



# CHQ RELEASE GUIDE

Version 6.28

Build 6.28.47.0

Build 6.28.53.0

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# Inventory

## Viewing purchase orders for trading partners

Build 6.28.47.0: PRO-1523

We've added the **purchase orders** area for display in CHQ for users marked as trading partners.

A "trading partner" is one of two companies which are involved in a business relationship with one another carrying out trade between them. For example, from a retailer point of view a "trading partner" would be a vendor.

### NOTE

To mark a user as a trading partner, in CHQ, under **settings > security > users > <selected user> > user info >** the **trading partner** section, select the **trading partner** checkbox and click **save**.

### Purpose

The update allows trading partners to access the Purchase Order (PO) related information they require. In particular, the trading partner can:

- view the released POs with the vendor selected for that trading partner

### NOTE

Selecting a vendor for a trading partner is available in CHQ, under **settings > security > users > <selected user> > user info >** the **trading partner** section.

- view PO details / history
- print a PO
- edit custom fields
- re-release (save) an already released PO

At the same time, a part of standard CHQ PO related functionality is kept out of a trading partner's reach. In particular, a trading partner cannot:

- |                               |  |
|-------------------------------|--|
| ● import POs                  | ● view/edit a PO with a vendor different from selected in user settings for that trading partner |
| ● create a new PO             | ● view/edit a held PO  |
| ● release a held PO           | ● edit non-custom PO fields  |
| ● remove a PO                 | ● view Sales Orders linked to a PO   |
| ● email a PO                  | ● discard another user unsaved changes   |
| ● archive a PO                |  |
| ● mark a PO as drop ship done |  |

### Security rights

To be able to access the **purchase orders** area in CHQ and make use of the designated functionality, the user must be granted the following security rights:

Area	Right	Description
Purchase Orders	PO - Edit Custom Fields in Trading Partner View	Allow the user to edit custom fields in a Purchase Order in Trading Partner View.
Purchase Orders	Access Purchase Orders	Allows a user to access the Purchase Orders area
Purchasing	View Costs	Allows users to view cost of items in CloudHQ

### NOTE

For information on how to assign security rights to users, see the **Roles** section of the [Cloud HQ User Manual: Settings](#).

## Purchase order interaction view

In the purchase order interaction view, the following changes have been introduced for trading partners:

- The **new** and **import** buttons are hidden.
- Documents in the **recent** section (**A** in the screenshot below) are automatically filtered by:
  - the vendor selected for that trading partner
  - “released” status
- In the **filter** area:
  - the **status** filter (**B** in the screenshot below) always equals “released”
  - the **vendor** filter (**C**) always equals the vendor selected for that trading partner

The screenshot displays the 'purchasing' section of the Teamwork Commerce interface. On the left, there are navigation options for 'purchase orders' and 'ASNs'. The main area shows a 'recent' list of purchase orders, with a red circle 'A' highlighting the 'recent' header. The list contains several rows of data, including order numbers (e.g., 742, 738, 752, 748, 747, 744, 645, 673), status (all 'released'), dates, and quantities. On the right, there is a 'filter' panel with various dropdown menus. A red circle 'B' highlights the 'released' status filter, and a red circle 'C' highlights the 'custom one' vendor filter.

recent	filter
742 custom one released 20/11/2020 190/180	universal order #
738 custom one released 20/11/2020 0/1	order #
752 custom one released 30/11/2020 0.2/1	order external ID
748 custom one released 30/11/2020 0/1	released B
747 custom one released 25/11/2020 0/1	do not show archived
744 custom one released 23/11/2020 0/2	vendor ref. no.
645 custom one released 12/10/2020 26/23	buyer
673 custom one released 22/10/2020 1/1	custom one C
	ship-to location

## Purchase order list view

In the purchase order list view (opens on clicking **list** under **chq > purchase orders**), the following changes have been introduced for trading partners:

1. The POs displayed are filtered by the vendor selected for that trading partner and the “released” status.
2. The **new**, **remove**, **archive**, and **email PO** buttons don’t display.
3. Clicking **edit** (A in the screenshot below) opens the **purchase order - <number> - released** dialog for the selected PO.

### NOTE

For more information on the look of the **purchase order - <number> - released** dialog for trading partners, see **Changed purchase order details dialog** section of this article.

### WARNING

If the user doesn’t have the **PO - Edit Custom Fields in Trading Partner View** right, the **view** button displays instead of **edit**.

4. Clicking **view SO** (B in the screenshot below) in the **SO** column shows an error message as trading partners can’t view linked Sales Orders.
5. Filtering Purchase Orders (C in the screenshot below) is available only by the **archived/not archived** status.

order #	universal order #	order date	status	SO	ship to	filled %	archived
752		30/11/2020	released	<a href="#">view SO</a>		20.00%	<input type="checkbox"/>
748		30/11/2020	released	<a href="#">view SO</a>		0.00%	<input type="checkbox"/>
747		25/11/2020	released			0.00%	<input type="checkbox"/>
744		23/11/2020	released			0.00%	<input type="checkbox"/>
742		20/11/2020	released			105.55...	<input type="checkbox"/>
741		20/11/2020	released			58.333...	<input type="checkbox"/>
740		20/11/2020	released	<a href="#">view SO</a>		100.00%	<input type="checkbox"/>
739		20/11/2020	released	<a href="#">view SO</a>		100.00%	<input type="checkbox"/>

522 records    page 1 of 53    10 25 50

## Purchase order details dialog

Clicking **edit** under **chq > purchasing > purchase orders > list** with a PO selected opens the **purchase order - <number> - released** (or PO details) dialog.

In the dialog, for trading partners, the changes have been applied to the following tabs:

- general
- items
- global fees

Additionally, in the **billing tab**, all the fields are not editable for trading partners.

The **email PO** and **spread global fees** buttons remain unavailable.

### The general tab

In the **general tab**, all the fields are not editable except for those in the **custom** section.

Also, if the user doesn't have the right to view costs, the "\*\*\*\*\*" symbols display in the **total amt** field under **totals**.

purchase order - 741 - released

general

universal order #: 100000756

order #: 741

status: released archived:

vendor ref. #:

contract PO #:

buyer:

exclude from backorder:

vendor

vendor: crazy

shipping method:

ACK status: not sent

ship-to:

distribution type: single location

ship-to location: \*\*\*\*\*

\* - required

dates

order date: 20/11/2020 2:09 PM

lead time days: 0

ship date: 20/11/2020

arrival date: 20/11/2020

cancel date: 19/12/2020

custom

custom date 1: <dd/mm/yyyy>

custom date 2: <dd/mm/yyyy>

custom date 3: <dd/mm/yyyy>

custom date 4: <dd/mm/yyyy>

totals

qty ordered: 60

qty received: 35

total amt: 0.00€

notes:

print history re-release cancel

### The items tab

In the **items tab**, for trading partners:

1. The **remove** and **archive** buttons don't display.
2. The **search to add** and **qty to add** fields don't display.
3. The item grid is not editable and the "\*\*\*\*\*" symbols display in the amount columns if the user doesn't have the right to view costs.

purchase order - 741 - released

general **edit** search

items filter

global fees	PLU	SO	ship to	qty	qty received	order cost	ext. discount amt
	208870			12	10	0.00€	0.00€
billing	208869			1	2	0.00€	0.00€
user info	208868			12	2	0.00€	0.00€
	208867			2	1	0.00€	0.00€
	204498			22	12	0.00€	0.00€
	208871			11	8	0.00€	0.00€

6 records page 1 of 1 10 25 50

print history re-release cancel

style #: 182595 attribute 1: attribute 2: last sales date: 20/11/2020  
 item description: style price attribute 3: Children last receiving date: on hand qty: 10  
 description 1: price 1 on order qty: 2  
 description 2: VLU:  
 description 3: desc 3 dress CLU:  
 full dept name: FOR - TESTING - TO... UPC:

In the **items** tab, clicking **edit** (see the screenshot above) with a line item selected, opens the **purchase order - [number] - PLU [number]** (item details) dialog.

### Changed item details dialog

The **purchase order - [number] - PLU [number]**, or item details dialog contains the **general**, **fees**, and **foreign currency** tabs.

purchase order - 741 - PLU 208870

general

fees

foreign currency

ship-to location: KHR

custom

purch order custom date: <dd/mm/yyyy>

custom date 2: <dd/mm/yyyy>

details

ACK status: not sent

arrival date:

qty received: 10

external receiving qty: 0

qty due: 2

backorder qty: 0

backorder unit cost: 0.00€

backorder date:

\* - required

notes

close

In the **general** tab, only custom fields are editable and the **\*\*\*\*\*** symbols display in the amount fields if the user doesn't have the right to view costs.

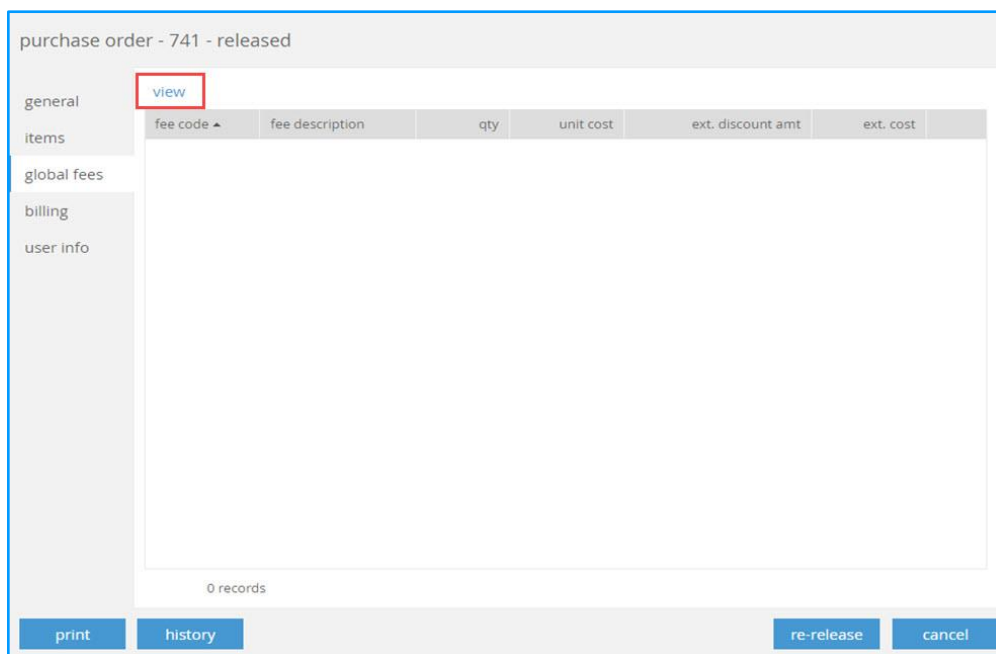
In the **fees** tab, the **new** and **remove** buttons are not available. Instead of **edit**, the **view** button displays and remains active if the grid is not empty. Also, the “\*\*\*\*\*” symbols display in the amount fields if the user doesn’t have the right to view costs.

In the **foreign currency** tab all the fields are not editable.

### The global fees tab

In the **global fees** tab of the **purchase order - <number> - released**, the **new** and **remove** buttons are not available.

Instead of **edit**, the **view** button displays and remains active if the grid is not empty. Also, the “\*\*\*\*\*” symbols display in the amount fields if the user doesn’t have the right to view costs.



### See also

[Cloud HQ User Manual: Purchasing](#)

[Trading Partner View in CHQ V6.11 CHQ Release Guide](#)

## Posting Held Transfer Memos Out

Build 6.28.47.0: PRO-2308

We’ve added the capability to unhold and post held Transfers Out at the CHQ level.



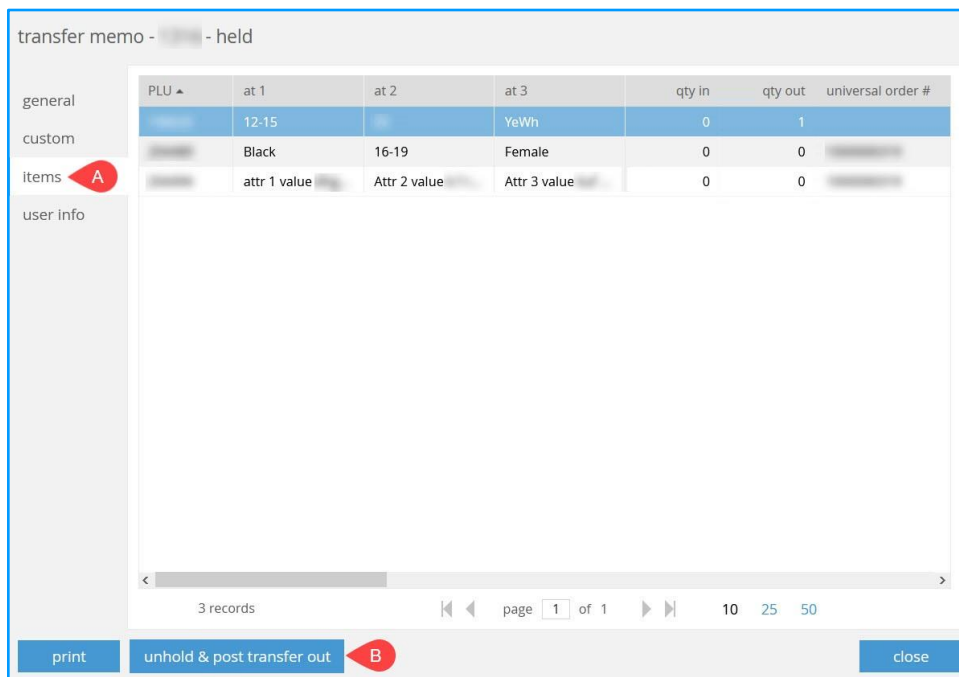
## Purpose

Unholding and posting held Transfer Memos Out at the CHQ level significantly simplifies the process of validation of the closed store “on hold” transfers.

## How to unhold and post Transfer Out

To unhold and post a Transfer Out, in CHQ:

1. Go to **inventory > transfer memos > list** view.
2. Select the required Transfer Memo and click **view**.
3. In the **transfer memo - <number> - held** dialog:
  - click **items** on the left and check item quantities out (**A** in the screenshot below)
  - then click the **unhold & post transfer out** button located at the bottom-left (**B** in the screenshot below).



The **unhold & post transfer out** button won't display if:

- the Transfer Memo status is not “held”
- the user doesn't have the “Transfer Memo – Add/Edit” right
- there are no items with **qty out** > 0 on that Transfer Memo

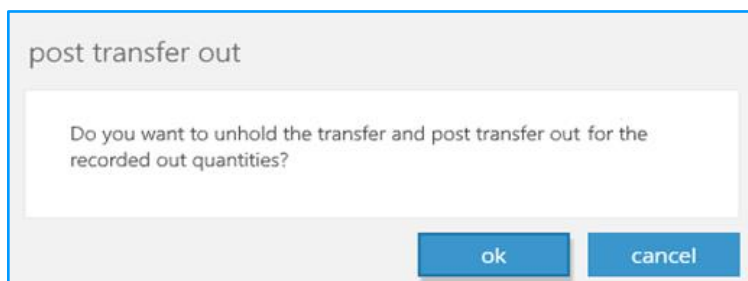
Clicking the button triggers a series of checks, resulting from which error messages can display if the Transfer Memo:

- has been discarded or removed

- is being posted out or the posting out process has been scheduled
- has been saved from a different device while the dialog remains open in CHQ
- is linked to a Transfer Order and the **split transfer memo by cartons** setting is “True” (can be checked under **chq > settings > transfers > transfer documents**) and not all the Transfer Memo items with **qty out** > 0 have a carton sequence number defined
- is linked to a Transfer Order and the **split transfer memo by cartons** setting is “True” (can be checked under **chq > settings > transfers > transfer documents**) and there is a gap in the carton sequence numbering

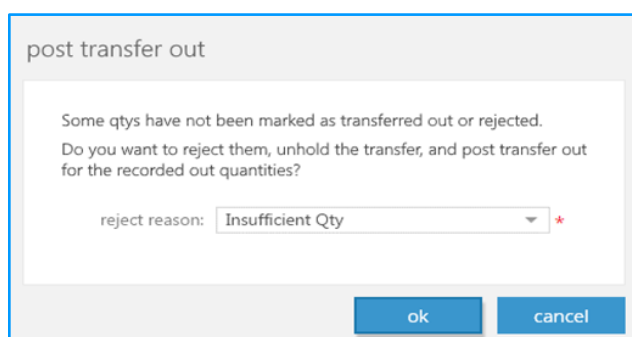
If there are no errors resulting from the above checks, the **post transfer out** confirmation dialog displays.

4. In the **post transfer out** dialog, click **ok**.



#### IMPORTANT NOTE

If there are any quantities that haven't been marked as transferred out or rejected, prior to clicking **ok**, in the **post transfer out** dialog, select the reject reason in the corresponding field:



See also

[Cloud HQ User Manual: Inventory](#)

[Held Transfer Memos in CHQ in V6.27 CHQ Release Guide](#)

## Optimal Stock: Importing Optimal Values for a Specific Location

Build 6.28.47.0: PRO-783

We've added the capability to set optimal values for a specific location via the Optimal Stock Location Exceptions import. For this import type, an excel spreadsheet must be prepared based on a specific template.

### Purpose

This update provides for a convenient way to set optimal merchandise quantities for individual company locations. Numerous locations can be configured in one imported file.

### New security rights

To be able to perform the Optimal Stock Location Exceptions import as well as review import details, the user must be granted the following security rights:

Area	Right	Description
Inventory	Optimal Stock Imports - Access	Allows the user to access the Optimal Stock Imports list and view import details.
Inventory	Optimal Stock Imports - Add/Edit	Allows the user to create, edit, delete the Optimal Stock Import and import optimal stock values.

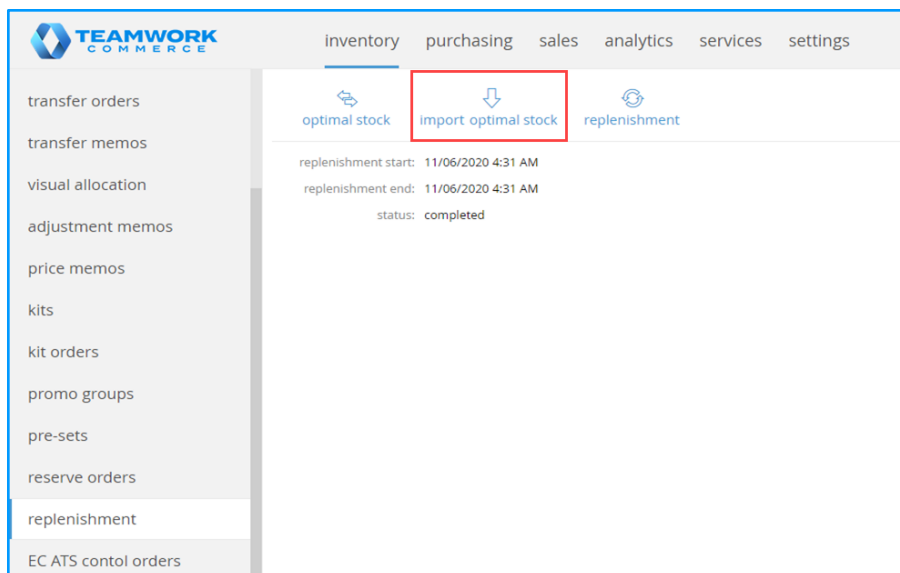
#### NOTE

For information on how to assign security rights to users, see the **Roles** section of the [Cloud HQ User Manual: Settings](#).

### How to access the Optimal Stock Imports area

In CHQ, to access the **optimal stock imports** area, do the following:

1. Go to **inventory > replenishment**.
2. In the area that opens, click **import optimal stock**.



### WARNING

The **import optimal stock** button is visible if the user has the *Optimal Stock Imports – Access* right.

Also, the **replenishment mode** under **chq > settings > inventory / catalog > inventory settings > the replenishment** section must equal “optimal stock”.

3. In the **optimal stock imports** list view that opens, the following information on created imports is available:

CHQ optimal stock imports						
new view archive filter						
no	status	progress	description	created date	archived	
1	error			03/24/2017 8:15 AM	<input type="checkbox"/>	
2	error			03/24/2017 8:15 AM	<input type="checkbox"/>	
3	error			03/24/2017 8:15 AM	<input type="checkbox"/>	
4	error			03/24/2017 8:31 AM	<input type="checkbox"/>	
5	error			03/24/2017 8:31 AM	<input type="checkbox"/>	
6	error			03/24/2017 8:31 AM	<input type="checkbox"/>	
7	error			03/24/2017 8:50 AM	<input type="checkbox"/>	
8	imported			03/24/2017 9:16 AM	<input type="checkbox"/>	
9	imported			03/27/2017 8:37 AM	<input type="checkbox"/>	
10	imported			03/27/2017 9:05 AM	<input type="checkbox"/>	

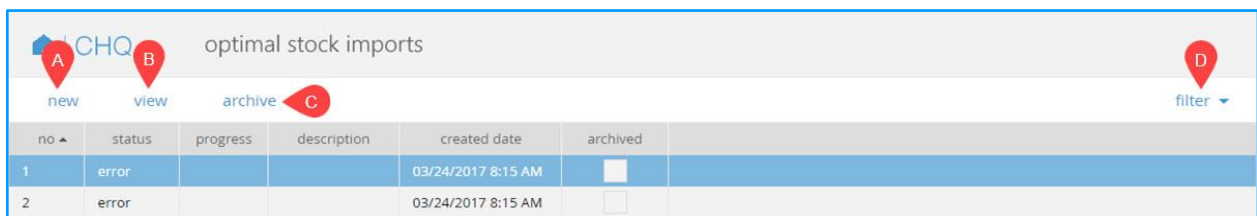
- **no**: import sequential number
- **status**: the status of the optimal stock import; possible values are “reviewing”, “ready to import”, “error”, “importing”, “imported”, and “import error”
- **progress**: shows the progress bar for the reviewing and importing stages
- **description**: the description of the optimal stock import (added during import creation)
- **created date**: the date of optimal stock import creation
- **archived**: the checkbox indicating that optimal stock import is archived

Additionally, right-click the column header to add the following columns to the list:

- **file name:** the name of the imported file
- **created by:** the name of the user who created this import
- **import started date:** the date / time of the import start
- **imported date:** the date / time of the import completion
- **imported by:** the name of the user who performed the import

Also, in the list view, it's possible to:

- create a new import (**A** in the screenshot below)
- view information on the selected import (**B** in the screenshot below)
- archive a selected import (**C** in the screenshot below)



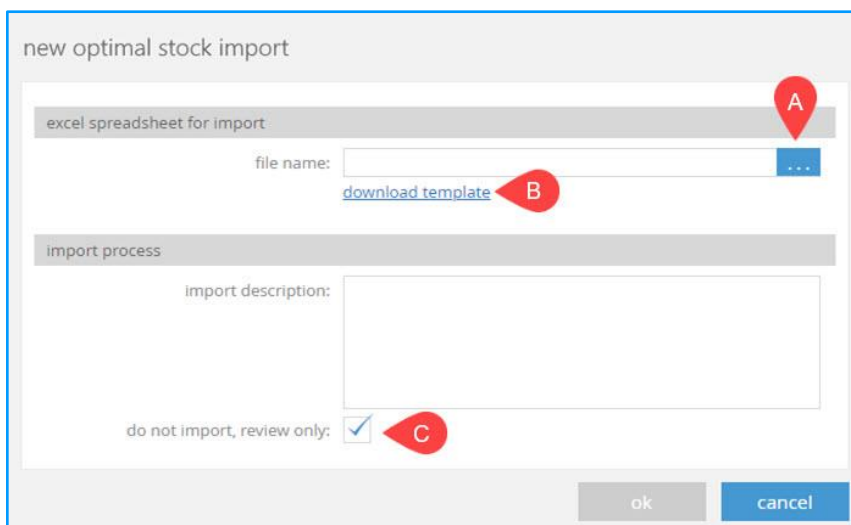
no	status	progress	description	created date	archived
1	error			03/24/2017 8:15 AM	<input type="checkbox"/>
2	error			03/24/2017 8:15 AM	<input type="checkbox"/>

Filtering the import list is available by status (e.g. “error”, imported”) and archived/non-archived properties (**D** in the screenshot above).

## How to create a new import

To create a new import, in CHQ:

1. Go to **inventory > replenishment** and click **import optimal stock**.
2. Then, click **new** to open the **new optimal stock import** dialog:



new optimal stock import

excel spreadsheet for import

file name:  ...

[download template](#) (B)

import process

import description:

do not import, review only:  (C)

ok cancel

3. Click the ... button (next to the **file name** field, marked **A** in the screenshot above) to select and upload the import document.

Alternatively, click the **download template (B)** link to prepare your import file.

4. Add your description to the **import description** field, if needed.

5. To review the file with no further importing, select the **do not import, review only** checkbox (**C** in the screenshot above).

6. Once finished, click **ok** to run the review and/or import process.

## How to review existing import details

To review the existing import details (for example, in case of errors):

1. Under **optimal stock imports**, click to select the required import.

2. Then click **view**.

Clicking **view** opens the **general** tab of the **optimal stock import <number> - <status>** dialog:

optimal stock import #2 - ready to import

general

errors

import #: 2  
status: ready to import

created date: 03/24/2017 8:15 AM  
created by: [redacted]

import started date:  
imported date:  
imported by:  
archived:

file: [download file](#)

description:

hold import discard

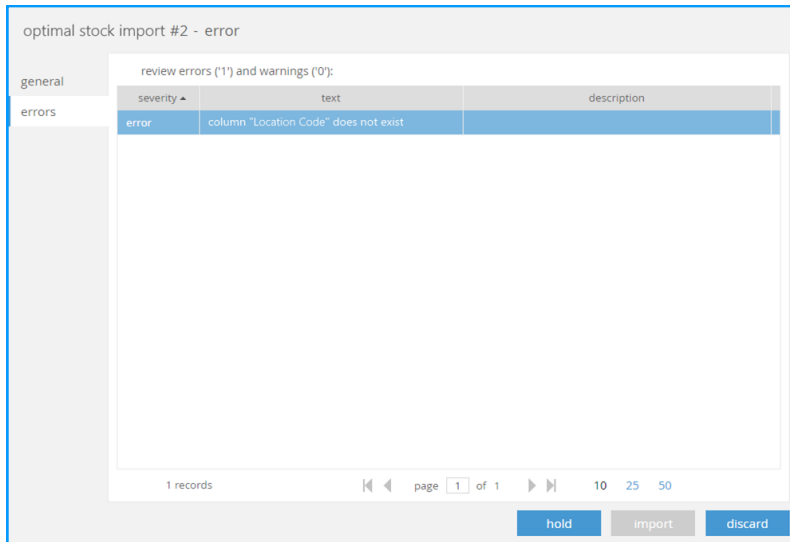
In the tab, the following information on the selected report is available:

- sequential number
- status
- the report creation date / time
- the name of the user who created the report
- the import started date
- the imported date
- the name of the user who performed the import

- the archived flag
- user-defined import description

Also, it is possible to download the import file for review.

3. If any error is detected, to review the error related information, open the **errors** tab:



In the **errors** tab, the following information is available:

- severity level (error or warning)
- error / warning text
- error / warning description

4. On reviewing, it is possible to:

- **hold** the import (for imports in “ready to import” or “error” statuses)
- **import** the uploaded data (if the status is “ready to import”)
- **discard** the import (for imports in “ready to import” or “error” statuses)
- **close** (if the status is “reviewing”, “importing”, or “imported”)

[See also](#)

[Cloud HQ User Manual: Inventory](#)

## Sales

### Send Sale Orders: Adyen fraud prevention

Build 6.28.47.0: PRO-1339

Starting from version 6.28.47.0, in CHQ, a new Send Sale Order with payment captured via Adyen can be automatically accepted or rejected based on that order's fraud status.

#### Purpose

Defining the fraud status of the new Send Sale Order allows for automatically rejecting as well as preventing fraudulent transactions in CHQ.

Adyen determines if the transaction looks fraudulent or not and defines the transaction fraud status in CHQ.

#### How to check fraud status in the Sales Order

The fraud status of an order in CHQ is displayed under **sales > order management > [selected order] > order**, in the **fraud status** field:

sales order - send sale #1000004478 - in review

order	universal order #: 1000004478	notes
customer	order #: 1000004478	pre-set notes
delivery	order date: 01/19/2021 12:05 PM	pre-set example
items	<b>fraud status:</b> unknown	
global discount	associate: [dropdown]	
global fees	tax exempt: <input type="checkbox"/>	
CSR notes	block email notifications: <input type="checkbox"/>	
payments	order external ID: [input]	
shipments	custom	total
activity	custom text 1: [input]	order qty: 3
user info	custom text 2: [input]	qty filled: 0 0%
	custom text 3: [input]	qty due: 3
	custom text 4: [input]	item total: \$241.25
	custom text 5: [input]	discounts: \$0.00 0%
	custom text 6: [input]	fees: \$50.00 first item
		tax: \$21.42

The order's fraud status in CHQ is updated based on the order's fraud status in Adyen. For the **fraud status** field in CHQ, the following values are possible:

- "unknown": if there's no data from Adyen (default)
- "accepted": if the order has the "accepted" status in Adyen
- "alert": if the order has the "amber" status in Adyen
- "fraud": if the order has the "fraud" status in Adyen



## How fraud status is determined at the Adyen side?

At the Adyen side, a transaction's status changes to "amber" or "fraud" when it reaches a certain risk score or triggers a specific risk rule.

The fraud score limits are configurable at the Adyen side. For example, a score above 50 may trigger the "amber" status (the "alert" status in Teamwork). In this case, at the Adyen side, a reviewer must manually accept or reject that transaction.

A score above 100 always triggers the "fraud" status.

## How to configure fraud prevention settings for Send Sale Orders

We've added a new **auto approve all new CHQ send sale orders** checkbox under **chq > settings > order management > customer orders**:

The screenshot shows the Teamwork Commerce settings interface. The left sidebar contains a navigation menu with categories like 'company settings', 'location settings', 'inventory / catalog', 'customer', 'sales', 'order management', 'sales order types', 'sales order tabs', 'customer orders', 'ship to required fields', 'sell from locations', 'fill locations', 'shipment reject reasons', 'shipping boxes', 'order fulfillment', 'drawer management', 'purchasing', 'transfers', and 'printing'. The 'customer orders' section is selected. The main content area is titled 'customer orders' and is divided into two sections: 'web and send sales' and 'web orders and CHQ send sale orders - fraud prevention'. In the 'web and send sales' section, there are several checkboxes and dropdown menus. The 'auto approve all new POS send sale orders' checkbox is checked. In the 'web orders and CHQ send sale orders - fraud prevention' section, the 'auto approve all new CHQ send sale orders' checkbox is highlighted with a red box and is currently unchecked. Other checkboxes include 'auto approve all new web sale orders', 'auto approve orders in "accepted" fraud status', 'auto approve/cancel orders in "alert" fraud status', 'auto approve orders in "unknown" fraud status', and 'auto cancel orders in "fraud" status'. There are also input fields for 'auto approve/cancel delay for "alert" fraud status (hrs)' and 'auto approve delay for "unknown" fraud status (hrs)'.

### WARNING

If the **auto approve all new CHQ send sale orders** checkbox is selected, then all Send Sale Orders created in CHQ are automatically accepted despite the fraud status from Adyen.

## Renamed fields

Under **chq > settings > order management > customer orders**:

- in the **web and send sales** section, the **auto approve all new send sale orders** field has been renamed to **auto approve all new POS send sale orders**

- the **web orders – fraud prevention** section has been renamed to **web orders and CHQ send sale orders – fraud prevention**

Additionally, under **web orders and CHQ send sale orders – fraud prevention**, the following fields have been renamed:

- **auto approve web orders in “accepted” fraud status** to **auto approve orders in “accepted” fraud status**
- **auto approve/cancel web orders in “alert” fraud status** to **auto approve/cancel orders in “alert” fraud status**
- **auto approve web orders in “unknown” fraud status** to **auto approve orders in “unknown” fraud status**
- **auto cancel web orders in “fraud” status** to **auto cancel orders in “fraud” status**

#### NOTE

To edit the fields listed above, you need to clear either the **auto approve all new web sale orders** or **auto approve all new CHQ send sale orders** checkbox (or both) under the same location.

## Changes in the add payment – [payment method] dialog

To ensure correct transaction processing by Adyen, we’ve added a new **billing address** section to the **add payment – [payment method]** dialog:

add payment - adyen

payment amount: \$424.61 \*

card #: \*

expiration date: \* \*

card holder name: \*

security code: \*

billing address

use shipping address:

address 1: A

address 2: A

address 3: A

address 4: A

address 5: A

postal code: \*

city: \*

state / province: \*

country: United States of America \*

\* - required; A - one field with same letter required

pay cancel

#### NOTE

To open the **add payment – [payment method]** dialog, under **chq > sales > order management > new > payments**, click **add payment**.

In the **add payment** dialog, select “Adyen”. On selecting, the **add payment – [payment method]** dialog opens.

Under **billing address**, the following fields are available:

- **use shipping address**: if selected, the read-only ship-to address displays under **billing address** (selected by default)
- **address 1–5**: at least one of the address fields is required
- **postal code**: required if the ship-to country is USA or Canada
- **city**: required
- **state / province**: required if the ship-to country is USA or Canada; maximum length allowed is 30 characters
- **country**: required

#### NOTE

If any of the required fields listed above is not populated, on clicking **pay** in the **add payment – [payment method]** dialog, the “Billing address problem [field name]” error message displays.

### See also

[Cloud HQ User Manual: Settings](#)

[Cloud HQ User Manual: Sales & eCommerce](#)

## Extended Gift Cards settings

Build 6.28.47.0: PRO-2108

Starting from version 6.28.47.0, the **SVS zone** is a required field when creating a new gift card (**chq > sales > gift cards > new**).

#### WARNING

Please be advised that you can only select your **SVS zone** when creating a new Gift Card. If you edit the existing Gift Card, the **SVS zone** field is not editable.

#### NOTE

All the SVS zone settings are configured in CHQ under **settings > company settings > stored values services > SVS zones**.

### See also

[Cloud HQ User Manual: Settings](#)

[Cloud HQ User Manual: Sales & eCommerce](#)

“Updated Gift Cards in CHQ” and “New SVS zones area” in [V6.27 CHQ Release Guide](#)

# Settings

## Extended RFID Reader settings

Build 6.28.47.0: PRO-2661

To respect changes in Teamwork POS Pro Version 6 related to RFID tags reprogramming, we have added new as well as extended the existing RFID Reader settings in CHQ.

### [What is RFID tag reprogramming?](#)

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Reprogramming means changing the status of an RFID tag from “ON” to “OFF” once the item with that tag has been purchased.

### Purpose

During checkout, store associates need to deactivate the RFID tags of the sold items to allow those items through the store’s EAS theft prevention system.

With this update, we’ve made tag reprogramming more convenient. After sale finalization, the store associate can simply place bagged merchandise on the RFID reader for automatic reprogramming. Status messages keep the user informed about the process.

The new settings in CHQ allow for:

- increasing or decreasing the reprogramming and read antenna power levels,
- specifying the number of retries during reprogramming as well as
- setting the received signal strength indicator (RSSI) value for the RFID device

The above settings can be helpful when, for example, the checkout counter is very small, and a customer purchases a large number of items, or items are too large to place on the counter together, in these cases tags are often moved too far from the reader to be reprogrammed after the sale is finalized.

Also, setting the number of retries after a sale allows for preventing occasional delays in stores. The faster the tag is scanned and identified, the faster the associate can assist the next customer.

### How to configure the RFID reader settings

To configure the new RFID reader settings, in CHQ:

1. Go to **settings > company settings > general settings**.
2. Under **general settings**, scroll down to find the **DENSO RFID** section:

The screenshot shows the Teamwork Commerce settings interface. The top navigation bar includes 'inventory', 'purchasing', 'sales', 'analytics', 'services', and 'settings'. The left sidebar contains a search bar and a menu with options like 'company settings', 'company information', 'stored values services', 'general settings' (highlighted), 'countries / regions', 'states / provinces', 'postal codes', 'time zones', 'currencies', and 'financial'. The main content area is titled 'general settings' and features a 'DENSO RFID' section with the following configuration options:

RFID connection timeout (v6):	5
# of reads for successful RFID scan (v6):	1
<u>read antenna power level (v6):</u>	3
interval time for the next read (v6):	1000 (milliseconds)
ignore EPC's from previous sale:	<input type="checkbox"/>
<u># of reprogramming attempts (v6):</u>	2
<u>reprogramming antenna power level (v6):</u>	6
<u>RSSI value:</u>	5

The 'EAS' section is partially visible at the bottom of the settings area.

3. In the **DENSO RFID** section, configure the following:

- **read antenna power level:** specify the value from “1” to “8” to set the power level for reading new items that are added to the sales receipt. “3” is set by default
- **# of reprogramming attempts:** specify the value from “1” to “8” to define the number of attempts to reprogram before moving on or completing the process. “3” is set by default
- **reprogram antenna power level:** specify the value from “1” to “8” to set the power level for the reprogramming antenna. “6” is set by default

#### NOTE

A higher power level can help read a tag through the bag.

- **RSSI value:** specify the negative value from “-40” to “-80” to set the power of a received signal on the RFID device. “-60” is set by default

#### What is RSSI value?

**RSSI**, or Received Signal Strength Indicator, is a measurement of how well your device can hear, detect, and receive a signal from an access point.

#### See also

[V6.28 Mobile Release Guide](#)

[RFID Tag Status Operations at Sale](#) in Teamworkpedia

## Locations for new Sales Orders

Build 6.28.47.0: PRO-2001

Starting from version 6.28.47.0, we've added the capability to choose a **created at** location when making a new Sales Order (SO) in CHQ.

### Purpose

This feature substitutes the previously existing logic where such location was to be selected at the company level and then was applied to all the newly created Sales Orders.

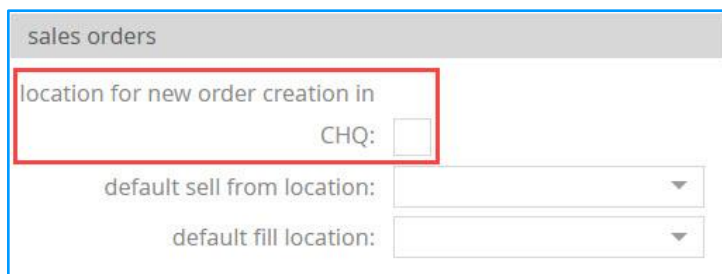
### How to make the location available for new Sales Order

Before creating a Sales Order, it's required to configure locations you want to be available for selection during SO creation. To do so, in CHQ:

1. Go to **settings > location settings > locations/location settings**.
2. Select the required location and click **edit**.

Alternatively, click **new** to start creating a new location.

3. In the **[selected location]** dialog, open the **sales** tab.
4. In the **sales orders** section of the tab, select the **location for new order creation in CHQ** checkbox.



The screenshot shows a configuration window titled "sales orders". Inside, there is a section for "location for new order creation in CHQ" with a checkbox. Below this are two dropdown menus: "default sell from location:" and "default fill location:". The checkbox is highlighted with a red border.

5. Click **save** for the changes to take place.

Repeat steps **2–5** for every location you want to make available for selection during SO creation.

#### WARNING

To be able to perform the above configurations, the user must be granted the **Add/Edit Location Settings CHQ** security right. For information on how to do so, see the **Roles** section of Teamwork Commerce [Cloud HQ User Manual](#).

**NOTE**

As of version 6.28.47.0 of the software, the **location for new order creation in CHQ** setting is no longer available at the company level under **chq > settings > order management > customer orders**.

## Specifying locations during Sales Order creation

When you create a new Sales Order in CHQ under **sales > order management** and there is only one active location marked as “location for new order creation in CHQ”, a new SO is automatically assigned to that location.

If there are multiple active locations marked as “location for new order creation in CHQ”, on clicking **new**, the **new sales order** dialog opens where it is possible to select the required location in the **created at location** field:

**WARNING**

Please be advised that if none of the locations is marked as “location for new order creation in CHQ”, the **new** button under **chq > sales > order management** (both interaction and list views) is not available and it is not possible to create a new Sales Order.

**NOTE**

When you create a new SO by copying items from the existing one (**chq > sales > order management > [selected] sales order > the items tab > actions > copy items to new order**), the **created at location** information is copied from the original SO as well.

## See also

[Cloud HQ User Manual: Settings](#)

[Cloud HQ User Manual: Sales & eCommerce](#)

## Other enhancements

### Updated cost calculation in imported Purchase Receipts

Build 6.28.47.0: PRO-2606

We have updated the logic of how the item cost is defined in the imported Purchase Receipt when the cost line is empty.

Starting from 6.28.47.0, the item cost is defined in the following way:

- if the item cost line is empty in the imported Purchase Receipt, the item cost is taken from the corresponding item cost line in ASN
- if there is no item cost indicated in the ASN, the item cost is taken from the corresponding item cost line of the linked Purchase Order
- if there is no linked Purchase Order item, the item cost is taken from the inventory (Vendor Order Cost).



## Issue Resolution

### Duplicated Access Drawer Memo security right

Build 6.28.47.0: DS-1750

We have removed a duplicate of the “Access Drawer Memo” security right from CHQ.

### Sync CustomerAttributes job failed to retrieve values

Build 6.28.47.0: DS-1715

We’ve fixed the issue where the Sync CustomerAttributes job (**chq > settings > server tasks > jobs**) would occasionally fail to retrieve values for customer attributes.

### Incorrect amount rounding for Gift Cards

Build 6.28.47.0: PRO-2748

We have fixed the issue where the values of the **gift card amount 1–5** fields under **chq > settings > sales > payment processing > FR gift card** would not be rounded to 0.01.

### Optimal Stock: Item search dialog crashes

Build 6.28.53.0: DS-1754

#### Issue

Prior to 6.28.53.0, the Optimal Stock **item search** dialog would incorrectly close as a result of the following:

1. In CHQ, under **inventory > replenishment**, click **optimal stock**
2. In the **item search** dialog that opens, find and click to select the required item
3. In the **optimal stock** dialog that opens click **change width group**
4. In the **width group** column of the **change width groups**, change the width group for that item
5. Click **save**, then click **yes** and **save** again
6. In the **item search** dialog that opens, click to select a different item

Clicking to select a different item would close the **item search** dialog instead of showing the **optimal stock** dialog for that item.

#### Resolution

The issue has been fixed. Now the **item search** dialog works as expected.

## Epilogue

This guide was published on **March 17, 2021** by Teamwork Commerce.

CHQ is accessed online through a browser and a client-specific web site. This guide provides documentation on new features and product updates to the existing CHQ software.

If you have any questions or wish to receive training from Teamwork Commerce, email us at: [training@teamworkcommerce.com](mailto:training@teamworkcommerce.com).

If you need technical support, have a question about whether or not you have the current version of the guide, or you have some comments or feedback about our guide, please contact us at: [support@teamworkcommerce.com](mailto:support@teamworkcommerce.com).

For emergency support call the Teamwork Commerce Main Line [\(727\) 210-1700](tel:7272101700) and [select 1](#) to leave a message that will immediately be dispatched to an on-call tech.