



# CHQ RELEASE GUIDE

Version 6.23

Build 6.23.51.0

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Build 6.23.55.0

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## Services

### Updated POS settings in CHQ device controller

Build 6.23.51.0: PRO-52

We have updated existing as well as added new settings to the **edit device** dialog that is available under **chq > services > device controller > (your selected device)**.

#### NOTE

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To configure the device settings available in the **edit device** dialog, the user must have the **Manage devices** security right.

### Purpose

With this update, for Teamwork POS Pro version 6 or higher it's become possible to configure

- RFID reader,
- payment terminal,
- printing options, and
- printer

settings at the CHQ side and stream these settings to a specific device / devices.

This may be helpful when during initialization, a newly installed POS collects the preconfigured settings from CHQ.

Also, this eliminates the necessity to reconfigure the settings in POS once the app is reinitialized.

### Settings grouped in the edit device dialog

We have updated the **general** tab. Now, the existing settings are grouped in the following sections (indicated 1-4 on the screen below):

1. **device**: contains the device-specific information
2. **application**: contains the application-related information
3. **cloud logs**: allows for enabling logs and specifying the required log level
4. **notes**: allows for leaving notes for your device

edit device

general **1** device **2** application

location: TEST - Testing Location application: Teamwork POS - 6.0

device name: [redacted] installed version: 6.23

alias: [redacted] drawer station: [redacted]

device type: iPad update scheduled on: <dd/mm/yyyy> [calendar icon]

device hub IP: [input] collect network stats:

printer port: [redacted] \* change SVS authorization token ▶ generate

scales port: [redacted] \* safe management:

deactivated:  last sale transaction #: [input]

device #: [redacted] **3** cloud logs

IP address: [redacted] enable cloud logs:

system name: iOS severity: error

system version: [redacted] **4** notes

model: iPad

[update] [force reinitialize] [request backup] [refresh TSS] [remove] [save] [cancel]

## A new app settings tab

We have added a new **app settings** tab to the **edit device** dialog.

### WARNING

If your device is not location-specific, the **app settings** tab is invisible. If your device is location specific but not Teamwork POS version 6.0 or higher, then the **app settings** tab is inactive.

To check if your device is location specific or not, on the **general** tab of your **edit device** dialog find the **location** field in the **device** section (see the screenshot above). If the exact name of a location (for example, “Test - Testing Location” in the screenshot above) is indicated in the field, then your device is location specific. Alternatively, you will see “not location specific”.

The **app settings** tab has two sections:

- **RFID reader**
- **payment terminal**

The screenshot shows the 'edit device' configuration interface. On the left is a sidebar with menu items: 'general', 'app settings', 'printing options', 'direct printers', 'pin pads', 'restricted payments', and 'info'. The main content area is titled 'edit device' and contains two sections: 'RFID reader' and 'payment terminal'.  
 In the 'RFID reader' section:  
 - 'enable RFID reader support:' is a checked checkbox.  
 - 'model:' is a text field containing 'Denso UR-22 antenna/UR-22 controller'.  
 - 'network/IP:' is an empty text field with a red asterisk.  
 - 'port:' is a text field containing '20000'.  
 - 'use antenna:' is a dropdown menu with 'antenna 1' selected.  
 - 'RFID read power level:' is a text field containing '1' with a red asterisk.  
 - 'RFID reprogram power level:' is a text field containing '1' with a red asterisk.  
 In the 'payment terminal' section:  
 - 'payment terminal type:' is a dropdown menu with 'Adyen terminal API' selected.  
 - 'IP address:' is an empty text field with a red asterisk.  
 - 'terminal ID:' is an empty text field with a red asterisk.  
 - 'port:' is a text field containing '8443' with a red asterisk.  
 At the bottom left of the main area, there is a red asterisk followed by the text '\* - required'. At the bottom right, there are three buttons: 'remove', 'save', and 'cancel'.

## The RFID reader section

### NOTE: What is RFID?

RFID (Radio Frequency Identifier) is a tracking technology that utilizes radio waves to read and transfer data from RFID tags to a reader (for example, a scanner).

The tag (a tiny chip) is attached to an inventory item and allows for the identification of the latter. Using RFID tags greatly speeds the process of identifying the item on check out (sales) as well as physical inventories, minimising the risk of loss and theft.

In the **RFID reader** section, the following settings are available:

- **enable RFID reader support:** select the checkbox to turn on the RFID reader support

### WARNING

The **RFID reader** section is inactive when the **enable RFID reader support** checkbox is cleared.

To configure the **RFID reader** section, first select the **enable RFID reader support** checkbox.

- **model:** the RFID reader model, not editable, by default displays “DENSO UR-22 antenna/UR-22 controller”
- **network/IP:** indicate the IP address to connect to your reader; the field is required

- **port:** indicate the port that will be targeted when connecting to the reader; by default empty, can range from “1” to “65535”
- **use antenna:** choose which antenna of your RFID-reader to use:
  - “antenna 1”: set the RFID reader to use only antenna 1, set by default
  - “antenna 2”: set the RFID reader to use only antenna 2
  - “use both”: set the RFID reader to use two antennas at once
- **RFID read power level:** indicate the antenna power level required to read RFID tags. The value can range from “1” (default) to “8”, where “1” is the weakest and “8” is the strongest power level.
- **RFID reprogram power level:** indicate the antenna power level required to reprogram (for example, deactivate) RFID tags. The value can range from “1” (default) to “8”, where “1” is the weakest and “8” is the strongest power level

#### WARNING

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Please be advised that tag reprogramming requires a higher power level than tag scanning.

## The payment terminal section

The **payment terminal** section contains the following settings:

- **payment terminal type:** choose the payment terminal from the list:
  - “none” (default)
  - “Adyen terminal API”

#### WARNING

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When **payment terminal type** is set to “none”, the **payment terminal** section is inactive.

To configure the **payment terminal** section, first select “Adyen terminal API” in the **payment terminal type**.

- **IP address:** indicate the payment terminal IP address
- **terminal ID:** enter your terminal ID in the correct format (see the note below)

#### NOTE

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**Terminal ID** typically consists of several blocks: characters and digits, a hyphen, and then 9 digits. For example, P400-123456789. The max length of terminal ID is 24 symbols.

- **port:** indicate the port number, choose from “1” to “65535”; by default set to “8443”

## A new printing options tab

We have added a new **printing options** tab to the **edit device** dialog.

### WARNING

If your device is not location-specific, the **printing options** tab is invisible. If your device is location specific but not Teamwork POS version 6.0 or higher, then the **printing options** tab is inactive.

To check if your device is location specific or not, on the **general** tab of the **edit device** dialog find the **location** field in the **device** section (see the screenshot on page 4 of this Guide). If the exact name of a location (for example, "Test - Testing Location") is indicated in the field, then your device is location specific. Alternatively, you will see "not location specific".

On the **printing options** tab, it is possible to configure printing-related settings for the following documents:

- sales receipt
- store receipt
- gift receipt
- drawer memo
- deposit slip
- start of day
- purchase receipt
- return shipping label
- item tag
- transfer memo
- shipping label
- packing slip
- mailing label
- pick up label
- pick list
- transfer item ticket
- purchasing item ticket
- adjustment memo
- adjustment item ticket

The screenshot shows the 'edit device' dialog with the 'printing options' tab selected. The 'sales receipt' section is highlighted with a red box and contains the following settings:

- type: print
- printer type: direct printer
- printer: Test printer \*
- document template: Sales Receipt \*
- number of copies: 1 \*

Below the 'sales receipt' section, the 'store receipt' section is partially visible with the following settings:

- type: print
- printer type: air printer
- printer: HP LaserJet M15w

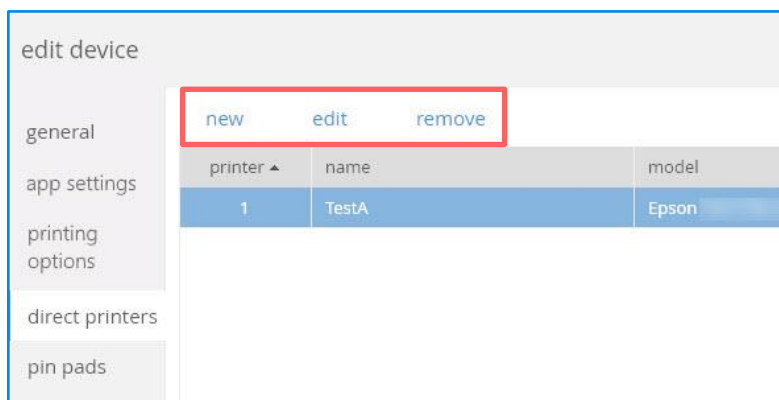
On the printing options tab, the following options are available for configuration:

- **type:** select how you want the document to be managed
  - “print”
  - “no print” (default)
  - “print preview”
  - “email”
- **printer type:** select your printer type
  - none (default)
  - direct printer
  - air printer
- **printer:**
  - if **printer type** is “none”, the field is inactive
  - if **printer type** is “direct printer”, the list of available printers displays
  - if **printer type** is “air printer”, the air printer name displays (configurable in POS) and the field is not editable
- **document template:** select the template of the document that will be used for printing
- **number of copies:** set the number of copies from “1” to “1000”

## The direct printers tab

We've added the following new buttons to the **direct printers** tab:

- **new:** allows for adding a new printer
- **edit:** allows for editing the selected printer
- **remove:** allows for deleting the selected printer





## Adding a new printer

To add a printer, click **new**. On clicking the button, the **printer** dialog opens:

In the dialog, configure the following:

- **printer:** enter your printer number from “1” to “26”. By default, the value equals the min unique number for the corresponding location
- **name:** enter your printer name
- **type:** choose your printer type from the list
  - network/IP (default)
  - bluetooth
- **model:** choose the required printer model from the list
- **IP/MAC address:** enter your printer IP or MAC address
- **paper width:** choose the required paper width for a specific printer

### NOTE

The **paper width** field displays only once a printer model is selected. The available options in the field depend on the selected printer model.

- **cash drawer:** choose the required cash drawer opening method

### NOTE

The **paper width** field displays only once a printer model is selected. The available options in the field depend on the selected printer model.

Once done, click **save**.

## Editing and removing the selected printer

To edit settings of an existing printer, on the **direct printers** tab of the **edit device** dialog, click to select the required printer and then click **edit**.

The edit capability may be helpful if, for example, you want to make sure the setup has been properly performed or any of the settings (e.g., **printer name** or **IP address**) requires updating.

To remove a printer, click to select it and then click the **remove** button.

If you don't plan to use a printer any more, it's recommended to delete that printer to avoid cluttering.

### WARNING

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In the **printing options** tab, you cannot remove a printer for an active device.

## Saving, updating, and reinitializing

Once all the required settings are configured in the **edit device** dialog, it is possible to save the new configuration, update the POS settings with the newly configured ones as well as re-initialize the device.

To do so, you need to correspondingly click one of the following buttons:

- **save**
- **update**
- **force reinitialize**

### NOTE

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Please note that the **update** button is also available in CHQ under **services > device controller > list**.

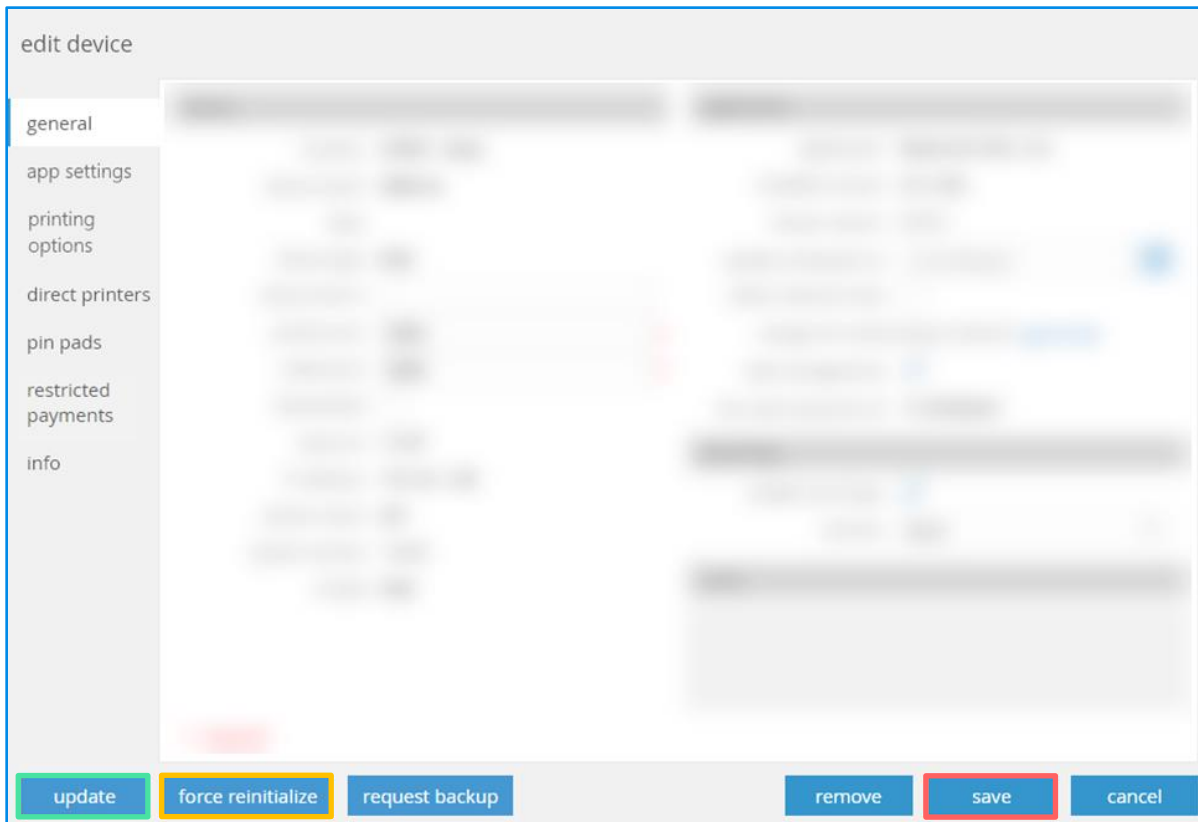
Clicking the **save** button:

- saves all the direct printer related changes for the corresponding location and streams the updates to all the devices that belong to that location
- saves RFID reader, payment terminal, and printing option settings changes and streams the updates to the corresponding device (for Teamwork POS Pro version 6 or higher)

Clicking the **update** button copies the RFID reader, payment terminal, and printing options settings and streams the updates to the corresponding device

Clicking the **force reinitialize** button streams:

- direct printer settings to devices at the corresponding location
- RFID reader, payment terminal and printing options for the corresponding device (for Teamwork POS Pro version 6 or higher)



## See also

[RFID Tag Status Operations at Sale](#)

## New Optimal Stock Location Settings Import

Build 6.23.51.0: PRO-14

We've added a new custom import – Optimal Stock Location Settings Import.

### WARNING

Please be advised that this custom import is provided by request only and is not available on default installations.

### NOTE

To be able to make use of the Optimal Stock Location Settings custom import, the user must have the **Add/Edit Location Settings CHQ** right. Also, to be able to reset optimal stock values via the import, the **Optimal Stock - Reset** right is required.

## Purpose

The Optimal Stock Location Settings import allows for:

- changing width as well as depth group settings for selected locations
- reset optimal stock values

## How to perform the import

To create a new Optimal Stock Location Settings import:

1. In CHQ, go to **services > custom imports**.
2. Under **custom imports**, click **new**.
3. In the **new import** dialog that opens, select “OptimalStockLocationSettings” in the **custom import** field.
4. Upload the Excel spreadsheet with the required settings and click **import**.

## See also

[Optimal Stock Engine Guide](#)

## Settings

### Configuring date and time format for CHQ UI

Build 6.23.51.0: PRO-12

We've added the capability to configure how the date and time display across CHQ UI.

#### NOTE

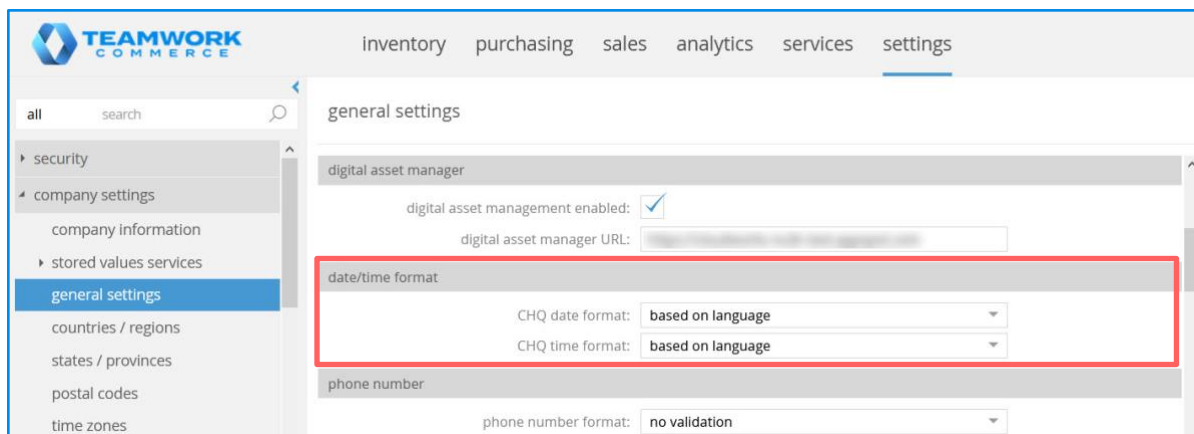
To configure the date and time format settings, the user must have the **Add/Edit Company Settings CHQ** security right.

#### Purpose

Since different countries have different date and time formats, the update provides the possibility to utilize the date/time format users are accustomed to. For example, in the U.S. dates are typically displayed as mm/dd/yyyy; however, in Europe, dates are dd/mm/yyyy. For time, some locations prefer the 24-hour format, others might prefer 12-hour clock with AM/PM indications.

#### How to configure date and time format

Configuring the date/time format is possible under **chq > settings > company settings > general settings** in the **date/time** section:



In the **CHQ date format** field, you can select one of the following:

- “based on language”: the date format depends on the language you select in the left bottom corner of CHQ (default).  
For example, if the English language is selected, the date displays as “mm/dd/yyyy”.  
Alternatively, if you select Spanish, the date displays as “dd/mm/yyyy”.
- “mm/dd/yyyy”

- “dd/mm/yyyy”

For the **CHQ time format** field, you can select one of the following options:

- “based on language”: the time format depends on the selected language in the left corner at the bottom of CHQ, set by default. For example, if English is selected, the time displays in the 12-hour format.
- “12 hours”
- “24 hours”

## Settings for assisted credit card payments using Adyen

Build 6.23.51.0: PRO-13

To respect the changes in Teamwork POS Pro version 6, in particular, the capability of making payments in the assisted mode using Adyen, we’ve added the corresponding settings in CHQ at the company and location levels.

### Purpose

The assisted mode represents a minimal integration with Adyen. Here, POS sends to the terminal the amount due and then waits for a response from the terminal. POS will not check for any errors or lost communication.

If POS receives the “successful payment” response from the terminal, the following information is captured and the corresponding fields in POS are populated automatically:

- **Card Type**: the type of the credit card
- **Card Last 4**: the last four digits of the card number
- **Authorization #**: the authorization code

Sending the amount due to the terminal as well as populating the fields automatically in POS allows users to avoid any errors related to manual entry of the information.

### WARNING

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As this is a minimal integration with Adyen, if there is any error on the terminal (lost communication, card declined, no internet), it will be up to the user to notice this situation on the terminal and hit cancel on POS to choose another payment method.

### Configuring settings at the company level

At the company level, the settings are available under **chq > settings > sales > payment processing**, in the new **adyen terminal API** section (see the screenshot below).

The first group of settings ensures encryption of communications between Teamwork POS and the Adyen terminal:

- **passphrase:** the key itself
- **key identifier:** your identification of the key
- **key version:** the version number of the key

The screenshot shows the 'payment processing' settings in the TEAMWORK COMMERCE interface. The 'adyen terminal API' section is highlighted with a red box and contains the following fields:

- passphrase:
- key identifier:
- key version:
- environment type:
- additional timeout delay for Adyen calls:

#### NOTE

For the above settings, please refer to the Customer Area of your Adyen account.

Also, in the **adyen terminal API** section, you can configure the following:

- **environment type:** define if you want to use the live environment for actual payments, or test environment – for testing payments
- **additional timeout delay for Adyen calls:** enter a valid value from “1” to “999” to set the waiting period for a response from Adyen terminal API

#### WARNING

Please be advised that all the fields of the **adyen terminal API** section must be populated. If any of the fields is empty or contains invalid values, **adyen terminal API** becomes inactive and the payment method based on the Adyen terminal API becomes inactive in POS.

## Configuring settings at the location level

At the location level, we added a new **offline assisted processor** setting. This setting allows for enabling Adyen terminal API as a payment processor at a particular location.

To access the setting go to **chq > settings > sales > payment methods > Offline Credit Card > location settings**. Then select the required location and click **edit**.

In the **OFFLINE Credit Card - <selected location>** dialog that opens, make sure the **disable integrated processing** option is selected; otherwise, the **offline assisted processor** setting will not display.

Offline Credit Card - TEST - Testing Location

visible:

suggested amt. when positive:

disable integrated processing:

offline assisted processor: Adyen terminal API ▼

require type for offline:

require last 4 for offline:

## See also

[Configuring Adyen](#)

[Configuring the Offline CC payment method](#)

[Assisted Offline Credit Card Payment in 6.23 Mobile Release Guide](#)

## Security right changes for Safe Cash and Cash Drawer

Build 6.23.51.0: PRO-163, PRO-294

We have updated existing as well as added new security rights that allow creating and voiding Takes In / Out for Safe Cash and Cash Drawer in Teamwork POS version 6.

### New security rights for Safe Cash

| Area         | Right                              | Description   |
|--------------|------------------------------------|---|
| Drawer Memos | Add Take (Paid) Out / In for Safe  | Allows access to create a new take out / in for Safe Cash |
| Drawer Memos | Void Take (Paid) Out / In for Safe | voids a take (paid) out / in record for Safe Cash         |

### Updated security rights for Cash Drawer

| Area         | New Right                                 | Description   |
|--------------|---|---|
| Drawer Memos | Add Take (Paid) Out / In for Drawer Cash  | Allows access to create a new Take Out / In for Drawer Cash |
| Drawer Memos | Void Take (Paid) Out / In for Drawer Cash | voids a Take (paid) out / in record for Drawer Cash         |



**NOTE**

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Prior to 6.23.51.0, the **Add Take (Paid) Out / In** and **Void Take (Paid) Out / In** security rights were used both for Safe Cash and Cash Drawer.

**See also**

[CHO Settings Manual](#)

[iPad POS Quick Reference Guide](#)

## Issue resolutions

### Not all imported prices displayed for an item in CHQ

Build 6.23.51.0: DS-1353

#### Issue

As a result of price import using JSON-based Price Import API, only a part of the imported prices for one item would display in CHQ under **inventory > styles & item > (selected item) > pricing**.

#### Resolution

Now, all the prices that have been imported via JSON-based Price Import API display in CHQ.

### Filtering in JSON-based API export requests wouldn't work

Build 6.23.51.0: DS-1369

Prior to version 6.23.51.0, when making any export request using JSON-based APIs with any filter applied, filtering wouldn't work as expected: the response would include all the records.

The issue has been fixed. Now filtering works as expected.

### Incorrect data types in schemas of some JSON-based export APIs

Build 6.23.51.0: DS-1386, DS-1424

#### Issue

In the JSON-based Purchase Order Export API, the **HoldReasonIdentifier** attribute had "GUID" instead of "string" indicated in the schema.

Also, in the JSON-based Sales Receipt Full Export API, the **SaleTime** attribute had "integer" instead of "datetime" indicated in the schema.

#### Resolution

The data types in both the schemas have been corrected for the respective attributes.

## JSON-based Custom Tables Import API: Not all records imported

Build 6.23.51.0: DS-1156

### Issue

When trying to populate a newly created custom table with records using JSON-based Custom Tables Import API and sending multiple requests simultaneously, some records wouldn't be imported.

### Resolution

Now, during the initial import of multiple records to a newly created custom table in CHQ, all the records are imported successfully as expected.

## JSON-based Sales Receipt Import API: Sales Receipts with different custom fields filled out for different items not imported

Build 6.23.51.0: DS-1439

Prior to 6.23.51.0, when importing Sales Receipts with more than one item and with different custom fields filled in for each of those items, the import would fail.

The issue has been fixed. Now, Sales Receipts are imported as expected.

## Price Memo import with no effective date failed

Build 6.23.53.0: DS-1448

When importing Price Memos via Excel based import in CHQ under **inventory > price memos > import > new**, the indicated start date wouldn't be processed correctly and the import would fail.

The issue has been fixed. Now the start date is processed correctly and the import is completed as expected.

## Optimal Stock Location Settings import: removing width group failed

Build 6.23.53.0: DS-1445

When trying to remove an active width group via [Optimal Stock Location Settings](#) custom import, the import would fail if any other width group from the same location had previously been manually marked as "inactive" in CHQ under **settings > location settings > width groups**.

The Optimal Stock Location Settings custom import has been fixed. Now, the group specified for removal in the Excel import file is successfully removed.

## XML-based Transfer Memo Out Import API: ‘Two cartons’ error

Build 6.23.55.0: DS-1536

### Issue

Prior to version 6.23.55.0, the XML-based Transfer Memo Out Import API call could occasionally fail. This happened when the imported Transfer Memo Out contained two shipping cartons. As a result, only one Transfer Memo Out for one of the cartons would be created in CHQ.

### Resolution

The issue has been fixed. Now, XML-based Transfer Memo Out Import API works as expected.

## Sales Receipt: Price-related fields not populated at the database level

Build 6.23.55.0: DS-1522

We’ve fixed the issue where the following price-related fields wouldn’t be populated at the database level when a Sales Receipt was created:

- PriceAfterPromoDiscountExt
- PriceAfterItemDiscount
- NetOfferPrice

## JSON-based Qty Status Update API remains “in process”

Build 6.23.55.0: DS-1499

We’ve fixed the issue where JSON-based Qty Status Update API would occasionally remain in the “in process” status for a long time instead of successfully completing the import or failing.

## Epilogue

This guide was published on **December 30, 2020** 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.