layout of the window

8.13.2 View and Maintain Tax Groups

Follow the steps described below to view the information on various tax groups in window **Tax Maintenance** and to make any changes necessary:

1. Select the tax authority you want to see in **Tax Authority**:
All tax groups stored in Torex LUCAS-POS for this tax authority are shown on the left of the window.

Window **Tax Maintenance** – Information on all tax groups for the tax authority **Tax Office**

2. Then select the tax group for which you require information from **Tax Group** on the lower left of the window:

The following information is provided on the right-hand side of the window:

Tax Type	Type of tax
Tax Name	Name of the tax type
Tax Description	Description of the tax type
Actual Tax	Tax rate at which this tax is currently calculated

3. optional You can, if necessary, change the tax rate of the tax displayed by clicking on **New Value** in the entry field, deleting the former rate and then entering a new percent rate at which the tax is to be charged in future.
4. optional You can also define a date as from which the changed tax rate is to apply in your store under **Activation date** on the lower right of the window. The standard entry here is the day's date and time which means that the new tax rate becomes active immediately. However, if the new tax rate is to become effective later, you can enter a date here. Click on the day, month, year, hour and minutes fields and set the day with the arrow keys 28.01.09 13:31 . Then click on the month and change this with the arrow keys 30.01.09 13:31 and so on.
5. Finally click on [**OK**], [**Apply**] or [**Cancel**] at the bottom right of window **Tax Maintenance**
 - If you have changed a tax rate and want to store this change and exit window **Tax Maintenance**, click on button [**OK**]:

Window **Tax Maintenance** is closed, the new tax rate is stored and this will become effective on the date selected under **Activation date**.

or

- If you have changed a tax rate and stored it, but do not want to exit window **Tax Maintenance**, click on [**Apply**]:
The new tax rate is stored and becomes effective on the date stated under **Activation date**. Window **Tax Maintenance** remains open and other tax rates can then be viewed or changed, if necessary.

or

- If no changes are to be stored and you want to exit window **Tax Maintenance**, click on button [**Cancel**]:
Any changes made will not be stored and window **Tax Maintenance** will be closed.

8.14 Campaign Maintenance (SMS only)

Campaigns which are only valid for a certain period of time and for which the prices of specific items have been reduced can be created and maintained for your company under **Maintenance** → **Campaign Maintenance**.

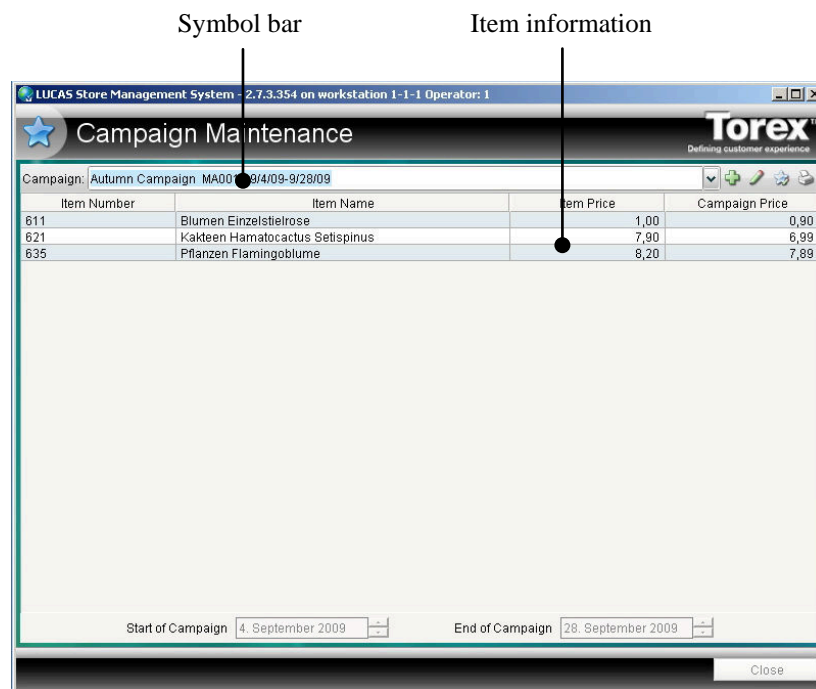
Item Number	Item Name	Item Price	Campaign Price
611	Blumen Einzelstielrose	1,00	0,90
621	Kakteen Hamatocactus Setispinus	7,90	6,99
635	Pflanzen Flamingoblume	8,20	7,89

Window **Campaign Maintenance**

8.14.1 Layout of the Window

Window **Campaign Maintenance** is divided up into two separate sections:


- Top: Symbol bar with all buttons and a selection field
- Bottom: Information on the item which is to be/was sold at a reduced price during the selected campaign



Window **Campaign Maintenance** – Layout of the window

8.14.2 View Campaigns

Follow the steps described below to view all campaigns and their linked items in window **Campaign Maintenance**:

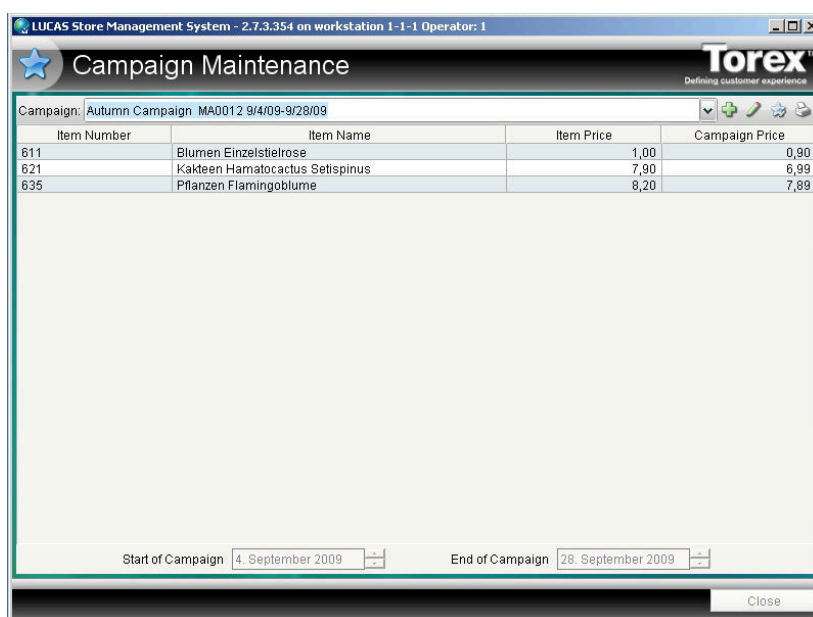
1. Click on  under **Campaign** at the top of the window:
A selection list showing all campaigns programmed for this store opens up. All current, expired and future campaigns are shown.

Campaign:	Summer Campaign MA0011 8/4/09-8/8/09	▼
Item	Autumn Campaign MA0012 9/4/09-9/28/09	
	Summer Campaign MA0011 8/4/09-8/8/09	
	Test MA0010 7/21/09-11/21/09	

Window **Campaign Maintenance** – Information on all campaigns

The information on campaigns is made up of the campaign name (e.g **Summer Campaign**), the campaign ID (this is assigned automatically, e.g. **MA0011**) and the campaign period.

2. Select the campaign you want to view with a mouse click on it:
All items sold at the campaign prices during this campaign are shown at the bottom of the window.



Item Number	Item Name	Item Price	Campaign Price
611	Blumen Einzelstielrose	1,00	0,90
621	Kakteen Hamatocactus Setispinus	7,90	6,99
635	Pflanzen Flamingoblume	8,20	7,89

Window **Campaign Maintenance** – Information on all campaigns

The following information is provided:


Item Number	The numbers of the items linked to this campaign (i.e. to be sold/sold at a reduced price during this campaign)
Item Name	Description of the item
Item Price	Normal price for the item
Campaign Price	Reduced price for the item during the campaign

Start of Campaign and **End of Campaign** at the bottom of the window show the period during which the selected campaign is/was valid in your store.

3. Exit window **Campaign Maintenance** with [**Close**] at the lower right of the window.


8.14.3 Print Campaigns

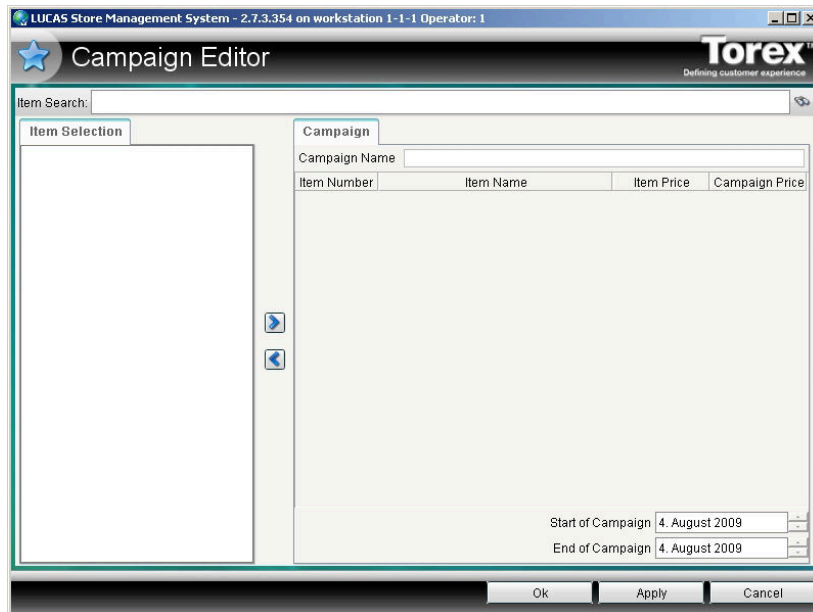
You can print the data and the linked items for a campaign selected in window **Campaign Maintenance** (provided a printer is available). Follow the steps described below:

1. Call up the campaign you want the data to be printed out for (see Chapter 8.14.2 *View Campaigns*).
2. Then click on button  on the lower right of window **Campaign Maintenance**:
Window **Print** opens up. You can then select a printer and, if necessary, make settings for the printout. All data and all items linked to the selected campaign will be printed after you click on [**OK**].

8.14.4 Create a New Campaign

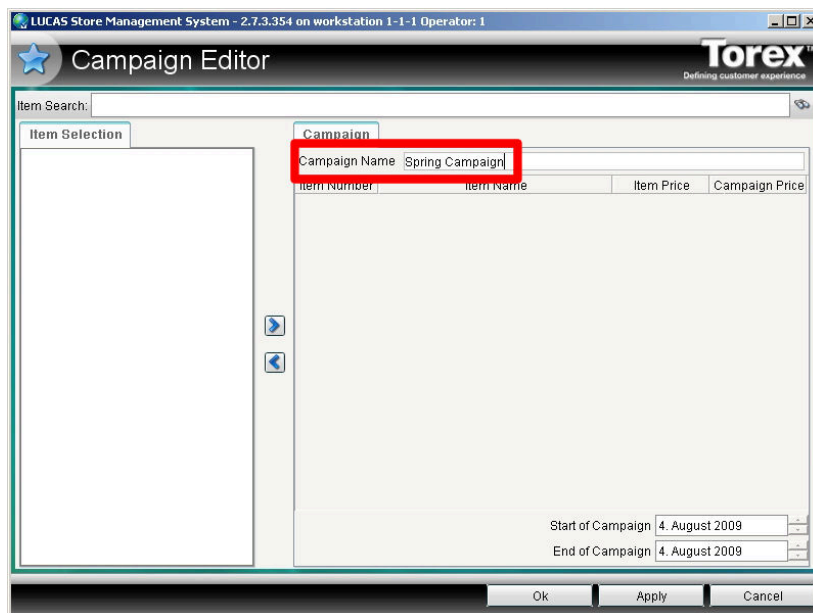
Follow the steps described below to create a new campaign for your store in window **Campaign Maintenance**:

1. Click on button  at the top right of window **Campaign Maintenance**:
Window **Campaign Editor** opens up.



Window **Campaign Editor**

2. Enter a name for the new campaign under **Campaign Name**.



Window **Campaign Editor** – Enter a campaign name


3. Then look for the items which are to be sold at a reduced price in this campaign. Either enter the item number or the item name under **Item Search** at the top of the window.

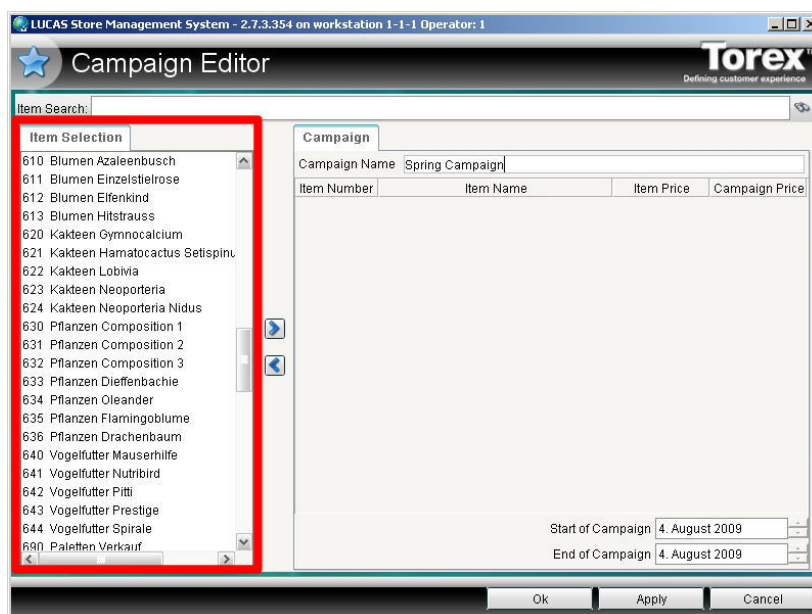
* can be used as a wildcard for any number of long character sequences to extend the search. ?
can be used as wildcard for one single character (e.g. the search for “?111” would result in

“2111” and “5111” but not in “22111”; the search for “*111” would result in “2111”, “22111” and “5555111”).


Information

If you want to view all items stored in the database of your store, enter wildcard * in the entry field and do not make any other entries.

- Then click on button  to the right of the entry field.
All items which match the search criteria entered are listed on the left of the window.

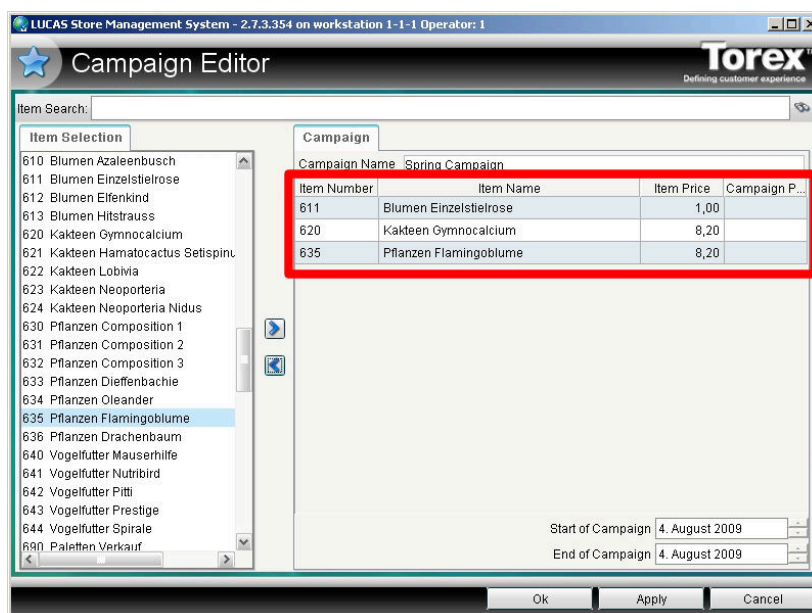


Window **Campaign Editor** – List of items found during item search



- Select the item which is to be included in the campaign with a mouse click and then click on button : The item is linked to the campaign and appears on the right-hand side of the window.

Information

Hold down the [Shift] key to mark several items in sequence and the [Ctrl] key to mark several individual items

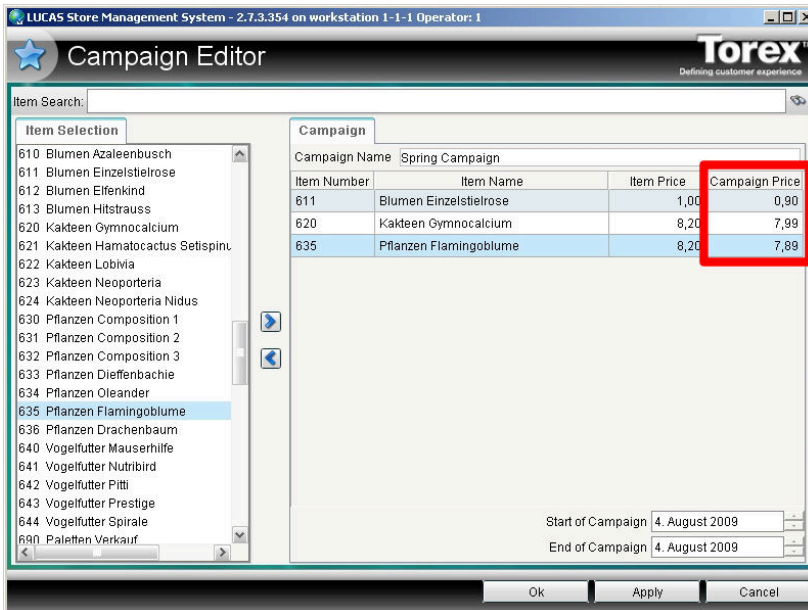


Window **Campaign Editor** – Display linked items

6. **optional**  If you have already linked an item to a campaign and want to remove it, you should select this item with a mouse click and then click on :
The item is deleted from the campaign and is not shown on the right-hand side of the window.
7. Then define the prices at which the items linked to the campaign are to be sold during the period the campaign is valid.
Click on the appropriate cell under **Campaign Price** and enter the campaign price for the item.

Attention!

Do not forget that you must be able to deduct discounts from the campaign items and the minimum price of the item cannot be lower (this information is defined in SMS in menu **Item Maintenance**; see Chapter 8.7.3.1 *Tab Item Details* and Chapter 8.7.3.3 *Tab Item Options*). A warning will appear if the campaign price entered does not comply with these requirements.



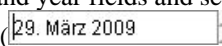

Item Number	Item Name	Item Price	Campaign Price
611	Blumen Einzelstielrose	1,00	0,90
620	Kakteen Gymnocalcium	8,20	7,99
635	Pflanzen Flamingoblume	8,20	7,89

Window **Campaign Editor** – Entry of the campaign prices

Information

The prices defined here apply to the items during the duration of the campaign.

The campaign price can, if necessary, be changed during the course of the campaign (see Chapter 8.14.5 *Edit Current or Future Campaigns*). If the normal price of a campaign item is changed during the campaign, this will only come into effect after the campaign has ended.

8. You have to define the period for which the newly created campaign is to be valid.
Enter the starting day for the campaign under **Start of Campaign** in window **Campaign Editor** and then the day it is to end under **End of Campaign**.
Click on the day, month and year fields and set the required date using the arrows (Example: After clicking onto the day () you can use the arrow keys to change the date. Then click on the month () and change the entry with the arrow keys).
9. Then click on [**OK**], [**Apply**] or [**Cancel**] on the lower right of window **Campaign Editor**:
 - Click on [**OK**] if you want to exit window **Campaign Editor** and store the new campaign. Window **Campaign Maintenance** opens up again and the newly created campaign is shown. A dialog window asks you whether you want to store the new campaign. If you click on [**Yes**] in the dialog window, the campaign is stored and the linked items are sold at the defined prices during the campaign.

or

- If you want to store the campaign you have created but do not want to exit window **Campaign Editor** (e.g. to add items to the campaign), click on [**Apply**]:
The new campaign and the linked items are then stored and can be sold during the defined campaign period. Window **Campaign Editor** remains open and you can continue to edit the new campaign.

or

- If you do not want to store the new campaign, you should click on [**Cancel**]:
The campaign will not be stored and the system returns to window **Campaign Maintenance**.

8.14.5 Edit Current or Future Campaigns

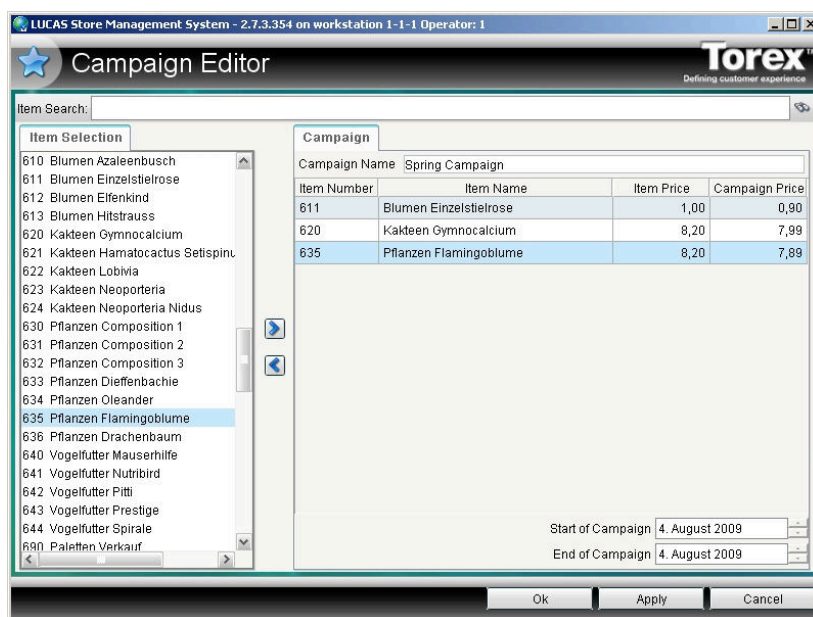
Follow the steps described below if you want to edit campaigns which are valid at present in your store or which will be valid at a later date.

1. Select the campaign under **Campaign** at the top of window **Campaign Maintenance** (see Chapter 8.14.2 *View Campaigns*).

Information

Please note that you can only edit current or future campaigns and not the ones which have been completed.

2. Click on button  at the upper right of the window:
Window **Campaign Editor** opens up.



Item Number	Item Name	Item Price	Campaign Price
611	Blumen Einzelstielrose	1,00	0,90
620	Kakteen Gymnocalcium	8,20	7,99
635	Pflanzen Flamingoblume	8,20	7,89

Window **Campaign Editor**

All details on the selected campaign will be shown on the right-hand side of the window.

Campaign Name	Name of the campaign
Item Number	Numbers of the items linked to this campaign (i.e. to be sold at reduced prices during the course of this campaign)
Item Name	Description of the item
Item Price	Normal price for the item
Campaign Price	Reduced special price for this campaign

The period defined for the campaign in your store is shown at the bottom of the window under **Start of Campaign** and **End of Campaign**.

3. You can then change the name of the campaign, link new items to the campaign or remove items from it, change the special prices of the linked items and change the validity period of the campaign. Follow the steps described under Chapter 8.14.4 *Create a New Campaign*.
4. When you have completed the changes necessary, you can click on [**OK**], [**Apply**] or [**Cancel**] on the lower right of window **Campaign Editor**:

- Click on [**OK**] if you want to exit window **Campaign Editor** and store the changes:
The system returns to window **Campaign Maintenance** and the campaign you have just edited is shown. A dialog window appears and asks you whether you want to store the changes. If you click on [**Yes**] in this window, the changes to the campaign will be stored.

or

- Click on [**Apply**] if you want to store the changes but do not want to exit window **Campaign Editor** (e.g. to make further changes).
The changes made will be stored, window **Campaign Editor** remains open and you can continue to edit the campaign.

or

- Click on [**Cancel**] if you do not want to store the changes made for the campaign.
Changes will not be stored, i.e. the campaign is executed with the original data and the system returns to window **Campaign Maintenance**.


8.14.6 Edit Expired Campaigns

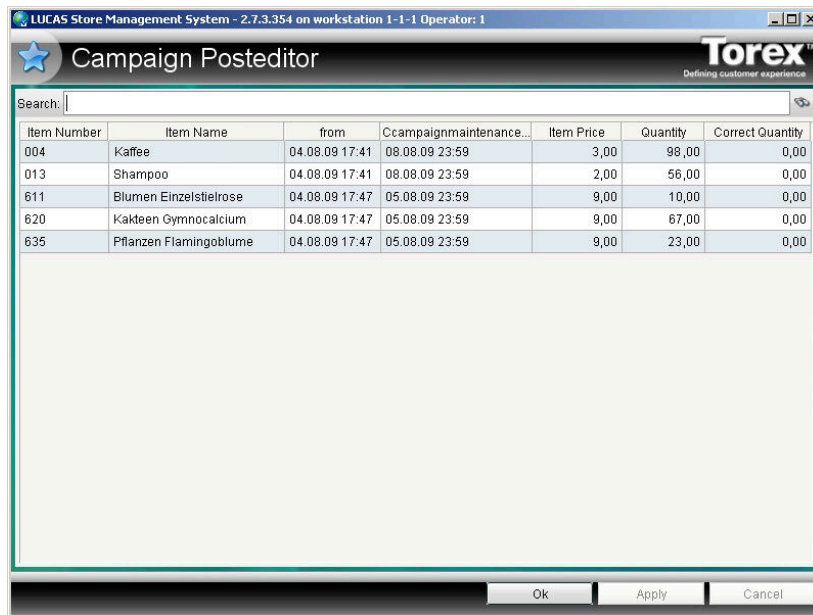
After a campaign expires you can, in SMS, view the number of price-reduced items sold during the campaign and, if necessary, amend the results. Follow the steps described below:

1. Select the campaign you want to post-edit under **Campaign** at the top of window **Campaign Maintenance** (see Chapter 8.14.2 *View Campaigns*).

Information

Only expired campaigns can be edited subsequently.

2. Click on button  at the top right of the window:
Window **Campaign Posteditor** opens up.






Item Number	Item Name	from	Ccampaignmaintenance...	Item Price	Quantity	Correct Quantity
004	Kaffee	04.08.09 17:41	08.08.09 23:59	3,00	98,00	0,00
013	Shampoo	04.08.09 17:41	08.08.09 23:59	2,00	56,00	0,00
611	Blumen Einzelstielrose	04.08.09 17:47	05.08.09 23:59	9,00	10,00	0,00
620	Kakteen Gymnocalcium	04.08.09 17:47	05.08.09 23:59	9,00	67,00	0,00
635	Pflanzen Flamingoblume	04.08.09 17:47	05.08.09 23:59	9,00	23,00	0,00

Window **Campaign Posteditor**

The following information is provided:

Item Number	Numbers of the items linked to this campaign (i.e. sold at reduced prices during this campaign)
Item Name	Description of the item
from	Time the campaign began
to	Time the campaign ended
Item Price	Reduced special prices for items during this campaign
Quantity	Number of items sold at reduced prices during this campaign

3. optional  You can carry out a search by item name or item number in window **Campaign Posteditor**.
Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored.
Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**. The search is carried out in the item details. A line which contains the search term is highlighted. The search can be continued from another click on button  ([**Start or continue the search**]) and the next line which matches the item name or item number entered is highlighted, and so on.

4. If the details shown under **Quantity** are not correct, you can amend the number of items sold at the reduced price during the campaign. Click on the item concerned and enter the number of times this item was sold during the campaign in column **Correct Quantity**.
5. Click on [**OK**], [**Apply**] or [**Cancel**] on the lower right of window **Campaign Posteditor** after you have made the appropriate amendments:
 - Click on button [**OK**] if you want to exit window **Campaign Posteditor** and store the corrected item quantities.
The system returns to window **Campaign Maintenance** and the edited campaign is shown. A dialog window asks you whether you really want to store the changes. The modified item quantities will be stored if you click on [**Yes**] in this dialog window.

or

 - Click on button [**Apply**] if you want to store the changes but do not want to exit window **Campaign Posteditor** (e.g. if you need to make changes to other item quantities).
The changes will be stored but window **Campaign Posteditor** remains open and other changes can be made.

or

 - Click on [**Cancel**] if you do not want to store the changes.
Changes made will not be stored and the system returns to window **Campaign Maintenance**.

8.15 Period Closing (SMS only)

A recording period in which specific actions (e.g. export of all transactions, back up of the store database or check as to whether all tills have been settled) are executed for the defined period (e.g. for a business day) is finalised with a period closing and when reports have been printed (e.g. turnover reports on the turnover in the store during this period).

Period closings which have already been completed can be viewed and new closings can be configured and executed under **Maintenance → Period Closing**.

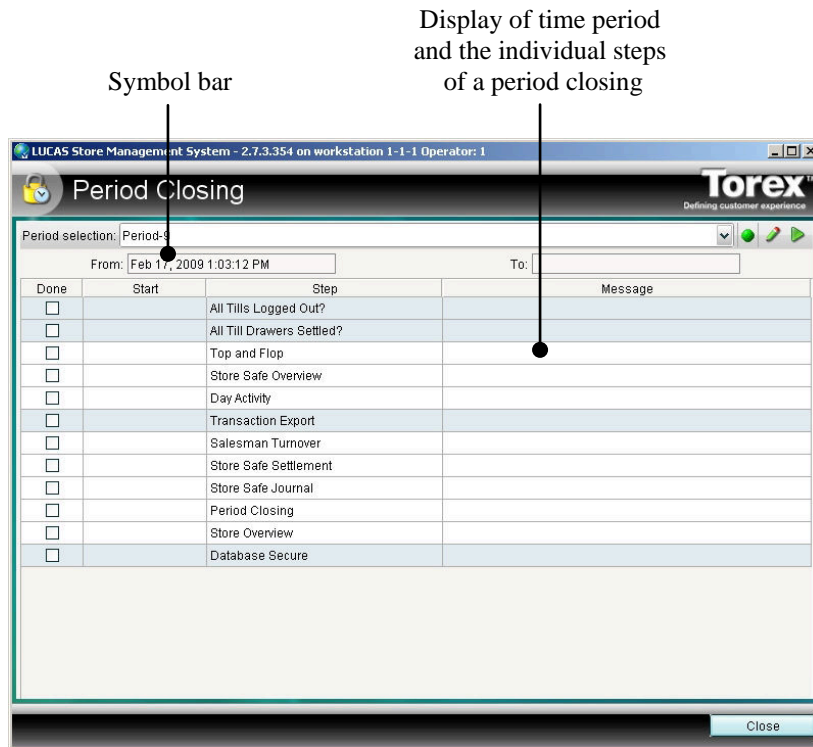
Done	Start	Step	Message
<input type="checkbox"/>		All Tills Logged Out?	
<input type="checkbox"/>		All Till Drawers Settled?	
<input type="checkbox"/>		Top and Flop	
<input type="checkbox"/>		Store Safe Overview	
<input type="checkbox"/>		Day Activity	
<input type="checkbox"/>		Transaction Export	
<input type="checkbox"/>		Salesman Turnover	
<input type="checkbox"/>		Store Safe Settlement	
<input type="checkbox"/>		Store Safe Journal	
<input type="checkbox"/>		Period Closing	
<input type="checkbox"/>		Store Overview	
<input type="checkbox"/>		Database Secure	

Window **Period Closing**

8.15.1 Layout of the Window

Window **Period Closing** is divided up into two separate sectors:

- Top: Symbol bar with all buttons and selection field
- Bottom: Information on the time period and the individual steps of a period closing

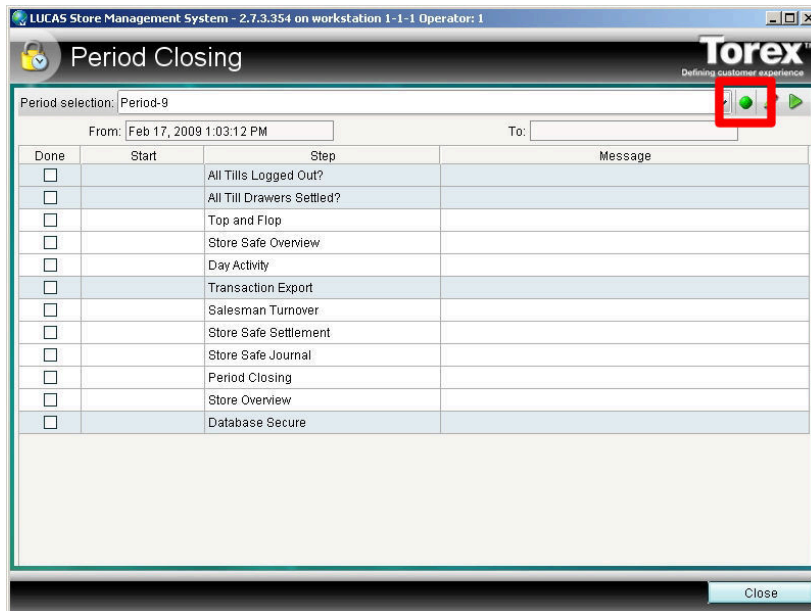


Window **Period Closing** – Layout of the window



8.15.2 View Period Closing

You can view the individual steps and results of completed period closings in window **Period Closing**.


At the top right of the window there is a field which shows immediately whether all listed period closings were completed successfully in window **Period Closing** or whether at least one period closing was not successful or not error-free.



Window **Period Closing** – Information field on successfully completed period closings

-  (green) All period closings shown in window **Period Closing** were successfully completed.
-  (red) At least one of the period closings shown was not completed or was not free from errors.

Follow the steps described below to view the individual steps and results of period closings which have already been completed:

1. Click on button  at the top of window **Period Closing** under **Period selection**.
A selection list showing the current and past period closings opens up.



Window **Period Closing** – Information on all periods in the selection list

The last period (the period in first place with the highest consecutive number: here **Period-9.20**) denotes the current period for the store. A period closing has not been carried out for this period.

2. Select the period you are interested in by clicking on it in the selection list:
Individual steps and results for the selected period closing are then shown as a table at the bottom of the window.

If you select the current period, you will be shown which steps will be executed when this period is closed. This is a standard definition in the customising of your Torex LUCAS-POS system. If you want to change the steps or their sequence, you should carry out a configuration of the period closing (see Chapter 8.15.3 *Configure Period Closing*).

Done	Start	Step	Message
<input type="checkbox"/>		All Tills Logged Out?	All Cashiers Logged Off
<input type="checkbox"/>		All Till Drawers Settled?	OK
<input type="checkbox"/>		Top and Flop	Report Printed Successfully.
<input type="checkbox"/>		Store Safe Overview	Report Printed Successfully.
<input type="checkbox"/>		Day Activity	Report Printed Successfully.
<input type="checkbox"/>		Transaction Export	Transactions Successfully Exported
<input type="checkbox"/>		Salesman Turnover	dailyClosing.report.skip
<input type="checkbox"/>		Store Safe Settlement	Report Printed Successfully.
<input type="checkbox"/>		Store Safe Journal	Report Printed Successfully.
<input type="checkbox"/>		Period Closing	dailyClosing.report.skip
<input type="checkbox"/>		Store Overview	Report Printed Successfully.
<input type="checkbox"/>		Database Secure	OK

Window **Period Closing** – Information on the individual steps of a completed period closing

The entries under **From** and **To** show the time involved for the selected period.

The table underneath this information provides the following information:

- Done** This column is only used during execution of a period closing; the tick boxes are not active when completed period closings are called up.
- Start** This column is only used during execution of a period closing; no information is shown in this column when completed period closings are called up.
- Step** Information on individual steps executed during the selected period closing.
- Message** Information as to whether each individual step was executed error-free with a result (e.g. print of a report), with an error or not executed at all.

The report printed during a period closing is stored in the document archive and can be viewed there and also printed out if necessary (see Chapter 9.2 *Document Archive*).

The following colours indicate individual steps:

- white** **blue** The period has not yet been closed and/or individual steps have not been executed during the period closing (white: reports, blue: actions).
- yellow** The step is being executed at present.
- green** The step has been successfully executed.
- red** An error occurred during execution of this step.

3. Click on button [**Close**] on the lower right to close window **Period Closing**:
The window is closed and the main window opens up again.


8.15.3 Configure Period Closing

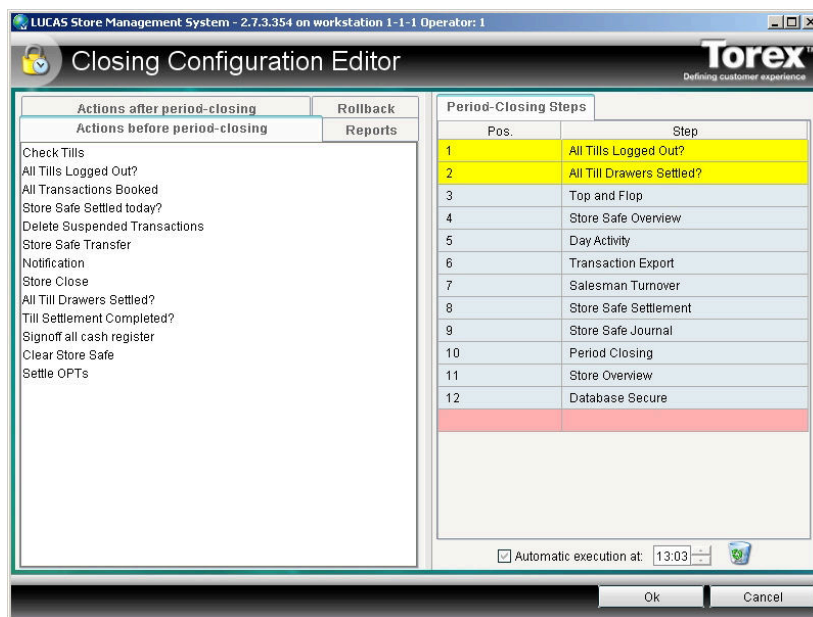
The standard steps to be executed for a period closing were defined during customising of your Torex LUCAS-POS system. These can, if necessary, be changed and the sequence of actions during a closing operation as well as which reports are to be printed can be re-defined. You can also define whether the period closing is to be started automatically every day or manually.

Information

To find out which steps have already been configured for the current period select this under **Period Selection** at the top of window **Period Closing** (the current period is the one with the highest consecutive number). The steps which will be executed for a period closing are shown at the bottom of the window (see Chapter 8.15.2 *View Period Closing*).

When a period closing is configured, this configuration is used for subsequent closing operations. The configuration can, however, be changed at any time.

1. If you want to configure the current period closing (first position in the list with the highest consecutive number; see Chapter 8.15.2 *View Period Closing*), select this under **Period Selection** at the top of window **Period Closing**.
2. Click on button  at the upper right of the window: Window **Closing Configuration Editor** opens up.



Window **Closing Configuration Editor**

You define which steps are to be executed in which sequence during the period closing in this window.

On the right-hand side of the window you can see which steps make up the period closing.

On the left-hand side you can see all the actions and reports available for a closing operation divided up into various tabs.

The following reports are shown under tab **Reports** (these are always at the end points of the tree structure):

Information

The reports printed during a period closing are stored in the document archive and can be called up from there for viewing and also if they are to be printed (see Chapter 9.2 *Document Archive*).

Period Closing	Report on the current period closing which defines when which steps of the period closing were executed with which results for each till
Top and Flop	Overview of which items were often sold and which were only rarely sold and had a particularly high or low share in the turnover achieved
Day Activity	Overview of which turnover was achieved on which day of the week and how many customers made purchases in the store
Salesman Turn-over	Overview of which salesperson sold how many items at which amounts and how many were returned
Store Safe Settlement	Information on store safe settlement with opening values, all funds receipts and disbursements, nominal and actual values as well as any discrepancies between the nominal and actual values
Store Safe Overview	Overview of the store safe nominal value and all recorded cash movements since the last store safe settlement
Store Safe Journal	Overview of the recording periods of the store safe including the cash movements recorded in one period and a report on the store safe settlement with which the appropriate accounting period was finalised
Store Overview	Overview of the turnover, cash movements, actual and nominal values as well as customer statistics, void operations carried out, receipt discontinuations and discounts granted in the store during the current period

The following actions are available in tab **Actions before period closing** (these actions are carried out prior to the period closing operation):

Check Tills	Check whether all tills and the linked LMS in the store are available and whether all messages have been picked up from the tills
All Tills Logged Out?	Check whether the operators have been logged out of all tills in the store
All Transactions Booked?	Check whether all transactions executed in the store during the period have been recorded
Store safe settled today?	Check whether the period closing of the store safe was executed today and whether this closing period has been finalised
Delete Suspended Transactions	Delete all receipts which were suspended in the store during this period (suspended transactions can be reactivated later, i.e. other items can be recorded or the receipt total settled)
Store safe transfer	Execution of a store safe settlement in which the nominal value of the store safe becomes the actual value for the next operation when it is finalised
Store Closed	Close the store so that no operators can sign on at the tills in the store (customising in Torex LUCAS-POS defines whether a store can be closed and opened)
All Till Drawers settled?	Check whether all till drawers in the store have been settled
Till Settlement Completed?	If settlement is carried out in your store in two steps, the actual value ascertained during preliminary till settlement is transferred and the tills are settled without it being necessary to execute a manager till settlement.
Signoff all cash registers	All operators have signed off from the tills


Clear Store Safe	Sets all values in the store safe to zero
Settle OPTs	Settlement of OPT workstations (payment terminals in filling stations)

Tab **Actions after period closing** provides the following actions (these actions are carried out after the period closing operation):

Database Secure	Backup of the store database after execution of the period closing
Transaction Export	Export of all transactions which were executed in the store during the period
Send Data	Execution of function Send Data to ensure that all enterprise sections have the most up to date central data (see Chapter 8.5 <i>Send Data</i>)




Information

Any rollback steps are defined in your Torex LUCAS-POS system and will be shown on the left-hand side of window **Closing Configuration Editor** under the tab **Rollback**.

- If one of the steps on the left-hand side of window **Closing Configuration Editor** is to be carried out during the period closing, you should select this step here by clicking on it and then pulling it down to the right-hand side of the window under **Period Closing Steps** with the mouse. When you are there, release the mouse key and add the report and/or the action to the period closing.
- Repeat this for all actions or reports which are to be executed during period closing.
- A step which has already been linked to the period closing and is shown on the right-hand side under **Period Closing Steps** can be deleted (and thus not executed during period closing) by clicking on it and pulling it with the mouse key to icon  at the lower right of the window. When the mouse key is on the icon and a green cross appears on the icon, you can then release the mouse key. The selected step is deleted and is no longer shown on the right-hand side of window **Closing Configuration Editor** and will not be executed during period closing.
- You can then modify the sequence in which the defined steps are to be executed during period closing. Click on the step which is to be re-positioned in the sequence and pull it down with the mouse key to the correct position in which it is to be executed during period closing. Release the mouse key and the step is fixed in the required position..

Information

Period closing steps which are executed prior to period closing (**Actions before period closing**) are marked in yellow and cannot be positioned under the steps which are to be executed after period closing (tab **Actions after period closing**).

- optional**  You can also define that the period closing is executed automatically every day at a defined time by activating the tick box **Automatic execution at** at the bottom right of the window. The entry here should be the time the closing is to be carried out. Click on the hour () and use the arrows to set the hour. Then click on the minutes () and change the entry with the arrow keys. If the period closing is to be carried out manually instead of automatically, you do not need to activate the tick box under **Automatic execution at**.

Information

Please note that a manual period closing is possible even if automatic period closing daily has been set.

8. Then click on button [**OK**] or [**Cancel**] :

- Click on [**OK**] on the lower right of the window to store the modified configuration of the period closing.
Window **Period Closing** opens up again, the new configuration is stored and the defined steps will be carried out in the correct sequence during the next period closing.
The period closing will be executed daily at the time defined if you have activated the tick box under **Automatic execution at**.

or

- Click on [**Cancel**] if you do not want to store the modified configuration.
Window **Period Closing** opens up again, the configuration modifications will not be stored and the next period closing will be carried out as per the old configuration.


8.15.4 Execute Period Closing

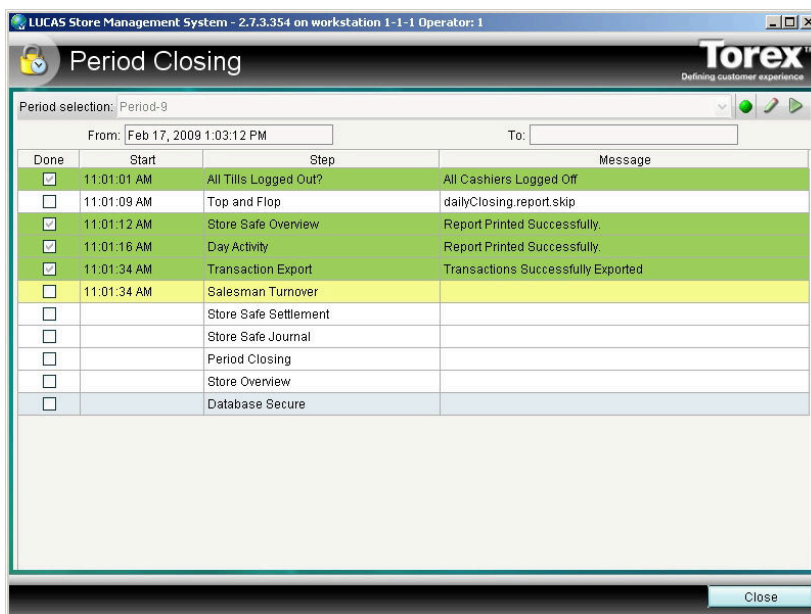
In addition to the automatic execution of a period closing as defined in window **Configuration** (see Chapter 8.15.3 *Configure Period Closing*), you can also start up a period closing manually. Follow the steps described below:

1. If you want to carry out a period closing manually, please ensure that the current period is selected under **Period selection** in window **Period Closing** (this is the one with the highest consecutive number). All steps which can be executed during a period closing are then shown at the bottom of the window.

Information

If other actions are to be carried out during period closing or if other reports are to be printed or if individual steps are to be executed in a different sequence, you will have to change the configuration of the period closing (see Chapter 8.15.3 *Configure Period Closing*).

2. Click on button  at the top right of the window to start the period closing. The period closing is then completed. Window **Period Closing** is visible during the closing operation and the steps which are being carried out and the status of each step are shown in this window.



Done	Start	Step	Message
<input checked="" type="checkbox"/>	11:01:01 AM	All Tills Logged Out?	All Cashiers Logged Off
<input type="checkbox"/>	11:01:09 AM	Top and Flop	dailyClosing.report.skip
<input checked="" type="checkbox"/>	11:01:12 AM	Store Safe Overview	Report Printed Successfully.
<input checked="" type="checkbox"/>	11:01:16 AM	Day Activity	Report Printed Successfully.
<input checked="" type="checkbox"/>	11:01:34 AM	Transaction Export	Transactions Successfully Exported
<input type="checkbox"/>	11:01:34 AM	Salesman Turnover	
<input type="checkbox"/>		Store Safe Settlement	
<input type="checkbox"/>		Store Safe Journal	
<input type="checkbox"/>		Period Closing	
<input type="checkbox"/>		Store Overview	
<input type="checkbox"/>		Database Secure	

Window **Period Closing** – Information on the individual steps of a period closing

The following information is shown:

Done	A tick appears in the tick box as soon as a step has been successfully completed during the period closing.
Start	Time at which this step was started during the period closing
Step	Information on individual steps which are executed during period closing
Message	Information on how each step was executed: error-free with a specific result (e.g. print of a report), not error-free or not at all (some steps in a period closing are skipped from repeated execution of a period closing operation)

Information

The reports printed during a period closing are stored in the document archive and can be viewed from there or can, if necessary, be printed out (see Chapter 9.2 *Document Archive*).

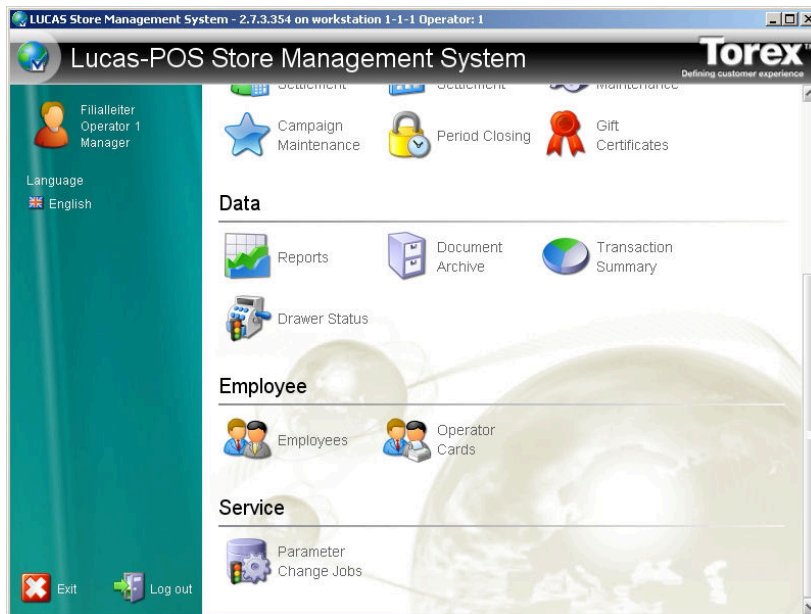
The following colours show the state of individual steps:

yellow	This step is being executed.
green	This step has been completed successfully.
white blue	This step was not executed (white: reports, blue: actions).
red	An error occurred during execution of this step.

3. Click on button [**Close**] at the lower right of the window to exit window **Period Closing** after completion of the closing operation.
The window is closed and the main window opens up again.

9 Data

You can view various store data and then analyse it in this menu. You are thus able to generate a variety of reports (e.g. turnover at certain times of the day or achieved by a specified salesperson). Existing reports are stored in the document archive and can be viewed from there or can, if necessary, be printed out. The transactions in a store can also be analysed by defined criteria. In SMS you can call up an overview on the status of each individual till (is an operator signed on or logged off, is the till in break mode) and on the current cash value, the cash movements and the funds receipts on the tills.



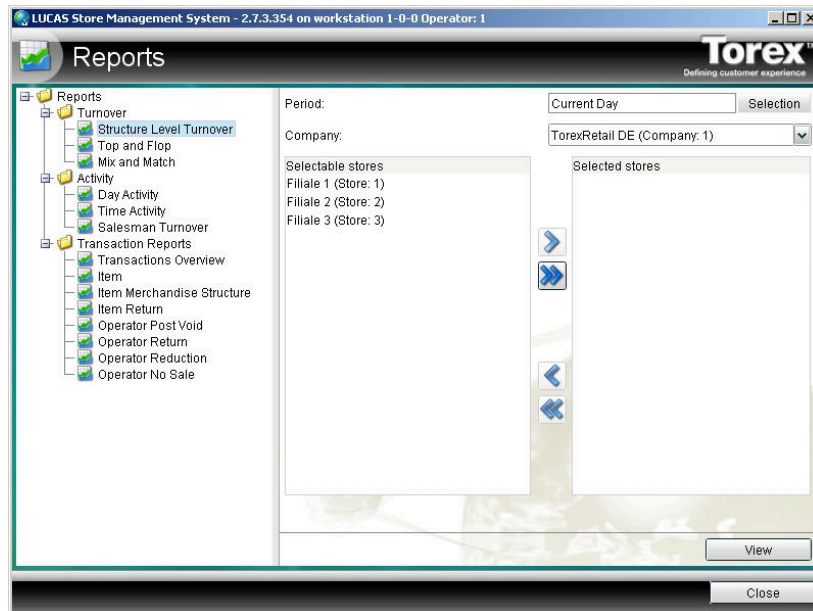
Main window – Menu **Data** (as shown in SMS)

Menu **Data** provides the following menu items:

- **Reports:** Generate, store and print reports for analysis of various aspects of the store (SMS) and/or one or more stores in the company (CSMS)
(Chapter 9.1 Reports)
- **Document Archive:** View, print and store reports which are in the document archive
(Chapter 9.2 Document Archive)
- **Transaction Summary:** Analysis of transactions in the store (SMS) or one or more stores in a company (CSMS) by various definable criteria
(Chapter 9.3 Transaction Summary)
- **Drawer Status (SMS only):** Viewing information on the status, the cash value and the cash movements of the tills in the store
(Chapter 9.4 Drawer Status (SMS only))

9.1 Reports

Various system, turnover, frequency, settlement and transaction reports with a variety of aspects can be generated, stored and, if necessary, printed out under **Data → Reports** for your stores (SMS) or one or more stores of a company (CSMS).



Window **Reports** (information in CSMS)

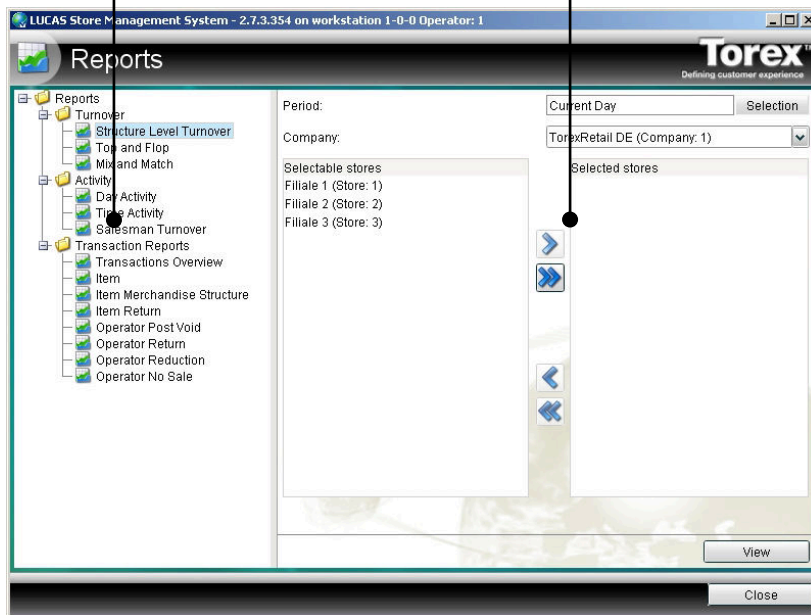
9.1.1 Layout of the Window

Window **Reports** is divided up into two separate sectors:

- Left: tree structure with all reports available (grouped under subject headings)
- Right: Selection of the period (SMS and CSMS), the company and the stores (CSMS only) for which a report is to be generated and any other settings (these depend on the report)

Tree structure with
all reports

Selection of period (SMS and CSMS), the company
and the stores (CSMS only) as well as other settings

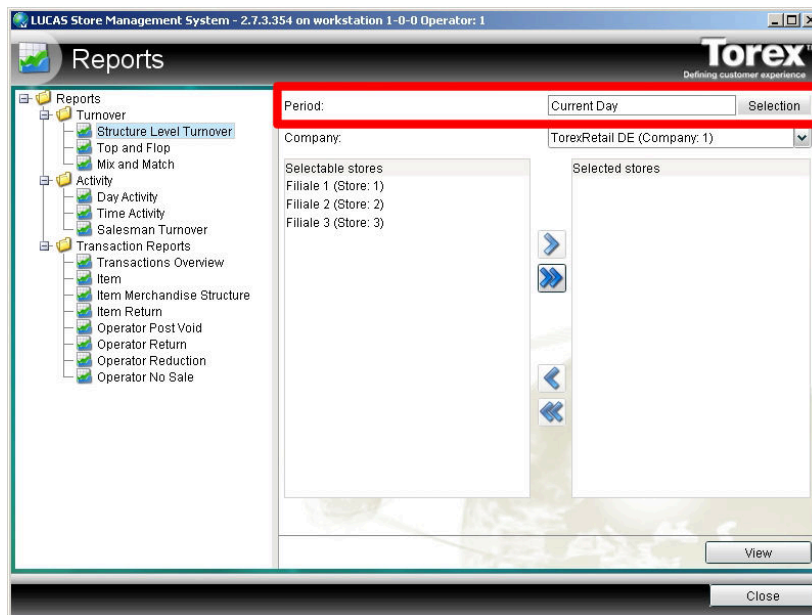


Window **Reports** (information in CSMS) – Layout of the window

9.1.2 Create, Store and Print Reports

Follow the steps described below to generate a specific report, to display it and, if necessary, to print it out:

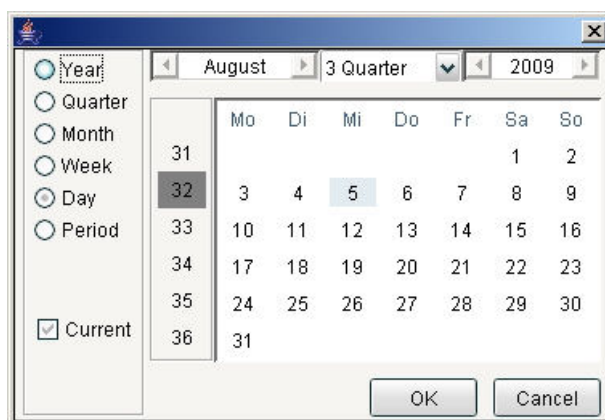
1. Open the tree structure on the left of window **Reports** and then activate the report which is to be produced with a mouse click (Chapter 9.1.3 *Overview of the Standard Reports Available* describes which reports are available in the standard version):
Selection and entry fields as defined for the report selected then appear.
2. You should then define the period for which the report is required on the right-hand side of window **Reports**. A selection is shown under **Period** (this is dependent on the report selected, e.g. **Current Day** or **Current Week**).



Window **Reports** – Selection in field **Period**

Click on button [**Selection**] to the right of selection field **Period** if you want to analyse a different period in the report:

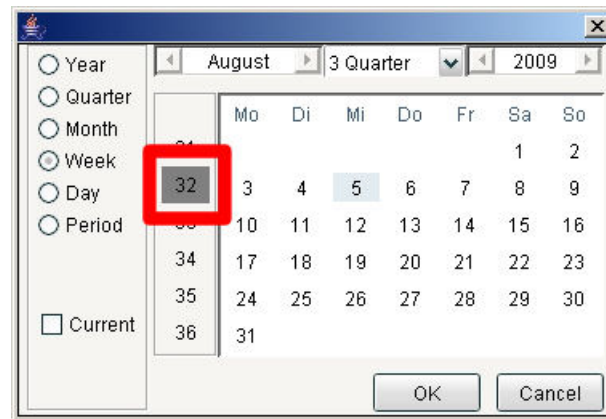
An entry window for the time appears.



Window **Reports** – Window for entry of the period to be analysed

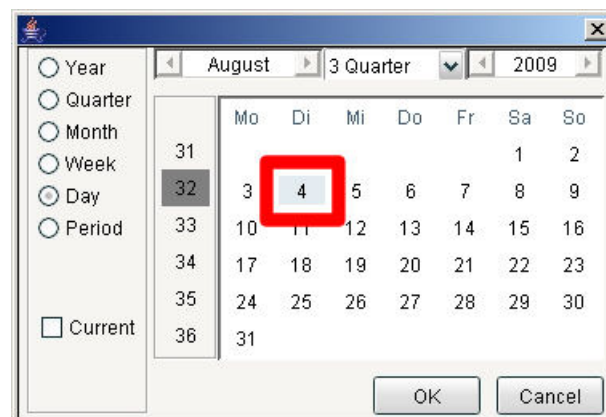
3. Then select whether the period is to be for a year, a quarter, a month, a week or a day and then make more precise entries on the right of the window:

- If you have selected **Year**, you then select the year at the top right of the window.
- If you have selected **Quarter**, you then enter the appropriate quarter and year at the top of the window.
- If you have selected **Month**, you then enter the month and the year at the top of the window.
- If you have selected **Week**, you then enter the appropriate month and the year at the top of the window and then click on the calendar week in the centre part of the window.



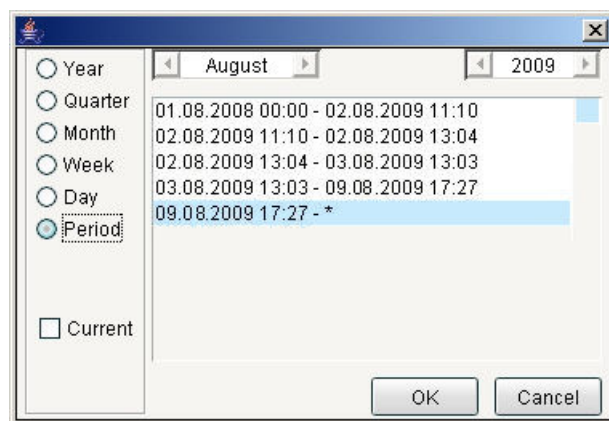
Window **Reports** – Window for entry of a period, selection of a calendar week (Week 32 in the example)

- If you have selected **Day**, you enter the appropriate month and year at the top of the window and select the day you want with a mouse click in the centre part of the window.



Window **Reports** – Window for entry of a period, selection of a day (August 4, 2009 in the example)

- If you have selected **Period**, all periods to date (e.g. the period closings or the store safe settlement depending on the report selected) will be shown on the right-hand side of the window. You can then select the period you require with a mouse click on the appropriate line.




Window **Reports** – Window for entry of a period, selection of a period

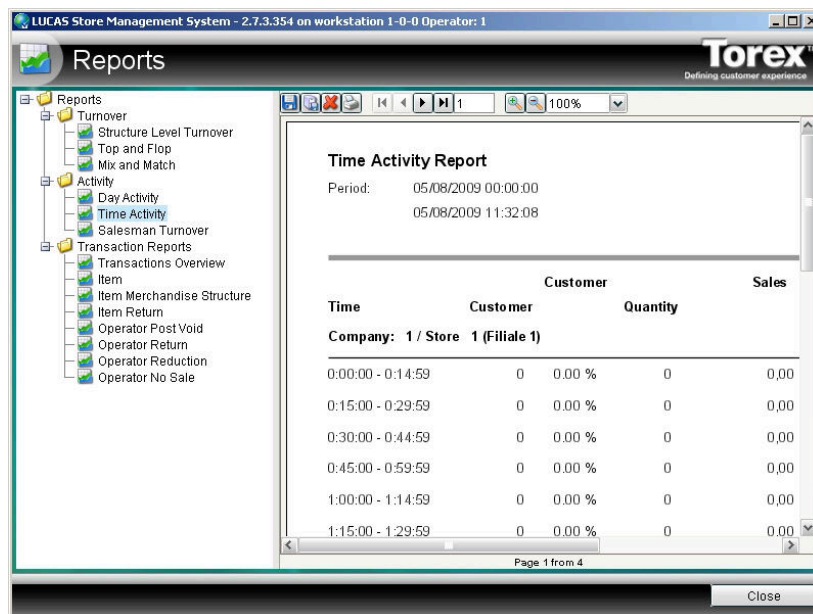
- If you activate tick box **Current** on the left-hand side of the window, the current year, the current quarter, the current month, the current week, the current day or the current period (depending on what you have selected) will be shown.
4. After you have selected the period, confirm the entry with [**OK**]:
The period is transferred to window **Reports**.
 5. **CSMS only:** In SMS reports can only be drawn up for the store, but you can select one or more stores of a company in the enterprise in CSMS and can then analyse them in a report.
Open up the selection list under **Company** and then select the appropriate company.
All stores of the selected company are shown under **Selectable Stores** on the right of the window. The stores for which the report is required are shown under **Selected Stores** on the centre right of the window.



Window **Reports** – Selection of stores

Then move the stores to be included in the report to column **Selected Stores** with a click on the store and then on the arrows (in the example: a report for store 2 only is to be produced).

6. **optional**  Other information may have to be provided on the right-hand side of window **Reports** depending on the type of report selected. Chapter 9.1.3 *Overview of the Standard Reports Available* section “Parameter” describes in detail what information is necessary for which report.
7. When all details have been entered, you then click on button [**View**]:
The selected report is generated and shown on the right-hand side of the window.



Window **Reports** – Report generated

The text **Page x from y** at the bottom of the report shows you how many pages (y) exist for the report and which page (x) you can see (in the example: **Page 1 from 4**).

Information

If, after you have clicked on button [**View**], a message appears indicating that no data exists for the selected criteria, no report will be generated for the entries made (e.g. there were no returns recorded for the selected day and therefore these cannot be analysed in the item returns report).

8. **optional** The buttons at the top of the report can be used to change the displayed information:
 - Click on button to reach the next page of the report.
 - Click on button to go to the last page of the report.
 - Click on button to go back one page.
 - Click on button to go to the first page of the report.
 - You can either click on button to increase the size by 25% or you can select the size you require from field .
 - You can either click on button to reduce the size of the report by 25% or you can select the size you require from field .
9. **optional** Click on button at the top of the report to store the report:
Window **Save** opens up. You can then select a directory under which the report is to be stored and the appropriate format (e.g. PDF).
10. **optional** If you want to store the report in the document archive of SMS/CSMS, you should click on button :
The report is stored in the document archive and can be viewed there at any time and, if necessary, can also be printed out (see Chapter 9.2 *Document Archive*).
11. **optional** The report is closed with button and the system returns to window **Reports** (to allow, for example, settings for the report to be changed or to generate another report).
12. **optional** Click on button to start print of the report:
Window **Print** opens up. You can then select a printer and make any settings for print.

Report print begins after activation of [**OK**] (provided that a printer is available).

13. Exit window **Reports** with button [**Close**] on the lower right of the window:
The window is closed and the main window appears.

9.1.3 Overview of the Standard Reports Available

Various reports can be produced in menu **Reports** to analyse the specific aspects of your store (SMS) or of one or more stores in a company (CSMS). The following standard reports are available (in the information which follows, the settings you can make for this report in window **Reports** are listed under “Parameter”; under “Report” you will find which information is shown in each report):

Information

The customising of your system defines whether all or only some of the standard reports and perhaps other reports, are available in the Torex LUCAS-POS system. Some reports can only be produced in the store on SMS and not on CSMS.

Chapter 9.1.2 *Create, Store and Print Reports* describes how you can produce reports in SMS/CSMS.

9.1.3.1 Period Closing (SMS only)

Parameter • Select a period for which a period closing should have already been completed

Report Till by till information on the individual steps carried out during the selected period closing with the following details (one step per item):

- Log Entry
- Time the step was executed
- Name of the step
- Result (e.g. OK, print of a report or error)
- Return value of the step (“Code”)
- Any error message shown during the period closing

Period Closing Report		Torex Retail Berlin BO	
Period:	17/02/2009 13:03:12	Store	1
	05/08/2009 11:01:04	Salzhofer 8	
		10587 Berlin	
<hr/>			
Company 1 - Store 1 - POS 1			
Log Entry	1		
Time	13:03:11		
Step	A:dailyClosing.checkLogons		
Result	Ok		
Code	0		
Message			
Message			
Log Entry	2		
Time	13:03:11		
Step	A:dailyClosing.checksettled		
Result	Error		
Code	-2		
Message			
Message	A:dailyClosing.checksettled.-2		
Log Entry	3		
Time	13:03:11		
Step	Top and Flop Report		

9.1.3.2 Structure Level Turnover

- Parameter**
- Select the period to be analysed in the report
 - Select the product group(s) to be analysed
 - Select a company and the store(s) to be analysed (CSMS only)
- Report**
- Till-by-till information on how many items of the selected product group(s) were sold and which turnover was achieved during the period (one product group per line):
- Product group no.
 - Product group name
 - Number of items from this product group sold in the defined period in the store stated
 - Percentage share of the items sold from this product group (in relation to all items sold during the defined period in the store stated)
 - Turnover achieved with the items sold for this product group
 - Percentage share of turnover achieved by the items sold in this product group (in relation to the overall turnover for the period in the store)
 - Count of all items sold in the store for all product groups during the period stated
 - Percentage share of the count of all items sold in the store in all defined product groups during the period stated (in relation to all sales in the store during the defined period)
 - Total turnover achieved from the sale of all items in the defined product groups in the store during the period stated
 - Percentage share of the turnover from the sale of items of all defined product groups in the store during the stated period (in relation to the total turnover of all sales in the stores during the stated period)

Structure Level Turnover Report				Torex Retail Berlin BO	
From/To:		05/08/2009 00:00:00		Store	1
		05/08/2009 12:32:40		Salzufer 8	
Group:		All		10587 Berlin	
No.	Description	Count	Count (%)	Turnover	Turnover
Company: 1 / Store 1 (Torex Retail Berlin BO)					
100	Fashion	7.000	35.00 %	1.175,10	68.73 %
400	Jewelry	3.000	15.00 %	525,66	30.74 %
600	House and Garden	10.000	50.00 %	9,00	0.53 %
Subtotal:		20.000	100.00 %	1.709,76	100.00 %
Total:		20.000	100.00 %	1.709,76	100.00 %

9.1.3.3 Top and Flop

- Parameter**
- Choice of the period to be evaluated in the report
 - Choice of whether the top and flop items are to be defined by the number of items sold or by the turnover achieved with them
 - Choice of the maximum number of items to be listed as top and flop items
 - Choice of the company and the store(s) to be evaluated (CSMS only)

Report Till-by-till information on which items are sold very often during the defined period and which ones are only sold rarely (one line per item):

- Analysis by “Top articles“ (sold very often) and “Flop articles“ (only sold rarely)
- Item number
- Item name
- Number of top and flop items with these item numbers sold in the defined store and during the period stated
- Percentage share of the top and flop items with these item numbers sold (in relation to all items sold in the defined store during the period stated)
- Turnover achieved with the items sold with these item numbers
- Percentage share of the turnover achieved from the sale of top and flop items (in relation to the turnover all items sold)

Top and Flop Report			Torex Retail Berlin B0			
Period: 05/08/2009 00:00:00			Store 1			
05/08/2009 12:32:49			Salzhofer 8			
			10587 Berlin			
No.	Name	Quantity	Quantity	Turnover	Turnover	
Company: 1 / Store 1 (Torex Retail Berlin B0)						
Top articles						
919	Hemd 1	1.00	5.00 %	895,50	52.38 %	
026	Ring 585er Gold	1.00	5.00 %	499,00	29.19 %	
923	Kleid 1	4.00	20.00 %	195,00	11.41 %	
925	Kleid 3	1.00	5.00 %	44,10	2.58 %	
924	Kleid 2	1.00	5.00 %	40,50	2.37 %	
934	Kette	2.00	10.00 %	26,66	1.56 %	
611	Blumen Einzelstielrose	10.00	50.00 %	9,00	0.53 %	
Total:		20.00	100.00 %	1.709,76	100.00 %	
Flop articles						
611	Blumen Einzelstielrose	10.00	50.00 %	9,00	0.53 %	
934	Kette	2.00	10.00 %	26,66	1.56 %	
924	Kleid 2	1.00	5.00 %	40,50	2.37 %	
925	Kleid 3	1.00	5.00 %	44,10	2.58 %	
923	Kleid 1	4.00	20.00 %	195,00	11.41 %	
026	Ring 585er Gold	1.00	5.00 %	499,00	29.19 %	
919	Hemd 1	1.00	5.00 %	895,50	52.38 %	
Total:		20.00	100.00 %	1.709,76	100.00 %	

9.1.3.4 Mix and Match

- Parameter**
- Choice of the period to be analysed in the report
 - Details of the campaign which is to be analysed in the report; if all campaigns instead of a special campaign are to be included enter * here.
 - Choice of the company and the store(s) to be analysed (CSMS only)
- Report**
- Till-by-till information on how many items were sold with which discount during the period stated in the defined store(s) during the campaign(s):
- Name of the campaign
 - Count of the items sold during this campaign
 - Total of the discounts assigned during this campaign
 - Count of the items and total of discounts for all analysed campaigns in the defined store during the period stated

Mix and Match Report		Torex Retail Berlin BO	
Period:	01/01/2009 00:00:00	Store	1
	05/08/2009 12:33:32	Salzhofer 8	
		10587 Berlin	
Promotionname	Count	Turnover	
Company: 1 / Store 1 (Torex Retail Berlin BO)			
Aktion Bonrabatt	16.000	459.33	
Aktion Multipack	5.000	8.00	
Grüner Daumen	10.000	29.24	
Lila Coup	14.000	4.83	
Special	4.000	60.00	
Subtotal:	49.000	561.40	
Total:	49.000	561.40	

9.1.3.5 Day Activity

Parameter	<ul style="list-style-type: none">• Choice of the period to be analysed in the report• Choice of the company and the store(s) to be analysed in the report (CSMS only)
Report	<p>Till-by-till information on how many customers bought and returned how many items and returned them on which week days and what turnover was achieved on which weekday (one weekday per line):</p> <ul style="list-style-type: none">• Weekdays• Number of customers who bought or returned items on this day of the week in the store stated during the defined period• Percentage share of customers who bought and returned items on this day of the week (in relation to all customers during the period stated)• Count of items purchased on this day of the week during the period stated• Funds receipts achieved from the sales of items on this weekday in the store stated• Percentage share of funds receipts on this weekday during the period stated in the defined store (in relation to all funds receipts during the period stated in the defined store)• Count of returns on this day of the week in the store stated• Amount paid out to customers as a result of the returns on this day of the week during the period stated• Total count of customers, the items sold and returned and the total of funds receipts and returns on all weekdays during the defined period in the stores stated• Bar diagram showing the number of customers and the turnover on individual days of the week during the period stated

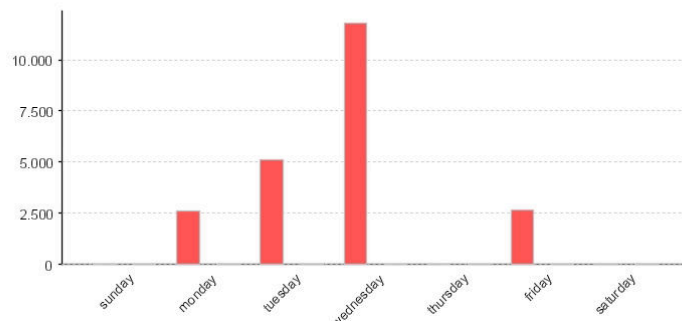
Day Activity Report

From/To: 01/01/2009 00:00:00
05/08/2009 12:35:22

Torex Retail Berlin B0

Store 1
Salzufer 8
10587 Berlin

Day of week	Customer			Sales	Qty. Returns		
	Customer		Quantity		Sales (%)		Amt. Returns
Company: 1 / Store 1 (Torex Retail Berlin B0)							
Sunday	0	0.00 %	0	0,00	0.00 %	0	0,00
Monday	17	17.89 %	22	2.595,00	11.68 %	2	22,80
Tuesday	27	28.42 %	39	5.141,56	23.14 %	2	303,69
Wednesday	32	33.68 %	54	11.787,52	53.05 %	3	310,19
Thursday	6	6.32 %	4	12,90	0.06 %	2	509,00
Friday	13	13.68 %	38	2.682,65	12.07 %	1	50,00
Saturday	0	0.00 %	0	0,00	0.00 %	0	0,00
Subtotal:	95	100.00 %	157	22.219,63	100.00 %	10	1.195,68
Total:	95	100.00 %	157	22.219,63	100.00 %	10	1.195,68



9.1.3.6 Time Activity

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the time interval (15, 30 and 60 minutes) to be analysed in the report
 - Choice of the company and the store(s) to be analysed (CSMS only)

Report Store-by-store information on how many customers bought or returned how many items in the stores stated at the defined time of the day and what turnover was achieved (one time of the day per line):

- Details of the time of day (defined by the interval, e.g. 12:30:00 - 12:59:59, 13:00:00-13:29:59, etc.)
- Count of customers who bought or returned items at this time of the day in the store stated during the defined period
- Percentage share of customers who bought or returned items at this time of the day (in relation to the customer count at all times of the day)
- Count of items sold or returned at this time of the day
- Amounts received or paid out for sold or returned items at this time of the day
- Percentage share of the funds receipt at this time of the day (in relation to the funds receipts at all times of the day)
- Count of all customers in the store stated during the period defined (nominal and percent)
- Count of all items sold or returned in the store stated during the defined period
- Total turnover of items sold in the store stated and during the defined period (nominal and percent)
- Total amount of all items returned in the store stated during the defined period
- Bar diagram on the customer count and turnover at each time of the day

Time Activity Report				Torex Retail Berlin BO			
Period:		01/01/2009 00:00:00		Store 1			
		05/08/2009 12:36:03		Salzufer 8			
				10587 Berlin			
Time	Customer		Quantity	Sales		Qty. Returns	
	Customer				Sales (%)		Amt. Returns
Company: 1 / Store 1 (Torex Retail Berlin BO)							
0:00:00 - 0:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
1:00:00 - 1:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
2:00:00 - 2:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
3:00:00 - 3:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
4:00:00 - 4:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
5:00:00 - 5:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
6:00:00 - 6:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
7:00:00 - 7:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
8:00:00 - 8:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
9:00:00 - 9:59:59	5	5.26 %	15	4.149,26	18.67 %	0	0,00
10:00:00 - 10:59:59	12	12.63 %	24	3.748,91	16.87 %	0	0,00
11:00:00 - 11:59:59	14	14.74 %	26	2.031,24	9.14 %	1	50,00
12:00:00 - 12:59:59	11	11.58 %	17	2.718,03	12.23 %	1	1,99
13:00:00 - 13:59:59	0	0.00 %	0	0,00	0.00 %	0	0,00
14:00:00 - 14:59:59	13	13.68 %	28	3.499,52	15.75 %	2	308,20
15:00:00 - 15:59:59	9	9.47 %	11	2.045,00	9.20 %	2	303,69
16:00:00 - 16:59:59	21	22.11 %	22	1.212,32	5.46 %	4	531,80
17:00:00 - 17:59:59	9	9.47 %	13	2.786,35	12.54 %	0	0,00
18:00:00 - 18:59:59	1	1.05 %	1	29,00	0.13 %	0	0,00

9.1.3.7 Salesman Turnover

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the company and the store(s) to be analysed (CSMS only)

- Report**
- Store-by-store information on which salesperson sold how many items at which amount in the store stated and during the period defined and accepted how many returns (one salesperson per line):
- Salesperson no.
 - Name of salesperson
 - Count of customers who bought items from or returned items to this salesperson during the defined period
 - Count of items sold by this salesperson
 - Funds receipts achieved by this salesperson as a result of the items sold
 - Count of returns executed by this salesperson
 - Amount paid out to customers as a result of returns to this salesperson
 - Count of all customers who bought items from or returned items to all salespeople in the store stated and during the period defined
 - Count of all items sold by or returned to all salespeople in the store stated and during the defined period
 - Total amount for items sold by or returned to the defined salesperson in the store stated and during the defined period
 - Bar diagram on the funds receipts achieved by individual salespeople during the defined period



9.1.3.8 Till Settlement (SMS only)

- Parameter**
- Choice of period during which a till and/or drawer settlement is carried out and which is to be analysed in the report (the period selected under **Period** is automatically set as the default in fields **Start Date**, **Start Time**, **End Date** and **End Time**; the period defined there must be within the period defined under **Period** and can provide more specific data)
 - Start date of the period analysed in the report (**Start Date**)
 - Start time of the period analysed in the report (**Start Time**)
 - End date of the period analysed in the report (**End Date**)
 - End time of the period analysed in the report (**End Time**)
 - Selection of the drawer and the settlement the report is to include

Report Information on all drawer settlements carried out during the period defined with details of the drawer (one settlement per section):

- Tender which can be available in the drawer
- Opening values (amounts which were in the drawer at the beginning of the recording period)
- Loans during the settlement period
- Funds receipts during the settlement period
- Opening nominal values (standard amounts which remain in this till as change after a settlement)
- Nominal values at the end of the settlement period
- Actual values entered during the settlement
- Till lifts
- Differences between the nominal and actual values for each tender class in the appropriate foreign currency and in the local currency

Till Settlement Report

Period:

01/01/2009 00:00:00

31/12/2009 23:59:00

Torex Retail Berlin BO

Store 1

Salzufer 8

10587 Berlin

POS 1

Settlementdate 27/01/2009 09:51:17

Tender	Loan		Nominalopening		Nominal	Actual	Difference		
	Opening	Deposit					Pickup	Difference in LC	
EUR	0,00	-1.161,48	1.161,48	300,00	0,00	0,00	0,00	0,00	0,00
CHF	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
USD	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
DKK	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
GBP	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Cheque	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

9.1.3.9 Store Safe Settlement (SMS only)

Parameter • Choice of the period which is to be analysed in the report and in which there has been at least one store safe settlement

Report Information on all store safe settlements carried out in the store stated during the defined period (one settlement per section):

- Tender which is always available in the store safe
- Opening values at the beginning of the recording period
- Funds receipts in the store safe during the recording period
- Disbursements from the store safe during the recording period
- Nominal value of the store safe at the end of the recording period
- Actual value of the store safe as entered during the settlement
- Difference between the nominal and actual values for each tender class
- Difference between the nominal and actual values in the local currency used by the company

Store Safe Settlement Report				Torex Retail Berlin BO			
Period:		01/01/2009 00:00:00		Store		1	
		05/08/2009 12:37:32		Salzhofer 8			
				10587 Berlin			
Settlement 23.01/2009 14:50:01							
Tender	Opening	Deposit from bank to till other	Disburse to bank from till other	Actual	Nominal	Difference	Difference in LC
EUR	0,00	300,00 0,00 366,53	0,00 0,00 115,95	550,58	550,58	0,00	0,00
CHF	0,00	0,00 0,00 0,00	0,00 0,00 0,00	0,00	0,00	0,00	0,00
USD	0,00	0,00	0,00	0,00	0,00	0,00	0,00

9.1.3.10 Store Safe Overview (SMS only)

Report

Current total and the recordings of cash movements to and from the store safe during the current recording period (since the last store safe settlement):

- Tender which is in the store safe
- Opening values at the beginning of the recording period
- Amounts recorded from loans from the bank to the safe
- Amounts recorded from till lifts from the till
- Amounts recorded from other funds receipts
- Amounts recorded from deposits from the safe to the bank
- Amounts recorded from loans to tills from the safe
- Amounts recorded from other disbursements from the safe
- Actual nominal amounts of each tender class in the safe

Store Safe Overview Report				Torex Retail Berlin BO			
				Store	1		
				Salzhofer	8		
				10587	Berlin		
Opening	Deposit from bBank	Deposit from till	Other receipts	Disburse to bank	Deposit to till	Other disbursements	Asset
EUR							
7.625,00	0,00	575,77	0,00	0,00	7,65	0,00	8.193,12
CHF							
0,00	80,00	50,00	0,00	0,00	0,00	0,00	130,00
DKK							
0,00	70,00	0,00	7,69	9,89	0,00	87,67	-19,87

9.1.3.11 Store Safe Journal (SMS only)

Parameter • Choice of the period to be analysed in the report and during which cash movements to and from the safe have been recorded or at least one store safe settlement has been completed

Report Overview of all recorded cash movements to and from the store safe and all store safe settlements carried out during the period defined (divided up into individual recording periods):

- Date of a recording
- ID no. of the operator who made the recording
- Name of the operator who made the recording
- Cash movement recorded (e.g. till lift or funds receipt)
- Tender used for the cash movement
- Amount of cash movement
- Overview of store safe settlement: nominal and actual amounts of individual tender types in the safe and the discrepancy between nominal and actual amounts in the tender concerned and in the local currency used by the company

Store Safe Journal Report

Period:

01/01/2009 00:00:00

05/08/2009 12:37:55

Torex Retail Berlin BO

Store 1

Salzhofer 8

10587 Berlin

Date	Operator No.	Operator	Transaction	Tender	Change
16/01/2009	1	Filialeiter	Receipt	EUR	65,50
23/01/2009	1	Filialeiter	Bankreceipt	EUR	300,00
23/01/2009	1	Filialeiter	Receipt	EUR	5,95
23/01/2009	1	Filialeiter	Receipt	EUR	37,25
23/01/2009	1	Filialeiter	Receipt	EUR	257,83
23/01/2009	1	Filialeiter	Disburse	0002	50,00
23/01/2009	1	Filialeiter	Disburse	0002	65,95
23/01/2009	1	Filialeiter	Bankreceipt	Travellers	50,00
23/01/2009	1	Filialeiter	Receipt	Gift Voucher	100,00
23/01/2009	1	Filialeiter	Receipt	Merchandise	45,50

Store Safe	Tender	Nominal	Actual	Difference	Difference in LC
	EUR	550,58	550,58	0,00	0,00
	Gift Voucher	100,00	80,00	-20,00	-20,00
	Travellers	50,00	50,00	0,00	0,00
	Merchandise	45,50	46,00	0,50	0,50

9.1.3.12 Transactions Overview

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the company to be analysed (CSMS only)
 - Choice of tills for which the sales are to be analysed
 - Choice of operator for whom sales are to be analysed
 - Choice of tender with which the sales to be analysed were financed

Only sales which match up to all selected parameters will be shown. If, for example, you want to analyse all sales in a specific till, you should select this till and all operators and all tender.

- Report**
- Store-by-store information on when which sales (no returns or other transactions) were completed by which operator during the defined period (one transaction per line):
- Date and time of the transaction
 - POS no.
 - Transaction no.
 - Customer name and ID (if available)
 - ID no. and name of the operator who completed this transaction
 - Count of the items sold during this transaction
 - Total amount of this transaction
 - Count of all items sold in the defined POS by the operators listed and financed with the tender stated and the overall amount of all sales on the POS during the defined period

Transactions Overview Report

Period:

01/01/2009 00:00:00

05/08/2009 12:38:34

Torex Retail Berlin BO

Store 1

Salzhofer 8

10587 Berlin

Company 1 - Store 1

Time	POS	TN #	Customer	Operator	Items	Amount
16/01/2009 14:35:48	1	2		1 Filialeiter	64,56	610,82
16/01/2009 14:40:33	1	3		1 Filialeiter	7,00	292,66
27/01/2009 10:00:44	1	4		1 Filialeiter	3,00	38,59
27/01/2009 10:03:33	1	7		1 Filialeiter	4,00	523,19
27/01/2009 10:08:07	1	14		1 Filialeiter	2,00	509,00
27/01/2009 11:26:08	1	18		1 Filialeiter	2,00	502,69
27/01/2009 12:34:53	1	22		1 Filialeiter	1,00	8,20
27/01/2009 12:41:48	1	26		1 Filialeiter	1,00	3,69
27/01/2009 12:49:04	1	30		1 Filialeiter	3,00	31,59
27/01/2009 14:07:25	1	34		1 Filialeiter	1,00	3,69

9.1.3.13 Item

- Parameter**
- Choice of the period which is to be analysed in the report
 - Choice of the company to be analysed (CSMS only)
 - Choice of the tills on which the items to be analysed were sold
 - Choice of the operator who sold the items to be analysed
 - Choice of the salespeople who sold the items to be analysed
 - Choice of tender with which the items to be analysed were financed
 - Details of the number(s) of the item or several items which are to be analysed in the report; if you want to enter several item nos. please separate the details with a comma and no space (e.g. **001,002**); if you want all items and not a specific one you should enter * here.

Only the transactions which match up exactly to the parameters selected are shown. If, for example, you want to find out where a specific item was sold by whom, your entry under **Item ID(s)** should be the item no. and then all tills, all operators, all salespeople and all tender.

- Report**
- Store-by-store information on when which item was sold by which operator/salesperson for which amount during the defined period (one item per line):
- Date and time of the transaction in which the item was sold
 - ID of the item sold
 - Name of the item
 - Customer name and ID (if available)
 - POS no. at which the item was sold
 - Transaction no.
 - ID no. and name of the operator who completed this transaction
 - ID no. and name of the salesperson who sold the item
 - Serial no. of the item
 - Count of the items sold during this transaction together with the item no.
 - Total amount of all items with this item no. sold in this transaction
 - Count of how often all items to be analysed in the store were sold during the defined period and the overall amount of all funds receipts stemming from the sales of these items in the store during the defined period

Item ReportPeriod: 05/08/2009 00:00:00
05/08/2009 12:39:04**Torex Retail Berlin BO**Store 1
Salzufer 8
10587 Berlin**Company 1 - Store 1**

Time	POS	TN #	Operator	Salesperson		
Item ID			Item Description	Serial Number		
Customer				Count		Amount
05/08/2009 12:31:01	1	4	1 Filialeiter			
919			Hernd 1	1.00		895,50
05/08/2009 12:31:01	1	4	1 Filialeiter			
923			Kleid 1	1.00		45,00
05/08/2009 12:31:01	1	4	1 Filialeiter			
924			Kleid 2	1.00		40,50
05/08/2009 12:31:01	1	4	1 Filialeiter			
925			Kleid 3	1.00		44,10
05/08/2009 12:31:18	1	5	1 Filialeiter			
923			Kleid 1	3.00		150,00
05/08/2009 12:31:34	1	6	1 Filialeiter			
026			Ring 585er Gold	1.00		499,00
05/08/2009 12:31:43	1	7	1 Filialeiter			
934			Kette	2.00		26,66

9.1.3.14 Item Merchandise Structure

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the product group(s) to be analysed in the report
 - Choice of the company and the store(s) to be analysed (CSMS only)
- Report**
- Store-by-store information by product group on which item in the selected product group(s) was sold during the defined period in the store stated (one item per line):
- Numbers of the items in the product group(s) stated which were sold in the specified store during the period defined (sorted by product group)
 - Name of the item
 - Count of the items with the same item no. sold in the specified store during the defined period
 - Total amount for items with this item no. when sold at the regular price
 - Total of price reductions granted on items with this item no.
 - Total of the invoice amounts for all items with this item no.
 - Total count of all items in the specified product group(s) in the store stated during the defined period
 - Total of all items sold from the defined product group(s) at the regular price
 - Total of all price reductions granted
 - Total of funds receipts from the sale of all items in the specified product group(s) in the store stated during the defined period

Item Merchandise Structure Report				Torex Retail Berlin BO	
Period:		05/08/2009 00:00:00		Store 1	
		05/08/2009 12:39:19		Salzufer 8	
				10587 Berlin	
Company 1 - Store 1					
Item ID	Item Description	Count	Original Amount	Reduction	Receipt Amount
026	Ring 585er Gold	1,00	499,00	0,00	499,00
611	Blumen	10,00	9,00	0,00	9,00
919	Hemd 1	1,00	995,00	99,50	895,50
923	Kleid 1	4,00	200,00	5,00	195,00
924	Kleid 2	1,00	45,00	4,50	40,50
925	Kleid 3	1,00	49,00	4,90	44,10
934	Kette	2,00	26,66	0,00	26,66
		20,00	1.823,66	113,90	1.709,76

9.1.3.15 Item Return

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the salesperson who carried out the returns to be analysed
 - Details of the product group(s) for which returns are to be analysed in the report
 - Choice of the company and the store(s) to be analysed (CSMS only)

Only transactions which match up to all the selected parameters are shown. If, for example, you want to know which returns were executed by a specific salesperson, you should enter this person under **Selected salespersons** and then select all product groups.

Report Store-by-store information on how often which items were returned at which amounts during the defined period (one item per line):

- Number of the item which was returned
- Name of the item returned
- Count of how often items with this item no. were returned to the stated store during the defined period
- Total returns amount for the return of the items
- Count of how often all items were returned to the store during the defined period and the total returns amount from returns of this item to the store

Item Return Report		Store 30	
Period:	05/08/2009 00:00:00	Filiale:	30
	05/08/2009 12:39:04	Salzgeber:	8
			10587 Berlin
<hr/>			
Company 1 - Store 1			
Item ID	Item Description	Count	Amount
004	Kaffee	1,00	3,69
007	Kaffeeautomat	1,00	99,00
		2,00	102,69

9.1.3.16 Operator Post Void

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the operator who carried out the voids (receipt void, receipt aborts and item voids)
 - Details on the maximum amount of a voided/suspended receipt or a voided item to ensure that this/they appear(s) in the analysis report (entries can be =, >, <, >= or <=; if you enter >= **100** all voided/suspended receipts and items with an amount of 100,- Euro or more will be analysed)
 - Choice of the company and the store(s) which are to be analysed (CSMS only)

Only transactions which match up to all the selected parameters will be shown. If, for example, you want to view all voids/receipt aborts for a specific operator, you should enter this person under **Selected employees** and then **Amount > 0**.

- Report**
- Operator-by-operator information on which items were voided and/or aborted (receipt voids, receipt aborts and line voids are analysed; one voided/aborted item per line will be displayed) for which amounts by the defined operator during the defined period:
- Date and time the transaction was voided/aborted
 - Number of the voided/aborted item
 - Name of the voided/aborted item
 - Number of the company in which the receipt/item was voided/aborted
 - Number of the store in which the receipt/item was voided/aborted
 - Number of the POS on which the receipt/item was voided/aborted
 - Transaction no.
 - Customer name and number (if available)
 - Reason (only for receipt abort)
 - Void type (voided position, aborted receipt, voided receipt)
 - Count of items with the same item no. on the voided/aborted receipt and/or in the voided position
 - Total amount of the recorded items with this item no. on the voided/aborted receipt and/or in the voided position
 - Count of the analysed voided/aborted items and the total amount of the voided/aborted items per operator specified in the store stated during the defined period

Operator Post Void ReportPeriod: 01/01/2009 00:00:00
05/08/2009 12:40:09**Torex Retail Berlin BO**Store 1
Salzufer 8
10587 Berlin**Filialeiter (1)**

Time	Comp	Store	POS	TN #	Customer		Count	Amount
Item ID			Item Description			Voiding Reason		
16/01/2009 14:35:48	1	1	1	2			1.00	1,49
001			Kakteen Hamatocactus Setispinus				Voided Position	
10/02/2009 15:24:37	1	1	1	8			1.00	300,00
324			Hemd 2			operator change	Aborted Transaction	
11/02/2009 14:43:56	1	1	1	21			1.00	8,20
620			Kakteen Gymnocalcium			user error	Aborted Transaction	
11/02/2009 14:43:56	1	1	1	21			5.00	74,50
631			Pflanzen Composition 2			user error	Aborted Transaction	
11/02/2009 14:44:38	1	1	1	22			1.00	7,90
621			Kakteen Hamatocactus Setispinus				Voided Position	
11/02/2009 14:45:09	1	1	1	23			1.00	3,69
008			Pflanzen Composition 1				Voided Transaction	
11/02/2009 14:45:09	1	1	1	23			1.00	7,90
621			Kakteen Hamatocactus Setispinus				Voided Transaction	

9.1.3.17 Operator Return

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the operator who carried out the returns
 - Details on the maximum amount of a return to ensure that this appears in the analysis report (entries can be =, >, <, >= or <=; if you enter >= **100** all returns with an amount of 100,- Euro or more will be analysed)
 - Choice of the company and the store(s) which are to be analysed (CSMS only)

Only transactions which match up to all the selected parameters will be shown. If, for example, you want to view all returns for a specific operator, you should enter this person under **Selected salespersons** and then **Amount > 0**.

- Report**
- Operator-by-operator information on when which items were returned at which prices to the operators stated during the defined period (one returned item per line):
- Date and time of the return
 - Number of the returned item
 - Name of the returned item
 - Number of the company in which the return was executed
 - Number of the store in which the return was executed
 - Number of the POS on which the return was executed
 - Transaction no.
 - Customer name and number (if available)
 - Reason for the return
 - Count of items with the same no. which were returned in this transaction
 - Total amount of the items with the same no. returned in this transaction
 - Count and total amount of all returns analysed per operator in the stated store during the defined period

Operator Return Report						Torex Retail Berlin BO		
Period:		01/01/2009 00:00:00				Store 1		
		05/08/2009 12:40:29				Salzufer 8		
						10587 Berlin		
Filialeiter (1)								
Time	Comp	Store	POS	TN #	Customer		Count	Amount
Item ID		Item Description				Return Reason		
10/02/2009 15:24:26	1	1	1	7			1,00	3,69
008		Kaffee				Too Large		
10/02/2009 15:24:59	1	1	1	9			1,00	300,00
324		Hemd				Too Large		
11/02/2009 12:49:13	1	1	1	13			1,00	1,99
019		Duschgel blau				Multiple Purchase		
11/02/2009 14:20:58	1	1	1	17			1,00	300,00
324		Hemd				Too Large		
11/02/2009 14:21:17	1	1	1	18			1,00	8,20
620		Kakteen Gymnocalcium				Multiple Purchase		
12/02/2009 16:27:31	1	1	1	2			1,00	10,00
901		Ohringe				Too Small		
12/02/2009 16:27:45	1	1	1	3			1,00	499,00
026		Ring 585er Gold				Multiple Purchase		
13/02/2009 11:38:54	1	1	1	17			1,00	50,00
923		Kleid 1				Too Large		
29/06/2009 16:01:42	1	1	1	5			1,00	14,90
630		Pflanzen Composition 1				Multiple Purchase		
29/06/2009 16:02:37	1	1	1	6			1,00	7,90
621		Kakteen Hamatocactus Setispinus				Too Large		
							10,00	1.195,68

9.1.3.18 Operator Reduction

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the operator who assigned the discounts to be analysed
 - Details on the maximum amount of a reduction to ensure that this appears in the analysis report (entries can be =, >, <, >= or <=; if you enter >= **10** all reductions with an amount of 10,- Euro or more will be analysed)
 - Choice of the company and the store(s) which are to be analysed (CSMS only)

Only transactions which match up exactly to all the selected parameters will be shown. If, for example, you want to view all reductions for a specific operator, you should enter this person under **Selected operators** and then **Amount > 0**.

Report Operator-by-operator information on when which reductions were granted by the specified operators for which products during the defined period (one reduced item per line):

- Date and time of the transaction
- Number of the reduced item
- Name of the reduced item
- Number of the company in which the transaction was executed
- Number of the store in which the transaction was executed
- Number of the POS on which the transaction was executed
- Transaction no.
- Customer name and no. (if available)
- Discount type
- Reason for discount
- Normal price of the reduced item
- Count of reduced items with the same item no. in this transaction
- Total amount for reduced items with the same item no. in this transaction
- Item count and total amount of all analysed and reduced items per operator in the stated store during the defined period

Operator Reduction Report						Torex Retail Berlin BO			
Period:		01/01/2009 00:00:00				Store 1			
		05/08/2009 12:40:42				Salzhofer 8			
						10587 Berlin			
<hr/>									
Filaileiter (1)									
Time	Comp	Store	POS	TN #	Customer	?	Count	Amount	
Item ID	Item Description			Discount Type		Discount Reason			
11/02/2009 10:36:28	1	1	1	2			4,99	1.00	4,49
014	Haarkur			?[discountClassCode.01]		Discount			
11/02/2009 10:37:07	1	1	1	3			10,00	1.00	9,50
901	Ohringe			?[discountClassCode.01]		Discount			
11/02/2009 10:37:07	1	1	1	3			13,33	1.00	12,66
934	Kette			?[discountClassCode.01]		Discount			
							3.00		26,65

9.1.3.19 Operator No Sale

- Parameter**
- Choice of the period to be analysed in the report
 - Choice of the operator who carried out the no sale
 - Choice of the company and the store(s) to be analysed (CSMS only)

Report Operator-by-operator information on when and why a no sale was executed by which operator (one no sale per line):

- Date and time of the no sale
- Number of the company in which the no sale was executed
- Number of the store in which the no sale was executed
- Number of the POS on which the no sale was executed
- Transaction no.
- Reason for the no sale
- Count of no sales
- Count of the no sales executed by the specified operators in the stores stated during the defined period

Operator No Sale Report				Torex Retail Berlin BO		
Period:		01/01/2009 00:00:00		Store 1		
		05/08/2009 12:40:57		Salzhofer 8		
				10587 Berlin		
<hr/>						
Filiätleiter (1)						
Time	Company	Store	POS	TN #	No Sale Reason	Count
11/02/2009 10:47:07	1	1	1	6	coins exchange	1
13/02/2009 14:35:31	1	1	1	26	drawer shuts	1
13/02/2009 14:36:04	1	1	1	27	key removal	1
						3

9.1.3.20 Store Overview (SMS only)

Parameter • Choice of the period to be analysed in the report

Report Information on turnover, cash movements, settlements and general statistics in the store stated during the defined period:

- Gross turnover in the store
- Total amount of all returns in the store
- Net turnover in the store (gross turnover – returns)
- Other funds receipts recorded in the store
- Other disbursements recorded in the store
- Loans to the tills for change recorded in the store
- Till lifts from the POS recorded for the store
- Net turnover of individual POS and the whole store
- Opening value for the tills settled in the store
- Nominal end value of the settled tills in the store
- Actual end value of the settled till in the store
- Discrepancy between the nominal and actual values of the settled tills in the store
- Count of customers who purchased goods in the store during the defined period
- Count of the receipt voids and total of the voided receipt amounts carried out in the store
- Count of the receipt aborts and the total of aborted receipt amounts carried out in the store
- Count of the line voids carried out in the store together with the total of the voided items
- Count of the discounts granted in the store and the total amount of the discounts

Store Overview

Period: 01/01/2009 00:00:00
05/08/2009 12:41:37

Torex Retail Berlin BO

Store 1
Salzufer 8
10587 Berlin

Turnover

Gross Turnover	20.494,26
Returns	1.195,68
Net Turnover	19.298,58

Financing

Funds Receipt	0,00
Expenses	0,00
Float	307,65
Till Lift	4.578,07

POS 1

EUR	19.298,58
Gift Voucher	10,00
Total	19.308,58

Store

EUR	19.298,58
Gift Voucher	10,00
Total	19.308,58

Till Settlement

Opening	0,00
Nominal	15.028,16
Actual	112.212,54
Difference	97.184,38
Opening	0,00
Receipt	3.817,90
Pickup	115.794,72
Funds Receipt	420,00

9.2 Document Archive

You can access the document archive of the SMS/CSMS with **Data → Document Archive:**

Reports which were generated during a period closing (see Chapter 8.15 *Period Closing (SMS only)*) or the store safe maintenance (see Chapter 8.8 *Store Safe Management (SMS only)*) can be found here and it also houses the reports generated in menu **Reports** which were then stored in the document archive (see Chapter 9.1 *Reports*). These reports can be called up and, if necessary, they can be printed out or stored in any directory.



No new reports can be generated in menu **Document Archive**. Only existing reports can be viewed, printed and stored here.

LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1

Document Archive **Torex**
Defining customer experience

Select document for reprint

From: February 2, 2009

Until: February 8, 2009 Search

Date Printed	Document	Program	Operator / No.	Workstation
Feb 3, 2009 1:04:00 PM	Store Overview	SMS	1 / 1	1
Feb 3, 2009 1:03:55 PM	Store Safe Journal	SMS	1 / 1	1
Feb 3, 2009 1:03:30 PM	Day Activity	SMS	1 / 1	1
Feb 3, 2009 1:03:24 PM	Store Safe Overview	SMS	1 / 1	1
Feb 2, 2009 5:07:44 PM	Store Overview	SMS	1 / 1	1
Feb 2, 2009 5:07:38 PM	Store Safe Journal	SMS	1 / 1	1
Feb 2, 2009 5:07:34 PM	Store Safe Settlement	SMS	1 / 1	1
Feb 2, 2009 5:05:37 PM	Day Activity	SMS	1 / 1	1
Feb 2, 2009 5:05:35 PM	Store Safe Overview	SMS	1 / 1	1
Feb 2, 2009 1:04:41 PM	Store Overview	SMS	1 / 1	1
Feb 2, 2009 1:04:35 PM	Store Safe Journal	SMS	1 / 1	1
Feb 2, 2009 1:04:07 PM	Day Activity	SMS	1 / 1	1
Feb 2, 2009 1:04:06 PM	Store Safe Overview	SMS	1 / 1	1
Feb 2, 2009 12:01:25 PM	Day Activity	SMS	1 / 1	1
Feb 2, 2009 12:01:23 PM	Store Safe Overview	SMS	1 / 1	1
Feb 2, 2009 11:10:51 AM	Day Activity	SMS	1 / 1	1
Feb 2, 2009 11:10:47 AM	Store Safe Overview	SMS	1 / 1	1

View

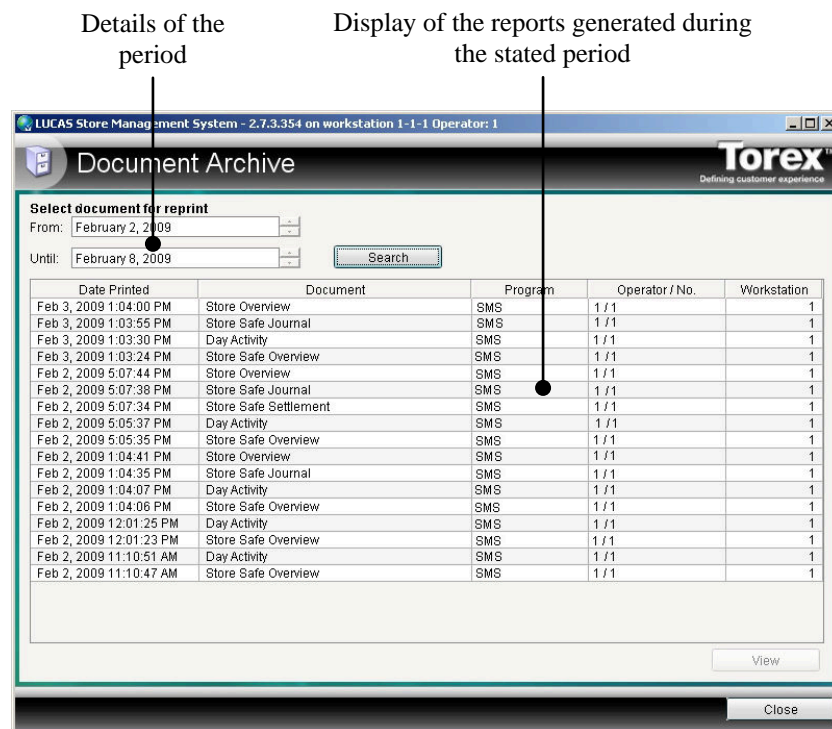
Close

Window **Document Archive**

9.2.1 Layout of the Window

Window **Document Archive** is divided up into two separate sections:




- Top: Details of a period
- Bottom: Information on all reports stored in the document archive which were generated during the period defined at the top of the window

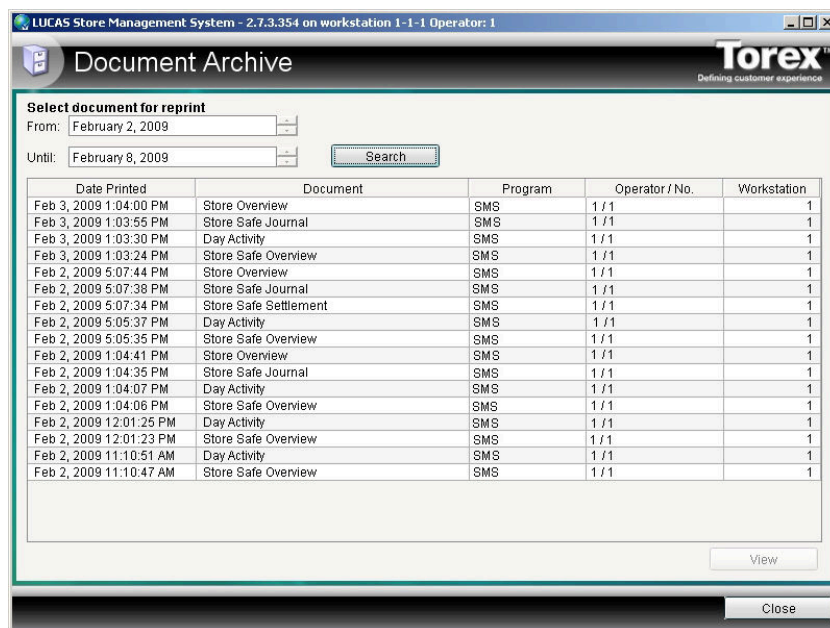


Window **Document Archive** – Layout of the window

9.2.2 Show, Store and Print Reports

Reports will be called up and, if necessary, printed out or stored in a specified directory if you follow the steps described below:

1. Firstly enter the period you want to call up a report for at the top left of window **Document Archive** under **From** and **Until**.
Then click on the day, month and year fields and use the arrow keys to set the period you require. Example: After you click on the day, you can use the arrow keys to change the default July 7, 2009 . Then click on the month and change the default with the arrow keys  July 7, 2009  etc.
2. Click on button [**Search**] after you have set the period you require. All reports generated during the defined period and stored in the document archive are listed at the bottom of the window.



The screenshot shows the 'Document Archive' window with the title bar 'LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1'. The window has a 'Torex' logo and the tagline 'Defining customer experience'. Below the title bar, there is a section 'Select document for reprint' with 'From:' set to 'February 2, 2009' and 'Until:' set to 'February 8, 2009'. A 'Search' button is located to the right of the 'Until:' field. Below this section is a table with the following columns: 'Date Printed', 'Document', 'Program', 'Operator / No.', and 'Workstation'. The table contains 20 rows of data, all generated by operator '1/1' at workstation '1'. The reports include 'Store Overview', 'Store Safe Journal', 'Day Activity', and 'Store Safe Settlement'. At the bottom right of the window, there are 'View' and 'Close' buttons.

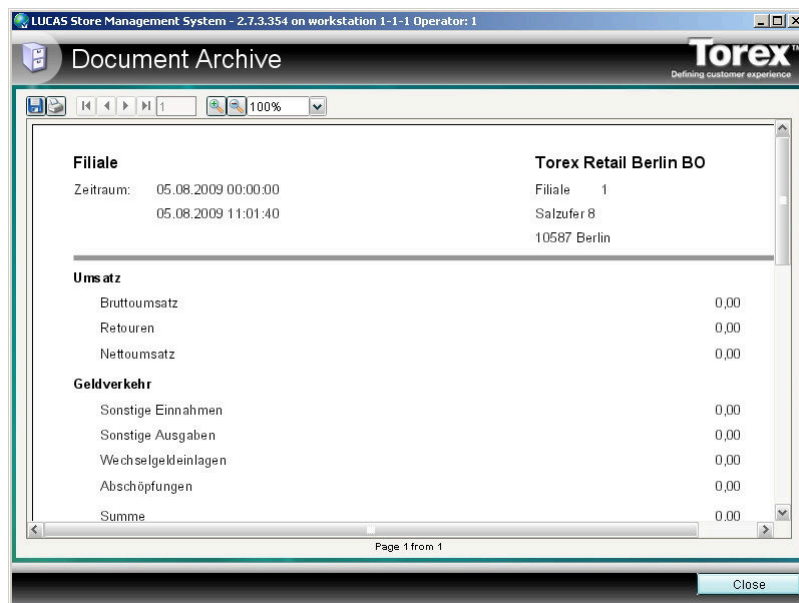
Date Printed	Document	Program	Operator / No.	Workstation
Feb 3, 2009 1:04:00 PM	Store Overview	SMS	1/1	1
Feb 3, 2009 1:03:55 PM	Store Safe Journal	SMS	1/1	1
Feb 3, 2009 1:03:30 PM	Day Activity	SMS	1/1	1
Feb 3, 2009 1:03:24 PM	Store Safe Overview	SMS	1/1	1
Feb 2, 2009 5:07:44 PM	Store Overview	SMS	1/1	1
Feb 2, 2009 5:07:38 PM	Store Safe Journal	SMS	1/1	1
Feb 2, 2009 5:07:34 PM	Store Safe Settlement	SMS	1/1	1
Feb 2, 2009 5:05:37 PM	Day Activity	SMS	1/1	1
Feb 2, 2009 5:05:35 PM	Store Safe Overview	SMS	1/1	1
Feb 2, 2009 1:04:41 PM	Store Overview	SMS	1/1	1
Feb 2, 2009 1:04:35 PM	Store Safe Journal	SMS	1/1	1
Feb 2, 2009 1:04:07 PM	Day Activity	SMS	1/1	1
Feb 2, 2009 1:04:06 PM	Store Safe Overview	SMS	1/1	1
Feb 2, 2009 12:01:25 PM	Day Activity	SMS	1/1	1
Feb 2, 2009 12:01:23 PM	Store Safe Overview	SMS	1/1	1
Feb 2, 2009 11:10:51 AM	Day Activity	SMS	1/1	1
Feb 2, 2009 11:10:47 AM	Store Safe Overview	SMS	1/1	1

Window **Document Archive** – List of all reports generated between 02. and 08. February 2009

The following information is provided:

- Date Printed** Date and time the report was generated
- Document** Name or type of report (see Chapter 9.1.3 *Overview of the Standard Reports Available*)
- Program** Program from which the report was generated (SMS or **Period Closing**)
- Operator/No.** Name and number of the operator who generated the report
- Workstation** ID no. of the workstation on which the report was generated

3. Select the report you are interested in and then click on button [**View**]:
The selected report will be shown.



Window **Document Archive** – Report selected

Page x from y is shown at the bottom of the report so that you know how many pages (y) are in the report and which page (x) is visible on the screen (in the example: **Page 1 from 1**).

4. **optional** There are various buttons at the top of the report and you can use these to change the information displayed:
 - Click on button to go to the next page in the report.
 - Click on button to go to the last page in the report.
 - Click on button to go to a previous page in the report.
 - Click on button to go to the first page in the report.
 - You can increase the size of the displayed report with button . The size is increased by 25% or you choose the size you require from the selection field .
 - You can decrease the size of the report with button . The size is decreased by 25% or you choose the size you require from the selection field .
5. **optional** Click on button at the top of the report to store the displayed report in a specific directory:
Window **Save** opens up. You can then select a directory and store the report there in a variety of formats (e.g. as a PDF file).
6. **optional** Click on button to start print of the displayed report:
Window **Print** opens up. You can then select the appropriate printer and make any settings necessary. The report is printed out after you click on [**OK**] (provided that a printer is available).
7. Exit the report selected with a click on button [**Close**] at the bottom right of the window:
The report is closed and all reports generated during the defined period will be listed again. If necessary, you can also call up the details of other reports and then store them and print them out.
8. Exit window **Document Archive** with button [**Close**] on the lower right of the window:
The window is closed and the system returns to the main window.

9.3 Transaction Summary

You can define various criteria for the analysis of transactions recorded on a defined POS in your store (SMS) or one or more stores in your company (CSMS) under **Data → Transaction Summary**.

The screenshot shows the 'Transaction Summary' window of the Torex system. The title bar indicates 'LUCAS Store Management System - 2.7.3.354 on workstation 1-1-1 Operator: 1'. The window has a dark header with the 'Torex' logo and the tagline 'Defining customer experience'. The main area contains various filters and search criteria organized into two columns. The left column includes fields for 'Receipt type' (set to 'All'), 'Purchase / Return' (set to 'All'), 'Workstations' (with a selection icon), 'Date' (set to '07.08.2009'), 'Time' (set to '00:00'), 'Receipt No.', 'Total', 'Position amount', 'No. of items', 'Item Id', 'UPC/EAN', 'Payment method' (set to 'All'), 'Voiding' (set to 'Do not use'), and 'Min. cancellations'. The right column includes fields for 'Operators', 'Salespersons', and 'until' (set to '07.08.2009 23:59'). At the bottom right, there is a 'Close' button.

Field	Value
Receipt type	All
Purchase / Return	All
Workstations	[Selection Icon]
Date	07.08.2009
Time	00:00
Receipt No.	
Total	
Position amount	
No. of items	
Item Id	
UPC/EAN	
Payment method	All
Voiding	Do not use
Min. cancellations	
Operators	
Salespersons	
until	07.08.2009 23:59

Window **Transaction Summary** (as shown on SMS)

9.3.1 Execute Transaction Summary

Follow the steps described below to define the criteria for the transaction summary and to view the transactions which match up to these criteria:


1. Define the criteria by which the transactions are to be analysed in window **Transaction Summary**. The following criteria are available:


Receipt Type

Select which type of receipt is to match the transactions to be analysed (only the receipts of the types defined here will be analysed). The following receipt types are available:

- All
- Retail Sales
- Stockcontrol
- Sign On and Sign Off
- Training
- No Sale


Companies (CSMS only)


optional  Here you can select the companies in which the transactions to be analysed were completed (only those receipts printed in the company defined here will be analysed).

Click on button : A list of all companies available is shown. Then select either a company with one mouse click or several companies by holding down key [Ctrl] and clicking on the companies you require or by holding down key [Shift] and then selecting a section. Confirm the entries with [OK]: The selected company/companies will then be transferred to field **Companies** in window **Transaction Summary**.

Leave this field empty if you want to analyse the transactions of all companies in your enterprise.


Retail Store (CSMS only)


optional  Here you can select the stores of the selected company/companies in which the transactions to be analysed were completed (only receipts printed in the stores defined here will be analysed).

Click on button : A list of all stores available is shown in format Company-Store. Then either select one store with a mouse click or several stores by holding down key [Ctrl] and clicking on the stores you require or by holding down key [Shift] and then selecting a section. Confirm the entries with [OK]: The selected store(s) will then be transferred to field **Retail Store** in window **Transaction Summary**.








Leave this field empty if you want to analyse the transactions of all stores in the selected company/companies.

Workstations


optional  You can select the POS on which the transactions to be analysed were completed here (only receipts printed at the defined POS will be analysed).

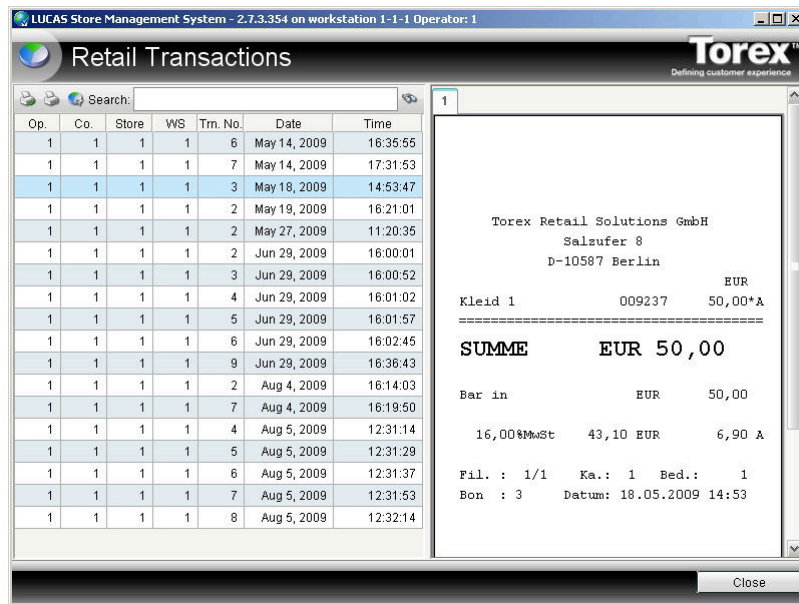
Click on button : A list of all workstations available will be shown in format Company-Store-Workstation (if you have selected on or more stores under **Retail Store** in CSMS the POS of these stores will be displayed). Then either select a workstation with a single mouse click or several workstations by holding down key [Ctrl] and then clicking on the workstations you require or by holding down the [Shift] key and clicking on a section. Confirm with [OK]: The selected workstation(s) is/are then transferred to field **Workstation** in window **Transaction Summary**.

Leave this field empty if you want to analyse the transactions of all workstations in stores (SMS) in the defined store (CSMS).

Purchase/Return	<p>If you have selected the option Retail Sales under Receipt Type, you then need to define whether only Return (transactions which include at least one returned item), only Purchase (transactions which include at least one item sold) or returns and purchases (All) are to be displayed.</p>
Operators	<p>optional  Here you define which operators carried out the transactions to be analysed (only the transactions made by the operators defined here will be analysed).</p> <p>Click on button : A list of all operators available is shown. Select an operator with a single mouse click or hold down key [Ctrl] and then select several individual operators or hold down key [Shift] to select a section. Confirm with [OK]: The selected operator(s) is/are then transferred to field Operators in window Transaction Summary.</p> <p>Leave this field empty if you want to analyse the transactions of all operators in your store (SMS) or of the defined stores (CSMS).</p>
Salespersons	<p>optional  If you have selected the option Retail Sales under Receipt Type and the option Purchase or All under Purchase/Return, you can then define which salespeople have carried out the transactions to be analysed (only those transactions completed by the salespeople defined here will be analysed).</p> <p>Click on button : A list of all salespeople available appears. Select either one salesperson with a mouse click or several salespeople by holding down key [Ctrl] and selecting individual salespeople or holding down key [Shift] and selecting a section. Confirm with [OK]: The selection is transferred to field Salespersons in window Transaction Summary.</p> <p>Leave this field empty if all transactions (including those of any salesperson or without a defined salesperson) of your store (SMS) or the defined stores (CSMS) are to be analysed.</p>
Date (from... until...)	<p>Limit the period in which the transactions to be analysed occurred (only transactions which were carried out during the defined period will be analysed). The standard here is the current day.</p> <p>If you want to change the start and/or end date, you should click on : A calendar opens up, the new date can be selected and confirmed with [OK] in the date fields of window Transaction Summary.</p>
Time (from... until...)	<p>The period in which the transactions to be analysed were carried out can be limited even further. Only transactions which were recorded on the date defined under Date from and until and between the times defined under Time from and until will be analysed. The standard entry here is 00:00. Time details are changed by clicking on the hour and then using the arrow keys to set a new hour. Then click on the minutes and set the minutes in the same way with the arrow keys.</p>
Receipt No. (from... until...)	<p>optional  The range of numbers for the receipts to be analysed can be entered here (only those receipts within the defined range will be analysed).</p> <p>Leave this field empty if you do not want to limit the transactions to be analysed to a defined number range.</p>
Total (from... until...)	<p>optional  If you select option Retail Sales under Receipt Type, you can enter the total of the receipts to be analysed here (only receipts with a total within the defined amount will be analysed).</p> <p>Leave this field empty if you do not want to limit the transactions to be analysed to a specific total.</p>

Position amount (from... until...)	<p>optional If you have chosen the option Retail Sales under Receipt Type, you can enter the amount for individual items in the receipts to be analysed here (only receipts which show an item amount within the range defined here will be analysed).</p> <p>Leave this field empty if you do not want to limit the transactions to be analysed to a specific item amount.</p>
No. of items	<p>optional If you have chosen the option Retail Sales under Receipt Type, you can enter the minimum item count of the receipt to be analysed (only receipts which show the minimum count of items defined here will be analysed).</p> <p>Leave this field empty if you do not want to limit the transactions to be analysed to a specific minimum item count.</p>
Item Id	<p>optional If you have chosen the option Retail Sales under Receipt Type, you can enter which item must be on the receipts for the analysis (only receipts which show at least one item in the item ID entered will be analysed).</p> <p>Leave this field empty if you do not want to limit the transaction to be analysed to a specific item Id.</p>
UPC/EAN	<p>optional If you have chosen the option Retail Sales under Receipt Type, you can enter which item must be on the receipt for the analysis (receipts which show at least one item with the item identification, i.e. an internal number for the item, will be analysed).</p> <p>Leave this field empty if you do not want to limit the transactions to be analysed to a specific UPC/EAN entry.</p>
Payment method	<p>If you have chosen the option Retail Sales under Receipt Type, you can enter which payment type is to have been used to finance the receipts to be analysed (only receipts which were settled with the defined tender will be analysed).</p>
Voiding	<p>If you have chosen the option Retail Sales under Receipt Type, you can enter whether only receipts which show a specific type of void are to be analysed. The following voiding types are provided:</p> <ul style="list-style-type: none"> • Cancel Transaction • Post Void • Line Void • Do not use (the receipts are not analysed by the type of void shown)
Min. cancellations	<p>optional If you have chosen option Line Void under Voiding, the entry here defines the minimum number of line voids which should appear on the receipt to be analysed (only receipts which show the defined minimum number of line voids will be analysed).</p> <p>Leave this field empty if you do not want to limit the transactions to be analysed to a specific number of line voids.</p>

- After you have defined the criteria for the transaction summary you should then click on button  on the lower right of window **Transaction Summary**:
The transaction summary is then executed in accordance with the criteria entered and the results of the analysis appear on the screen. The name of the results windows differs in accordance with the type of receipt you have selected (i.e. **Transactions of all types**, **Retail Transactions**, **Sign-on and Sign-offs** or **No Sale Transactions**).









Results window for the transaction summary – here: Window **Retail Transactions**

All transactions which match the criteria entered are listed on the left-hand side of the window.

The following information appears in conjunction with the transactions:

Op.	Number of the operator who executed the transaction
Co.	Number of the company in which the transaction was executed
Store	Number of the store in which the transaction was executed
WS	Number of the workstation on which the transaction was executed
Trn No.	Number of the receipt
Date	Date on which the transaction was executed
Time	Time at which the transaction was executed
Type	Type of receipt (e.g. Sign-on, Log Off, Retail Sale, Period Closing)

- When you activate a transaction on the left-hand side of the window either the whole receipt is shown on the right-hand side or you are given information on the selected transaction (e.g. date and time of the transaction, receipt no. or operator no.; the information which is shown is dependent on the type of receipt).
- optional** The sequence in which the transactions are shown can be changed from a mouse click on the column heading. The entries in the column are shown in ascending order from a single click on the column heading (icon in the column heading). A second click reverses the display sequence (icon in column heading) and the sequence is restored to the original state from a third click on the column heading. Hold down key [Ctrl] and then click on another column heading to achieve a combined sorting of the transactions displayed: If the displayed information has already been sorted from a click on column heading A, all columns except column A will be sorted within the existing sequence, i.e. the same values in column A will be sorted in the sequence of column B.
- optional** Click on button on the upper left of the window to print the currently selected receipt and/or information as shown on the right of the window:
Window **Print** then opens up. You can select a printer and make any appropriate settings for print. The selected transaction is printed out after confirmation with [OK].

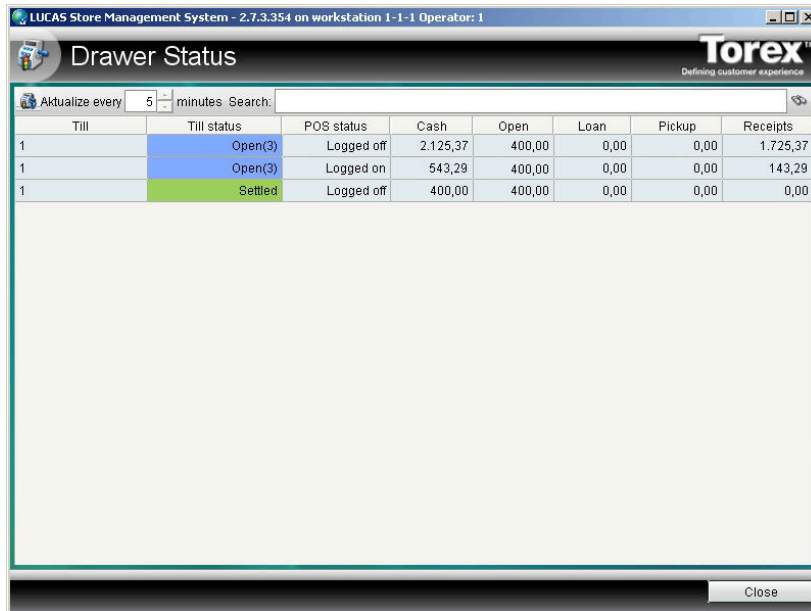
6. **optional**  Click on button  at the top left of the window to print all receipts and/or information shown on the left of the window and ascertained in the transaction summary:
Window **Print** opens up. You can then select a printer and make any appropriate settings for print. All transactions stemming from the summary will be printed out after confirmation with [**OK**].
7. **optional**  You can carry out a search by a term or number in the results window.
Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored.
Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**.
The search is carried out in the transaction summary. A line which contains the search term is highlighted. The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.
8. You can then return to window **Transaction Summary** or to the main window:
 - Click on button  on the upper left of the window to return to window **Transaction Summary** and change the analysis criteria if necessary or you can execute another transaction summary:
You return to window **Transaction Summary**. You can, if necessary, exit this with button [**Close**].

or

 - Click on button [**Close**] on the lower right of the window to return to the main window:
Exit menu **Transaction Summary** and the main window opens up again.

9.4 Drawer Status (SMS only)

Information on the individual till drawers in your store can be called up under **Data → Drawer Status**. This shows you whether a till drawer has been settled, whether an operator is signed on at or logged off from a workstation or whether the workstation is in break mode. Information is provided on the actual cash values as well as funds receipts, loans and till lifts for the drawer.



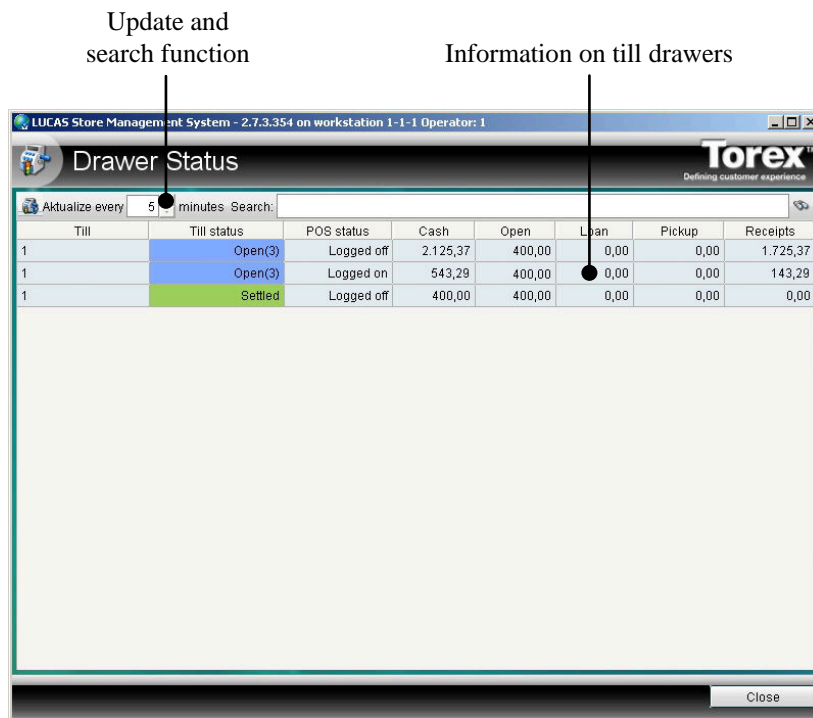
Till	Till status	POS status	Cash	Open	Loan	Pickup	Receipts
1	Open(3)	Logged off	2.125,37	400,00	0,00	0,00	1.725,37
1	Open(3)	Logged on	543,29	400,00	0,00	0,00	143,29
1	Settled	Logged off	400,00	400,00	0,00	0,00	0,00

Window **Drawer Status**

9.4.1 Layout of the Window

Window **Drawer Status** is divided up into two separate sections:

- Top: Update of status information and search function
- Bottom: Information on individual till drawers



Window **Drawer Status** – Layout of the window

9.4.2 View Drawer Status

Follow the steps described below to call up the status and any further information on the till drawers in your store:

1. Window **Drawer Status** provides up-to-date information on the till drawers in your store:

Till	Till status	POS status	Cash	Open	Loan	Pickup	Receipts
1	Open(3)	Logged off	2.125,37	400,00	0,00	0,00	1.725,37
1	Open(3)	Logged on	543,29	400,00	0,00	0,00	143,29
1	Settled	Logged off	400,00	400,00	0,00	0,00	0,00

Window **Drawer Status**

The following information is made available:

Till Id no. of the till

Till Status Status of the till:

Settled (green)	Till drawer has been settled
Open (blue)	Till drawer has not been settled

POS Status State of the POS: Operator is **logged off**, operator is **logged on** or operator is on a **Pause**



Cash Nominal value in cash which is at present in the till drawer


Open Opening amount, i.e. cash value in this till drawer after the last settlement operation

Loan Reading of the loans for change to this till drawer since the last settlement operation

Pickup Amount picked up in cash from this till drawer during a till lift since the last settlement operation




Receipts Total turnover on this till drawer since the last settlement operation (calculation: Cash – Opening – Loans + Till lift)

2. optional  Click on button  at the top left of the window to update the displayed information if you opened window **Drawer Status** some time ago.

3. **optional**  You can also define the interval at which the screen information is to be automatically updated. Click on field **Aktualize every x minutes** at the top left of the window and then use the arrows up and down to define the minutes for the interval:
The status display will then be updated after the entered period of time expires.

Information

There will be no automatic update if the entry under **Aktualize every x minutes** is value **0**

4. **optional**  You can carry out a search by a term or number in window **Drawer Status**.
Enter the term or number you want to find in field **Search** at the top of the window. Capital and small letters will be ignored.
Then click on button  ([**Start or continue the search**]) to the right of the entry field **Search**.
The search is carried out in the drawer information. A line which contains the search term is highlighted. The search can be continued with another click on button  ([**Start or continue the search**]) and the next line which matches the term or number entered is highlighted, and so on.
5. Click on button [**Close**] on the lower right of the window to exit window **Drawer Status**:
The window is closed and you then return to the main window.

10 Employee

Data on employees and operators can be viewed, created and managed in this menu. You can also print operator cards to simplify sign on and can assign access rights to defined operators for maintenance operations in individual companies (CSMS).



Main window – Menu **Employee**

Menu **Employee** offers the following menu items:

- **Employees:** Viewing and maintaining employee and operator data as well as creating new employees and operators
(Chapter 10.1 *Employees*)
- **Operator Cards:** Printing barcodes on operator cards so that when they are scanned the operator is signed on at the workstation
(Chapter 10.2 *Operator Cards*)
- **Company Access Rights (CSMS only):** Defining which operators in headquarters are authorised to access which companies in CSMS
(Chapter 10.3 *Company Access Rights (CSMS only)*)

Information

The following describes the main difference between employees and operators:

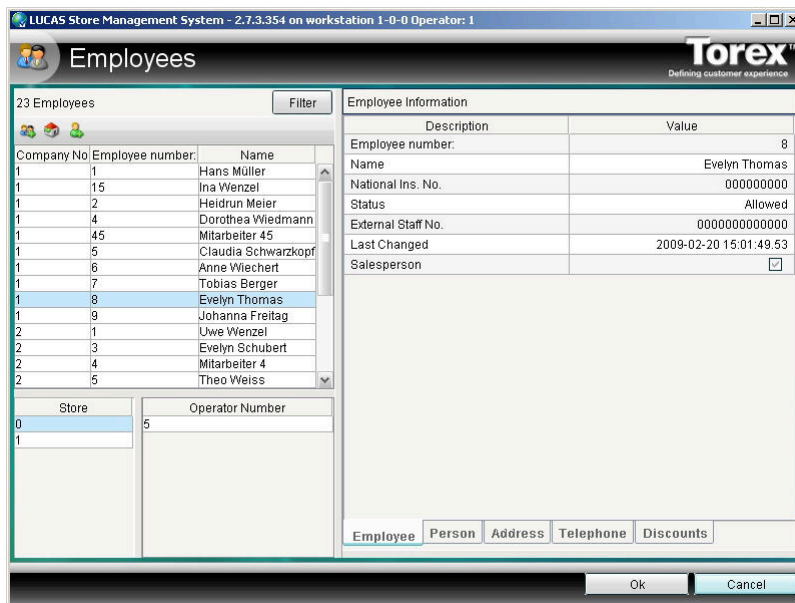
An **employee** is a real person who works in a company and has been created in the system for this company. For one employee, one or more **operators** can be created with the appropriate operator profile and operator no. for one or more stores.

Example: The employee Mr. Brown is stored as store manager with operator no. 002. He signs on at SMS with this ID. He is given a second operator no., 102, and the appropriate operator profile to allow him to sign on at a workstation and to act as cashier there.

10.1 Employees

New employees and operators can be created under **Employee → Employees** and you can view and change the data of the employees and operators in your store (SMS) or in the enterprise as a whole (CSMS) with this menu. This includes, for example, addresses, access rights profiles, discounts, etc.

Your operator profile and also whether you are on SMS in the store or on CSMS in headquarters defines whether you can view or change which employee and operator data in window **Employees** (only the data of employees and operators who work in your store can be viewed and changed in the store; but in CSMS you can view and modify the employee and operator data for the whole enterprise).



23 Employees

Company No.	Employee number:	Name
1	1	Hans Müller
1	15	Ina Wenzel
1	2	Heidrun Meier
1	4	Dorothea Wiedmann
1	45	Mitarbeiter 45
1	5	Claudia Schwarzkopf
1	6	Anne Wiechert
1	7	Tobias Berger
1	8	Evelyn Thomas
1	9	Johanna Freitag
2	1	Uwe Wenzel
2	3	Evelyn Schubert
2	4	Mitarbeiter 4
2	5	Theo Weiss

Store: 0
Operator Number: 5

Employee Information

Description	Value
Employee number:	8
Name	Evelyn Thomas
National Ins. No.	000000000
Status	Allowed
External Staff No.	0000000000000
Last Changed	2009-02-20 15:01:49.53
Salesperson	<input checked="" type="checkbox"/>

Employee Person Address Telephone Discounts

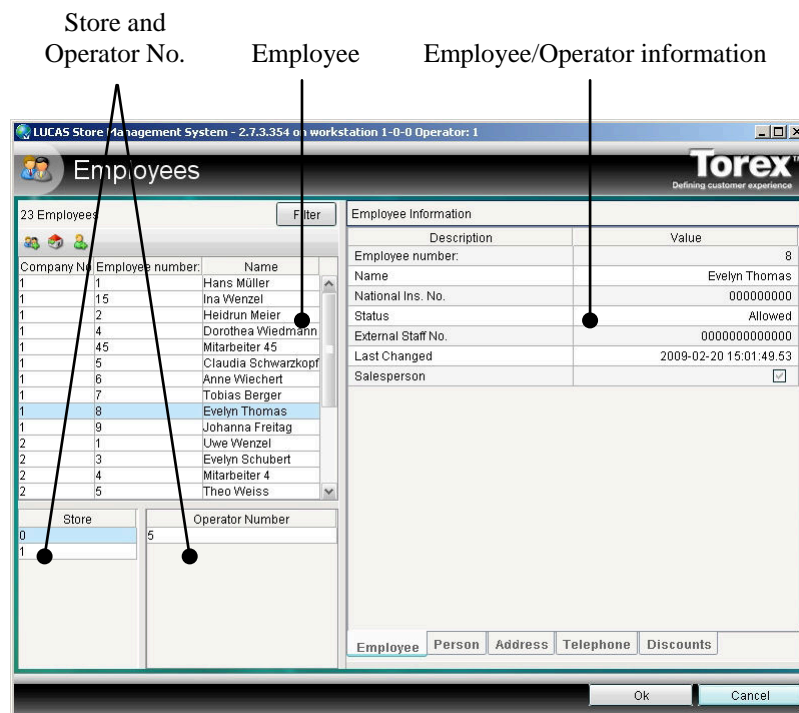
Ok Cancel

Window **Employees**

10.1.1 Layout of the Window

Window **Employees** is divided into three separate sectors:

- Upper left: List of all employees stored in the stores (SMS) and/or in the enterprise (CSMS) (this information can be filtered by various criteria)
- Lower left: Store(s) in which the employees selected at the top of the window work, and the appropriate operator nos.
- Right: Employee information (after clicking on the employee) or operator information (after clicking on an operator)



Window **Employees** – Layout of the window

10.1.2 View Employees and Operators

Follow the steps described below to view the employees and operators of your store (SMS) and/or the enterprise (CSMS) and their respective data:

1. Open menu **Employees** to call up all employees in your store (SMS) and/or your enterprise (CSMS). They are shown together with their name, employee no. and number of the company in which they are stored as an employee.

optional The employee list can be changed, if necessary, by clicking on button [**Filter**]: Filter functions are displayed and you can define specific criteria for the employee information.

<input checked="" type="checkbox"/> Status	<input type="checkbox"/> Operator
<input checked="" type="checkbox"/> Allowed	<input type="radio"/> Operator created
<input checked="" type="checkbox"/> Not allowed	<input type="radio"/> No operators created
<input type="checkbox"/> Deleted	

Filter functions after a click on button [**Filter**]

After clicking on option **Status** and the appropriate sub-option, only **Allowed** (employee can operate the Torex LUCAS-POS system), **Not allowed** (employee cannot operate any systems) and/or **Deleted** (employee no longer exists in the stores but remains in the employee list for re-assignment later) employees are listed. A combination of several filters is feasible; in the example above all allowed and all not allowed but no deleted employees are to be shown.

The employee list is filtered by operators if option **Operator** is activated with a mouse click: Only the employees for whom at least one operator no. has been created and who have been given a status – allowed, not allowed and/or deleted – under **Status** will be listed after option **Operator created** has been activated (this is dependent on whether and which option has been activated). If you click on **No operators created**, only the employees who are not stored in any store as operators and who comply, if applicable, with the conditions defined under **Status** will be shown.

Click on button [**Filter**] to fade out the filter functions.

2. When you activate an employee in the employee list at the top left of the window, the following information on the selected employee will be shown on the right hand side of the window under **Employee Information** under several tabs (see Chapter 4.2.6 *Card Index with Several Tabs*):

Description	Value
Employee number:	8
Name	Evelyn Thomas
National Ins. No.	000000000
Status	Allowed
External Staff No.	0000000000000
Last Changed	2009-02-20 15:01:49.53
Salesperson	<input checked="" type="checkbox"/>

Window **Employees** with an employee selected and employee information

Tab **Employee**

- **Employee number** under which the employee is identified within the enterprise
- **Name** of the employee
- **National Ins. No.** of the employee (if no entry is made here the field shows **000000000**)
- **Status** of the employee:
 - Allowed:** The employee is listed in the stores and can operate the Torex LUCAS-POS systems.
 - Not allowed:** The employee cannot operate any systems.
 - Deleted:** The employee is not listed in the stores but remains in the employee list and can be re-assigned later.
As employees are not removed from the employee list in SMS/CSMS but are only given the status “Deleted” this is the normal state for employees who no longer work in the enterprise. This status can also be used for temporary staff who can be re-activated at any time.
- **External Staff No.** if this has been assigned (if no entry has been made here, the field shows **0000000000000**)
- Information on the **Last Change** to employee information for this employee (format YYYY-MM-DD and time). This entry is created automatically and cannot be changed.
- Information on whether this employee can work as a **Salesperson** (i.e. this employee is not necessarily stored as an operator. He/she must be able to sign on at the Torex LUCAS-POS systems but also enter the employee no. on the workstation or scan the barcode to register a sale and thus, e.g. be given commission).
 - ☐ The employee is not stored as a salesperson.
 - ☒ The employee is stored as a salesperson.

Tab **Person** for the employee

- **First name** of the employee
- **Surname** of the employee
- **Gender** of the employee
- **Date of Birth** of the employee

Tab **Address** of the employee

- **Address** of the employee
- **Street** of the employee
- **Post Code** of the employee
- **City** in which the employee lives
- **County** in which the employee lives
- **Country** in which the employee lives

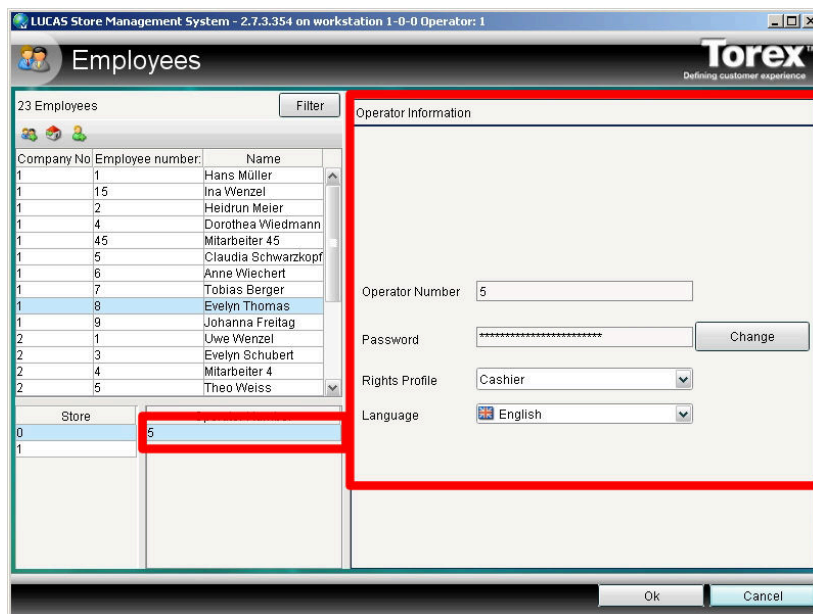
Tab **Telephone** of the employee

- **Select Country** of the employee

- **Select Area** of the employee
- **Call Number** of the employee
- **Direct Dial Number (In)** of the employee


Tab **Discounts**

- The discounts granted to staff for purchases within the enterprise are shown here. Information on the discount groups can be found in window **Maintenance → Parameter** in the company parameter groups under **Discount Groups → Employee Discount Groups** (see Chapter 8.1 *Parameter*).
 - ☐ The employee does not belong to this employee discount group.
 - ☒ The employee belongs to this employee discount group.
- The IDs of the stores in which the employee is defined as an operator are shown on the lower left of the window under **Store** (in SMS this is only the store concerned, in CSMS it can imply several stores).
The numbers of the operator profiles under which the selected employee is defined as an operator in the selected store appears under **Operator Number** when you click on a store.
 - The right-hand part of the window shows the following information on the operator profile for this operator no. when you click on an operator no. under **Operator Number**:



Window **Employees** with operator no. selected and the appropriate operator information

- **Operator Number** under which the employee is listed as an operator in the selected store
- **Password** of the operator (encrypted) to allow for a sign-on at the Torex LUCAS-POS systems
- **Rights Profile** of the operator which defines which access rights the operator has. Information on the individual access rights profiles can be found in window **Maintenance → Parameter** in company parameter groups under **Access Rights** (see Chapter 8.1 *Parameter* and Chapter 8.1.3.4.2.4 *Programming New Authorisation*).
- **Language** in which the Torex LUCAS-POS programs are to be displayed after sign-on of the operator

- **optional**  If a till drawer has been assigned to the operator, the tick box under **Has Till** will have been activated.
If the tick box is not active, no drawer has been assigned to the operator.

Information

This information is only shown if customising of your Torex LUCAS-POS software of the cashier mode defines that a drawer is to be assigned to each operator.

5. Click on button [**Cancel**] to exit window **Employees**.
The window is closed and the main window opens up again.

10.1.3 Maintain Employees and Operators

In window **Employees** you create new employees and operators and handle employee and operator information.

Attention!

Your operator profile defines whether you can change which employee and operator data in window **Employees**, whether you are in the store on SMS or in headquarters on CSMS (in the store only the data of employees and operators who work in your store can be viewed and changed; but in CSMS you can maintain the employee and operator data of the whole enterprise).


Please always check in advance whether several operators with the same company access rights as yourself are signed on at SMS/CSMS to ensure that changes to employees and/or operators are not made simultaneously by several operators (see Chapter 12.1 *Information (CSMS only)*).

A new employee and/or operator is created in the system as follows:

1. Create a new employee for a company.
(Chapter 10.1.3.1 *Create New Employee*)
2. Then enter the appropriate data.
(Chapter 10.1.3.2 *Enter and/or Edit Data for an Employee (Employee Information)*)
3. Link the employee to the store in which he/she will work in the future (this entry is only necessary on CSMS).
(Chapter 10.1.3.3 *Assign Employees to a Store (CSMS only)*)
4. Create an employee in this store as an operator so that he/she can sign on at the workstations.
(Chapter 10.1.3.4 *Create New Operators*)
5. Enter the data for the operator.
(Chapter 10.1.3.5 *Enter or Edit Data for Operators (Operator Information)*)

Follow the steps described in the appropriate chapters if the employee/operator data of a newly created employee/operator is to be changed or if he/she is to be linked to another store (this is only possible on CSMS) or if a new operator no. is to be created.


Activation Date

optional  If the appropriate option is active on your system, you should, after you have clicked on menu item **Employee**, then select an activation date and confirm this with [**OK**]. The settings made in this window then become active provided that the parameter change job has reached the system and has been activated on that date.

If the option has not been activated and if you are not asked for an activation date, the changes made will be applied after the data has been sent, successfully transferred and the parameter change job has been activated.

10.1.3.1 Create New Employee

Follow the steps described below to create a new employee for the store in which you are at present (SMS) or for a company in your enterprise (CSMS):

1. Click on button  ([**New employee**]) at the upper left of window **Employees**:
Window **New Employee** opens up.



The 'New Employee' dialog box has a title bar with a close button. It contains two input fields: 'Company No' with the value '1' and 'Employee number:' which is empty. At the bottom are 'OK' and 'Cancel' buttons.

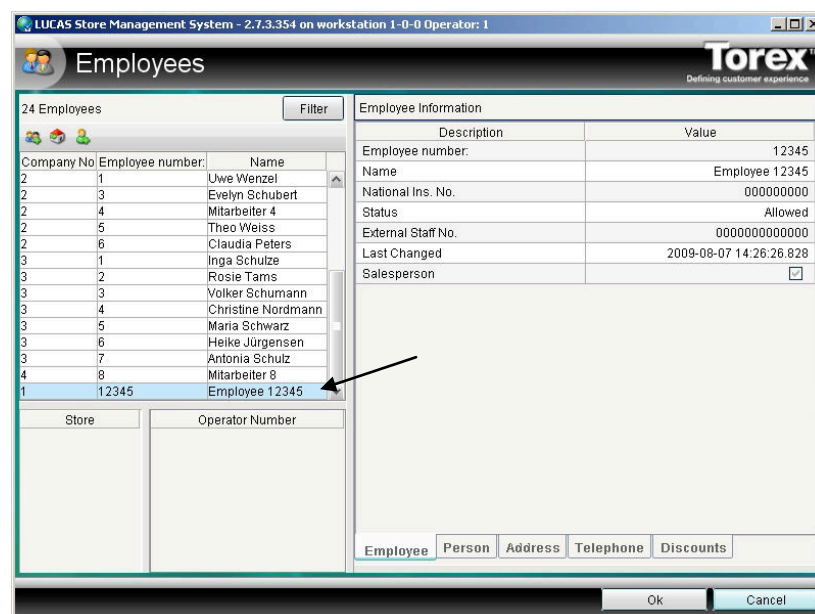
Window **New Employee** (information on SMS)

2. The current company no. is shown in SMS under **Company No**. This cannot be changed. In CSMS, enter the no. of the company for which the new employee is to be created.
3. Enter a number to identify the new employee under **Employee number**.

Attention! 

Please ensure that the employee number has not been assigned in the company for which the new employee is to be created. A message will appear if the employee no. already exists. In this case you should then enter another number.

4. Then click on [**OK**] or [**Cancel**]:
 - You confirm entries made with [**OK**]:
The entries are stored and the new employee has been created in SMS/CSMS.



The 'Employees' window shows a list of 24 employees. The newly created employee 'Employee 12345' is highlighted in blue. An arrow points to this entry. The right pane shows the 'Employee Information' for the selected employee.

Description	Value
Employee number:	12345
Name	Employee 12345
National Ins. No.	000000000
Status	Allowed
External Staff No.	00000000000000
Last Changed	2009-08-07 14:26:26.828
Salesperson	<input checked="" type="checkbox"/>

Window **Employees** with the newly created employee 12345 (information on CSMS)

or

- The function is discontinued if you click on [**Cancel**] :
Window **New Employee** is closed and no new employee will have been created.

5. You then have various options open to you:

- You can make further settings in this menu.

Attention! 

Please remember that the newly created employee is only finally stored in the system after you have exited window **Employees** with button [**OK**]. The newly created employee is shown with a green background in the employee list at the top left of the window until this point in time.

or

- Click on [**OK**] at the bottom right of the window to exit the window, to store the settings made and to send them to all enterprise sections:
Window **Employees** is closed. The changes made are stored and are available in all enterprise sections after they have been successfully transferred and after the parameter job change has been activated.

or

- Click on [**Cancel**] to discontinue the function:
Window **Employees** is closed and the employee you have created will not be stored.

10.1.3.2 Enter and/or Edit Data for an Employee (Employee Information)

The data of an employee (personal data such as name, address, date of birth, etc. as well as the status of the employee in the company and the employee discount to be granted) is displayed in section **Employee Information**. Some of this information can be changed or can be entered for the first time after a new employee has been created.

Follow the steps described below:

1. Activate the employee for whom the data is to be changed/entered with a mouse click under **Employees** (upper left):
The data stored for the selected employee is shown on the right-hand side. Several tabs are then provided to group the data by subject (see Chapter 4.2.6 *Card Index with Several Tabs*).

The screenshot shows the 'Employees' window in the LUCAS Store Management System. On the left, a list of 24 employees is displayed with columns for Company No., Employee number, and Name. Employee 12345 is selected. On the right, the 'Employee Information' tab is active, showing a table with fields and values for the selected employee. The fields include Employee number (12345), Name (Employee 12345), National Ins. No. (000000000), Status (Allowed), External Staff No. (0000000000000), Last Changed (2009-08-07 14:26:26.828), and Salesperson (checked). Below the table are tabs for Employee, Person, Address, Telephone, and Discounts. The bottom of the window has 'Ok' and 'Cancel' buttons.

Description	Value
Employee number:	12345
Name	Employee 12345
National Ins. No.	000000000
Status	Allowed
External Staff No.	0000000000000
Last Changed	2009-08-07 14:26:26.828
Salesperson	<input checked="" type="checkbox"/>

Window **Employees** with employee selected and employee information displayed

2. **optional** The following data is shown and can be edited by you – unless otherwise defined – (a single or double click in the appropriate cell changes this to an active selection or entry field and you can enter, change or select the data):

Tab **Employee**

- **Employee number** under which the employee is identified in the enterprise. This number is entered when the employee is created and cannot be changed.
- **Name** of the employee (after a new employee has been created this field reads **Employee "Employee number"**, for example, **Employee 12345**)
- **National Ins. No.** of the employee (000000000 is shown in this field if this number was not entered)
- **Status** of the employee:
 - Allowed:** The employee is available in the stores and can operate the Torex LUCAS-POS systems.
 - Not allowed:** The employee cannot operate any systems.
 - Deleted:** The employee is not available in the stores but remains in the employee list and can be re-assigned later.

As employees are not removed from the employee list in SMS/CSMS but are only given the status “Deleted” this is the normal status for an employee who no longer works for the enterprise. This status can also be applied to temporary employees who can then be re-activated at any time.

- **External Staff No.** if this has been assigned (if no entry has been made here the field shows 00000000000000)
- Information on the **Last Changed** to employee information for this employee (format YYYY-MM-DD and time). This entry is created automatically and cannot be changed.
- Information on whether this employee can work as **Salesperson** (i.e. this employee is not necessarily stored as an operator. He/she must be able to sign on at the Torex LUCAS-POS systems but also enter the employee no. on the workstation or scan the barcode to register a sale and thus, e.g. be given commission).
 - ☐ The employee is not stored as a salesperson.
 - ☒ The employee is stored as a salesperson.

Tab **Person** of the employee

- **First name** of the employee
- **Surname** of the employee
- **Gender** of the employee
- **Date of Birth** of the employee

Tab **Address** of the employee

- **Address** of the employee
- **Street** of the employee
- **Post Code** of the employee
- **City** in which the employee lives
- **County** in which the employee lives
- **Country** in which the employee lives

Tab **Telephone** of the employee

- **Select Country** of the employee
- **Select Area** of the employee
- **Call Number** of the employee
- **Direct Dial Number (In)** of the employee

Tab **Discounts**

- Here you can define the discounts granted to the employee for purchases made in the enterprise. Information on the various discount groups can be found in window **Maintenance → Parameter** in company parameter groups under **Discount Groups → Employee Discount Groups** (see Chapter 8.1 *Parameter*).
 - ☐ The employee does not belong to this employee discount group.
 - ☒ The employee belongs to this employee discount group.

Information

Please note that an employee can only be linked to one of the discount groups.

3. Various options are then open to you:

- You can continue entry of settings in this menu.

Attention!

Please remember that the modified employee data is only finally stored after you have exited window **Employees** with a click on button [**OK**]

or


- Click on [**OK**] at the bottom right of the window to exit window **Employees**, to store the settings you have made and to send them to all enterprise sections:
Window **Employees** is closed. The settings made will be stored and are available in all enterprise sections after successful transfer and activation of the parameter change job.

or

- Click on [**Cancel**] to discontinue the function:
Window **Employees** is closed and the settings will not be stored.

10.1.3.3 Assign Employees to a Store (CSMS only)

New employees created in SMS are automatically linked to that store and they can then only be programmed there as operators. In CSMS new employees can be linked to one or more stores within the company. They can then be assigned operator numbers in these stores and can thus sign-on at the Torex LUCAS-POS systems.

1. If an employee is to be linked to a store in CSMS, you should select the employee concerned with a mouse click in window **Employees** under **Employees**.
2. Then click on button  ([**Assign Store**]):
Window **Assign employee to a store** opens up.



Window **Assign employee to a store**

3. The ID of the selected employee is shown under **Employee**. This cannot be changed.
Enter the store to which this employee is to be linked in **Store Id**.

Attention! 

The store to which this employee is to be linked must exist in the company stated when this employee is created.

4. Then click on [**OK**] or [**Cancel**]:
 - Click on [**OK**] to confirm your entries:
The data will be stored and the employee is linked to the stated store.
The store is shown at the bottom left of the window under **Store** after a click on the employee in the employee list at the top left of window **Employees**.

24 Employees

Company No	Employee number	Name
2	1	Uwe Wenzel
2	3	Evelyn Schubert
2	4	Mitarbeiter 4
2	5	Theo Weiss
2	6	Claudia Peters
3	1	Inga Schulze
3	2	Rosie Tams
3	3	Volker Schumann
3	4	Christine Nordmann
3	5	Maria Schwarz
3	6	Heike Jürgensen
3	7	Antonia Schulz
4	8	Mitarbeiter 8
1	12345	Employee 12345

Store: 2

Operator Number:

Employee Information

Description	Value
Employee number:	12345
Name	Employee 12345
National Ins. No.	000000000
Status	Allowed
External Staff No.	0000000000000
Last Changed	2009-08-07 14:26:26.828
Salesperson	<input type="checkbox"/>

Employee Person Address Telephone Discounts

Ok Cancel

Window **Employees** – Employee 12345 has been linked to Store 2

or

- If you click on [**Cancel**], the function will be discontinued:
Window **Assign employee to a store** is closed and the employee will not be linked to a store in CSMS.

5. Various options are then open to you:

- You can continue to enter settings in this menu.

Attention!

Please remember that the new assignment is only finally stored after you have exited window **Employees** with a click on button [**OK**]. The newly linked store is shown with a green background on the lower left of the window until this point in time.

or

- Click on [**OK**] at the bottom right of the window to exit window **Employees**, to store the settings made and to send them to all enterprise sections:
Window **Employees** is closed. The changes made are stored and are available in all enterprise sections after successful transfer and activation of the parameter change job.

or

- If you click on [**Cancel**], the function is discontinued:
Window **Employees** is closed and the settings will not be stored.


10.1.3.4 Create New Operators

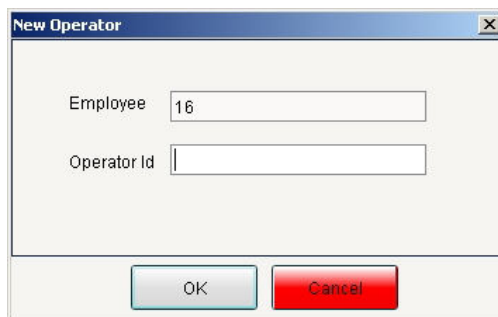
This chapter describes how you can create an operator no. and the correct operator profile for an employee. The employee will then be able to sign on at the Torex LUCAS-POS systems in the store in which he/she is programmed as an operator. The operator profile also defines the access rights of the operator and in which language the Torex LUCAS-POS systems are to operate after the operator sign-on.

Attention!

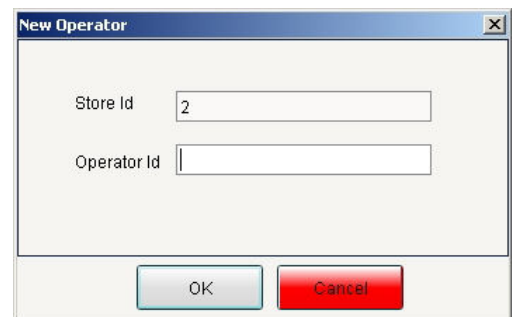
A new operator can only be created if the person has already been programmed as an employee (see Chapter 10.1.3.1 *Create New Employee*) and the store in which the operator is to be managed has been linked (this is only necessary in CSMS; see Chapter 10.1.3.3 *Assign Employees to a Store (CSMS only)*).

Please note that employees in a store can be stored under various operator nos. with the appropriate operator profiles. However, in SMS employees can only be programmed as operators for the store concerned, but in CSMS employees can be listed as operators in various stores within the company as defined when the employee was created.

1. Click on the employee who is to be programmed as an operator (top left).
2. Click on the store in which this employee is to be identified as an operator under **Store** (lower left).
3. Click on button  ([**New Operator**]):
Window **New Operator** opens up (this window differs in SMS and CSMS).



Window **New Operator** (in SMS)



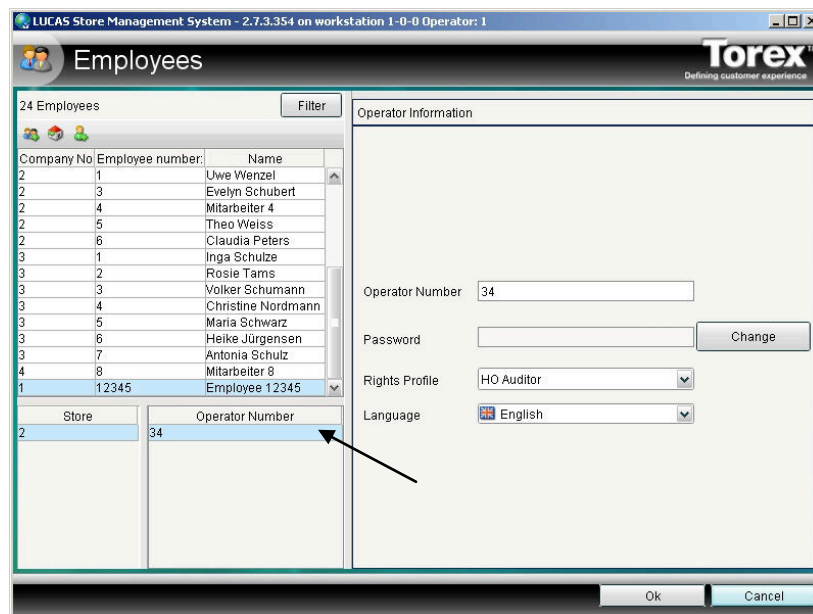
Window **New Operator** (in CSMS)

4. In SMS the Id of the selected employee is shown under **Employee**. This cannot be changed. In CSMS the store ID selected and to which a new operator is to be linked is shown under **Store Id**. This cannot be changed.
Enter an operator Id for the new operator under **Operator Id** in SMS or CSMS.

Attention!

Please ensure that the operator Id has not yet been assigned in the store in which the new operator is to be created. A message appears if the entered operator no. already exists. In this case, enter a new no. for the operator.

5. Click on [**OK**] or [**Cancel**]:
 - Click on [**OK**] to confirm your entries:
The entries made are stored and the new operator is created in SMS/CSMS.



Window **Employees** with new operator 34 for employee 12345 in Store 2

or

- Click on [**Cancel**] to discontinue the function:
Window **New Operator** is closed and no new operator will be created.

6. Various options are then open to you:

- You can continue with further entries in this menu.

Attention!

If you want to assign a password to the new operator to allow the operator to sign on at the Torex LUCAS-POS systems, you must do this directly after you have created a new operator (see Chapter 10.1.3.5 *Enter or Edit Data for Operators (Operator Information)*). A password entry is no longer possible after window **Employees** has been closed to finalise creation of an operator.

Please remember that new operators are only finally stored after you have exited window **Employees** with a click on button [**OK**]. The newly created operator Id is shown with a green background on the lower left of the window until this point in time.

or

- Click on [**OK**] at the bottom right of the window to exit window **Employees**, to store the settings made and to send them to all enterprise sections:
Window **Employees** is closed. The changes made are stored and are available in all enterprise sections after successful transfer and activation of the parameter change job.

or

- If you click on [**Cancel**], the function is discontinued:
Window **Employees** is closed and the settings will not be stored.

10.1.3.5 Enter or Edit Data for Operators (Operator Information)

The operator data is shown in section **Operator Information** and parts of it can be changed or can be entered for the first time after a new operator has been created.

Follow the steps described below:

1. Click on the operator for whom the operator profile is to be entered or changed (top left).
2. Click on the store in which the operator for whom the data is to be entered/changed is stored (bottom left).
3. Click on the number of the operator profile required (lower left):
The data of the selected operator is shown on the right-hand side of the window.

Company No.	Employee number	Name
2	1	Uwe Wenzel
2	3	Evelyn Schubert
2	4	Mitarbeiter 4
2	5	Theo Weiss
2	6	Claudia Peters
3	1	Inga Schulze
3	2	Rosie Tams
3	3	Volker Schumann
3	4	Christine Nordmann
3	5	Maria Schwarz
3	6	Heike Jürgensen
3	7	Antonia Schulz
4	8	Mitarbeiter 8
1	12345	Employee 12345

Store	Operator Number
2	34

Operator Information
Operator Number: 34
Password: ***** [Change]
Rights Profile: HO Auditor
Language: English

Window **Employees** with the selected operator and the operator information

optional The following data can be displayed and can – unless stated otherwise – be edited by you:

- **Operator Number** under which the operator is stored in the selected store. This Id can only be changed directly after the operator has been created (identified by the green background on the lower left in window **Employees**). No changes can be made to the operator Id after this window has been closed.
- **Password** of the operator which can be used to sign on to the Torex LUCAS-POS systems. The password can only be defined immediately after a new operator has been created (green background on the lower left in window **Employees**); a password cannot be assigned after window **Employees** has been closed following creation of a new operator. Click on button [**Change**] to define the password directly after creation of a new operator and then enter a new one under **Password** and enter the same password under **Confirm**. The encrypted password is transferred to window **Employees** after you click on [**OK**].


Attention!

If a password is assigned here, the operator will not be able to sign-on at the Torex LUCAS-POS systems without it. The password defined here cannot be changed later.

- You link a specific access profile to the operator under **Rights Profile** (e.g. “Store manager” or “Cashier”). The access rights of the operator define whether or not the operator is authorised to carry out certain functions.

Information

The rights profiles are defined during customising of your Torex LUCAS-POS software and can be viewed, changed and redefined in window **Maintenance → Parameter** in the company parameter groups under **Access Rights** (see Chapter 8.1 *Parameter* and Chapter 8.1.3.4.2.4 *Programming New Authorisation*).

- Under **Language** you define/change the language in which the Torex LUCAS-POS systems are to be executed after a sign-on by this operator.
- **optional**  Activate the tick box under **Has Till** if you want to link a till drawer to the new operator.
 - ☐ No till drawer is linked to the operator.
 - ☒ A till drawer is linked to the operator.

Information

Option **Has Till** is only available if customising of your Torex LUCAS-POS software for cashier mode defines that a till drawer is to be assigned to each operator.

4. Various options are then open to you:

- You can continue to make entries in this menu.

Attention!

Please remember that the modified operator data is only finally stored after you have exited window **Employees** with a click on button [**OK**].

or

- Click on [**OK**] at the bottom right of the window to exit window **Employees**, to store the settings you have made and to send them to all enterprise sectors:
Window **Employees** is closed. The changes are stored and are available to all enterprise sectors after successful transfer and activation of the parameter change job.

or

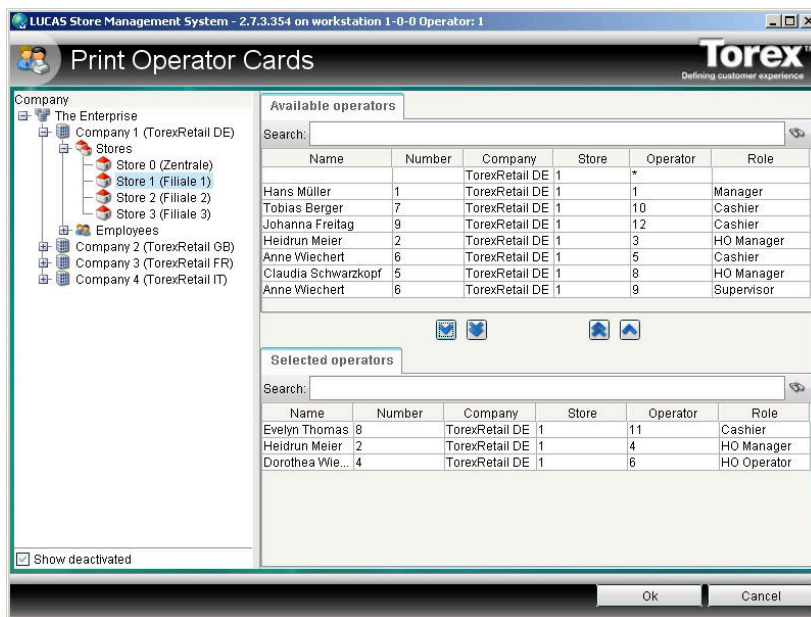
- Click on [**Cancel**] to discontinue the function:
Window **Employees** is closed and the modified settings will not be stored.

10.2 Operator Cards

A barcode can be printed on operator cards for the operators in your stores (SMS) or your enterprise (CSMS) under **Employee → Operator Cards**. These cards provide all the information relevant to a sign-on operation (name of the company, name of the operator, operator Id as well as the barcode with the user no. and, if applicable, the password) and they allow the operator to sign on at the workstation.

Attention! 

A suitable printer must be available and must be accessible to the SMS/CSMS before the operator cards can be printed.

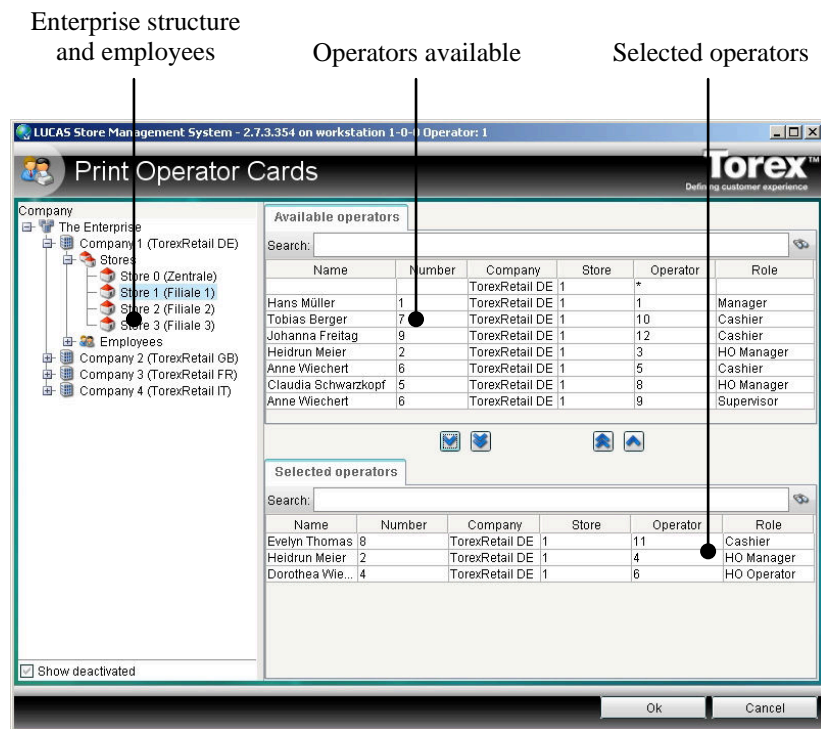


Window **Print Operator Cards**

10.2.1 Layout of the Window

Window **Print Operator Cards** is divided up into three separate sections:

- Left: Enterprise structure with your stores and all employees in your store (SMS) or enterprise structure with all companies, stores and employees in the enterprise (CSMS)
- Top right: All operators available in the store selected on the left and/or all operator profiles for the employee selected in the left-hand section
- Lower right: Selected operators for whom the operator cards are to be printed



Window **Print Operator Cards** – Layout of the window

10.2.2 Print Operator Cards

Follow the steps described below to print operator cards for one or more operators in your enterprise:

1. Use the tree structure on the left-hand side of the window and click on
 - Either your company (SMS) or the store in which the operator works and for whom the operator cards are to be printed (CSMS)

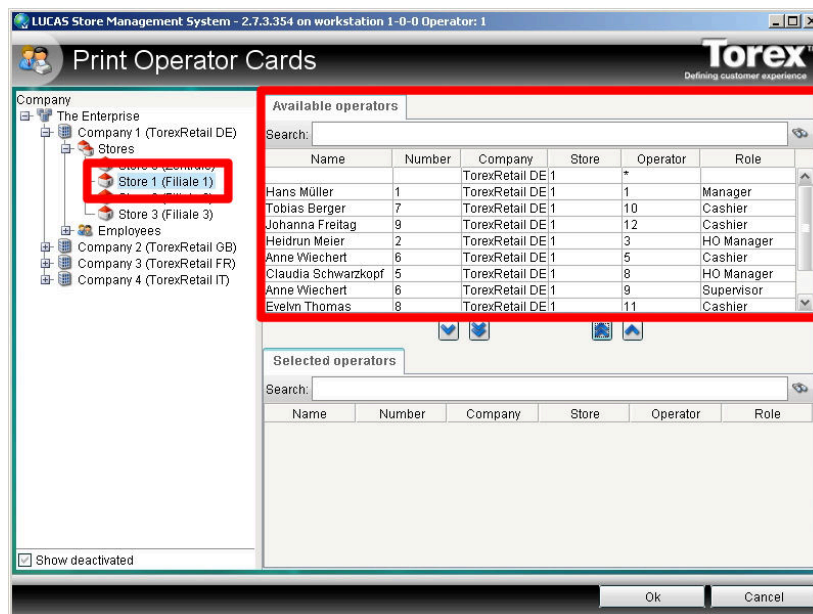
or

- Select the employee for whom you want to print the operator cards under **Employees**:



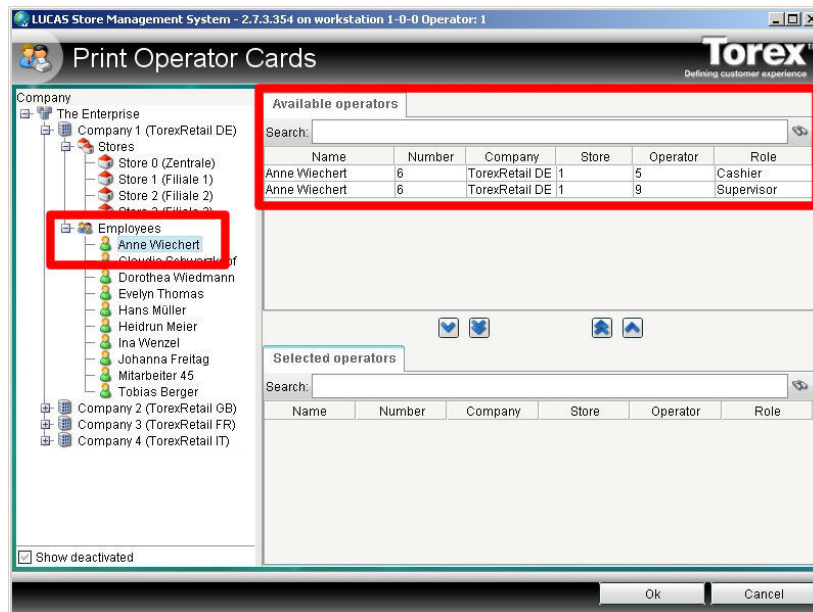
If several elements are to be selected in the tree structure (i.e. several stores and/or several employees), hold down [Ctrl] and click on the elements you need or mark several employees and/or stores in sequence with the arrested [Shift] key.

All operators of the selected store are shown at the top right of the window under **Available operators**...



Window **Print Operator Cards** with all operators available in Store 1 of Company 1

...or all operator profiles for the selected employees will be shown:



Window **Print Operator Cards** with all operator profiles available for employee Anne Wiechert

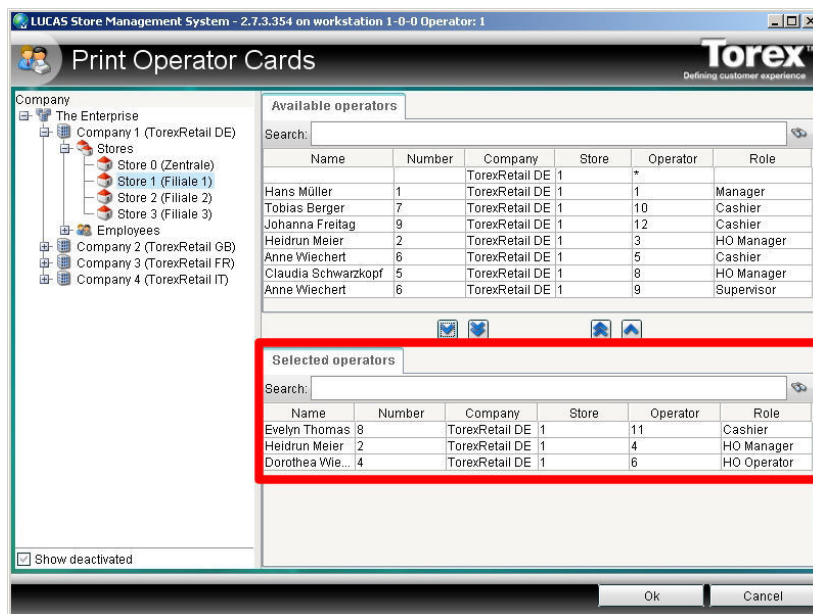
The following information is shown under **Available operators** at the top right of the window:

Name	Christian name and surname of the operator
Number	Employee Id of the operator
Company	Company in which the operator is employed
Store	Store in which the operator works
Operator	Operator no. assigned
Role	Authorisation profile of the operator (e.g. "Cashier" or "Store Manager")

- Then select the operators for whom operator cards are to be printed by moving the operators from the list of available operators into the list of selected operators on the lower right of the window. Use the following buttons:
 - Button - all available operators are moved to the list of selected operators.
 - Button - only individual operators are moved to the list of selected operators.
 - Button - all operators which have been transferred to the list of selected operators will be deleted and returned to the list of available operators.
 - Button - only individual operators are removed from the list of selected operators. They are then returned to the list of available operators.

Information

If several operators are to be selected from the list of available operators or selected operators, hold down [Ctrl] and click on the operator(s) you need or mark several operators in sequence with the arrested [Shift] key.



Window **Print Operator Cards** with selected operators

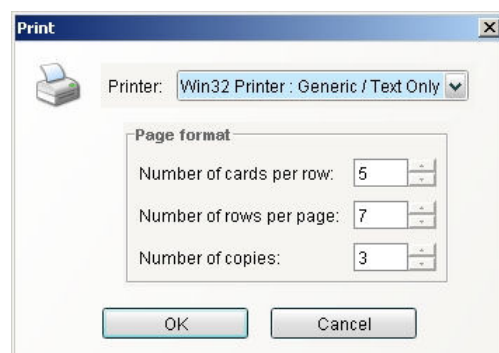
optional A search function is also available for selection of the operators. This is particularly helpful to enterprises with a large number of employees and long lists of available and selected operators:

Enter the name, the authorisation profile (e.g. Cashier), the employee, operator or store no. for the operator you want to find in field **Search** either in **Available operators** or in **Selected operators** (depending on which list shows the operator you are looking for).

Click on button ([**Search for table entry**]) to the right of the search field:
The line is highlighted as soon as the matching entry is found in the lists.

The next matching entry is shown after another click on button ([**Search for table entry**]) and so on.

- Click on [**OK**] or [**Cancel**] when all the operators for whom an operator card is to be printed have been transferred to the list of selected operators at the lower right of the window:
 - Click on [**OK**] to print operator cards for all operators listed under selected operators:
Window **Print** opens up and you can then define the printer settings.



Window **Print**

optional If the printer settings are not correct, you can choose the printer here and define how many operator cards are to be printed per line, how many lines per page and how many copies are to be printed.

Information

The entries for the number of cards per line and the number of lines per page define the size of the operator cards. For example, if one card per line and two lines per page is entered, the operator card will be the size of half a page.

The settings of the page format, the layout of operator cards and the information on which barcode type is to be used and whether the operator password is to be included in the barcode were defined during customising of your Torex LUCAS-POS system.

Then click on [**OK**] in window **Print**:

The operator cards are printed for the operator(s) selected and window **Print Operator Cards** is closed.

or

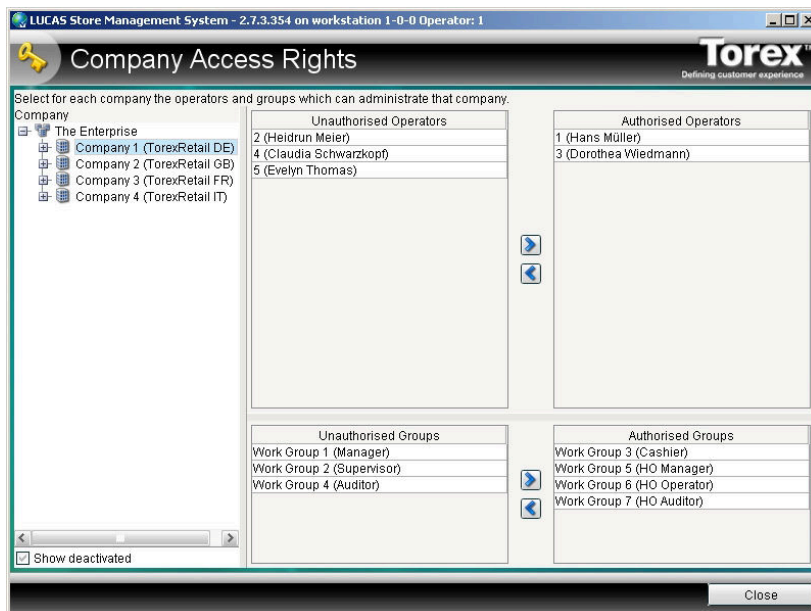
- Click on [**Cancel**]:
Window **Print Operator Cards** is closed and no operator cards will be printed.

10.3 Company Access Rights (CSMS only)

Employee → Company Access Rights allows you to define which CSMS operators and operator groups can manage individual companies of the enterprise on headquarters level. All employees who are stored as operators in headquarters can be selected. The operators who you authorise in this menu to administer a company can manage this company on CSMS if the appropriate access rights have been assigned (see Chapter 10.1.3.5 *Enter or Edit Data for Operators (Operator Information)*) and defined in CSMS (see Chapter 8.1.3.4.2.4 *Programming New Authorisation*).

Attention! 

Assignment of access rights in this menu is necessary so that an operator can make settings for a company in CSMS (this includes all sectors which can be configured in CSMS to which an operator can have access if the authorisation profile is correct); companies to which an operator or the group has no access assigned in menu **Company Access Rights** are not shown in the enterprise structure in the menus of CSMS after the operator has signed on and they cannot, therefore, be configured by this operator.

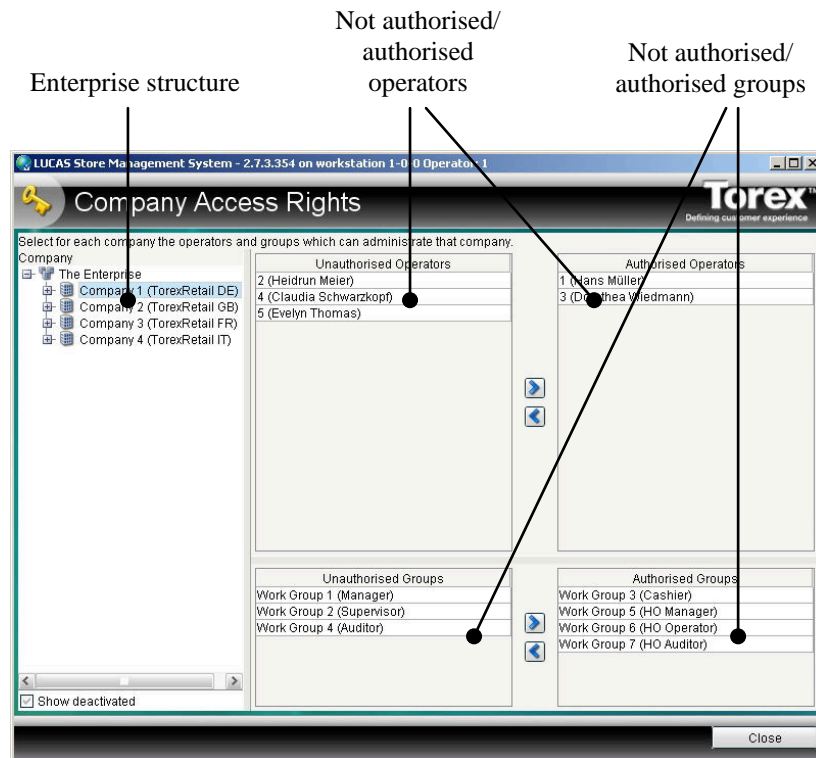


Window **Company Access Rights**

10.3.1 Layout of the Window

Window **Company Access Rights** is divided into three separate sectors:

- Left: Enterprise structure with all companies in the enterprise
- Centre and upper right: Operators who are authorised/not authorised to manage a company
- Centre and lower right: Authorisation groups which are authorised/not authorised to manage a company



Window **Company Access Rights** – Layout of the window

10.3.2 Maintain Company Access Rights

Follow the steps described below to define the company access rights for your enterprise:

Attention!

Before you make any changes to the access rights, please remember that all changes made in this menu can only be reversed by hand. Function cancel or automatic reset of the settings is not possible.

Please check in advance whether several operators with the same access rights as yourself are signed on at the CSMS. This check can help to avoid changes being made simultaneously to company access rights by various operators (see Chapter 12.1 Information (CSMS only)).

1. Select the company for which you want to define or change the access rights with a mouse click in the enterprise structure on the left of the window:

The former access rights for this company are shown on the right-hand side of the window. The operators who are authorised to deal with administration tasks are shown in the centre of the window and the operators who are not authorised are shown on the right.

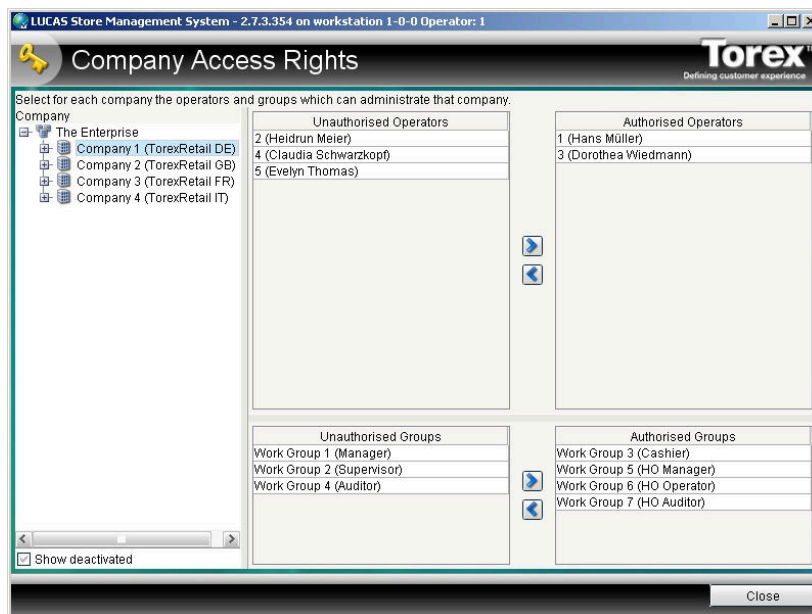
The authorisation profiles (**Groups**) which are not authorised to carry out administration tasks are shown at the lower centre and those authorised to do so are shown on the right.

Information

Please note that this menu only shows operators of the store which acts as headquarters and therefore only company access rights can be assigned for these operators.

If you have not yet assigned any access rights or if you have created a new operator for headquarters, all operators of headquarters or the newly created operator will be listed under **Unauthorised Operators**.

The various authorisation profiles (denoted in window **Company Access Rights** as **Groups**) which you can program as authorised or not authorised to carry out administration tasks are defined during customising of your Torex LUCAS-POS software and can be viewed, changed and re-defined under **Access Rights** in the company parameter groups in window **Maintenance → Parameter** (see Chapter 8.1.3.4.2.4 Programming New Authorisation).



Window **Company Access Rights**

2. You can reverse the authorisation profile of one operator or all operators to allow them to carry out administration tasks in a selected company by moving the operator and/or the authorisation profile (Groups) to column **Unauthorised Operators/Unauthorised Groups**.

You can authorise one operator or all operators with the appropriate authorisation profile to carry out administration tasks for the selected company by moving the operator and/or the authorisation profile (groups) into column **Authorised Operators/Authorised Groups**.

Attention! 

Assignment of operator access rights (“authorised”) overwrites removal of authorisation rights (“unauthorised”).

Example: If you place the group **Manager** under **Unauthorised Groups** and thus retract access by all operators with this authorisation profile to the selected company but place one individual manager under **Authorised Operators**, this store manager is then given the administration rights for the selected company but all other store managers do not have access rights.

If, however, you place group **Manager** under **Authorised Groups** and thus give all operators with this authorisation profile access to the selected company but place one individual store manager under **Unauthorised Operators**, he/she will be given the administration rights for the selected store.

The following buttons can be used for this operation:



If you select an operator/group from column **Unauthorised Operators/Unauthorised Groups** and then click on this key, the selected operator/group will be moved to column **Authorised Operators/Authorised Groups**.



If you select an operator/group from column **Authorised Operators/Authorised Groups** and then click on this key, the selected operator/group will be moved to column **Unauthorised Operators/Unauthorised Groups**.

3. Click on button [**Close**] after all operators and groups have been assigned:
Window **Company Access Rights** is closed, the assigned access rights are stored and the system is informed.

11 Service

All parameter change jobs in your store and/or in the enterprise (CSMS) can be called up with this menu. You can then check whether data has been sent and received without any errors occurring. If errors are found during transfer of parameter change jobs, these can be localised and remedied on the basis of the information provided. You can also ascertain in menu **Service** when and how data is to be exchanged between which stores. You can follow the status of data exchange operations in this menu and can send updates and patches for the LUCAS software to selected stores in the enterprise. If communications between a workstation and the gift certificate server fails, gift certificates which can only be sold, redeemed or returned after a check by HQ or BO can be checked and an authorisation code released for sale or return.



Main window – Menu **Service**

Menu **Service** includes the following menu items:

- **Parameter Change Jobs:** Check of data exchange via parameter change jobs
(Chapter 11.1 *Parameter Change Jobs*)
- **Data Exchange Schedules (CSMS only):** Creation of schedules and jobs for data exchange and execution of immediate data exchange
(Chapter 11.2 *Data Exchange Schedules (CSMS only)*)
- **Data Exchange State (CSMS only):** Information on the status of data exchange operations between headquarters and stores
(Chapter 11.3 *Data Exchange State (CSMS only)*)
- **Send Software Updates (CSMS only):** Sending to and automatic execution of LUCAS software update and patches in selected companies and stores
(Chapter 11.4 *Send Software Updates (CSMS only)*)
- **Gift Certificate Validation:** If the line between workstation and gift certificate server is down: Check on the status of gift certificates to be sold, redeemed or returned on the workstation and also display of an authorisation code to release the gift certificate for sale or return
(Chapter 11.5 *Gift Certificate Validation*)

11.1 Parameter Change Jobs

The details of all planned and completed parameter change jobs can be called up under **Service → Parameter Change Jobs** so that you can check the status of a current parameter change job and whether the data has been sent, received and activated error-free. If errors occur during data exchange, you can localise and repair them on the basis of the information shown.

Parameter Change Jobs are data changes made in SMS/CSMS (e.g. the parameters or the employee data) or the data selected in menu **Send Data** which is to be sent to the stores/workstations during the next data exchange by the headquarters/stores.

On SMS in back office you will only be shown the parameter change jobs which this store has sent or received in menu **Parameter Change Jobs**; in CSMS you will, however, see all parameter change jobs in the enterprise.

Information

LUCAS Store Management System - 2.7.3.354 on workstation 1-0-0 Operator: 1

Parameter Change Jobs

Creating Date: 6/11/09 from 8/11/09 Until

All statuses: All sender

Parameter Maintenance

- Company 1 (TorexRetail DE)
 - Maintain Parameters 132
 - Maintain Parameters 133
 - Maintain Parameters 134
 - Maintain Parameters 135
 - Maintain Parameters 136
 - Maintain Parameters 141
 - Store 0
 - Workstation 0
 - Maintain Parameters 142
 - Maintain Parameters 143
 - Maintain Parameters 144
 - Maintain Parameters 145
 - Maintain Parameters 146
 - Maintain Parameters 148
 - Maintain Parameters 149
 - Maintain Parameters 150
 - Maintain Parameters 151
 - Maintain Parameters 152
 - Maintain Parameters 155

Description	Value
Order Number	141
Company No	1
Sender Type	HEADQUARTER
Sending Company	1
Sending Store	0
Sending Workstation	0
Operator	
Time Sent	2009-07-23 16:51:40.903
Valid from	2009-07-23 16:51:40.903

Step Id	Campaign Type	Database Table	Primary Key Values
0	Write row	AS_TND	Tender;3;09
1	Write row	AS_TND	Tender;3;0120
2	Write row	AS_TND	Tender;3;01

Campaign Type: Write row

Database Table: AS_TND

Primary Key Values: Tender;3;09

CompanyId = 3

TenderTypeCode = 09

Fields = (ID_CPY=3, TY_RetailStoreId = <NULL>)

LocalCurrency = 6

TenderUsageTypeCode

CardAccountNumberPa

AuthorizationMethodCoc

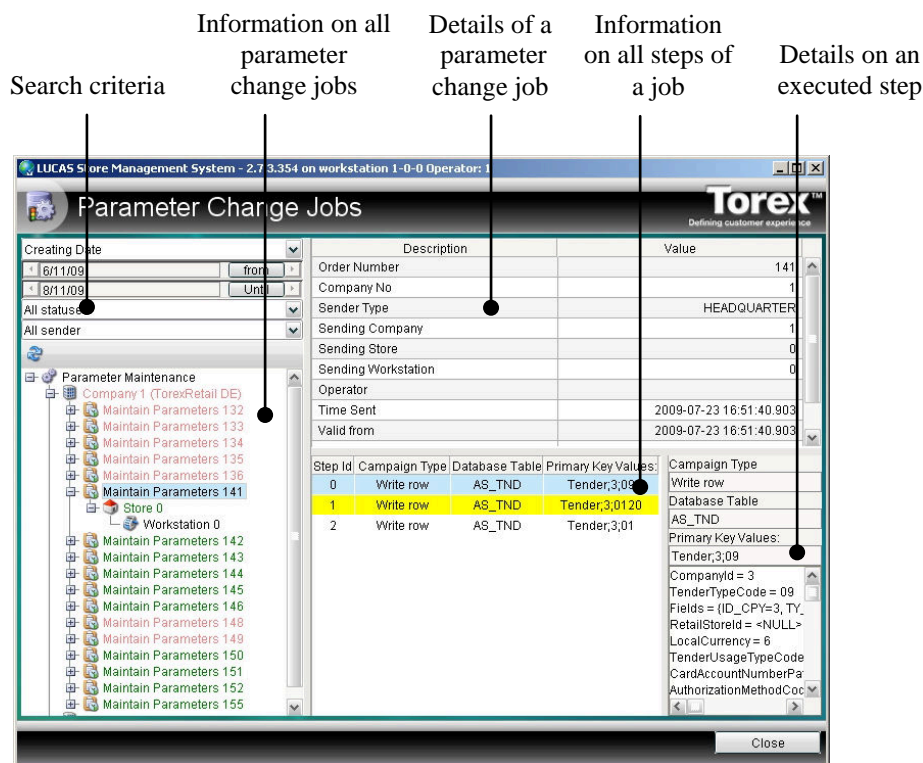
Close

Window **Parameter Change Jobs**

11.1.1 Layout of the Window

Window **Parameter Change Jobs** is divided up into five separate sectors:

- Upper left: Search criteria to define which parameter change jobs are to be shown
- Lower left: Information on all parameter change jobs which match the search (sorted by company)
- Upper right: Details of a parameter change job selected on the lower left
- Top centre: Information on all steps which have been executed in conjunction with the selected parameter change job
- Lower right: Details of a step selected in the top centre section




Window **Parameter Change Jobs** – Layout of the window

11.1.2 View Parameter Change Jobs

Follow the steps described below to view the parameter change jobs for your company (SMS) or your enterprise (CSMS):





1. Firstly define the criteria for the display of parameter change jobs at the upper left of the window. This allows you to check the jobs for a specified period, with a defined status (e.g. created, but not yet sent) and a specific sender (e.g. only jobs created in headquarters):


Creating Date					Type of date
6/11/09	from				Starting date for search period
8/11/09	Until				End date for search period
All statuses					Status of parameter change job
All sender					Sender of parameter change job

In field **Type of date** you can define whether a search is to be carried out for parameter change jobs which were created, activated or which expired during the period you define from a click on button  to the right of the selection field:


Creating Date	All jobs created during the period defined by the start and end dates entered are shown.
Effective Date	All jobs activated in the period defined by the start and end dates entered are shown.
Expiry Date	All jobs which expired in the period defined by the start and end dates entered are shown.

2. Define a period under **From** and **Until** (see 1). Parameter change jobs which were created, activated or which expired during the period are shown in the course of the search (depending on the type of date you have selected; see 1).

Click on button  or  to go back or advance one day or click buttons  or  to open up a calendar to select the date (see Chapter 4.2.8 Calendar).

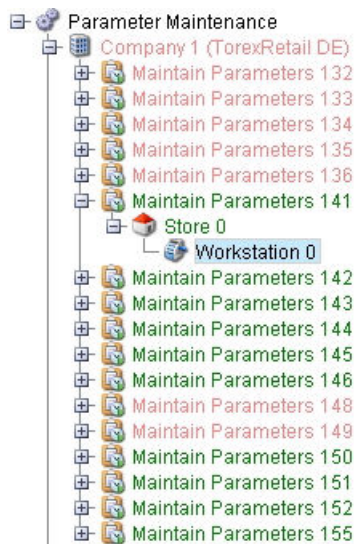
3. Select the status of the parameter change job you require under **All statuses** (see 1) by clicking on button  to the right of the selection field:

All statuses	Every status, no restrictions
Created	Job has been created but not yet sent
Send error	Job in which an error occurred when it was sent
Sent	Job which was sent but which has not yet been included in the database
Insert error	Job for which an error occurred when it was inserted in the database
Inserted	Job which was successfully inserted into the database but which has not yet been activated
Activate error	Job for which an error occurred when it was activated
Activated	Successfully activated job

4. Select the place from which the parameter change was sent by clicking on button  to the right of the selection field:

All sender	Every sender, no restrictions
Sender: Headquarter	Jobs sent by headquarters
Sender: Backoffice	Jobs sent by a store

5. Then click on button  ([**Refresh**]) under the search criteria:




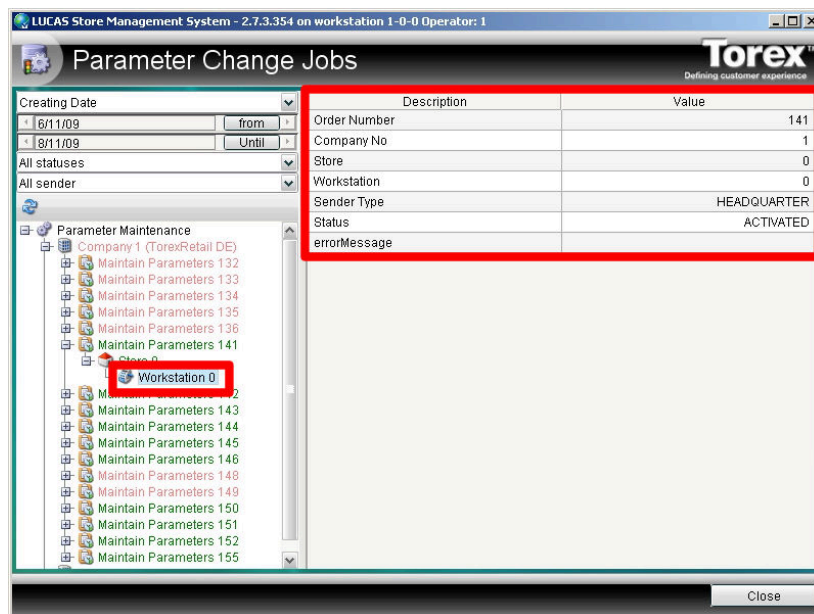
A list of all parameter change jobs which match the entered criteria is drawn up and shown on the lower left of the window.

The information is shown as a tree structure and is sorted by companies. The stores and workstations affected by this job are shown under each parameter change job.

Parameter change jobs, companies and stores are marked in different colours:

Dark green	Parameter change job was successfully activated on all affected workstations in the company.
Light green	Parameter change job has not yet been processed by a workstation.
Light red	Parameter change job is being processed by at least one workstation but still has to be processed by at least one other workstation.
Dark red	Parameter change job was executed with an error by at least one workstation in the company.

6. optional  You can also call up information on the workstations affected by the parameter change job and thus quickly ascertain the status of a specific parameter change job in an individual workstation:
Click on the tree structure under the parameter change job to select a workstation for which you want to check the status. The following information is shown:



Window **Parameter Change Jobs** – Information on parameter change job 141 on workstation 0

- Order Number** Number of the parameter change job which is to be/was implemented on this workstation and for which information has been requested
- Company No.** Number of the company to which the workstation is linked
- Store** Number of the store to which the workstation is linked
- Workstation** Number of the selected workstation
- Sender Type** Type of workstation on which the parameter change job was created (e.g. Headquarters or Back Office)
- Status** Status of the parameter change job on the selected workstation (see 3)
- errorMessage** Information on an error if one occurred during exchange, insertion in the database or activation of the parameter change job on the selected workstation

7. Click on the parameter change job in the list of parameter change jobs shown at the lower left of the window to view detailed information on a specific parameter change job:

LUCAS Store Management System - 2.7.3.354 on workstation 1-0-0 Operator: 1

Parameter Change Jobs

Creating Date: 6/11/09 from 8/11/09 Until All statuses All sender

Parameter Maintenance

- Company 1 (TorexRetail DE)
 - Maintain Parameters 132
 - Maintain Parameters 133
 - Maintain Parameters 134
 - Maintain Parameters 135
 - Maintain Parameters 141**
 - Workstation 0
 - Maintain Parameters 142
 - Maintain Parameters 143
 - Maintain Parameters 144
 - Maintain Parameters 145
 - Maintain Parameters 146
 - Maintain Parameters 148
 - Maintain Parameters 149
 - Maintain Parameters 150
 - Maintain Parameters 151
 - Maintain Parameters 152
 - Maintain Parameters 155

Description	Value
Order Number	141
Company No	1
Sender Type	HEADQUARTER
Sending Company	1
Sending Store	0
Sending Workstation	0
Operator	
Time Sent	2009-07-23 16:51:40.903
Valid from	2009-07-23 16:51:40.903

Step...	Campaign...	Database Table	Primary Key Values:	Campaign Type
0	Write row	AS_TND	Tender;3;09	Write row
1	Write row	AS_TND	Tender;3;0120	Database Table
2	Write row	AS_TND	Tender;3;01	AS_TND

Primary Key Values:

CompanyId = 3
TenderTypeCode = 09
Fields = (ID_CPY=3, T
RetailStoreId = <NULL
LocalCurrency = 6
TenderUsageTypeCoc
CardAccountNumberP
AuthorizationMethodCc

Close

Window **Parameter Change Jobs** – Detailed information on parameter change job 141

The following information is shown on the right-hand side of the window:

Information

Different information can be displayed depending on the status of the selected parameter change.

General information on the selected parameter change job is shown on the upper right of the window:

Order Number	Number of the parameter change job
Company No.	Number of the company affected by the change
Sender Type	Type of workstation on which the parameter change job was created (e.g. Headquarters or Back Office)
Sending Company	Company which sent the parameter change job
Sending Store	Store which sent the parameter change job
Sending Workstation	Workstation from which the parameter change job was sent
Operator	Operator who created the parameter change job
Time Sent	Time at which the parameter change job was sent
Valid From	Time at which the changes in the parameter change job are to become/became valid
Valid to	Time at which validity of the changes in the parameter change job ends
Description	Description of the parameter change job, e.g. whether the job was created on SMS or stems from data import XIA

More details on individual steps executed within the framework of the selected parameter change job are shown in the lower central part of the window:

Step Id	IDs of the individual steps
Campaign Type	Information on which campaign has been completed in this step
Database Table	Database table which was modified by this step
Primary Key Values	Information on which part exactly is affected by the modification step, e.g. primary key to identify the line affected.

Detailed information on the step you selected at the lower centre of the window is shown on the right-hand side of the window:

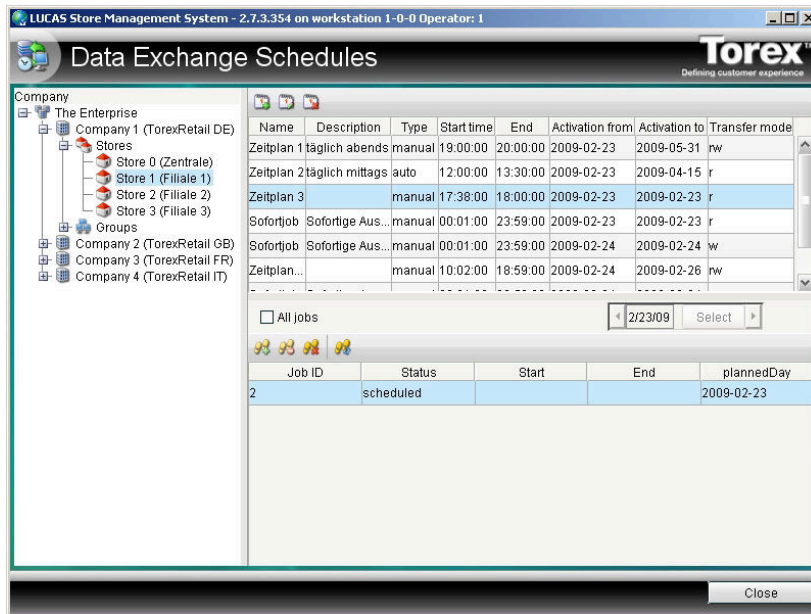
Campaign Type	Information on which action has been completed for the step (matches the information Campaign Type at the lower centre of the window)
Database Table	Database table which was modified by the parameter change job (matches the information under Database Table at the lower centre of the window)
Primary Key Values	Information on which part exactly is affected by the step, e.g. primary key to identify the line affected (matches the information under Primary Key Values at the lower centre of the window)
Next Information	More information is shown on the modification completed in this step and this is dependent on the change made

8. Click on button [**Close**] to exit window **Parameter Change Jobs:**
The window is closed and the system returns to the main window.

11.2 Data Exchange Schedules (CSMS only)

The entries under **Service → Data Exchange Schedules** define when data exchange is to take place with which stores or groups. This function is relevant if, for example, there is no dedicated line between headquarters and the stores so that data can only be exchanged at specified times.

This menu also allows you to initiate immediate exchange of all modified data and thus to send data at times other than those defined.



Window **Data Exchange Schedules**

Your Torex LUCAS-POS system configuration must allow the creation of data exchange schedules and jobs (alternatively Torex LUCAS-POS can be configured so that data is exchanged constantly instead of at pre-defined times).

Data Exchange Schedules can be drawn up for stores and for groups (i.e. for all workstations in a store or a group). Please note the difference between schedules and jobs:

Schedule: The schedule defines the stores or groups between which data can always be exchanged under which conditions and during which period. A schedule can include several jobs.

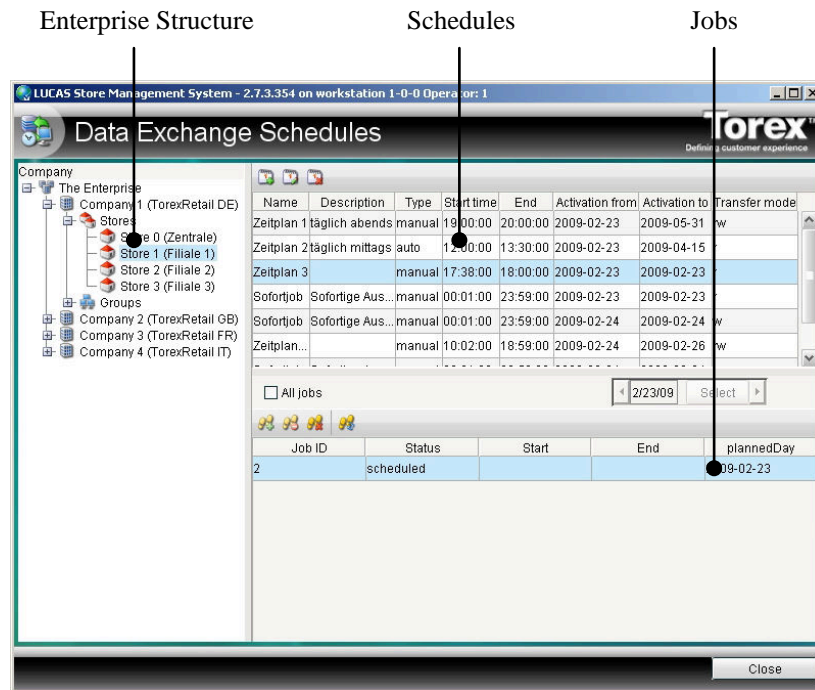
Job: A Job denotes true data exchange. It is drawn up on the basis of a schedule and defines the days on which data is exchanged during the period defined in the schedule.

Execution of data exchange operations can be checked in menu **Parameter Change Jobs** (see Chapter 11.1 *Parameter Change Jobs*). You can also view the status of a data exchange in menu **Data Exchange State** (see Chapter 11.3 *Data Exchange State (CSMS only)*).

11.2.1 Layout of the Window

Window **Data Exchange Schedules** is divided up into three separate sectors:

- Left: Enterprise structure with all companies, stores and groups in the enterprise
- Upper right: Schedules for the stores or groups selected on the left
- Lower right: Jobs for the schedules selected on the upper right



Window **Data Exchange Schedules** – Layout of the window

The window can be closed at any time with button [**Close**] at the lower right of window **Data Exchange Schedules**. The changes made will then be transferred.

11.2.2 Administer Data Exchange Schedules

Data exchange schedules are defined in the sequence described below:

1. Draw up a new schedule for a store or a group
(Chapter *11.2.2.1 Create New Schedule for a Store or Group*)
2. In a manual configuration you will then have to define one or more jobs for the schedule
(Chapter *11.2.2.4 Define Job Manually (Only in a Manual Configuration)*)

If you want to include a job in an existing schedule, you should follow the information described in Chapter *11.2.2.4 Define Job Manually (Only in a Manual Configuration)*.

You can also define immediate data exchange outside the defined data exchange schedule (Chapter *11.2.2.8 Define Immediate Data Transfer*).



Attention!

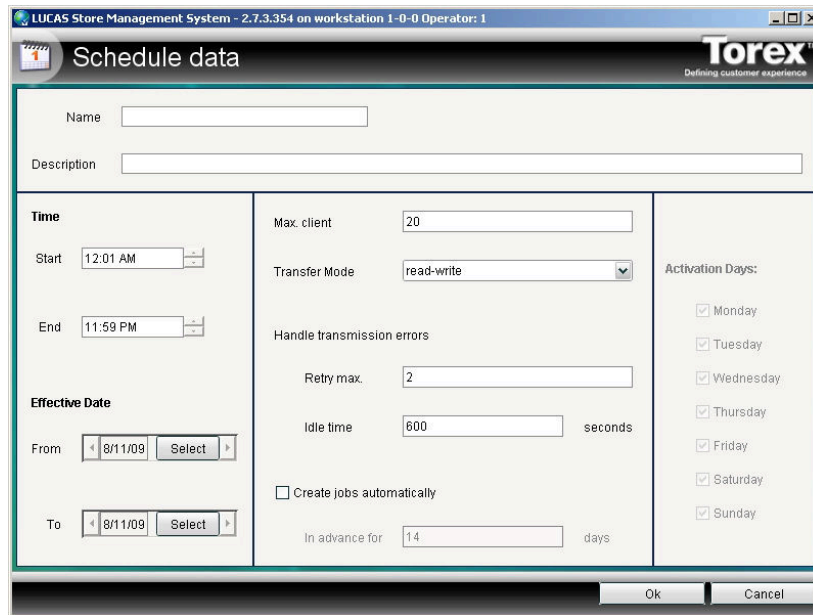
Before you modify the data exchange schedules and the jobs, please bear in mind that any changes made in this menu can only be reversed manually. Cancel or automatic reset of the settings is not possible.

Please check in advance whether several operators with the same access rights as yourself are signed on at the CSMS. This check can help to avoid changes being made simultaneously to company access rights by various operators (see Chapter *12.1 Information (CSMS only)*).

11.2.2.1 Create New Schedule for a Store or Group

Data exchange jobs can only be created if a schedule has been defined for the period and the type of data exchange. Follow the steps described below to create a schedule:


1. Select the store group for which the new schedule is required by clicking on it on the lower left of window **Data Exchange Schedules**:
Button  ([**New Schedule**]) at the top centre of the window becomes active.
2. Click on button  ([**New Schedule**]):
Window **Schedule data** opens up.


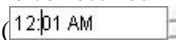


Window **Schedule data**

3. Enter the following settings in this window:

Name Enter a name for the schedule.



Description  Comments on the schedule can, if necessary, be entered in this field.


Time The data exchange jobs will be completed during the period defined here under **Start** and **End** (see *Activation date*). The default under **Start** is the earliest time (00:01) and **End** shows the latest time in a day (23:59). These defaults can be changed if necessary by clicking on the hour () and setting the correct hour for the period with the arrow keys. Then click on the minutes () and set the minutes with the arrow buttons.

Information

If the time set under **Start** is later than the time set under **End**, the end time is automatically set to later and vice versa if the end time is before the start time.

Effective Date In this field you define the period in which the data exchange jobs can be created and executed for this schedule. The entry under **From** represents the first day of the period and the entry under **To** is the last day. Data will then be exchanged on the days specified during the period defined here (see *Create jobs automatically* and *Activation Days*) and at the time of the day defined under **Time**.

Click on buttons  or  if you want to go back or on one day.

Click on button  (see Chapter 4.2.8 *Calendar*) to open up a calendar if you want to use this to select a date.

Max. client Enter the maximum number of stores to which data exchange can function simultaneously. The setting must be adapted to the physical conditions (e.g. router with 20 ISDN channels).

Transfer Mode You define here whether data is to be sent to the stores or received by the stores:


read-write: Data is picked up and sent.

read: Data is only picked up by the stores.


write: Data is only sent to the stores.

Retry max. Enter how many retries to establish communication are possible with a store which is down.

Idle time Define the idle time in seconds until the next attempt at establishing communication.

Create jobs automatically  This option should be selected if data exchange is required regularly at the time defined under **Time** on certain days during the period defined under **Effective Date**. Activate the option by entering the number of days on which the jobs are to be automatically created under **In advance for**.

If you do not activate the option **Create jobs automatically**, the jobs will have to be configured manually for this schedule later (see Chapter 11.2.2.4 *Define Job Manually (Only in a Manual Configuration)*).

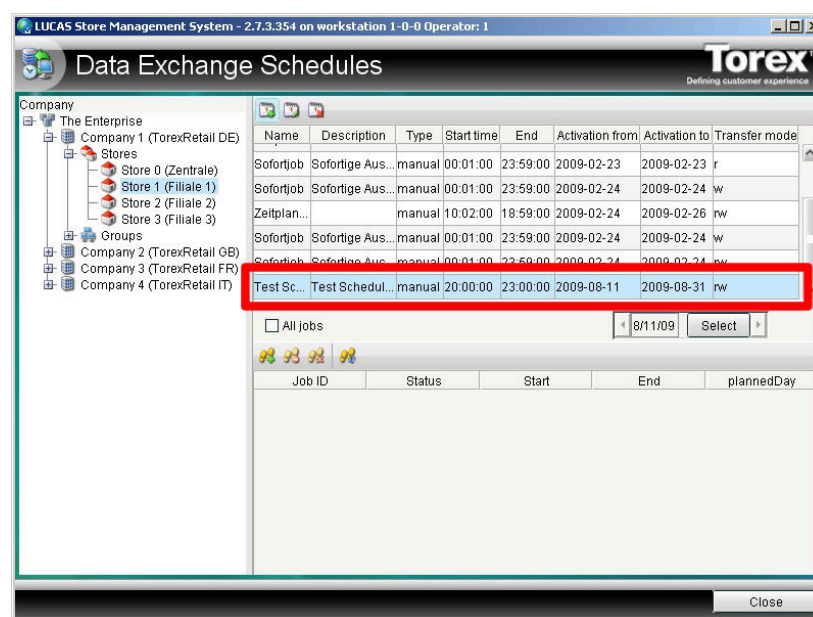
Activation Days  If you have activated option **Create jobs automatically**, you should then enter the weekdays on which the data is to be transmitted in the defined period.

☒ Data is transmitted on this day.

☐ Data is not transmitted on this day.


4. Then click on [**OK**] or [**Cancel**]:

- Click on [**OK**] to close the window and store your settings. The new schedule with all the settings defined then appears at the top right of window **Data Exchange Schedules**:



Window **Data Exchange Schedules** with the newly created schedule Test Schedule for Store 1 of Company 1

The following information is shown in window **Data Exchange Schedules** above the defined schedules:

Name	Name of the schedule
Description	optional  Description of or comment on the schedule
Type	<ul style="list-style-type: none"> • auto: Jobs are created automatically or <ul style="list-style-type: none"> • manual: Jobs are not created automatically and must be configured manually (see Chapter 11.2.2.4 <i>Define Job Manually (Only in a Manual Configuration)</i>)
Start time	Time at which data exchange begins on the days defined in the period stated
End	Time at which data exchange ends on the days defined in the period stated
Activation from	Date on which the period for this schedule begins
Activation to	Date on which the period for this schedule ends
Transfer mode	<ul style="list-style-type: none"> • rw: Data is sent to and received from the stores with this schedule or <ul style="list-style-type: none"> • r: Data is only received by the stores or <ul style="list-style-type: none"> • w: Data is only sent to the stores

If you have activated option **Create jobs automatically**, data will be exchanged on the selected days during the defined period at the time of day stated.


If you have not activated option **Create jobs automatically**, you will have to configure the jobs for this schedule manually (see Chapter 11.2.2.4 *Define Job Manually (Only in a Manual Configuration)*).

or

- If you click on [**Cancel**] in window **Schedule Data**, the window closes and the schedule will not be stored.


11.2.2.2 Change Schedule

You can change the settings of an existing schedule at any time:

1. Click on the store or group for which the schedule to be edited was created (left-hand side of window **Data Exchange Schedules**):
All schedules for this store or group are shown on the upper right of the window.
2. Click on the schedule which is to be modified.
3. Then click on button  ([**Change schedule**]):
Window **Schedule Data** opens up and shows the settings of the schedule selected. You can then make the appropriate changes (see Chapter 11.2.2.1 *Create New Schedule for a Store or Group*).

11.2.2.3 Delete Schedule

Follow the steps described below to delete a schedule:


1. Click on the store or group for which the schedule is to be deleted (left-hand side of window **Data Exchange Schedules**):
All schedules for this store or group are shown on the upper right of the window.
2. Click on the schedule you want to delete.
3. Then click on button  ([**Delete schedule**]):
The schedule is deleted and removed from the list of schedules.

11.2.2.4 Define Job Manually (Only in a Manual Configuration)

If you have not activated the option **Create jobs automatically** in a schedule (denoted in column **Type** in the schedule overview at the top of window **Data Exchange Schedules** by the entry **manual**), you must create one or more jobs for this schedule manually and thus define the days on which data is to be exchanged during the defined period.

Information

Jobs can only be created manually for schedules of type **manual** (i.e. the option **Create jobs automatically** was not activated).

1. Click on the store or group on the left-hand side of window **Data Exchange Schedules**. This is the basis on which the schedule was created and for which a job is to be defined:
All schedules for this store or group appear at the top right of the window.
2. Then click on the schedule for which you want to create a job.
3. **optional**  If you require an overview of the jobs which have been created for this schedule, you can either
 - Select a date in the date field in the centre of the window:

Information

Only dates of periods defined in the appropriate schedule under **Effective Date** are shown.

All jobs defined for the schedule and for the selected day appear at the bottom right of the window.

or

- Activate the tick box under **All Jobs** in the centre of the window:
All jobs created for the schedule are then shown on the lower right of the window. The date field is faded out, but it returns when tick box **All Jobs** is deactivated.

The following information is shown:

Job ID	Job ID of the job; this is assigned automatically
Status	Status of the job: scheduled for created jobs, in progress for jobs which are being executed and abort for aborted jobs
Start	Time at which data exchange began on the defined day (this field is empty at the beginning. The correct time appears when data exchange has begun.)


- End** Time at which data exchange was completed on the defined day.
(this field is empty at the beginning. The correct time appears when data exchange has ended.)
- Planned Day** Date on which this job is to be completed

- Set the date on which the job is to be executed in the date field (see Chapter 4.2.8 *Calendar*).

Information



Only a date during the period defined in the schedule under **Effective Date** can be selected here. Moreover, a schedule can only include one job per day.

If windows **Data Exchange Schedules** at the centre right of the window does not show a date field, you should deactivate the tick box under **All Jobs**.

- Then click on button  ([**New Job**]):
The job is created and the table shows a line for this job. Data is exchanged on the defined day at the time defined in the schedule and for the type stated.

11.2.2.5 Cancel Job

You can cancel a job which is being executed:

- Click on the store or group to which the job to be cancelled is linked on the left-hand side of window **Data Exchange Schedules**:
All schedules for this store or group are shown on the upper right of the window.
- Select the schedule which includes the job to be cancelled.
- Then select the day's date at centre right of the window:
The current job in this schedule is shown at the bottom of the window.
- Select the job with a mouse click:
Button  ([**Abort Job**]) in the centre of the window becomes active.
- Click on button  ([**Abort Job**]):
Data transmission is discontinued and the job is marked as aborted.

11.2.2.6 Delete Job

Jobs which have been defined can be deleted at any time:

- Select the store or group which includes the job to be deleted with a click on the left-hand side of window **Data Exchange Schedules**:
All schedules for this store or group are shown at the top right of the window.
- Select the schedule in which the job to be deleted was created.
- Then either select the day on which the job to be deleted was to be executed or activate the tick box under **All Jobs**:
The job to be deleted then appears in the lower part of the window.

4. Click on the job you want to delete:
Button 🗑️ ([**Delete Job**]) becomes active.
5. Then click on button 🗑️ ([**Delete Job**]):
The job is deleted and removed from the list of jobs.

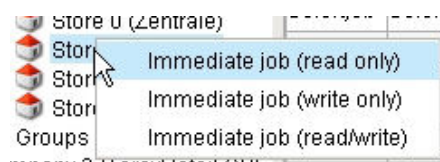
11.2.2.7 Update Information on Jobs

If you have had window **Data Exchange Schedules** open for some time and if the status of some jobs has, in the meantime, changed (executed or aborted), you can update the information shown with button 🔄 ([**Refresh**]).

11.2.2.8 Define Immediate Data Transfer

Modified data can be transferred immediately from an entry in window **Data Exchange Schedules**. During this operation, all parameter change jobs from headquarters are sent to a selected group or store, all data modified in the selected store/group is sent to headquarters or parameter change jobs are exchanged in both directions:

1. Activate the store or group with which you want to execute a data exchange with a right-hand mouse click on the left-hand side of window **Data Exchange Schedules**:
A context menu opens up.



Context menu after a click on group or store with the right-hand mouse key

2. Select one of the following options in the context menu with the mouse:
 - **Immediate job (read only)**: Data is received by the selected group or store.
 - or
 - **Immediate job (write only)**: Data is sent by headquarters to the selected group or store.
 - or
 - **Immediate job (read/write)**: Data is received and sent.

The program then automatically defines schedule **Immediate Task** with standard settings and a job for the current date at the current time.

11.3 Data Exchange State (CSMS only)

Service → Data Exchange State shows you a list of the data exchange operations which are in progress and those which have already taken place between headquarters and the stores. You can quickly ascertain which data exchange operations are being carried out in your company, the state of data transfer with which store and whether this is running error-free. You can also delete planned data exchange and/or abort data exchange which is in progress.

MDP jobs

show for ☐ now ☐ date & time: 1/4/09 Select 1:37 PM

show ☐ upcoming 61 min ☐ finished 240 min ☒ erroneous only

Schedule	Company	ID	MDP Group	Progress	Start	End
Sofortjob (7)	1	1	Flughafen	<div><div></div></div>	24.02.09 00:01	24.02.09 23:59
Sofortjob (8)	1	1	Company_1 RetailStore_1	<div><div></div></div>	24.02.09 00:01	24.02.09 23:59
Sofortjob (10)	1	1	Company_1 RetailStore_9	not started	24.02.09 00:01	24.02.09 23:59

store state

show ☒ running ☒ upcoming ☒ finished

Store	Status	Start	End	Trials
1	ok	24.02.09 00:01	24.02.09 00:02	2
2	ok	24.02.09 00:01	24.02.09 00:02	1
5	failed	24.02.09 00:01	24.02.09 00:48	2
11	retry	24.02.09 00:01	24.02.09 00:50	2

Window **Data Exchange State**

11.3.1 Layout of the Window

Window **Data Exchange State** is divided into three separate sectors:

- Top: Search criteria to define which data exchange operations are to be shown
- Centre: Information on all data exchange operations which match the search criteria
- Bottom: Store-by-store information on a data exchange operation selected in the centre sector

Search criteria Information on all data ex- Store-by-store
change operations found information on a
data exchange operation

Data Exchange State

Refresh ☐ Auto refresh every 2 min

MDP jobs

show for ☐ now ☐ date & time: 1/4/09 Select 1:37 PM

show ☐ upcoming 61 min ☐ finished 240 min ☐ erroneous only

Schedule	Company	ID	MDP Group	Progress	Start	End
Sofortjob (7)	1	1	Flughafen	<div style="width: 100%;"></div>	24.02.09 00:01	24.02.09 23:59
Sofortjob (8)	1	1	Comp_1 RetailStore_1	<div style="width: 100%;"></div>	24.02.09 00:01	24.02.09 23:59
Sofortjob (10)	1	1	Company_1 RetailStore_9	not started	24.02.09 00:01	24.02.09 23:59

store state

show ☒ running ☒ upcoming ☒ finished

Store	Status	Start	End	Trials
1	ok	24.02.09 00:01	24.02.09 00:02	2
2	ok	24.02.09 00:01	24.02.09 00:02	1
5	failed	24.02.09 00:01	24.02.09 00:48	2
11	retry	24.02.09 00:01	24.02.09 00:50	2

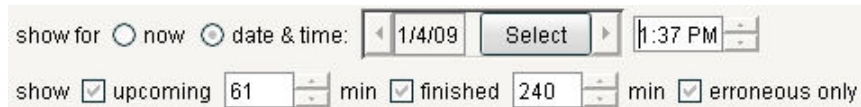
Close

Window **Data Exchange State** – Layout of the window

11.3.2 View Data Exchange Status

Follow the steps described below to view the status of specific data exchange operations:

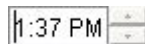
1. Define which data exchange operations are to be shown in the top part of window **Data Exchange State**:



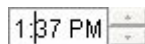
Window **Data Exchange State** – Search criteria

Define a time which is to apply as the fix point for the period to be defined in subsequent lines under **show for**. Then either

- activate the tick box in front of **now** to select the current time as a fix point
- or
- activate the tick box in front of **date & time** and enter a date and a time for the fix point in the selection field to the right (see Chapter 4.2.8 *Calendar*).




Click on the hour to enter a time and set the hour with the arrow buttons.



Then click on the minutes and set the minutes with the arrow buttons

Information

You can also view data exchange operations which have already been completed or which are planned if you choose a time which is in the past or in the future for this entry.

2. optional  In the next line under **show** you can define a period in relationship to the stated fix point. This entry allows you to select which data exchange operations are to be shown:

- Activate the tick box **upcoming** and define a period in minutes to view data exchange operations which are outstanding and which start at the time defined in the top line (i.e. which are planned but which have not yet been started) or – if the time is in the past – were still outstanding.

Example: If the entry under **date & time** is 14.02.2009, 15.00 hrs. and 60 minutes is shown under **upcoming**, all data exchange operations which were planned for, 14.02.2009 between 15.00 and 16:00 hrs. which have not yet been completed will be shown.

and/or

- Activate the tick box **finished** and define a period in minutes so that the appropriate data exchange operations which begin at the time defined in the top line and during the period stated will be finished or have already been finished.

Example: If the entry under **date & time** is 25.02.2009, 13:00 hrs. and 120 minutes has been entered under **finished**, all data exchange operations which were finished on 25.02.2009 between 13:00 and 15:00 hrs. will be shown.

and/or

- Activate the tick box **erroneous only** to call up data exchange operations which showed errors at the time defined in the top line and – if **finished** was activated – also in the period defined by this option.



Example: If you have activated **erroneous only**, **now** under **show for** and have entered 120 minutes under **finished**, all data exchange operations in progress or which will be completed within the next two hours and which are not error-free will be shown.

Attention!

Options **upcoming** and **finished** can be activated simultaneously. All data exchange operations which match the criteria under **finished** or under **upcoming** will be shown.

However, if you activate option **erroneous only** only data exchange operations with errors which match the criteria defined under **show for** or **finished** will be shown.

- After you have defined the criteria you may have to click on button [**Refresh**] at the top left of window **Data Exchange State**:
All data exchange operations which match the criteria defined will be shown in the centre of the window.

Schedule	Company	ID	MDP Group	Progress	Start	End
Sofortjob (7)	1	1	Flughafen		24.02.09 00:01	24.02.09 23:59
Sofortjob (8)	1	1	Company_1 RetailStore_1		24.02.09 00:01	24.02.09 23:59
Sofortjob (10)	1	1	Company_1 RetailStore_9	not started	24.02.09 00:01	24.02.09 23:59

Window **Data Exchange State** – Information on all data exchange operations which match the search criteria

The following information is provided for each individual data exchange operation:


Schedule	Name of the schedule on which the data exchange is based
Company	Number of the company in which the data exchange was executed
ID	ID of the data exchange
MDP Group	Name of the store or the group to or from which data is transferred
Progress	Coloured bars show the progress and the status of a data exchange operation.

The following colours indicate each status:

white	<ul style="list-style-type: none"> Data exchange has not yet started.
yellow	<ul style="list-style-type: none"> Communication has just been established. or <ul style="list-style-type: none"> Communication has been established and data exchange is being prepared. or <ul style="list-style-type: none"> Data exchange is being executed at present. or <ul style="list-style-type: none"> No communication could be established with the store or an error has occurred; waiting for a retry.
green	<ul style="list-style-type: none"> Data exchange was finalised successfully.
red	<ul style="list-style-type: none"> No communication could be established with the store or an error has occurred and the maximum no. of retries has been exceeded. or <ul style="list-style-type: none"> Exchange was aborted by the operator.

Start Time at which the data exchange operation started or will begin according to the schedule.

End Time at which the data exchange operation was completed or will be completed according to the schedule.

4. **optional**  You can, if necessary, cancel or delete one of the data exchange operations shown here. Select the data exchange operation required with a mouse click and then click on button [**Cancel**] to the top right of the data exchange operations shown:
The selected data exchange operation is not executed and/or all exchange operations in progress will be aborted and no new one started.
5. Select a data exchange operation from the centre of the window if you want to view the status of a data exchange operation separately for individual stores.
6. If you activate the tick box under **show** at the top of the store-by-store information on data exchange operations, you can then choose whether you want to show

- All the currently running data exchange operations of individual stores by activating the option **running**.

and/or

- All planned data exchange operations for individual stores which have not yet taken place by activating the option **upcoming**.

and/or

- All completed data exchange operations for individual stores by activating the option **finished**.

Individual stores with which the selected data exchange operation is carried out and the data exchange status to and/or from these stores is shown at the bottom of the window.

show <input checked="" type="checkbox"/> running <input checked="" type="checkbox"/> upcoming <input checked="" type="checkbox"/> finished				
Store	Status	Start	End	Trials
1	ok	24.02.09 00:01	24.02.09 00:02	2
2	ok	24.02.09 00:01	24.02.09 00:02	1
5	failed	24.02.09 00:01	24.02.09 00:48	2
11	retry	24.02.09 00:01	24.02.09 00:50	2

Window **Data Exchange State** – store-by-store information on a data exchange operation


The following information is provided:

Store ID of the store

Status Coloured information bars showing the current state of the data exchange to and/or from this store. The status is indicated by one of the following colours:

white	<ul style="list-style-type: none"> Data exchange has not started yet.
yellow	<ul style="list-style-type: none"> Communication has just been established. or <ul style="list-style-type: none"> Communication has been established and data exchange is being prepared. or <ul style="list-style-type: none"> Data exchange is being executed at present. or <ul style="list-style-type: none"> No communication could be established with the store or an error has occurred; waiting for a retry.
green	<ul style="list-style-type: none"> Data exchange has been completed successfully.
red	<ul style="list-style-type: none"> No communication could be established with the store or an error has occurred and the maximum no. of retries has been exceeded. or <ul style="list-style-type: none"> Exchange was aborted by the operator.

Start	Time at which data exchange to and/or from this store started
End	Time at which data exchange to and/or from this store was finalised
Trials	Count of the retries to establish communications with this store

7. **optional**  If you have had window **Data Exchange State** open for some time, you should click on button [**Refresh**] on the upper left of the window:
The status information for all data exchanges will then be updated.

You can also activate the tick box **Auto refresh every x min** and then enter a time in minutes. The information in the data exchange status will then be updated automatically after this period of time has elapsed.

8. Click on button [**Close**] at the bottom of the window to exit window **Data Exchange State**:
The window will be closed and the main window appears.

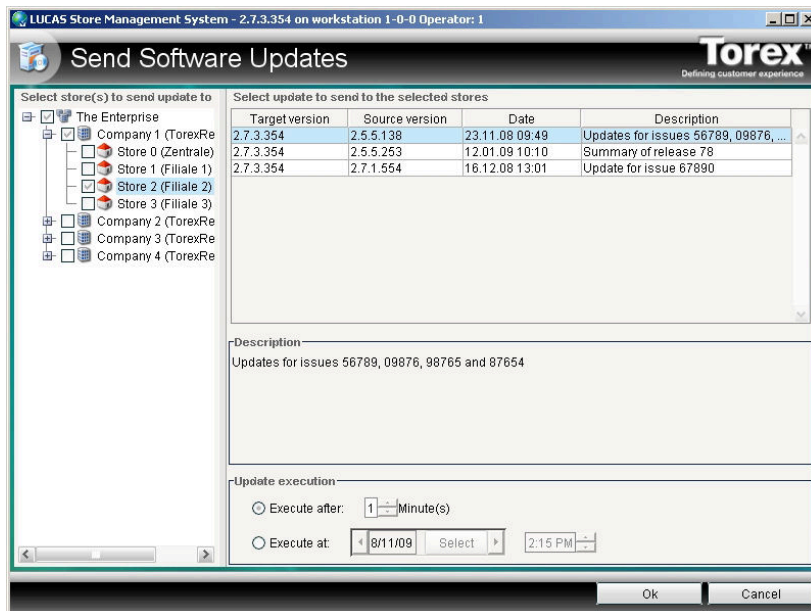
11.4 Send Software Updates (CSMS only)

Updates and patches for the Torex LUCAS-POS software can be sent by headquarters to selected companies and stores with **Service → Send Software Updates**. All updates/patches which must be on the target systems for the software version to be installed are then sent automatically. You can also define the time at which the new software version is to be implemented in the stores.

Attention! 

Software updates and patches must be available in headquarters and to ensure that they are there files (01_update_<version-1>_to_<version-2>.ms_ or 01_patch_<releaseVersion>_from_<erstePatchId>_to_<letztePatchId>_<patchName>.ms_) which are given these updates/patch must be stored in headquarters in directory /lucas/updates. In some cases this directory has to be created manually. The files you require will be provided by Torex.

Please note that there can be no update of Torex LUCAS-POS SOE with function **Send Software Updates**.

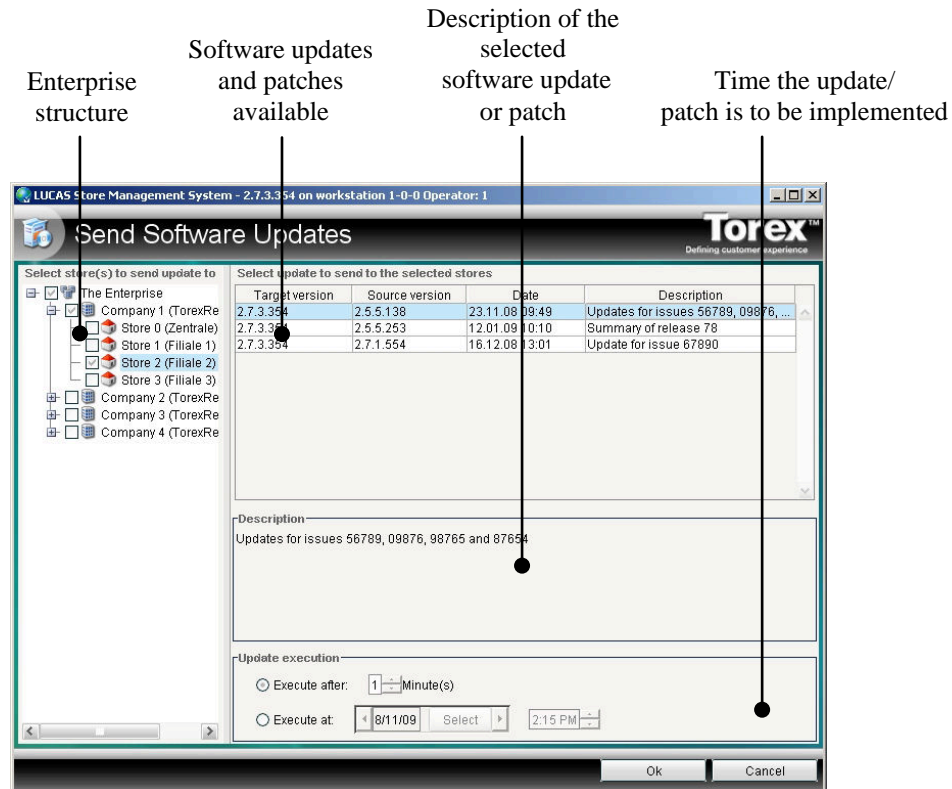


Window **Send Software Updates**

11.4.1 Layout of the Window

Window **Send Software Updates** is divided into four separate sectors:

- Left: Enterprise structure with all companies and stores in the enterprise
- Upper right: Software updates and patches available for installation in the selected stores
- Centre right (top): Description of a software update/patch selected in the top sector
- Centre right (bottom): Time at which the update/patch is to be implemented



Window **Send Software Updates** – Layout of the window

11.4.2 Send Software Updates

Follow the steps described below to send a software update or a patch to one or more companies or stores:

Attention!

Please check in advance whether various operators with the same company access rights as yourself are signed on at CSMS. You can thus prevent software updates and patches being sent simultaneously to stores by various operators (see Chapter 12.1 *Information (CSMS only)*).

The sequence of updates must also be adhered to during software update: Update headquarters separately before the update is executed in the stores.

1. Select the enterprise section to which the software update or patch is to be sent from the enterprise structure on the left of window **Send Software Updates**. Activate the tick box for one or more stores and/or companies or the whole enterprise.

The current LUCAS software version installed on the back office of each store is shown after every store in the enterprise structure. This should help you to choose the enterprise sections which need to be updated.

After you have selected one or more enterprise sections, the software updates and patches which can be installed in these sections are then shown on the upper right of window **Send Software Updates**:

Select store(s) to send update to		Select update to send to the selected stores			
		Target version	Source version	Date	Description
<input checked="" type="checkbox"/> The Enterprise		2.7.3.354	2.5.5.138	23.11.08 09:49	Updates for issues 56789, 09876, ...
<input checked="" type="checkbox"/> Company 1 (TorexRe)		2.7.3.354	2.5.5.253	12.01.09 10:10	Summary of release 78
<input checked="" type="checkbox"/> Store 0 (Zentrale)		2.7.3.354	2.7.1.554	16.12.08 13:01	Update for issue 67890
<input checked="" type="checkbox"/> Store 1 (Filiale 1)					
<input type="checkbox"/> Store 2 (Filiale 2)					
<input type="checkbox"/> Store 3 (Filiale 3)					
<input type="checkbox"/> Company 2 (TorexRe)					
<input type="checkbox"/> Company 3 (TorexRe)					
<input type="checkbox"/> Company 4 (TorexRe)					

Window **Send Software Updates** with the update available for Store 1 of Company 1

Information

If a software update/patch is faint (i.e. not active) after you have selected an enterprise section, this tells you that this update/patch or a later version has already been installed in at least one store of this enterprise section or not all intermediate updates are available to install the update/patch shown as inactive in all the stores selected.

Example: You select a store with LUCAS Version 2.5.5.138 and updates from 2.5.5.138 to 2.5.5.254 and from 2.5.5.254 to 2.7.3.354 exist. The list of updates available shows version from 2.5.5.138 to 2.7.3.354 as active because all intermediate updates required are available and can be installed in the selected store. If the update from 2.5.5.138 to 2.5.5.254 is not available, software version from 2.5.5.138 to 2.7.3.354 is shown as inactive as it cannot be installed in the selected store.

The following information appears for individual updates and patches:

Target Version	LUCAS software version which will be installed with this update/patch
Source Version	LUCAS software version which must be available in a store so that this update or patch can be installed
Date	Date on which the update or patch was written
Description	Information on the update or the patch, e.g. which error was remedied with the update/patch. This description can also be used to check the update or patch you want to select.

Information

- Then activate the software update or patch marked as active which is to be installed in the selected enterprise section with a mouse click on the upper right of the window:

If intermediate updates need to be installed to bring the enterprise section up to date, these will be sent and installed automatically and do not need to be selected separately.

Additional information on the selected update or patch is shown on the centre right of the window.

Select update to send to the selected stores

Target version	Source version	Date	Description
2.7.3.354	2.5.5.138	23.11.08 09:49	Updates for issues 56789, 09876, ...
2.7.3.354	2.5.5.253	12.01.09 10:10	Summary of release 78
2.7.3.354	2.7.1.554	16.12.08 13:01	Update for issue 67890

Description

Updates for issues 56789, 09876, 98765 and 87654

Window **Send Software Updates** with information on update 2.5.5.138 to 2.7.3.354

- Then define when the software update or the patch is to be installed in the selected stores in the lower right sector of the window.

Update execution

☐ Execute after: 1 Minute(s)

☒ Execute at: 8/11/09 Select 2:15 PM

Window **Send Software Updates** – Time for update/patch implementation

Activate

- Either the tick box **Execute after** and then enter a time in minutes:
The update or patch will be implemented on the workstation which has received it after the defined number of minutes has elapsed.

or

- The tick box **Execute at** and select a date and a time (click on the hour (2:15 PM) and change the default with the arrow buttons. Then click on minutes (2:15 PM) and change the default with the arrow buttons:
The update or the patch will be installed in the target stores on the date and at the time set provided that the data required is made available to the appropriate workstations in good time.

Attention!

When scheduling your updates/patches please note that the workstations affected need to be restarted and should, therefore, not be operating. If you define a specific date for implementation of the update/patch, you must ensure that the data has been transferred and is therefore available on the workstation concerned. You can, if necessary, also carry out an Immediate Job (see Chapter 11.2.2.8 Define Immediate Data Transfer).

- Then click on button [**OK**] or [**Cancel**] :

- If you click on [**OK**], the selected update or patch and, if applicable, all related intermediate updates will be sent to the selected stores. The updates or patches will be installed on the workstations as defined with entries date and time.

or

- If you click on [**Cancel**], the function will be aborted and window **Send Software Updates** closes without an update/patch being sent or installed.

Information

Click on window **Maintenance** → **Enterprise Structure** to check whether selected workstations have been updated:
The LUCAS software version installed on the workstation is shown on the right-hand side of the window.

11.5 Gift Certificate Validation

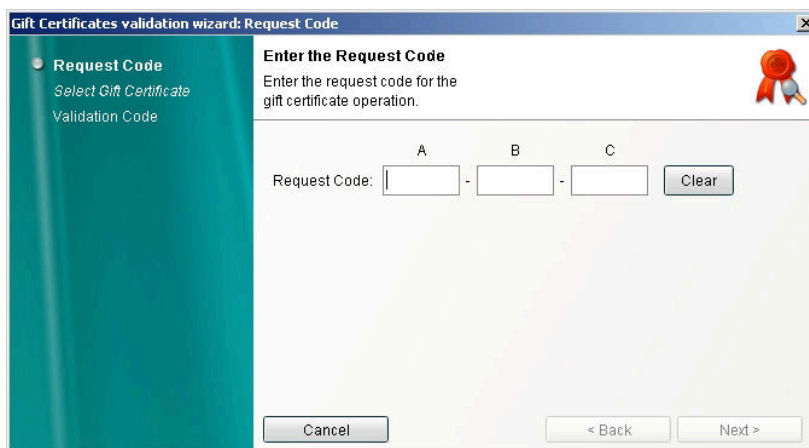
Under **Service → Gift Certificate Validation** you have access to an offline solution for validating gift certificates which need to be checked by headquarters or back office before they are sold, redeemed and/or returned:

If a gift certificate which needs to be validated on the gift certificate server is to be sold, redeemed or returned at a workstation but the line between the POS and the server is down, the cashier can contact back office or ring headquarters. You can check the status and the value of the gift certificate in SMS/CSMS and can request an authorisation code. This code is entered on the workstation and this entry allows the gift certificate to be sold, redeemed or returned.

Attention! 

Gift Certificate Validation is only permitted on correctly configured Torex LUCAS-POS systems. Moreover, only gift certificates of the types for which telephone authorisation is permitted can be validated on SMS/CSMS and thus sold, redeemed or returned (gift certificate types can be released for offline gift certificate validation in **Parameter** under **Gift Certificate Types → appropriate gift certificate type → Offline Authorisation**).

Offline gift certificate validation is only necessary for the types which require a check by headquarters or back office when they are sold or redeemed/returned (this is defined in menu **Parameter** under **Gift Certificate Types → appropriate gift certificate type → Selling mode and Redemption mode**).



Window **Gift Certificate Validation**

11.5.1 Execute Gift Certificate Validation

If a gift certificate which needs to be validated on the gift certificate server is to be sold, redeemed or returned at a workstation but the line between the POS and the server is down, the telephone no. of back office or headquarters and an authorisation code are shown on the screen (provided that your Torex LUCAS-POS has been configured to allow gift certificate types to be validated by telephone). You can check the status and the value of the gift certificate in SMS/CSMS and can request an authorisation code. This code is entered on the workstation and entry allows the gift certificate to be sold, redeemed or returned (see attention box on page 327). You can check the status and the value of the gift certificate in SMS/CSMS and an authorisation code is issued. This code is entered on the workstation and entry allows the gift certificate to be sold, redeemed or returned.

Follow the steps described below to validate a gift certificate and to get an authorisation code so that gift certificates can be sold, redeemed and/or returned:

1. Open menu **Service → Gift Certificate Validation:**
Window **Gift Certificate Validation – Code** appears.

Window **Gift Certificate Validation – Code**

2. Enter the code provided by the cashier in the entry fields under **Request Code:**
Button [**Next**] is activated.

Window **Gift Certificate Validation – Code** with code entry and activated button [**Next**]

Button [**Next**] will not be activated if the code entry was not correct; an error message will appear.

To correct the code click on button [**Cancel**]:

The old entry is deleted and a new code can be entered.

3. Click on button [**Next**]:

- If the code entered applies to several gift certificates in the database, these will be shown in window **Gift Certificate Validation – Select Gift Certificate**.
Click on the gift certificate you want to validate and then on button [**Next**]:
Window **Gift Certificate Validation – Validation Code** is shown.

or

- If the code only applies to one gift certificate in the database, you can activate this and it will be shown in window **Gift Certificate Validation – Validation Code**.

Window **Gift Certificate Validation– Validation Code**

The following information is shown in this window:

Request Code	Code provided by back office										
Number	Number of the gift certificate										
Requested State	Status of the gift certificate: <table><tr><td>Created</td><td>Gift certificate is available but has not been sold to a customer</td></tr><tr><td>Deactivated</td><td>Gift certificate has been deactivated and cannot be sold, redeemed or returned</td></tr><tr><td>Redeemed</td><td>Gift certificate has already been redeemed</td></tr><tr><td>Sold</td><td>Gift certificate has been sold to a customer but has not yet been redeemed or returned</td></tr><tr><td>Returned</td><td>Gift certificate has been returned and cannot, therefore, be redeemed</td></tr></table>	Created	Gift certificate is available but has not been sold to a customer	Deactivated	Gift certificate has been deactivated and cannot be sold, redeemed or returned	Redeemed	Gift certificate has already been redeemed	Sold	Gift certificate has been sold to a customer but has not yet been redeemed or returned	Returned	Gift certificate has been returned and cannot, therefore, be redeemed
Created	Gift certificate is available but has not been sold to a customer										
Deactivated	Gift certificate has been deactivated and cannot be sold, redeemed or returned										
Redeemed	Gift certificate has already been redeemed										
Sold	Gift certificate has been sold to a customer but has not yet been redeemed or returned										
Returned	Gift certificate has been returned and cannot, therefore, be redeemed										
Issuing Company	Company for which the gift certificate was created (i.e. in which it can be sold)										
Issuing Store	Store for which the gift certificate was created (i.e. in which it can be sold)										
Validation Code	Validation code which can be given to the cashier to release the gift certificate so that it can be sold, redeemed or returned This code is only shown if the status change which the gift certificate is to undergo is permitted (e.g. a gift certificate which is to be redeemed has been sold, but has not been redeemed or returned).										

If a status change has been carried out on a workstation for a gift certificate (e.g. it was redeemed) and if this has not been recorded in the database, the gift certificate will be blocked and no validation code appears. This prevents gift vouchers being redeemed or returned twice in succession.

An error message is sent if the gift certificate cannot be released to allow it to be sold, redeemed or returned.

Amount	Face value of the gift certificate
---------------	------------------------------------

4. State the face value of the gift certificate and the validation code so that this can be entered in the workstation. The gift certificate can then be sold, redeemed or returned.
5. Then click on button [**Finish**]:
Window **Gift Certificate Validation – Validation Code** is closed and the main window opens up again.

12 Session

Menu item **Session** includes information on your own and on other sessions which are taking place in CSMS.



Main window – Menu **Session**

12.1 Information (CSMS only)

Session → Information provides details of the current session and you can see which other operators are signed on at the same systems simultaneously and which settings can be made. This information prevents changes being made in CSMS by other operators which could, unintentionally, lead to errors in the reaction of Torex LUCAS-POS systems.

Information

This Session

You are logged in as:

Operator Number	Name	Access Rights	Network-ID	Start Time
1	Hans Müller	Manager	127.0.0.1	11.08.09 14:15

You have the following company ri...

Company No	Name
1	TorexRetail DE
2	TorexRetail GB
3	TorexRetail FR

Other Sessions

Active sessions with the same company rights:

Operator Number	Name	Access Rights	Network-ID	Start Time
5	Ina Meier	Manager	10.321.40.61	26.02.09 08:49

Company rights of these sessions:

Company No	Name
1	TorexRetail DE

Other active sessions:

Operator Number	Name	Access Rights	Network-ID	Start Time
12	Claudia Schulz	HO Operator	10.673.96.32	26.02.09 09:11

Company rights of these sessions:

Company No	Name
6	TorexRetail ES

Refresh

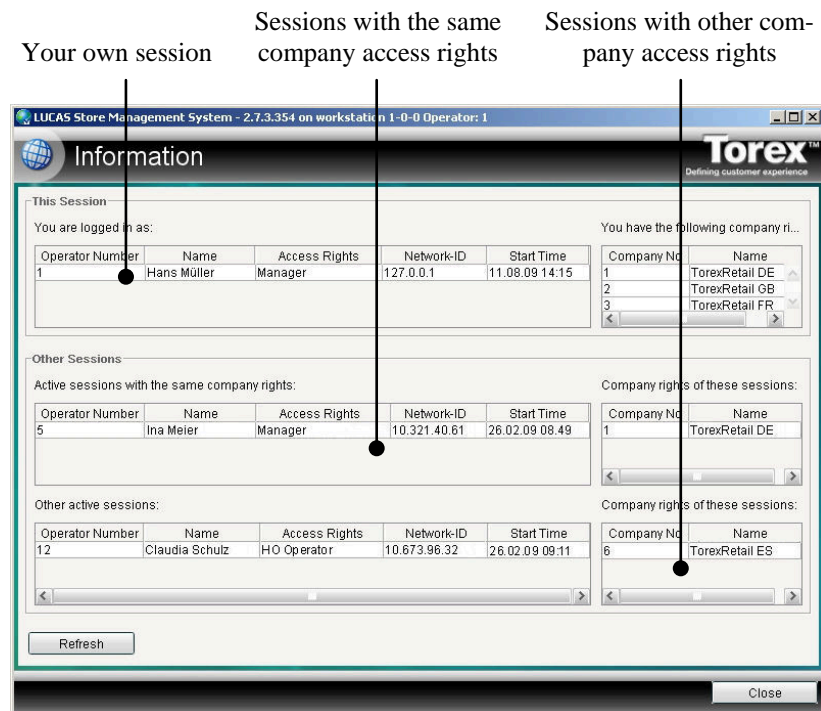
Close

Window **Information**

12.1.1 Layout of the Window

Window **Information** is divided up into three separate sectors:

- Top: Information on your own session
- Centre: Information on current sessions by operators with the same company access rights as you and who can, therefore, also make the same changes as you can
- Bottom: Information on current sessions by operators with different company access rights



Window **Information** – Layout of the window

12.1.2 View Information on Current Sessions

The following information is provided on your own session and the sessions of other operators:

Operator Number	Operator Id of the signed on operator
Name	Name of the signed on operator
Access Rights	Authorisation profile of the signed on operator (e.g. Store Manager or Administrator); the authorisation profile defines which changes can be made by this operator

Information

The authorisation profiles are defined during the customising of your Torex LUCAS-POS software and can be viewed, changed and re-defined in the company parameter groups under **Access Rights** in window **Maintenance → Parameter** (see Chapter 8.1 *Parameter* and Chapter 8.1.3.4.2.4 *Programming New Authorisation*).

Network-Id	IP address of the system on which the operator is signed on
Start Time	Time at which the operator signed on in the system
Company No.	Number of the company which the signed on operator can deal with in CSMS

Information

During assignment of company access rights you define which operators and operator groups can make settings for which companies on CSMS. If there is an operator who has the same company access rights as you, he/she can deal with the same company as you on CSMS (however, the authorisation profile defines which changes can be made by which operator for this company). If an operator does not have any access rights for a company, the information is not shown on CSMS and he/she cannot configure it.

The company access rights can be viewed and maintained in menu **Company Access Rights** (see Chapter 10.3 *Company Access Rights (CSMS only)*).

Name	Name of the company which the signed on operator can deal with on CSMS
-------------	--

You can use buttons [**Refresh**] and [**Close**] in window **Information**:

- Click on [**Refresh**] to update the information.
This operation is advisable if CSMS has been open for some time and you then want to change settings. You can see which other operators are signed on at present on CSMS and could then make the same changes as you.

or

- Click on [**Close**] to close window **Information** and to return to the main window.

13 Overview of the Operations Which can be Executed on SMS/CSMS

This chapter lists operations/actions which can be executed on SMS/CSMS as well as information which is provided in various menus. After every item you are either given a short description of the action to be executed or told how to call up the information you require or where the steps can be found in this manual.

Individual operations and information have been grouped under subject headings (e.g. **Parameters** or **Employees and Operators**).

General Operation of the SMS/CSMS

You want to...	This is where to find details...
start SMS/CSMS	see Chapter 2 <i>Starting SMS/CSMS</i>
exit SMS/CSMS	see Chapter 7 <i>Exiting SMS/CSMS</i>
sign on at SMS/CSMS	see Chapter 3 <i>Sign on at the SMS/CSMS</i>
log out at SMS/CSMS	see Chapter 6 <i>Log out on SMS/CSMS</i>
define a period after which an operator is automatically logged out at SMS/CSMS if no entries are made	see Information box in Chapter 6 <i>Log out on SMS/CSMS</i>
change the language in SMS/CSMS	see Chapter 5 <i>Change Language in SMS/CSMS</i>
find out the version number of your SMS/CSMS	see Chapter 4.1.1 <i>Title Line</i>
find out the number of the workstation on which you are working	see Chapter 4.1.1 <i>Title Line</i>
call up a menu	see Chapter 4.1.3 <i>Menus Showing the Functions of SMS/CSMS</i>
enter a date in a date field	see Chapter 4.2.8 <i>Calendar</i>
open up or close a tree structure (e.g. the parameter groups)	see Chapter 4.2.9 <i>Tree Structures</i>
restart a workstation in a store from back office	see Chapter 8.9.4 <i>Restart Till</i>

Parameters

You want to...	This is where to find details...
view the currently valid parameters of a company, store, workstation or group	see Chapter 8.1.2 <i>View Parameters</i>
edit the parameters of a company, store, workstation or group	see Chapter 8.1.3.4 <i>Maintain Parameters</i>

define parameters in different languages	see Chapter 8.1.3.4 <i>Maintain Parameters</i> , in particular 8.1.3.4.1 <i>Translatable Parameters</i>
define parameters for languages with non-Latin characters	see Chapter 8.1.3.4 <i>Maintain Parameters</i> , 8.1.3.4.1 <i>Translatable Parameters</i> and 8.1.3.4.1.1 <i>Entry Help for non-Latin Characters</i>
create a new parameter group with the appropriate parameters	see Chapter 8.1.3.2 <i>Create New Parameter Groups</i>
deactivate a parameter group including the linked parameters	see Chapter 8.1.3.3 <i>Deactivation of Parameter Groups</i>
ascertain when specific parameter changes become active on the target systems	see Chapter 8.1.3.1 <i>Activation Schedule for Parameter Changes</i>
define and/or change the receipt header and footer and the logo of the receipt	see Chapter 8.1.3.4.2.1 <i>Definition of Receipt Header and Footer</i>
ascertain, define or change which peripherals (e.g. customer display, scales, card reader) can be used on the POS	<p>see Chapter 8.1 <i>Parameter</i> for details on general maintaining of parameters</p> <p>Select the store or workstation in menu Parameter if you want to enter or change the peripherals which can be used on a POS. Then click on parameter group POS peripherals in the centre part of the window. On the right-hand side of the window you can see the peripherals and can enter a new, dedicated device name (this must comply with the device names in configuration file jpos.xml and be supported by LUCAS!). These devices can be connected physically to the POS and then used.</p> <p>Please note that the information on the changes in POS peripherals are only available there after a restart of the system.</p>
change the buttons for the short items shown on the POS	see Chapter 8.1.3.4.2.5 <i>Define Buttons on the POS</i> , in particular <i>Create a New Button for an Item in Window “Quick Pick” and Define Position of the Item in the Top 10 in Window “Quick Pick”</i>
change the Top 10 of short item shown on the POS	see Chapter 8.1.3.4.2.5 <i>Define Buttons on the POS</i> , in particular <i>Create a New Button for an Item in Window “Quick Pick” and Define Position of the Item in the Top 10 in Window “Quick Pick”</i>
change the buttons for selling functions which are shown on the POS in menu Sales of window Operation	see Chapter 8.1.3.4.2.5 <i>Define Buttons on the POS</i> , in particular <i>Define a New Button for a Selling Function (Operation) in Window “Operations” and Position the Selling Function in the Top 10 in Window “Operations”</i>
change the Top 10 information for the selling functions on the POS	see Chapter 8.1.3.4.2.5 <i>Define Buttons on the POS</i> , in particular <i>Define a New Button for a Selling Function (Operation) in Window “Operations” and Position the Selling Function in the Top 10 in Window “Operations”</i>
change the buttons for selling functions which are shown on the POS in window	see Chapter 8.1.3.4.2.5 <i>Define Buttons on the POS</i> , in particular

Operations

Change Button for a Menu, an Item or an Operation

change the **buttons** for **financing functions** which are shown on the **POS** in window **Financing**

see Chapter 8.1.3.4.2.5 *Define Buttons on the POS*, in particular

Change Button for a Menu, an Item or an Operation

change the buttons for **menus** of the **short item** and **selling functions** shown on the **POS**

see Chapter 8.1.3.4.2.5 *Define Buttons on the POS*, in particular *Create a New Button for a Menu in Window “Quick Pick” or for a Control Menu in Menu “Sale” in Window “Operations*

ascertain, define or change which **resource rights** (e.g. Sign on, No Sale) are available on a workstation

see Chapter 8.1 *Parameter* to view and maintain general parameters

You can define in SMS/CSMS that various operations are faded out on a POS or a back office and/or cannot be executed – depending on the operator.

Select the store or workstation for which you want to edit the resource rights in menu **Parameter**. Then click on parameter group **Resource Parameter** in the centre of the window. All resource rights which are available/can be executed after activation of the appropriate tick box are then shown on the right-hand side of the window.

Please note that modified resource rights are only available on the system after a log out and re-sign on by an operator.

create a new **gift certificate type** or modify the settings for an existing gift certificate type

see Chapter 8.1.3.4.2.2 *Programming a New Gift Certificate Type*

create a new **tender** or modify the settings for an existing tender

see Chapter 8.1.3.2 *Create New Parameter Groups* and 8.1.3.4 *Maintain Parameters*

Create a new parameter group for the tender concerned as described (e.g. a new cheque from a click of the right-hand mouse key on entry **Cheques**) and define the parameters (see the example for creating a new gift certificate type).

Please note that a newly created tender is only available after a restart of the system.

If you want to create a new foreign exchange and if the currency you need is not in the selection list, you can import the correct currency into SMS/CSMS with an XML file. All other tenders can only be defined in the local currency used by the company concerned.


change the **local currency of a company**

see Chapter 8.1.3.4.2.3 *Change Local Currency of a Company*

ascertain, define or change the **language** supported in a company

see Chapter 8.1 *Parameter* for general information on viewing and maintaining parameters

Select the company for which the language is to be defined in menu **Parameter**. Then click on the pa-

	<p>parameter group Company Properties in the middle part of the window.</p> <p>Click on button  in line Languages on the right-hand side of the window and select the required language to be supported by the company in the tick box. Then click on [OK] and exit window Parameter with a further click on [OK].</p> <p>Please note that changes to the languages supported are only available after a restart of a system.</p>
ascertain, define or change the company properties (e.g. comment, description of the company and languages supported)	<p>see Chapter 8.1 <i>Parameter</i> for general information on viewing and maintaining parameters</p> <p>If you select a company on the left of window Parameter and then click on parameter group Company Properties in the centre part of the window, all parameters of the Company Properties will be shown on the right of this and you can then edit some of them.</p> <p>Please note that modified Company Properties are only available after a restart of a system.</p>
ascertain, define or change the store properties (e.g. description, subnetmask, address and telephone number)	<p>see Chapter 8.1 <i>Parameter</i> for general information on viewing and maintaining parameters</p> <p>If you select a store on the left of window Parameter and then click on parameter group Store Properties in the centre part of the window, all parameters of the Store Properties will be shown on the right of this and you can then edit some of them.</p> <p>Please note that modified Store Properties are only available after a restart of a system.</p>
ascertain, define or change the workstation properties (e.g. network ID, drawer count and model no.)	<p>see Chapter 8.1 <i>Parameter</i> for general information on viewing and maintaining parameters</p> <p>If you select a store on the left of window Parameter and then click on parameter group Workstation Properties in the centre part of the window, all parameters of the workstation properties will be shown on the right of this and you can then edit some of them.</p> <p>Please note that modified workstation properties are only available after a restart of a system.</p>
change the description of a tender , a reason , a gift certificate type , a reduction , a discount group , an authorisation or a company order	<p>see Chapter 8.1.3.4 <i>Maintain Parameters</i></p> <p>After selection of the appropriate parameter group (e.g. a specific gift certificate type) you can then change the description of, for example, the gift certificate type, in parameter Description.</p>
create a new reason and/or change the settings of a reason	<p>see Chapter 8.1.3.2 <i>Create New Parameter Groups</i> and 8.1.3.4 <i>Maintain Parameters</i></p> <p>Define a parameter group for a new reason (this includes the reasons for funds receipts/ disbursements, exchange, and general) and then define the appropriate parameters.</p> <p>The new reason and/or the new settings will only</p>

	available on the selected workstations after the operator has logged off and signed on again.
create a new reduction and/or change the settings for a discount	<p>see Chapter 8.1.3.2 <i>Create New Parameter Groups</i> and 8.1.3.4 <i>Maintain Parameters</i></p> <p>Create a parameter group for a new discount and then define the appropriate parameters.</p> <p>The new discount and/or the new settings are only available on the selected workstations after the operator has logged off and signed on again.</p>
ascertain which company jobs have already been created as a standard feature in your Torex LUCAS-POS system and which you can set as a job schedule	see Chapter 8.1.3.4.2.6 <i>Program New Company Jobs/Job Schedules</i>
create a new company job/job schedule and/or modify the settings of a job	see Chapter 8.1.3.4.2.6 <i>Program New Company Jobs/Job Schedules</i>
create a new authorisation (e.g. a special administrator who is authorised to update certain parameters) and/or change settings of an authorisation	<p>see Chapter 8.1.3.4.2.4 <i>Programming New Authorisation</i></p> <p>An employee can be linked to a newly created authorisation group in menu Employees (see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information), Rights Profile</i>).</p> <p>In menu Company Access Rights you can define which companies can be administered by operators in this authorisation group (see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>).</p>
define the period after which an operator will be automatically logged out from SMS/CSMS if no entries are made	see information box in Chapter 6 <i>Log out on SMS/CSMS</i>
ascertain when which parameter changes were made by whom for a specific enterprise section	see Chapter 8.2 <i>Parameter History</i>
ascertain when and by whom which changes were made to a specific parameter group	see Chapter 8.1.2.1 <i>View History of a Parameter Group</i>
define a date on which changes to parameters and parameter groups will be implemented	see Chapter 8.1.3 <i>Maintain Parameters</i> , section 8.1.3.1 <i>Activation Schedule for Parameter Changes</i>

Enterprise Structure

You want to...	This is where to find details...
view the enterprise structure	see Chapter 8.3 <i>Enterprise Structure</i>
ascertain which workstations of which workstation type and with which IP addresses exist in your store	see Chapter 8.9.2 <i>View Store Status</i>

ascertain the name and/or the description of a company, store, workstation or group	see Chapter 8.3.2 <i>View Information on Individual Enterprise Sections</i>
ascertain which software versions (LUCAS and SOE) are installed on a workstation	see Chapter 8.3.2 <i>View Information on Individual Enterprise Sections</i> The LUCAS software versions for the back office workstations are shown in window Send Software Updates (see Chapter 11.4.2 <i>Send Software Updates</i>).
ascertain the network ID/IP address of a workstation	see Chapter 8.3.2 <i>View Information on Individual Enterprise Sections</i>
ascertain the workstation type of a workstation (e.g. Back Office or POS)	see Chapter 8.3.2 <i>View Information on Individual Enterprise Sections</i>
open/create a new company	see Chapter 8.3.3.1.1 <i>Create a New Company Manually</i> Alternatively a company can also be created from an import of a customising and configuration file (see Chapter 8.3.3.2 <i>Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising</i>).
open/create a new store	see Chapter 8.3.3.1.2 <i>Create a New Store Manually</i> Alternatively, a store can also be created from import of a customising and a configuration file (see Chapter 8.3.3.2 <i>Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising</i>).
create a new template store	see Chapter 8.3.3.1.2 <i>Create a New Store Manually, Item 4</i>
connect up/create a new workstation	see Chapter 8.3.3.1.3 <i>Create a New Workstation Manually</i> Alternatively, a workstation can also be created from the import of a customising and a configuration file (see Chapter 8.3.3.2 <i>Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising</i>).
activate a company, store or workstation	see Chapter 8.3.3.3 <i>Activate and/or Deactivate Companies, Stores and Workstations</i>
close down/deactivate a company, store or workstation	see Chapter 8.3.3.3 <i>Activate and/or Deactivate Companies, Stores and Workstations</i>
create a new group	see Chapter 8.3.3.4.1 <i>Create Groups</i>
delete a group	see Chapter 8.3.3.4.3 <i>Delete Groups</i>
find out which group a workstation or a store belongs to	see Chapter 8.3.2 <i>View Information on Individual Enterprise Sections (Groups)</i>
find out which workstations and stores belong to a group	see Chapter 8.3.2 <i>View Information on Individual Enterprise Sections (Member)</i>
link stores and/or workstations to a group	see Chapter 8.3.3.4.2 <i>Edit Group Membership</i>

cancel stores and/or workstations from a group	see Chapter 8.3.3.4.2 <i>Edit Group Membership</i>
export a company structure as config.xml file	see Chapter 8.3.4 <i>Export of the Current Configuration (config.xml)</i>
export a customising as lct.zip file	see Chapter 8.3.5 <i>Export of the Current Customising (lct.zip)</i>
create/refresh a company, store and/or workstation from import of a customising and a configuration	see Chapter 8.3.3.2 <i>Create and/or Update Companies, Stores and Workstations from Import of a Configuration and Customising</i>
view information on which operators and operator groups are authorised to manage specific companies on headquarters level	see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>
withdraw the authorisation for maintenance of specific companies for operators and operator groups on headquarters level	see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>
assign the authorisation for maintenance of specific companies for operators and operator groups on headquarters level	see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>

Texts

You want to...	This is where to find details...
view the program texts of the Torex LUCAS-POS programs ((C)SMS and POS)	see Chapter 8.4 <i>Edit Texts (CSMS only)</i>
edit the program texts of the Torex LUCAS-POS programs (SMS/CSMS and POS)	<p>see Chapter 8.4 <i>Edit Texts (CSMS only)</i> for editing program texts in CSMS</p> <p>If you want to maintain the program texts somewhere other than on the CSMS, you can export the language settings (see Chapter 8.4.5 <i>Export Language Settings</i>) and, after they have been edited, you can re-import them (see Chapter 8.4.6 <i>Import Language Settings</i>).</p>
translate the program texts of the Torex LUCAS-POS program and change them to a new language (SMS/CSMS and POS)	<p>see Chapter 8.4 <i>Edit Texts (CSMS only)</i> for translating texts in the CSMS</p> <p>If you have the program texts translated outside the CSMS, you can export the language settings (see Chapter 8.4.5 <i>Export Language Settings</i>) and, after they have been translated, you can re-import them (see Chapter 8.4.6 <i>Import Language Settings</i>).</p>
translate the program texts of the Torex LUCAS-POS programs (SMS/CSMS and POS) in a language with non-Latin characters or edit them in this language	<p>see Chapter 8.4 <i>Edit Texts (CSMS only)</i> and Chapter 8.4.2.1 <i>Entry Help for non-Latin Characters</i> for editing/translation of texts in languages with non-Latin characters in CSMS</p> <p>If the program texts are to be translated/edited outside CSMS, the language settings can be exported (see Chapter 8.4.5 <i>Export Language Settings</i>) and, after they have been edited, you can re-import them (see Chapter 8.4.6 <i>Import Language Settings</i>).</p>

search by specific program texts or language codes	see Chapter 8.4.3 <i>Search for Texts</i>
call up language codes for which there are no matching program texts in a defined language	see Chapter 8.4.4 <i>Show Missing Translations</i>
export program texts of the Torex LUCAS-POS programs (SMS/CSMS and POS) as an Excel file to allow them to be edited outside CSMS	see Chapter 8.4.5 <i>Export Language Settings</i>
import program texts which were exported from and edited outside CSMS into CSMS again.	see Chapter 8.4.6 <i>Import Language Settings</i>
have program texts for which the translation is missing translated externally	Follow the steps described below to call up a list of missing translations, to have them translated externally and to re-import them into CSMS: Set the language into which the translation is required as the program language of CSMS (see Chapter 5 <i>Change Language in SMS/CSMS</i>). Then select menu Edit Texts and the language in which the missing texts are to be translated as the editing language (see Chapter 8.4.2 <i>Edit Texts</i>). Then call up the missing texts (see Chapter 8.4.4 <i>Show Missing Translations</i>) and export the lists with the missing translations as an Excel file (see Chapter 8.4.5 <i>Export Language Settings</i>). The texts in this file can then be translated and imported back into CSMS to ensure that translations are available in all systems (see Chapter 8.4.6 <i>Import Language Settings</i>).

Data Exchange

You want to...	This is where to find details...
find out when which data exchange is planned and/or will be executed between your headquarters and the stores/groups in your company	see Chapter 11.2 <i>Data Exchange Schedules (CSMS only)</i> (to view the current and planned data exchange in the format of a data exchange schedule) and Chapter 11.3 <i>Data Exchange State (CSMS only)</i> (to view the data exchange operations which have already been executed, the current and the planned data exchange at the defined times)
view the existing schedules and parametered jobs for current and planned data exchange operations	see Chapter 11.2 <i>Data Exchange Schedules (CSMS only)</i>
view the status of data exchange which has already been executed, which is in progress and/or which is planned	see Chapter 11.3 <i>Data Exchange State (CSMS only)</i>
view the status of data exchange which has already been executed, which is in progress and/or which is planned for individual stores	see Chapter 11.3 <i>Data Exchange State (CSMS only)</i> , Item 5 The data exchange status of individual jobs is also shown in menu Data Exchange Schedules (see Chapter 11.2.2.4 <i>Define Job Manually (Only in a</i>

Manual Configuration), Item 3).

view erroneous or scheduled data exchange	see Chapter <i>11.3 Data Exchange State (CSMS only)</i> , Items 1 and 2
define when data is to be exchanged with which stores/groups and how in the future	see Chapter <i>11.2.2.1 Create New Schedule for a Store or Group</i>
create a new schedule for a data exchange operation	see Chapter <i>11.2.2.1 Create New Schedule for a Store or Group</i>
edit a schedule	see Chapter <i>11.2.2.2 Change Schedule</i>
delete a schedule	see Chapter <i>11.2.2.3 Delete Schedule</i>
create a job for defined data exchange on the basis of a schedule	see Chapter <i>11.2.2.4 Define Job Manually (Only in a Manual Configuration)</i> or Chapter <i>11.2.2.1 Create New Schedule for a Store or Group</i> , Item 3 (Create jobs automatically)
cancel a data exchange in progress (job)	see Chapter <i>11.2.2.5 Cancel Job</i> Alternatively, you can also cancel data exchange in window Data Exchange State (see Chapter <i>11.3.2 View Data Exchange Status</i> , Item 4).
delete a planned data exchange (job)	see Chapter <i>11.2.2.6 Delete Job</i> Alternatively, you can also delete data exchange in window Data Exchange State (see Chapter <i>11.3.2 View Data Exchange Status</i> , Item 4).
refresh the shown status of the jobs shown in CSMS	see Chapter <i>11.2.2.7 Update Information on Jobs</i> (if you view the jobs in window Data Exchange Schedule) and/or Chapter <i>11.3 Data Exchange State (CSMS only)</i> , Item 7 (if you view the jobs in window Data Exchange State)
send specific headquarters data (e.g. some parameter settings, customer data or tender) to specified companies, stores or workstations	see Chapter <i>8.5 Send Data</i> For example, if there is no dedicated line to stores or if data is only exchanged on the basis of a data exchange schedule but you need to send the data selected in menu Send Data , carry out an immediate job (see Chapter <i>11.2.2.8 Define Immediate Data Transfer</i>).
ensure that a specified company, store or workstation has received certain data (e.g. all discount types or employee data)	see Chapter <i>8.5 Send Data</i> For example, if there is no dedicated line to stores or if data is only exchanged on the basis of a data exchange schedule but you need to send the data selected in menu Send Data , carry out an immediate job (see Chapter <i>11.2.2.8 Define Immediate Data Transfer</i>).
send all modified data from CSMS to defined stores or groups immediately	see Chapter <i>11.2.2.8 Define Immediate Data Transfer</i> Follow the steps described in the chapter above if data is only to be sent and then select option Immediate job (write only) .
call up all modified data of defined stores or group immediately	see Chapter <i>11.2.2.8 Define Immediate Data Transfer</i>

	Follow the steps described in the chapter above to call up data and then select option Immediate job (read only) .
call up all modified data immediately from headquarters and send it to and from specified stores or groups	see Chapter 11.2.2.8 <i>Define Immediate Data Transfer</i> Follow the steps described in the chapter above to send and call up data and then select option Immediate job (read/write) .
view the parameter change jobs for the data exchange planned or completed in SMS/CSMS	see Chapter 11.1 <i>Parameter Change Jobs</i>
check whether parameter change jobs were sent and received free of errors	see Chapter 11.1 <i>Parameter Change Jobs</i> , Item 5
call up information on erroneous parameter change jobs	see Chapter 11.1 <i>Parameter Change Jobs</i> , Item 5
find out which individual steps were completed during a parameter change job	see Chapter 11.1 <i>Parameter Change Jobs</i> , Item 7
find out which modifications were made during a parameter change job	see Chapter 11.1 <i>Parameter Change Jobs</i> , Item 7
find out the status of individual parameter change jobs on which workstation	see Chapter 11.1 <i>Parameter Change Jobs</i> , Item 6

Employees and Operators

You want to...	This is where to find details...
view the employees and operators of the enterprise	see Chapter 10.1.2 <i>View Employees and Operators</i>
filter the information on employees and operators by certain criteria	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 1
define a date on which changes to employee and operator data will be implemented	see Chapter 10.1.3 <i>Maintain Employees and Operators</i> , section <i>Activation Date</i>
create a new employee	see Chapter 10.1.3.1 <i>Create New Employee</i>
create a new operator	see Chapter 10.1.3.4 <i>Create New Operators</i>
view the data of an employee	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 2
enter or change the data of an employee	see Chapter 10.1.3.2 <i>Enter and/or Edit Data for an Employee (Employee Information)</i>
view the data of an operator	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 4
enter or change the data of an operator	see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i>
ascertain whether an employee is allowed , not allowed or deleted in the enterprise	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 2 (Status)

activate an employee in the enterprise	see Chapter 10.1.3.2 <i>Enter and/or Edit Data for an Employee (Employee Information)</i> , Item 2 (Status)
block an employee in the enterprise	see Chapter 10.1.3.2 <i>Enter and/or Edit Data for an Employee (Employee Information)</i> , Item 2 (Status)
delete an employee from the enterprise	see Chapter 10.1.3.2 <i>Enter and/or Edit Data for an Employee (Employee Information)</i> , Item 2 (Status)
ascertain whether an employee is parametered as a salesperson	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 2 (Salesperson)
parameter an employee as a salesperson	see Chapter 10.1.3.2 <i>Enter and/or Edit Data for an Employee (Employee Information)</i> , Item 2 (Salesperson)
find out which discount is given to an employee	see Chapter 10.1 <i>Employees</i> , Item 2 (Tab Discounts)
define which discount is given to an employee	see Chapter 10.1.3.2 <i>Enter and/or Edit Data for an Employee (Employee Information)</i> , Item 2 (Tab Discounts)
find out in which stores an employee is parametered as an operator	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 3
link an employee to a store in CSMS	see Chapter 10.1.3.3 <i>Assign Employees to a Store (CSMS only)</i>
ascertain which rights profile an operator has	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 4 (Rights profile)
define or change the rights profile of an operator	see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i> , Item 3 (Rights profile)
create a new rights profile (e.g. a special administrator who alone can update certain parameters) and/or change the settings in a rights profile	<p>see Chapter 8.1.3.4.2.4 <i>Programming New Authorisation</i></p> <p>When a new authorisation group has been created, an operator can be linked to it in menu Employees (see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i>, Rights Profile).</p> <p>In menu Company Access Rights you can define which company can be managed by operators in this authorisation group on headquarters level (see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>).</p>
ascertain the language the Torex LUCAS-POS programs are to be executed in after an operator has signed on	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 4 (Language)
define or change the language the Torex LUCAS-POS programs are to be executed in after an operator has signed on	see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i> , Item 3 (Language)
find out whether a till drawer has been assigned to an operator	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 4 (Has Till)
assign a till drawer to an operator	see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i> , Item 3 (Has Till)

ascertain whether a password has been created for an operator	see Chapter 10.1.2 <i>View Employees and Operators</i> , Item 4 (Password)
define a password for an operator for sign on on the systems	see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i> , Item 3 (Password)
print operator cards	see Chapter 10.2 <i>Operator Cards</i>
view which operators and operator groups are authorised for maintenance of specific companies on headquarters level	see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>
withdraw the authorisation for maintenance of specific companies from operators and operator groups on headquarters level	see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>
assign the authorisation for maintenance of specific companies to operators and operator groups on headquarters level	see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>
log out an operator from a workstation of a store on back office	see Chapter 8.9.3 <i>Operator Log off</i>
ascertain which transactions (sale, return, goods movement, sign on, log out, training or no sale) were carried out by a specific operator or salesperson	see Chapter 9.3 <i>Transaction Summary</i>
ascertain when which returns were made for which amounts by an operator	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.17 <i>Operator Return</i>
generate an operator return report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.17 <i>Operator Return</i>
ascertain how many items were sold by and returned to a salesperson at which amounts	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.7 <i>Salesman Turnover</i>
generate a salesman turnover report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.7 <i>Salesman Turnover</i>
ascertain when which item was sold by which operators/salesmen at which amounts in a specified store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.13 <i>Item</i>
generate an item report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.13 <i>Item</i>
ascertain when which sales and at which amounts were completed by which operators in a store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.12 <i>Transactions Overview</i>
ascertain when which receipt voids , receipt aborts and line voids were carried out by a specific operator	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.16 <i>Operator Post Void</i>
generate an operator post void report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.16 <i>Operator Post Void</i>
ascertain when an operator assigned a discount for which amount on which item	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.18 <i>Operator Reduction</i>
generate an operator reduction report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.18 <i>Operator Reduction</i>

ascertain when and why an operator carried out a no sale	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.19 <i>Operator No Sale</i>
generate an operator no sale report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.19 <i>Operator No Sale</i>
ascertain which operator generated a specific report	see Chapter 9.2 <i>Document Archive</i>
ascertain whether operators are signed on or logged out at the POS in your store or whether they are on a break	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
find out which operators are signed on at workstations in your store	see Chapter 8.9.2 <i>View Store Status</i>
find out which other operators are signed on at the same time as you on CSMS	see Chapter 12.1 <i>Information (CSMS only)</i>

Gift Certificates

You want to...	This is where to find details...
view the gift certificates produced in your enterprise	see Chapter 8.6.2 <i>View Gift Certificates</i>
carry out a search by a specific gift certificate which was produced in your enterprise and/or store	see Chapter 8.6.2.3 <i>Search for Gift Certificates</i>
find out the status of a gift certificate	see Chapter 8.6.2 <i>View Gift Certificates</i>
find out when and how the status of a gift certificate was changed	see Chapter 8.6.2 <i>View Gift Certificates</i>
find out in which transaction a status change was last made for a gift certificate	see Chapter 8.6.2 <i>View Gift Certificates</i>
change the status of a gift certificate (e.g. from “sold” to “redeemed”)	see Chapter 8.6.3 <i>State Change for Gift Certificates</i>
cancel the blocking for a gift certificate	see Chapter 8.6.3.1 <i>State Change for Blocked Gift Certificates</i>
find out which company and store issued a gift certificate	see Chapter 8.6.2 <i>View Gift Certificates</i>
find out which gift certificates were issued to a specific company or store	see Chapter 8.6.2 <i>View Gift Certificates</i>
find out when a gift certificate was issued to a store	see Chapter 8.6.2 <i>View Gift Certificates</i>
ascertain the value at which a gift certificate was issued	see Chapter 8.6.2 <i>View Gift Certificates</i>
find out how long a gift certificate is valid	see Chapter 8.6.2 <i>View Gift Certificates</i>
find out which customer has purchased or redeemed a gift certificate	see Chapter 8.6.2 <i>View Gift Certificates</i>

create new gift certificates for one or more stores	see Chapter 8.6.4 <i>Create New Gift Certificates</i>
create a new gift certificate type and/or change the settings for a gift certificate type	see Chapter 8.1.3.4.2.2 <i>Programming a New Gift Certificate Type</i>
no longer allow a gift certificate type to be sold	<p>Click on a company in which a gift certificate type is no longer to be sold in menu Parameter. Then click on parameter group Gift Certificate Types → gift certificate type which is no longer to be open for sale. Then select the option Not Allowed for parameter Selling mode on the right-hand side of the window and exit the window with button [OK]:</p> <p>This type of gift certificate will be blocked for sale after successful transfer and activation of the parameter change job and a re-start of the selected workstation.</p> <p>See Chapter 8.1.3.4.2.2 <i>Programming a New Gift Certificate Type</i>, Item 7 (Selling Mode).</p>
setup the individual layout of the gift certificate information in window Gift Certificate Maintenance	see Chapter 8.6.2.2.1 <i>Fade in and Fade out of Columns</i> and 8.6.2.2.2 <i>Sorting in Columns</i>
check the status and the value and, if applicable, request a validation code if the line between POS and gift certificate server is down to enable you to sell, redeem or take back this gift certificate	see Chapter 11.5 <i>Gift Certificate Validation</i>

Items and Actions

You want to...	This is where to find details...
view the item stored in the database for your store and the related data (e.g. product group, supplier or tax group)	see Chapter 8.7.2 <i>View Item</i>
create a new item in your store	see Chapter 8.7.4 <i>Create New Item</i>
delete an item in your store	see Chapter 8.7.5 <i>Delete Item</i>
print the data of an item	see Chapter 8.7.6 <i>Print Item</i>
change item data (e.g. item name, selling price or supplier)	see Chapter 8.7.3 <i>Change Item Data</i>
create, change or delete barcodes for items	see Chapter 8.7.3.2 <i>Tab Barcodes</i>
assign/cancel a position duplication for an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
assign/cancel a price entry required for an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
assign/cancel a price verification required for an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
block/release an item for sale	see Chapter 8.7.3.3 <i>Tab Item Options</i>

assign/cancel prevent quantity selection for an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
address capture is required/not required during sales of an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
assign/cancel weight entry is required for an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
assign/cancel non-returnable for an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
allow/disallow that discountable can be assigned to an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
allow/disallow that employee discount is assigned for an item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
allow/disallow that an item can be used as a deposit follow-up item	see Chapter 8.7.3.3 <i>Tab Item Options</i>
allow/disallow that an item can be issued as a free gift	see Chapter 8.7.3.3 <i>Tab Item Options</i>
link a deposit follow-up item to a deposit item	see Chapter 8.7.3.4 <i>Tab Deposit Details</i>
call up a product group turnover report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.2 <i>Structure Level Turnover</i>
ascertain how many items of one product group were sold in a specific store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.2 <i>Structure Level Turnover</i>
create an item-product group report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.14 <i>Item Merchandise Structure</i>
ascertain how many items from specific product groups were sold in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.14 <i>Item Merchandise Structure</i>
ascertain the turnover achieved with the items of a specific product group in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.2 <i>Structure Level Turnover</i>
find out which items were sold particularly often in a store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.3 <i>Top and Flop</i>
find out which items were rarely sold in a store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.3 <i>Top and Flop</i>
create a top and flop report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.3 <i>Top and Flop</i>
find out how many items were sold and returned on which weekdays in a specified store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.5 <i>Day Activity</i>
create a day activity report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.5 <i>Day Activity</i>
ascertain how many items were sold and returned at which time of the day in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.6 <i>Time Activity</i>
create a time activity report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.6 <i>Time Activity</i>

ascertain how many items and for which amounts a specified salesman sold and accepted as returns	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.7 <i>Salesman Turnover</i>
create a salesman turnover report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.7 <i>Salesman Turnover</i>
ascertain when which item was sold by which operators/salesmen at which amounts in a specified store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.13 <i>Item</i> ; see also Chapter 9.3 <i>Transaction Summary</i>
create an item report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.13 <i>Item</i>
ascertain which items were returned at which amounts during a specified period in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.15 <i>Item Return</i> ; see also Chapter 9.3 <i>Transaction Summary</i>
create an item returns report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.15 <i>Item Return</i>
find out when an operator assigned which discount on which item	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.18 <i>Operator Reduction</i>
create an operator reduction report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.18 <i>Operator Reduction</i>
find out how many items were sold in a Mix and Match campaign in a store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.4 <i>Mix and Match</i>
create a Mix and Match report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.4 <i>Mix and Match</i>
find out the price at which an item was sold during which campaigns	see Chapter 8.7.3.5 <i>Tab Price History</i>
find out which items will be/were sold at which price during a campaign	see Chapter 8.14.2 <i>View Campaigns</i>
find out how many items were sold at which campaign price during an expired campaign	see Chapter 8.14.6 <i>Edit Expired Campaigns</i>
amend the count of items sold during an expired campaign	see Chapter 8.14.6 <i>Edit Expired Campaigns</i>
find out which campaigns have been executed, are being executed and are planned for the future in one store	see Chapter 8.14.2 <i>View Campaigns</i>
print the data of a campaign	see Chapter 8.14.3 <i>Print Campaigns</i>
create a new campaign in a store	see Chapter 8.14.4 <i>Create a New Campaign</i>
change the period during which a current or future campaign is to be executed	see Chapter 8.14.5 <i>Edit Current or Future Campaigns</i>
change the name of a current or future campaign	see Chapter 8.14.5 <i>Edit Current or Future Campaigns</i>
link an item to a current or future campaign	see Chapter 8.14.5 <i>Edit Current or Future Campaigns</i>

delete an item which has already been linked to a current or future campaign **from the campaign**

see Chapter 8.14.5 *Edit Current or Future Campaigns*

change campaign prices of items which are to be sold during a current or planned campaign

see Chapter 8.14.5 *Edit Current or Future Campaigns*

Store Safe

You want to...	This is where to find details...
view the store safe contents	see Chapter 8.8.2 <i>View Store Safe Contents</i> and Chapter 9.1.3.10 <i>Store Safe Overview (SMS only)</i>
ascertain which cash movements have changed the store safe reading since the last store safe settlement	see Chapter 8.8.2 <i>View Store Safe Contents</i> , Chapter 9.1.3.10 <i>Store Safe Overview (SMS only)</i> and Chapter 9.1.3.11 <i>Store Safe Journal (SMS only)</i>
find out which other funds receipt and disbursements have been recorded since the last store safe settlement	see Chapter 8.8.2.4 <i>Show Overview of Other Funds Receipts and Disbursements</i>
view the cash movements to and from the store safe during several recording periods and the results of store safe settlements which have already been completed	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.11 <i>Store Safe Journal (SMS only)</i>
view the reports on store safe settlements which have already been completed	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.9 <i>Store Safe Settlement (SMS only)</i>
print a report on the store safe nominal value	see Chapter 8.8.3 <i>Print Nominal Value Report</i>
settle the store safe	see Chapter 8.8.4 <i>Settle Store Safe</i>
record a funds receipt in the store safe	see Chapter 8.8.5.1 <i>Funds Receipts</i>
record a till lift to the store safe	see Chapter 8.8.5.2 <i>Till Lift</i>
record other funds receipts in the store safe	see Chapter 8.8.5.3 <i>Other Funds Receipts</i>
record a deposit from the store safe	see Chapter 8.8.5.4 <i>Deposit</i>
record a till loan from the store safe	see Chapter 8.8.5.5 <i>Till Loan</i>
Record other disbursements from the store safe	see Chapter 8.8.5.6 <i>Disbursement</i>

Store and Drawer Status

You want to...	This is where to find details...
find out whether operators are signed on at or logged out of the POS in your store or are on a break	see Chapter 8.9.2 <i>View Store Status</i> and Chapter 9.4 <i>Drawer Status (SMS only)</i>

find out which operators are signed on at the workstations in your store	see Chapter 8.9.2 <i>View Store Status</i>
find out whether the line between the workstations in your store and the network stands, is down or is being established	see Chapter 8.9.2 <i>View Store Status</i>
find out whether the line between the workstations in your store and the LUCAS Messaging Service (LMS) stands, is down or is being established	see Chapter 8.9.2 <i>View Store Status</i>
find out the IP numbers of the workstations in your store	see Chapter 8.9.2 <i>View Store Status</i>
find out whether the background services in your store are functioning error-free	see Chapter 8.9.2 <i>View Store Status</i>
find out whether there are accounting errors in your store	see Chapter 8.9.2 <i>View Store Status</i>
find out whether there are open recording orders in your store	see Chapter 8.9.2 <i>View Store Status</i>
find out whether log file errors have occurred in your store	see Chapter 8.9.2 <i>View Store Status</i>
find out whether configuration orders still have to be or are being executed in your store	see Chapter 8.9.2 <i>View Store Status</i>
ascertain whether the transaction backup medium in your store is not error-free	see Chapter 8.9.2 <i>View Store Status</i>
find out which company jobs are already programmed as a standard in your Torex LUCAS-POS system and which of them can be set as job schedules	see Chapter 8.1.3.4.2.6 <i>Program New Company Jobs/Job Schedules</i>
create a new company job/job schedule and/or modify the settings of a job	see Chapter 8.1.3.4.2.6 <i>Program New Company Jobs/Job Schedules</i>
find out which tills in your store have been settled	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain how much cash there is in the tills in your store	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain the amounts of loans and till lifts at the tills in your store since the last settlement operation	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain the funds receipts on a till since the last settlement operation	see Chapter 9.4 <i>Drawer Status (SMS only)</i>

Settlements and Tax Groups

You want to...	This is where to find details...
execute a till settlement for a till in your store on back office	see Chapter 8.10 <i>Till Settlement (SMS only)</i>

execute a manager till settlement for a till in your store on back office	see Chapter 8.11 <i>Manager Till Settlement (SMS only)</i>
execute a preliminary till settlement for a till in your store on back office	see Chapter 8.12 <i>Preliminary Till Settlement (SMS only)</i>
execute a till lift from a till in your store on back office	see Chapter 8.10 <i>Till Settlement (SMS only)</i>
find out which tills in your store have been settled	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
view completed settlements for a specific till drawer	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.8 <i>Till Settlement (SMS only)</i>
create a till settlement report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.8 <i>Till Settlement (SMS only)</i>
ascertain the funds receipts for a till since the last settlement	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain the loans and till lifts at the tills in your store since the last settlement	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain how much cash there is in the tills in your store	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain the turnover, cash movements and settlements which have been executed in your store during a defined period	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.20 <i>Store Overview (SMS only)</i>
settle store safe	see Chapter 8.8.4 <i>Settle Store Safe</i>
view the reports on completed store safe settlements	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.9 <i>Store Safe Settlement (SMS only)</i>
create a store safe settlement report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.9 <i>Store Safe Settlement (SMS only)</i>
view the cash movements to and from the store safe and the results of store safe settlements which have already been completed	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.11 <i>Store Safe Journal (SMS only)</i>
view the various tax rates charged on the items in your store	see Chapter 8.13 <i>Tax Maintenance (SMS only)</i>
change the tax rates charged on the items in the store	see Chapter 8.13 <i>Tax Maintenance (SMS only)</i>

Period Closing

You want to...	This is where to find details...
view the steps which have already been completed and the results of period closings which have already been executed	see Chapter 8.15.2 <i>View Period Closing</i> and Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.1 <i>Period Closing (SMS only)</i>
find out whether a period closing was completed error-free and/or which errors occurred	see Chapter 8.15.2 <i>View Period Closing</i> and Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.1 <i>Period Closing (SMS only)</i>

call up, store and, if applicable, print out the report on period closings which have already been completed	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.1 <i>Period Closing (SMS only)</i>
find out which periods were included in the completed periods	see Chapter 8.15.2 <i>View Period Closing</i>
find out which steps/actions will be carried out during a period closing in the future	see Chapter 8.15.2 <i>View Period Closing</i>
define/change which reports will be printed during a period closing in the future and which actions will be executed	see Chapter 8.15.3 <i>Configure Period Closing</i>
change the sequence of the steps to be executed during the next period closing	see Chapter 8.15.3 <i>Configure Period Closing</i>
automatically execute period closings daily in future	see Chapter 8.15.3 <i>Configure Period Closing</i> , Item 7
execute period closings manually in future	see Chapter 8.15.3 <i>Configure Period Closing</i> , Item 7
execute a period closing manually	see Chapter 8.15.4 <i>Execute Period Closing</i>

Reports and Analyses

You want to...	This is where to find details...
create a report	see Chapter 9.1 <i>Reports</i>
store a report	see Chapter 9.1.2 <i>Create, Store and Print Reports</i> , Item 9 (to store a newly created report (menu Re-ports) or Chapter 9.2.2 <i>Show, Store and Print Reports</i> (to store an existing report which has been deposited in the document archive (menu Document Archive))
store a created report in the document archive	see Chapter 9.1.2 <i>Create, Store and Print Reports</i> , Item 10
view created reports stored in the document archive	see Chapter 9.2 <i>Document Archive</i>
print a report	see Chapter 9.1.2 <i>Create, Store and Print Reports</i> , Item 12 (to print a newly created report (menu Re-ports)) or Chapter 9.2.2 <i>Show, Store and Print Reports</i> (to print a report which has already been created and stored in the document archive (menu Document Archive))
find out which operator created a report and on which workstation	see Chapter 9.2 <i>Document Archive</i>
find out which reports were generated during a defined period	see Chapter 9.2 <i>Document Archive</i>
create a product group turnover report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.2 <i>Structure Level Turnover</i>

ascertain how many items of a product group were sold in a specific store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.2 <i>Structure Level Turnover</i>
ascertain the turnover achieved with the items of a defined product group in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.2 <i>Structure Level Turnover</i>
create an item merchandise report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.14 <i>Item Merchandise Structure</i>
ascertain which items of a specific product group were sold in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.14 <i>Item Merchandise Structure</i>
create a top and flop report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.3 <i>Top and Flop</i>
find out which items were sold particularly often in a store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.3 <i>Top and Flop</i>
find out which items were sold particularly seldom in a store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.3 <i>Top and Flop</i>
create a Mix and Match report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.4 <i>Mix and Match</i>
find out how many items were sold in a store on the basis of a Mix and Match campaign	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.4 <i>Mix and Match</i>
find out the price an item was sold at during which campaigns	see Chapter 8.7.3.5 <i>Tab Price History</i>
find out which item was/is to be sold at which price during a campaign	see Chapter 8.14.2 <i>View Campaigns</i>
ascertain how many items were sold at a campaign price during an expired campaign	see Chapter 8.14.6 <i>Edit Expired Campaigns</i>
create a day activity report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.5 <i>Day Activity</i>
ascertain how many items were sold and returned on which weekdays in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.5 <i>Day Activity</i>
create a time activity report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.6 <i>Time Activity</i>
find out how many items were sold and returned at which time of the day in a defined store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.6 <i>Time Activity</i>
create an item returns report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.15 <i>Item Return</i>
find out which items were returned at which amounts in a specified store during a defined period	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.15 <i>Item Return</i>
create an item report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.13 <i>Item</i>
find out when which item was sold by which operators/salesmen at which amounts in a specified store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.13 <i>Item</i>

create a transaction overview report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.12 <i>Transactions Overview</i>
find out when which sales operations were carried out at which amounts by which operators in a specified store	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.12 <i>Transactions Overview</i>
create an operator post void report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.16 <i>Operator Post Void</i>
find out when which receipt voids , receipt aborts and line voids were carried out by a specific operator	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.16 <i>Operator Post Void</i>
create an operator returns report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.17 <i>Operator Return</i>
find out when which returns at which amounts were executed by an operator	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.17 <i>Operator Return</i>
create an operator reduction report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.18 <i>Operator Reduction</i>
find out when an operator assigned which discount amount on which items	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.18 <i>Operator Reduction</i>
create an operator no sale report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.19 <i>Operator No Sale</i>
find out when and why an operator carried out a no sale	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.19 <i>Operator No Sale</i>
find out which transactions (sale, return, goods movement, sign on, log out, training or no sale) were carried out by a specific operator or salesman	see Chapter 9.3 <i>Transaction Summary</i>
create a salesman turnover report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.7 <i>Salesman Turnover</i>
find out how many items were sold by and returned to a specific salesman at which amounts	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.7 <i>Salesman Turnover</i>
execute a transaction summary	see Chapter 9.3 <i>Transaction Summary</i>
find out whether , where , when and by whom a specific transaction (sale , return , goods movement , sign on , log out , training or no sales) was carried out	see Chapter 9.3 <i>Transaction Summary</i>
find out which transactions were carried out in a specified company , store or till	see Chapter 9.3 <i>Transaction Summary</i>
find out which transactions were executed during a defined period	see Chapter 9.3 <i>Transaction Summary</i>
find out which purchases with a specified total were completed	see Chapter 9.3 <i>Transaction Summary</i>
find out in which transactions a certain item was sold or returned	see Chapter 9.3 <i>Transaction Summary</i>
find out which sales or returns were financed with a defined tender type	see Chapter 9.3 <i>Transaction Summary</i>

find out which voids (receipt aborts, receipt void or line voids) were executed	see Chapter 9.3 <i>Transaction Summary</i>
create a period closing report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.1 <i>Period Closing (SMS only)</i>
find out which steps were carried out during a period closing	see Chapter 8.15.2 <i>View Period Closing</i> and Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.1 <i>Period Closing (SMS only)</i>
find out whether a period closing was carried out error-free and/or which errors occurred	see Chapter 8.15.2 <i>View Period Closing</i> and Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.1 <i>Period Closing (SMS only)</i>
create a store report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.20 <i>Store Overview (SMS only)</i>
ascertain the turnover, cash movements and settlements which have been completed in your store during a defined period	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.20 <i>Store Overview (SMS only)</i>
ascertain how many customers made purchases in your store during a defined period	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.20 <i>Store Overview (SMS only)</i>
ascertain how many receipt voids, receipt aborts and line voids were executed in your store during a defined period	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.20 <i>Store Overview (SMS only)</i>
find out how many discounts were granted for which amounts in your store during a defined period	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.20 <i>Store Overview (SMS only)</i>
create a till settlement report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.8 <i>Till Settlement (SMS only)</i>
view the completed settlements for a defined till drawer	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.8 <i>Till Settlement (SMS only)</i>
find out which till drawers in your store have already been settled	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain the count and amount of loans and till lifts on the tills in your store since the last settlement	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain the funds receipts on a till since the last settlement	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
ascertain the amount of cash in the tills in your stores	see Chapter 9.4 <i>Drawer Status (SMS only)</i>
create a store safe settlement report	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.9 <i>Store Safe Settlement (SMS only)</i>
view the reports on store safe settlements which have been completed	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.9 <i>Store Safe Settlement (SMS only)</i>
create a store safe overview	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.10 <i>Store Safe Overview (SMS only)</i>
ascertain the current cash contents in the store safe and which cash movements to and from the safe have been made since the last store safe settlement	see Chapter 9.1 <i>Reports</i> , in particular Chapter 9.1.3.10 <i>Store Safe Overview (SMS only)</i>

create a store safe journal report	see Chapter <i>9.1 Reports</i> , in particular Chapter <i>9.1.3.11 Store Safe Journal (SMS only)</i>
view the cash movements to and from the store safe and the results of the completed store safe settlements	see Chapter <i>9.1 Reports</i> , in particular Chapter <i>9.1.3.11 Store Safe Journal (SMS only)</i>

Miscellaneous

You want to...	This is where to find details...
find out which other operators are signed on at SMS/CSMS at the same time as you who can make the same settings as you	see Chapter <i>12.1 Information (CSMS only)</i>
find out which software updates and patches are available for a defined work-station	see Chapter <i>11.4 Send Software Updates (CSMS only)</i>
call up information on a specific software update or patch	see Chapter <i>11.4 Send Software Updates (CSMS only)</i> , Item 1 and 2
send a software update or a software patch to one or more stores or companies	see Chapter <i>11.4 Send Software Updates (CSMS only)</i>
define when the software updates or patches sent will be executed on a work-station	see Chapter <i>11.4 Send Software Updates (CSMS only)</i> , Item 3

14 Glossary

Activation Schedule for Parameter Changes	<p>Parameter changes becomes effective after the parameter change job has arrived and after it has been activated in a workstation. Some parameter changes will, however, only become effective after a restart of a workstation or after a log out and re-sign on by the operator.</p> <p>You may also have to select an activation date for the parameter changes after you have opened window Parameter. The prerequisite here is that parameter change jobs have reached the target systems by this time and have been activated. Your parameter changes are implemented as soon as possible if this option is not active on your system</p> <p>see Chapter 8.1.3.1 <i>Activation Schedule for Parameter Changes</i></p>
Authorisation Profile/Access Rights Profile	<p>An access rights profile is assigned to each operator. This defines, amongst other things, which systems the operator can sign on at, which operations/menus are made available to this operator in the programs and which companies he/she can manage on SMS/CSMS. The access rights profile is linked to an operator in menu Employees (see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i>).</p> <p>Customising defines the various access rights profiles but they can be changed or new ones can be created in menu Parameter (see Chapter 8.1.3.4.2.4 <i>Programming New Authorisation</i>).</p>
Blocking (for Gift Certificates)	<p>Gift certificates which need to be checked on a server in back office or in headquarters before they can be sold, redeemed and/or returned can be given status Blocked. This implies that a status change has been made on a POS (e.g. the gift certificate has been redeemed or returned), but this status has not yet been recorded. The gift certificate remains in status Blocked until the gift certificate recording is completed. It can, therefore, no longer be sold, redeemed or returned.</p> <p>Status Blocked can, if necessary, be revoked in SMS/CSMS (see Chapter 8.6.3.1 <i>State Change for Blocked Gift Certificates</i>).</p>
Calendar	<p>If a date is to be entered in SMS/CSMS, you can use the calendar provided. This is called up with a mouse click on the button next to the date field.</p>
Campaign	<p>A limited period of time during which defined items are sold at specially reduced prices (see Chapter 8.14 <i>Campaign Maintenance (SMS only)</i>).</p>
Card Index	<p>Some data is shown in a card index (e.g. parameter or employee data). Several tabs can be provided to sort the data.</p>
Company Properties	<p>Company parameter group in which all properties of a company are shown and which can, in part, be edited, e.g. the company name and the languages supported in the company.</p>
Company Rights / Company Access Rights	<p>The company access rights define which operators and operator groups can maintain companies from headquarters, i.e. can make settings for this company on CSMS. If no access rights have been assigned to an operator, this will not be shown on CSMS and he/she cannot configure this (see Chapter 10.3 <i>Company Access Rights (CSMS only)</i>).</p>
config.xml file	<p>see <i>Configuration File (config.xml)</i></p>

Configuration File (config.xml)	The information in a config.xml file defines the enterprise structure and all details required (e.g. IP addresses and IDs of the workstations, hardware types, databases, etc.) during customising of the Torex LUCAS-POS system.
Credit Note	A credit note is issued instead of change being given and this cannot be purchased by a customer.
Customising	Individual adjustment of your Torex LUCAS-POS systems (e.g. in conjunction with functionality, languages, access rights profiles, etc.)
Customising File (lct.zip)	The information in an lct.zip file details all user-defined settings (e.g. the settlement mode, the languages supported, access rights, receipt layouts, etc.) made during customising of the Torex LUCAS-POS systems.
Data Exchange	<p>During data exchange data is sent from headquarters or the store to stores or workstations and from workstations and/or stores to the store and/or headquarters. You transmit new and modified data (e.g. parameter changes on CSMS or transactions to the POS) or data selected in SMS/CSMS menu Send Data.</p> <p>If there is no dedicated line between the enterprise sections and if your Torex LUCAS-POS system has been appropriately configured, data exchange can be executed both within the framework of schedules and jobs and also spontaneously as an immediate job (see Chapter 11.2.2 <i>Administer Data Exchange Schedules</i>).</p> <p>In menu Parameter Change Jobs you can reproduce the execution of data exchange operations and also check them (see Chapter 11.1 <i>Parameter Change Jobs</i>). In menu Data Exchange State you receive information on the store-by-store status of a data exchange and its progress (see Chapter 11.3 <i>Data Exchange State (CSMS only)</i>).</p>
Data Exchange Schedules / Schedule	If, for example, there is no dedicated line between the enterprise sections, a planned data exchange can be executed on the basis of a data exchange schedule. This defines how which stores or groups are to be exchanged during which period. Jobs based on a schedule should be created if data is to be exchanged on specific days (see Chapter 11.2.2 <i>Administer Data Exchange Schedules</i>).
Data Exchange State	In menu Data Exchange State you can view the status of a data exchange (whether it has not yet begun, is being executed or was aborted) and what progress has been made. The data exchange status can be shown for individual stores to allow you to quickly see the stores in which the data exchange has already been completed and in which stores any errors occurred during data transfer. see Chapter 11.3 <i>Data Exchange State (CSMS only)</i>
Deposit	Tender is removed from the store safe and is transferred to an external place (e.g. bank or headquarters) (see Chapter 8.8.5.4 <i>Deposit</i>).
Disbursement	Tender is removed from the safe for a disbursement, e.g. for postage, stationery, etc. (see Chapter 8.8.5.6 <i>Disbursement</i>).
Employee Information	Tab in window Employees in which all information regarding an employee is shown and which can, if applicable, be changed, e.g. name, address, national insurance no. and the discount group (see Chapter 10.1 <i>Employees</i>).
Employees	<p>An employee is a real person who works in a company and is programmed in SMS/CSMS as an employee of this company. At least one operator profile must be created for an operator if this person is to be able to sign on at the Torex LUCAS-POS systems.</p> <p>An employee can, however, have several operator profiles linked to</p>

	him/her, e.g. with varying access rights for several stores (see Chapter 10.1 <i>Employees</i>).
Enterprise Structure	The enterprise structure represents the whole enterprise with all companies, stores, workstations and groups and is shown in SMS/CSMS as a tree structure.
Entry Field	You activate this field with the mouse and then make the appropriate entries via the keyboard.
Entry Help / Virtual Keyboard	The entry wizard as a virtual keyboard allows you to enter texts in non-Latin characters (e.g. Turkish or Greek) for translatable parameters and program texts. The translatable parameters (e.g. description of the reasons for returns or gift certificate types) and the program texts of the Torex LUCAS-POS programs can be translated into numerous languages without having to use external devices. See Chapter 8.1.3.4.1.1 <i>Entry Help for non-Latin Characters</i> (for translatable parameters) and Chapter 8.4.2.1 <i>Entry Help for non-Latin Characters</i> (for software texts)
Fallback Language	Language dependencies can be defined during customising of the Torex LUCAS-POS systems, i.e. a superior language can be specified for each language supported. If translations are not available for all program texts e.g. in Swiss German, the missing text will be shown in the superior fallback language (e.g. standard German). If the text is also not available in this language, the text will appear in the next fallback language (e.g. English). This ensures that all texts are available on the user interface and can be read and understood even if the translation is not complete.
Financing Function	Functions for recording tenders with which receipts are financed at the POS. Buttons for the most used financing functions are provided in window Financing on the POS.
Foreign Exchange	All currencies which are permitted in a company but are not local currency.
Funds Receipts	Tender from an external storage place (e.g. headquarters or bank) is recorded in the store safe thus increasing the nominal value of the safe (see Chapter 8.8.5.1 <i>Funds Receipts</i>).
Gift Card	Electronic gift card with a unique ID which is topped up with a defined amount and which the customer can use as tender up to the amount shown in an enterprise. Special advantages can be assigned to customers (e.g. special offers, reductions in price).
Gift Certificate	Docket which can be used as tender with a positive amount and which customers can purchase.
Group	Workstations and stores of a company can be compiled into groups to allow overall schedules for data exchange to be provided for these stores/workstations or for uniformity in parametering (see Chapter 8.3.3.4 <i>Maintain Groups</i>).
ID for Parameter Groups	Each parameter group (e.g. Tender, Gift Certificate Types or Returns Reasons) has a unique system ID which is used for identification, e.g. of this tender or this reason, and also as an external referencing code for export of transaction data and for analysis by an enterprise resource planning system (ERP). The ID can be described differently depending on the parameter group, e.g. as Type, Tender Code, Base Number or Discount Type.
Immediate Job	Data is exchanged immediately in an immediate job, i.e. a schedule and a job are created for the current time to ensure that all modified data can be sent and received immediately by headquarters (see Chapter 11.2.2.8 <i>Define Immediate Data Transfer</i>).

Execution of an immediate job can be viewed in menu **Data Exchange Status** (see Chapter 11.3 *Data Exchange State (CSMS only)*).

Information Field	Information fields only provide information; they do not allow any entries to be made.
Job	<p>A job denotes data exchange which is programmed on the basis of a data exchange schedule.</p> <p>The schedule defines the stores or groups, the method and the period for which data is to be exchanged. The job defines the day on which data exchange is to be completed. If an immediate job is required, a schedule for the current time is created and data can then be sent from headquarters, received or sent and received immediately (see also Chapter 11.2 <i>Data Exchange Schedules (CSMS only)</i>).</p> <p>You can check in menu Data Exchange State whether and how a job has been completed (see Chapter 11.3 <i>Data Exchange State (CSMS only)</i>).</p>
Language Settings	see <i>Program Texts</i>
lct.zip file	see <i>Customising File (lct.zip)</i>
Local Currency	Base currency in a company (normally the local currency) which is used to calculate all other tender.
Log Out	You should log out when you interrupt or finish your work on SMS/CSMS. This ensures that no one can use your authorisation to make any settings on SMS/CSMS. The configuration of your Torex LUCAS-POS system can also define that you are automatically logged out if you are in the main window and if you have not made any entries for a defined period (see Chapter 6 <i>Log out on SMS/CSMS</i>).
Main Window	Window of the SMS/CSMS from which all menus can be called up (see Chapter 4.1 <i>Main Window</i>).
Menu	A menu is a collection of functions which release specific actions. The menus in SMS/CSMS can be found in the main window of SMS/CSMS and can be called up with a mouse click.
Operator/Operator Profile	<p>An employee must be defined as an operator together with the appropriate operator profile to allow him/her to be able to sign on at the Torex LUCAS-POS systems (e.g. POS or SMS/CSMS) with the assigned operator number.</p> <p>Several operators can be created for one employee. Each operator is then assigned a different operator profile – e.g. with varying rights and in various stores – (see Chapter 10.1 <i>Employees</i>, in particular Chapter 10.1.2 <i>View Employees and Operators</i> and 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i>).</p>
Operator Card	Card which the operator can scan to sign on at the Torex LUCAS-POS systems. It shows the name of the company, the name of the operator, the operator number and a barcode with the operator number and any password stored. Operator cards can be printed on SMS/CSMS for the operators in the enterprise (see Chapter 10.2 <i>Operator Cards</i>).
Operator Information	Tab in window Employees which shows all information on an operator profile and which can, if necessary, be changed, e.g. the access rights profile and the language used by the Torex LUCAS-POS programs after sign on by this operator (see Chapter 10.1 <i>Employees</i> , in particular Chapter 10.1.2 <i>View Employees and Operators</i> and

10.1.3.5 Enter or Edit Data for Operators (Operator Information)).

Operator Number	Numbers linked to the operator profiles to clearly identify the operator of a store and which are used by the operators to sign on at the Torex LUCAS-POS systems.
Other Funds Receipts	Tender which can stem from a variety of sources (e.g. rents, tips, proceeds from dispensers) can be recorded for the store safe thus increasing the nominal value of the store safe (see Chapter 8.8.5.3 <i>Other Funds Receipts</i>).
Parameter Change Jobs	Parameter change jobs represent information on data or changes made in SMS/CSMS which are to be transferred (e.g. changes to parameters or employee data) and are sent from headquarters/store to the stores/POS (see Chapter 11.1 <i>Parameter Change Jobs</i>).
Parameter Group	End points in the tree structure of menu Parameter in which parameters are grouped under subject headings. In some parameter sections (e.g. Foreign Currency or Gift Certificate Types) you can create new parameter groups or deactivate existing ones (see Chapter 8.1 <i>Parameter</i>).
Parameter History	<p>All parameter changes which have become effective in a specific company, store or workstation are shown in menu Parameter History. You can also learn which change was made when by which operator for which enterprise section (see Chapter 8.2 <i>Parameter History</i>).</p> <p>Alternatively, you can call up the parameter history for a specific parameter group in menu Parameter (see Chapter 8.1 <i>Parameter</i>).</p>
Parameters	Parameters are settings which define the features and reactions of all Torex LUCAS-POS programs, e.g. the tender or discount permitted, any feasible return reasons, various access rights profiles for operators, company and workstation properties. The parameters can be viewed and changed in menu Parameter in SMS/CSMS (see Chapter 8.1 <i>Parameter</i>).
Parameter Section	Whereas parameter groups denote the end points in the tree structure of menu Parameter parameter sections are groupings of parameter groups under subject heading, e.g. parameter section Foreign Currency for parameter groups US Dollar , British Pound , Swiss Francs and Danish Crowns or parameter section Cheques for parameter groups Eurocheques and Travellers Cheques . Parameter sections can however be compiled into superior parameter sections, e.g. Foreign Currency and Cheques as Tender (see Chapter 8.1 <i>Parameter</i>).
Parameter Value	Value or text entered for a parameter.
Password	A password can be assigned to an operator to allow him/her to sign on at the Torex LUCAS-POS system after entry of an operator number. The assigned password cannot be changed later.
Patch	Software corrections to, for example, remedy errors or to add functions which have to date not existed. A patch can be sent from SMS/CSMS to the appropriate companies and stores and this will then be activated there automatically at the defined time (see Chapter 11.4 <i>Send Software Updates (CSMS only)</i>).
Print Lines / Receipt Header and Footer	.Print lines implies “firm” text and graphical elements in the heading and end line sectors of a receipt. They can be defined in SMS/CSMS for stores, workstations or groups (see Chapter 8.1.3.4.2.1 <i>Definition of Receipt Header and Footer</i>).

Program Language	Language in which the texts of the user interface on SMS/CSMS and on the other Torex LUCAS-POS programs are shown. The program language of SMS/CSMS can be changed at any time (see Chapter 5 <i>Change Language in SMS/CSMS</i>). Moreover, you can define the language in which the Torex LUCAS-POS programs are executed after an operator has signed on (see Chapter 10.1.3.5 <i>Enter or Edit Data for Operators (Operator Information)</i>).
Program Texts	Texts which appear on the user interface of the Torex LUCAS-POS programs. They can be changed, translated, exported and imported into SMS/CSMS in menu Edit Texts (see Chapter 8.4 <i>Edit Texts (CSMS only)</i>).
Salesperson	An operator can be defined in SMS/CSMS as a salesperson. Even if he/she is not stored as an operator in a store he/she can enter the operator no. on the Torex LUCAS-POS systems and thus be registered as a salesman, e.g. to claim commission (see Chapter 10.1 <i>Employees</i>).
Schedule	see <i>Data Exchange Schedules / Schedule</i>
Selection Field	Information is chosen from a list in the selection field.
Selling Functions	Selling functions are called up on the POS when items are recorded, e.g. to assign discounts or reductions, to record returns or to void individual items. Buttons with several selling functions are provided on the till in window Transaction to allow for fast call up of selling functions which are often used. Window Operation also shows the Top 10 selling functions and menus (including menu Sale) which shows buttons for all selling functions.
Short Item	Buttons on the POS for fast and simple recording of items which are sold often. Menus with all buttons for short items and buttons for the Top 10 short items are shown in window Quick Pick .
Sign on	Before you can make any settings you must be signed on at a system. You identify yourself on the system with your operator number and the linked password (see Chapter 3 <i>Sign on at the SMS/CSMS</i>).
SMS / CSMS	Program for maintaining all Torex LUCAS-POS programs in the stores and workstations of the enterprise in headquarters (CSMS) or in the store (SMS).
Status of an Employee	<p>Various statuses are available for an employee:</p> <p>Allowed: The employee can operate the Torex LUCAS-POS systems.</p> <p>Not allowed: The employee is shown in the enterprise as an employee, but cannot operate any systems.</p> <p>Deleted: The employee is not kept in the enterprise as an employee but is retained in the employee list and can, if necessary, be activated at a later date (as employees are not deleted from the employee list in SMS/CSMS but are given the status “Deleted” this is the normal status for employees who no longer work in the enterprise. This status can, however, be reactivated at any time, e.g. can be used for temporary employees).</p> <p>see Chapter 10.1 <i>Employees</i></p>
Store Properties	Store parameter group in which all properties of a store are shown and which can, in part, be edited, e.g. the company no., the settlement mode, the address and the telephone number of a store.

Tab	Data (e.g. parameters or employee data) is sometimes shown as a card index with several tabs which group the data under subject headings. A mouse click on the text calls up the contents of the tab.
Template Store	A template store is not a real store because it remains deactivated and is only used as a template for a new store. You therefore only need to define the typical settings for your stores (specific workstations, parameters, etc.) once as you assign the template for any subsequent stores and make appropriate adjustments. A template store is shown in the enterprise structure in blue and italics (see Chapter 8.3.3.1.2 <i>Create a New Store Manually</i>).
Tick Boxes	Tick boxes are used to activate and deactivate properties or functions: the property or function is active if a tick is shown in the tick box.
Till Lift	Tender is removed from the till drawer during till lift and this is then recorded in the store safe. This operation reduces the amount of cash stored in a till drawer during the day (see Chapter 8.8.5.2 <i>Till Lift</i>).
Till Loan	Cash is added to a till drawer with a till loan. This ensures that there is enough change in the drawer (see Chapter 8.8.5.5 <i>Till Loan</i>).
Title Line	The title line appears at the top edge of the user interface and shows the program name, the version number, the workstation number and the number of the signed on operator.
Translatable Parameters	The values of some parameters can be defined in several languages. For example, in parameter group Gift Voucher you can enter the German text Geschenkgutschein in parameter Description and Gift Voucher in English. The Torex LUCAS-POS programs then either show Geschenkgutschein or Gift Voucher depending on the program language selected (see Chapter 8.1.3 <i>Maintain Parameters</i> , in particular Chapter 8.1.3.4.1 <i>Translatable Parameters</i>).
Tree Structure	Tree structure is used in SMS/CSMS to show the enterprise structure and the parameter groups. A tree structure has a root, several branches and end points. The branches can be opened and closed with a mouse click.
Update	Software packages with a mechanism for upgrading, modifying and/or error remedying of the existing functionality of the Torex LUCAS-POS systems. An update can be sent by SMS/CSMS to defined companies and stores and will then be executed automatically at a defined time (see Chapter 11.4 <i>Send Software Updates (CSMS only)</i>).
Workstation	<p>A workstation is a system in the enterprise, e.g.:</p> <p>POS: place where goods and tender are exchanged.</p> <p>Back Office: processor, e.g. in the back office of a store, which shows the functionality of the Torex LUCAS-POS SMS. The store can be managed and supervised on this processor and store data can be collated and sent to headquarters.</p> <p>Headquarters: processor in the headquarters of the enterprise which has the Torex LUCAS-POS CSMS functionality and can administer and parameter the whole enterprise and where data for the entire enterprise can be collated and, for example, transferred to the enterprise resource planning system (ERP).</p>
Workstation Properties	Workstation parameter group in which all properties of a workstation are shown and which can, in part, be changed. This includes, for example, changes to the number of drawers, the network Id and the LUCAS software version installed.

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