CHQ RELEASE GUIDE

Version 6.21

Build 6.21.58.0

Build 6.21.69.0

Build 6.21.83.0

Build 6.21.99.0

Build 6.21.107.0

Build 6.21.111.0

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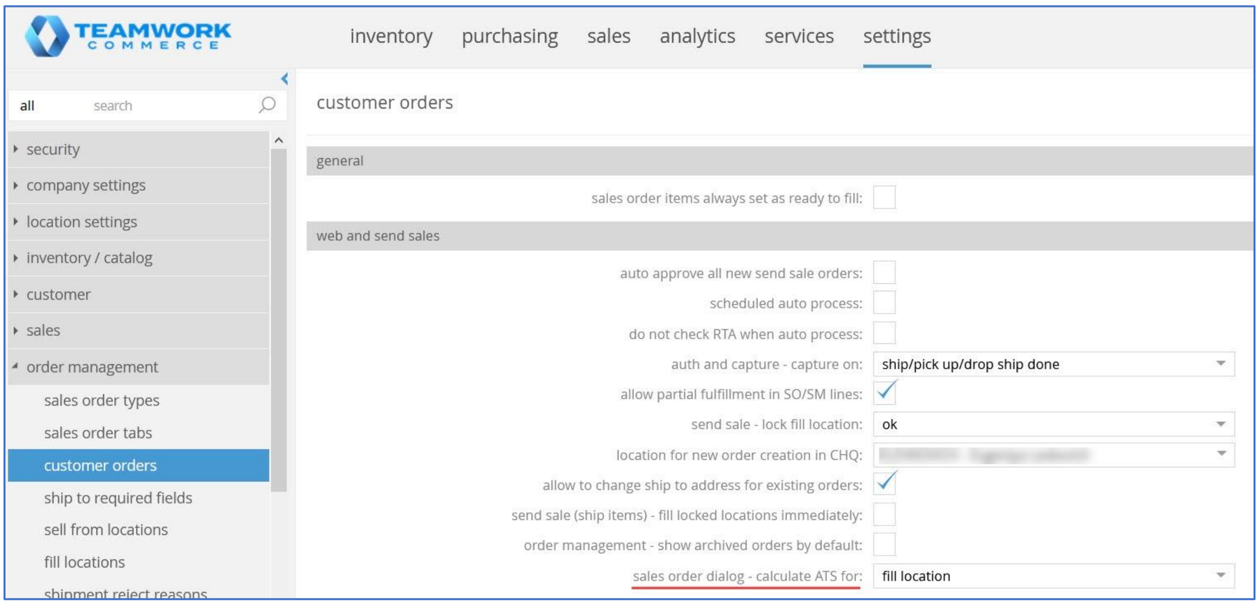
Inventory

New setting to determine how ATS and Non-EC ATS values are calculated

TWD-37094
Build 6.21.99.0

We've added a new **sales order dialog - calculate ATS for** setting in the **web and send sales** section under **chq** > **settings** > **order management** > **custom orders**:



This setting allows for configuring how ATS and non-EC ATS values are calculated in the **items** tab under **chq** > **sales** > **order management** > (**selected order**).

In **sales order dialog - calculate ATS for**, the following options are available for selection:

- "company": if this option is selected, **ATS** is calculated as a sum of all item quantities in all locations. **Non-EC ATS** is calculated as the difference between **ATS** and **EC ATS** in all locations; selected by default
- "fill location": if this option is selected, **ATS** is calculated as a sum of all item quantities for that SO fill location. **Non-EC ATS** is calculated as the difference between **ATS** and **EC ATS** in that fill location

Insufficient Quantities Warning for Sales and Transfer Orders

TWD- 33841
Build 6.21.58.0

With this update, users will be notified that there are insufficient item quantities when placing Sales or releasing Transfer Orders.

The situation can occur, for example, if the available to sell quantities are reserved for e-commerce sales (are EC protected), thus making non e-commerce (NON EC) item quantities unavailable to fill the order.

Also, more detailed information on item quantities is now available on the **items** tab under:

- **chq** > **sales** > **order management** > (**your sales order**)
- **chq** > **inventory** > **transfer orders** > (**your transfer order**)

Updates to the items tab under Sales Orders

In the **items** tab under **chq** > **sales** > **order management** > (**selected sales order**), the **available** column is renamed to **ATS**.

Also, two new columns have been added:

1. **non-EC ATS** shows the number of items that are not reserved for EC
2. **ATS Short** shows if there is enough **non-EC ATS** to fulfill the order:
    - **"0" or any positive value**: there is enough ATS to fill the order
    - **any negative value (in red)**: there is not enough ATS to fill the order

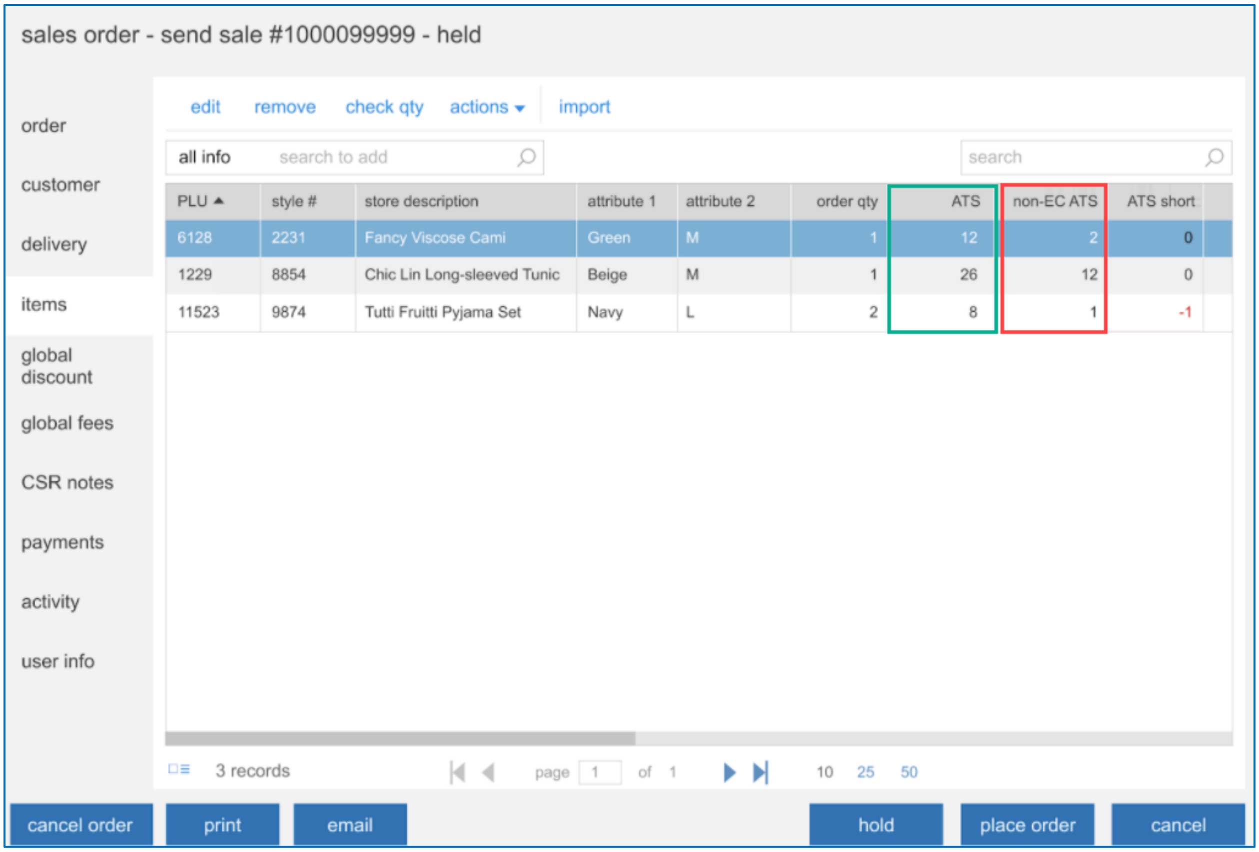
IMPORTANT NOTE:

For information on how values are calculated in the **ATS** and **non-EC ATS** columns, see the **New setting to determine how ATS and Non-EC ATS values are calculated** article of this guide.

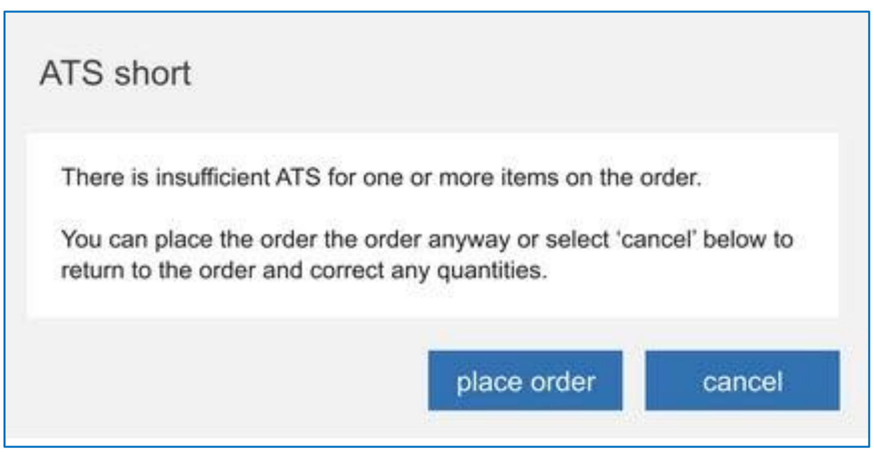
Both the **non-EC ATS** and **ATS Short** columns are not visible by default.

NOTE:

If **Protect EC ATS** for the **EC fill location** is enabled in CHQ under **settings** > **eCommerce** > **EC ATS controls** > (**your EC ATS control**) > **general**, then the **non-EC ATS** column is populated with information from RTA. If disabled, the **non-EC ATS** column equals zero.



On clicking **place order** (at the bottom of the dialog in the screenshot above), CHQ checks if any item record has a negative **ATS Short**. If such a value is found, the following warning dialog displays:



To place the order anyway, click the **place order** button in the **ATS short** dialog.

IMPORTANT NOTE:

The check for insufficient ATS quantities is performed only for "Send Sale" type SOs.

Updates to the Items tab under Transfer Orders

In the **items** tab under **chq** > **inventory** > **transfer orders** > (**your transfer order**), the **available** column is renamed to **ATS**. The column still shows the corresponding item available quantities.

Also, the **check available** button (above the items' grid in the screenshot below) is renamed to **calculate ATS**. Clicking the button allows the user to manually populate **ATS**, **non-EC ATS**, or **ATS short**.

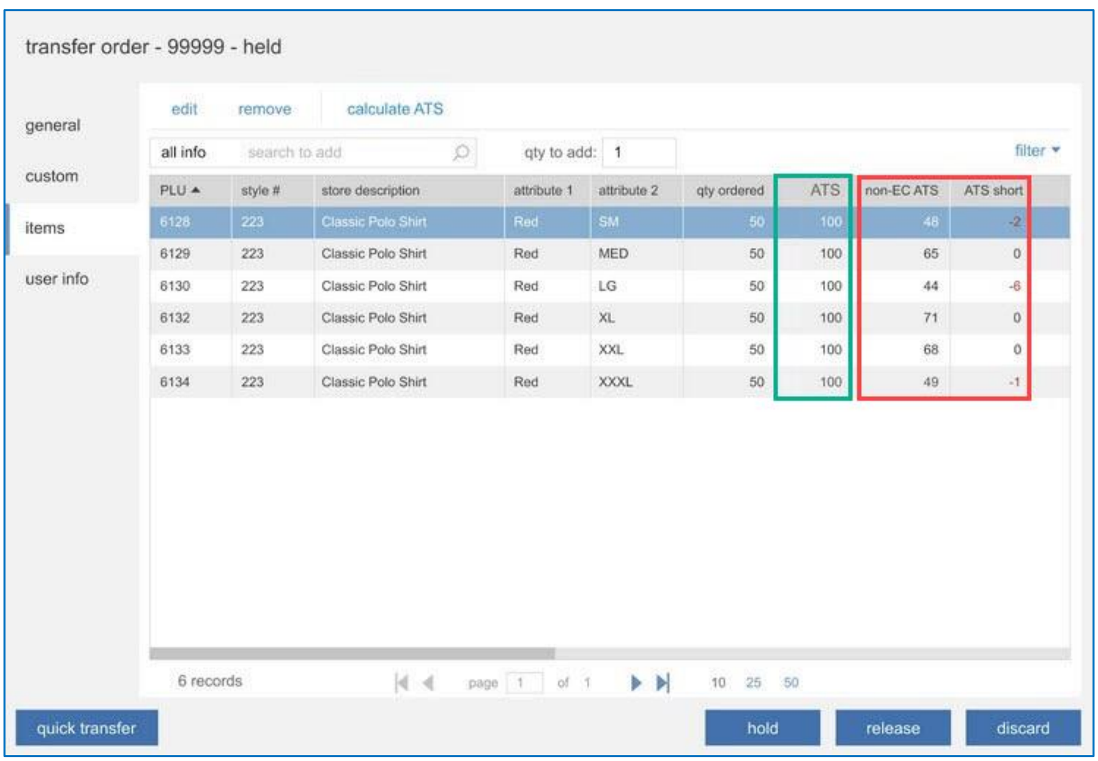
Additionally, two new columns have been added:

1. **non-EC ATS** indicates the number of items that are not reserved for EC
2. **ATS Short** indicates if there is enough **non-EC ATS** to fulfill the order:
    - **"0" or any positive value**: there is enough ATS to fill the order
    - **any negative value (in red)**: there is not enough ATS to fill the order

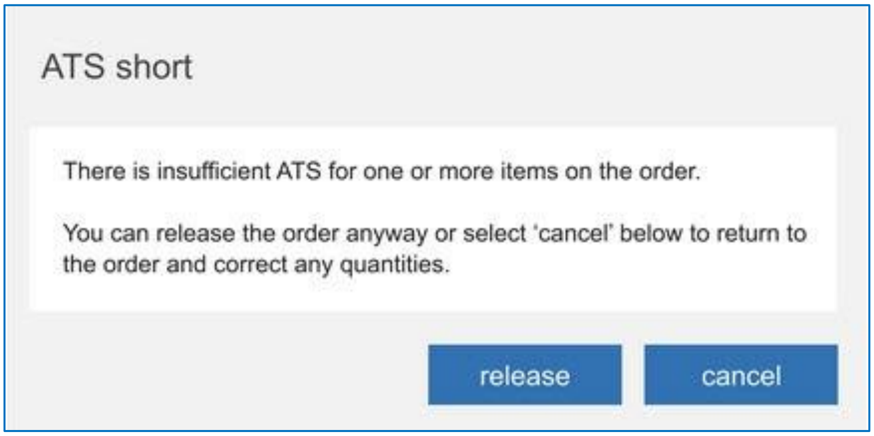
Both the **non-EC ATS** and **ATS Short** columns are not visible by default.

NOTE:

If **Protect EC ATS** for the **EC fill location** is enabled in CHQ under **settings** > **eCommerce** > **EC ATS controls** > (**your EC ATS control**) > **general**, then **ATS Short** indicates the difference between **non-EC ATS** and the **qty ordered**. If disabled, **ATS Short** indicates the difference between **ATS** and **qty ordered**.



Upon clicking **release** (at the bottom of the dialog in the screenshot above), CHQ checks if any item record has a negative **ATS Short**. If that is the case, the warning dialog appears.



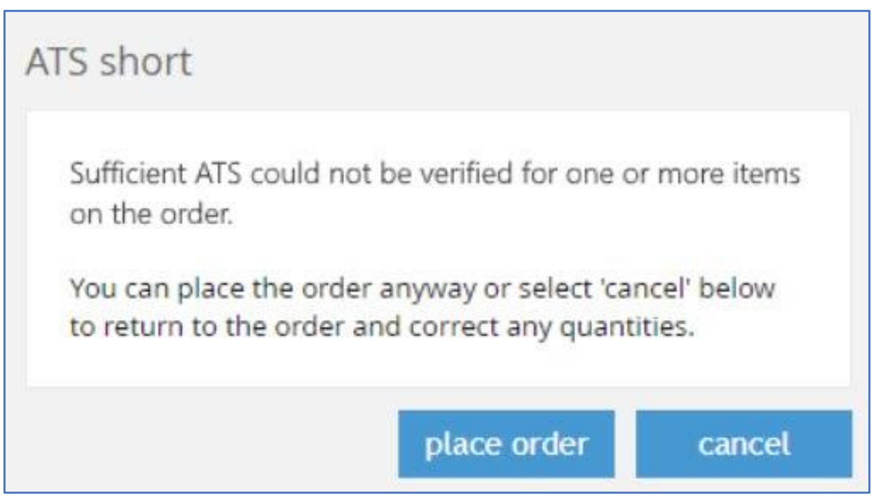
To release the order, click the **release** button in the **ATS short** dialog.

Updated ATS warning dialogs for Sales Orders and Transfer Orders

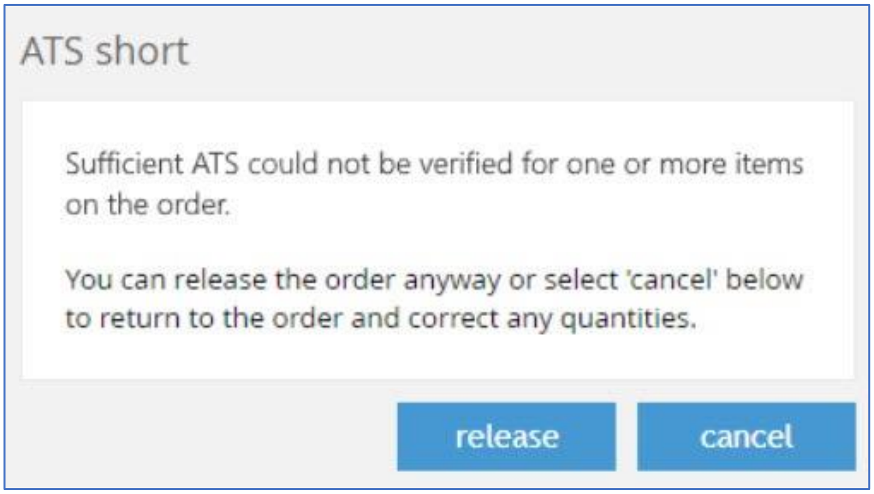
TWD-38133
Build 6.21.111.0

We've updated the **ATS short** warning dialog messages.

- For Sales Orders:



- For Transfer Orders:



Custom logic for EC ATS item quantity decrease

TWD-35345, TWD-35346, TWD-37425
Build 6.21.99.0

We have implemented custom logic to automatically decrease EC ATS item quantities:

- for any item whose status is set to “unsellable” within a certain time span
- for any item on Sales Receipt that is posted between replenishment and EC ATS Order creation

WARNING:

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

Sales

Checks before erasing personal identifiable information (PII)

TWD- 34769
Build 6.21.58.0

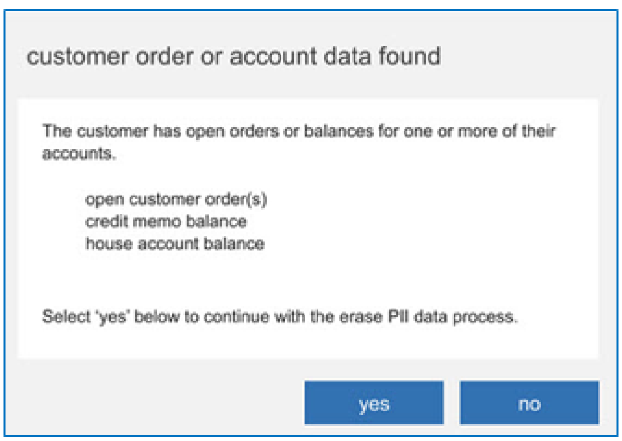
Now, on clicking **erase PII data** under **chq** > **sales** > **customers** > (**your customer**) and before removing the customer-related personal identifiable information (PII), the system checks if there are any

a) non-archived Sales Orders and Web Orders with an item that is not marked as 'completed' or 'cancelled', or

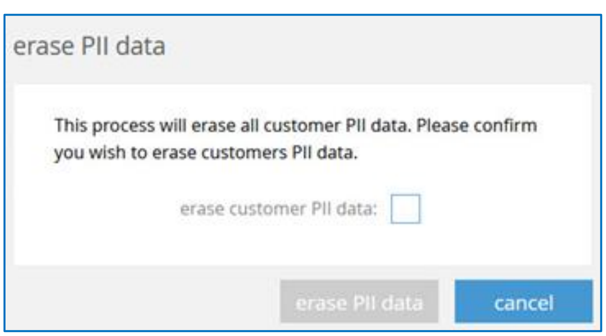
b) non-zero balance records among the following:

- Store Credits
- Credit Memos
- Gift Cards
- House Accounts

If any of the above is found, the dialog that warns about the potential information loss displays:



If none of the above is found, the dialog asking to confirm the data deletion displays:



Updated logic for generating memberships based on the spent amount

TWD-35650

Build 6.21.99.0

We've implemented a custom procedure that allows generating customer memberships based on the amount spent by the customer.

Now, when recalculating and/or upgrading customer memberships, Sales Receipts for linked (merged) customers are considered as well.

> WARNING:
>
> Please be advised that this custom procedure is provided by request only and is not available on default installations.

Settings

Updated Settings for Sales Receipts

TWD-29694
Build 6.21.58.0

To respect the changes made in Teamwork POS Pro version 6, in particular introducing new Sales Receipt area and the related functionality, we have updated existing and introduced new settings in CHQ.

Security Rights

To work with Sales Receipt area in POS, the user must be granted the following security rights:

Security Right	Area	Description
Void/Reverse Sales Receipts	Sales Receipts	Allows user access to Void/Reverse option for sales receipt
Sales Receipts-Change Cashier	Sales Receipts	Allows user to select cashier option to change cashier during sales receipt
Sales Receipts - Change Assc	Sales Receipts	Allows user to select associate button to select/change associate during sale
Override GC Max and Min	Sales	Allows user to define gift card amount outside the defined min/max range
Sales Receipts - Reprint	Sales Receipts	Allows user to reprint a sales receipt
Sales Receipts - Add	Sales Receipts	Allows user to select NEW sales receipt
Sales Receipts - Hold	Sales Receipts	Allows user to HOLD a sales receipt in progress
System - Access Sales Receipts	Sales Receipts	Allows user to select the sales receipt menu option

Updates to existing settings

The following updates have been introduced to settings in CHQ:

1. Under **chq** > **settings** > **sales** > **pos settings** in the **sales history** section:

- the **show "device sales history"** checkbox is now always selected
- the **sales history search** and **search receipts for the past (days)** are removed

2. Under **chq** > **settings** > **sales** > **sales documents** in the **sales** section:

- the **printing when void/reversing finalized receipts** setting allows for selecting one of the following options:
  - do not print
  - prompt to print
  - automatically print
- the **hide associate** checkbox, if selected, makes the option to add the associate on Sales Receipt visible in POS
- the **cashier/associate display** checkbox is removed

3. Under **chq** > **settings** > **sales** > **sales pre-set notes**:

Now, if a note is set as default, it is added to the Sales Receipt notes field on a new SR.

No default notes are added if:

- an SR is copied from a finalized receipt
- an SR is unheld

4. Under **chq** > **settings** > **location settings** > **locations/location settings** > (**your location**) > **edit** > **general settings**:

- **device history purge** is removed, instead a new setting – **days of drawer memo history to save in POS** to be used

  WARNING:

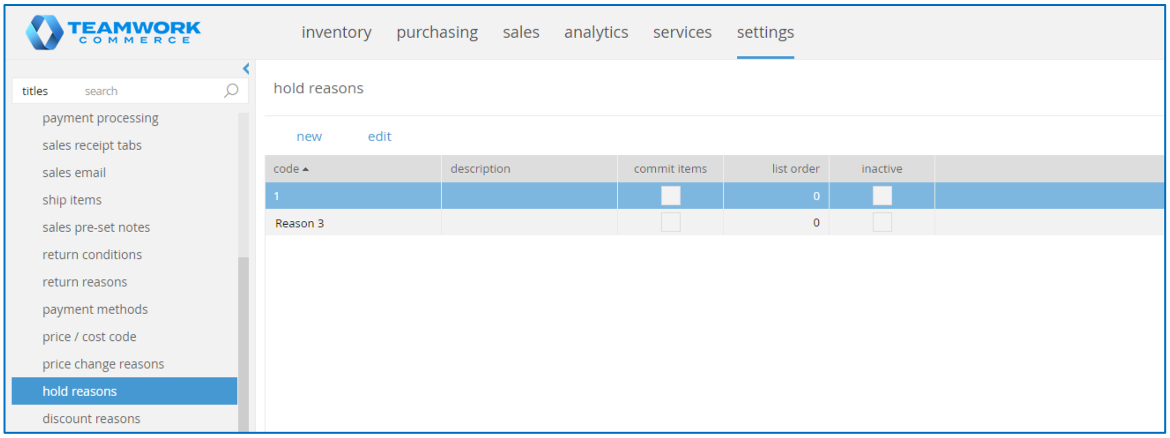
  All Sales Receipts are associated with a Drawer Memo saved on POS. Once a drawer memo is purged (by default that happens in 30 days after finalizing), all the associated SRs are purged with that Drawer Memo as well.

- **POS item description** is removed
- **enable camera barcode reader**, if selected, makes the barcode icon visible in the Search fields everywhere in POS

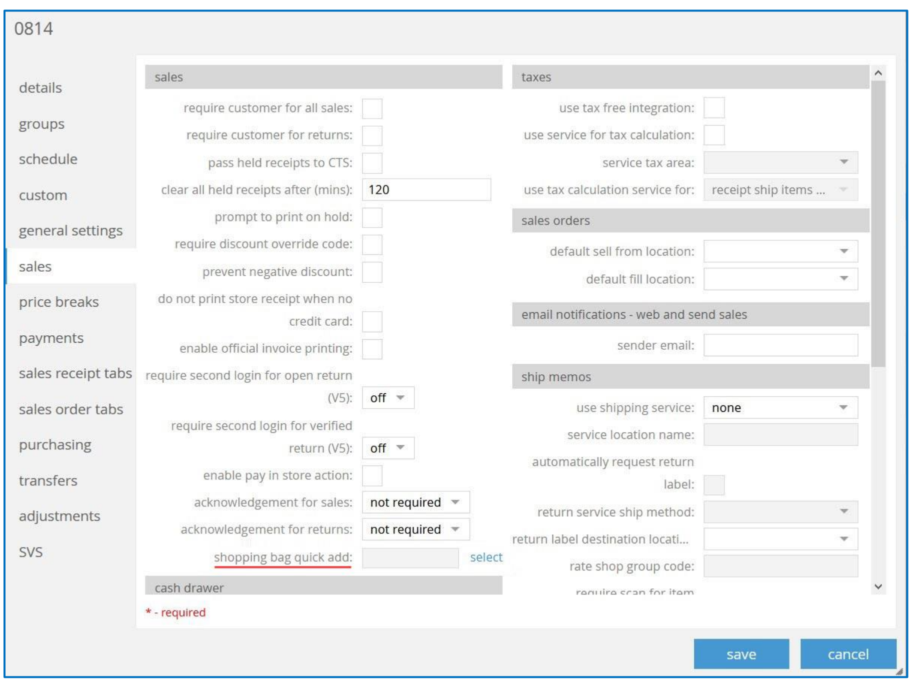
5. Under **chq** > **settings** > **location settings** > **locations/location settings** > (**your location**) > **edit** > **sales**, the **pass held receipts to CTS** option is no longer used.

New Sales Receipt related settings

Under **chq** > **settings** > **sales**, we have added a new area – **hold reasons**. In the **hold reasons** area, it is possible to create new and edit existing hold reasons for Sales Receipts.



Also, under **chq** > **settings** > **location settings** > **locations/location settings** > (**your location**) > **edit** > **sales**, we have added a new setting – **shopping bag quick add**. The field is used to define the PLU of a service item for bags:



NOTE:

Only PLUs of active and available service items with the "normal" type are available for selection.

Configuring customer-related information display on Sales Receipts

TWD-35585
Build 6.21.58.0

We have introduced updates to customer-related settings in CHQ to respect changes made in Teamwork POS Pro version 6 with regard to searching and adding customers on Sales Receipts.

Security Rights

To be able to create and/or edit customer records in POS, the user must be granted the following security rights:

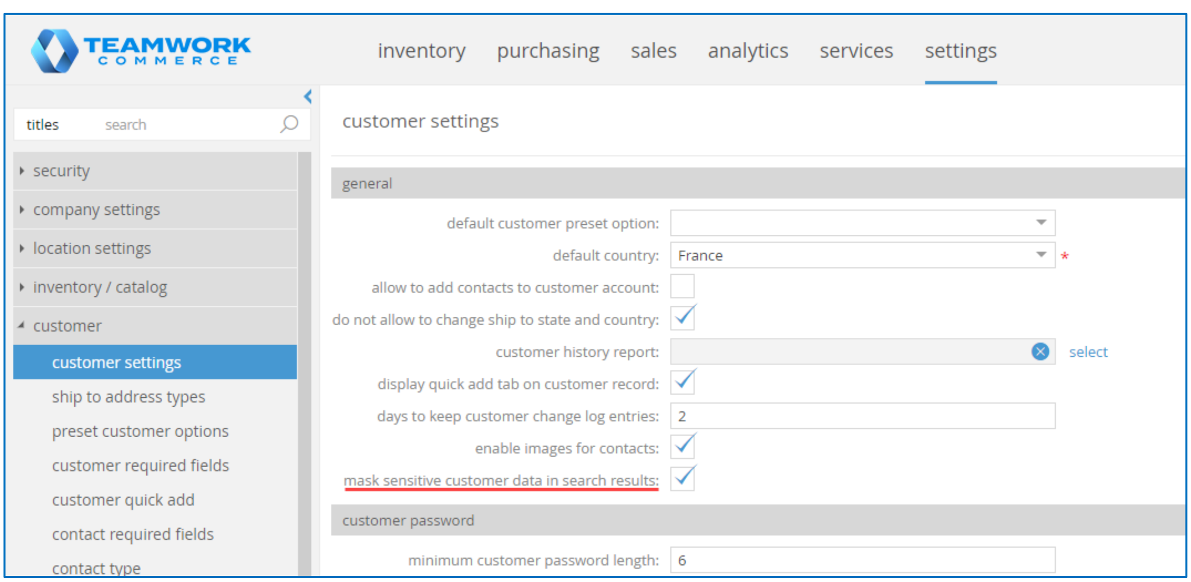
Security Right	Area	Description
Add Customer	Customers	If the user does not have this right, then they cannot create a new customer when on a sales receipt.
Edit Customer	Customers	If the user does not have this right, then they cannot edit an existing customer record from a sales receipt.

Updated phone labels

In CHQ, under **settings** > **company settings** > **phone labels**, **phone 1** is now set to “Mobile” both in the **customer and people** and **vendor and people** sections. The field is no longer configurable.

Hiding sensitive customer data in search results

We have added a new setting, **mask sensitive customer data in search results**, under **chq** > **settings** > **customer** > **customer settings** in the **general** section:



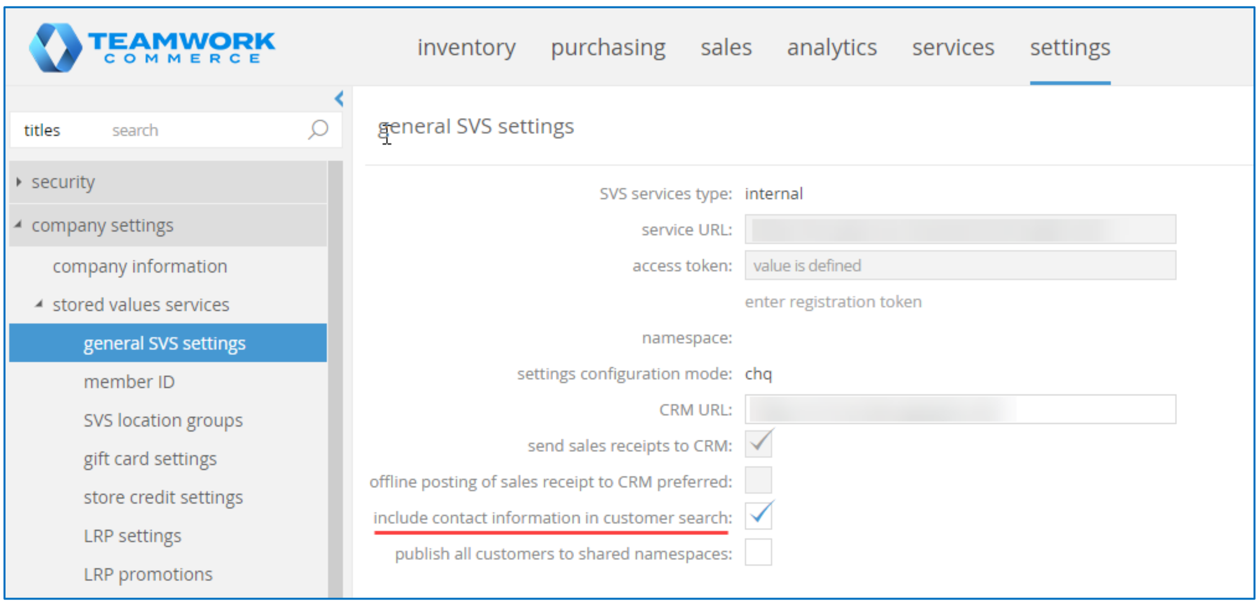
If the checkbox is selected:

- for primary email, the first 4 characters display
- for email 2, the first 4 characters display
- for mobile phone, as well as for phone 2–4, the last 4 digits display
- for member code, the last for characters display

Include customer contact information in search results

You can allow the display of customer contact information in customer search results in POS.

To do so, in CHQ under **settings** > **company settings** > **stored value services** > **general SVS settings**, select the **include contact information in customer search** option:



Configure phone number format

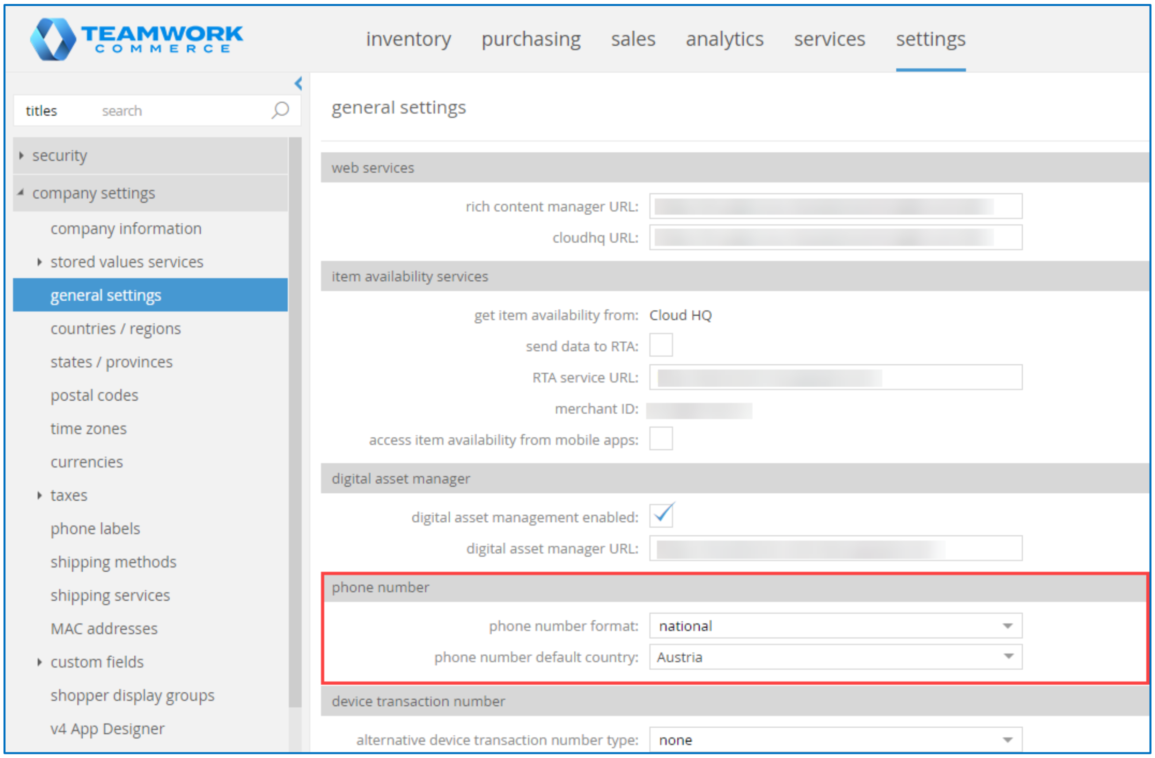
You can configure how a customer's phone number displays in POS.

To do so, under **chq** > **settings** > **company settings** > **general settings**, in the **phone number** section select:

- phone number format: can be "national" (without any country code), "international" (with a country code required), "e.164", or no validation applied
- phone number default country

NOTE: What is E. 164?

E. 164 is the international telephone numbering plan that ensures each device has a globally unique number. According to this standard, the phone number consists of the following: *[+][country code][area code][local phone number]*. Also, under E. 164, a phone number can have a maximum of 15 digits.

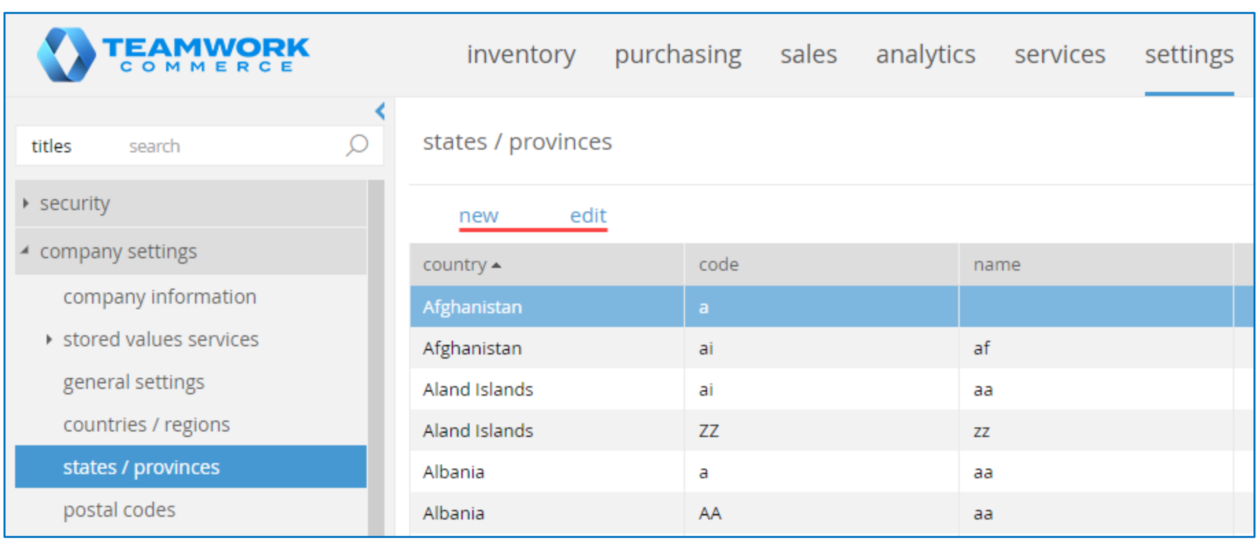


Adding country and state/province for selection in customer address fields

You can configure what countries as well as country provinces/states are available in customer address fields in POS.

To do so, under **chq** > **settings** > **company settings** > **states/provinces,** click **new** if you want to add a new entry to be available for selection.

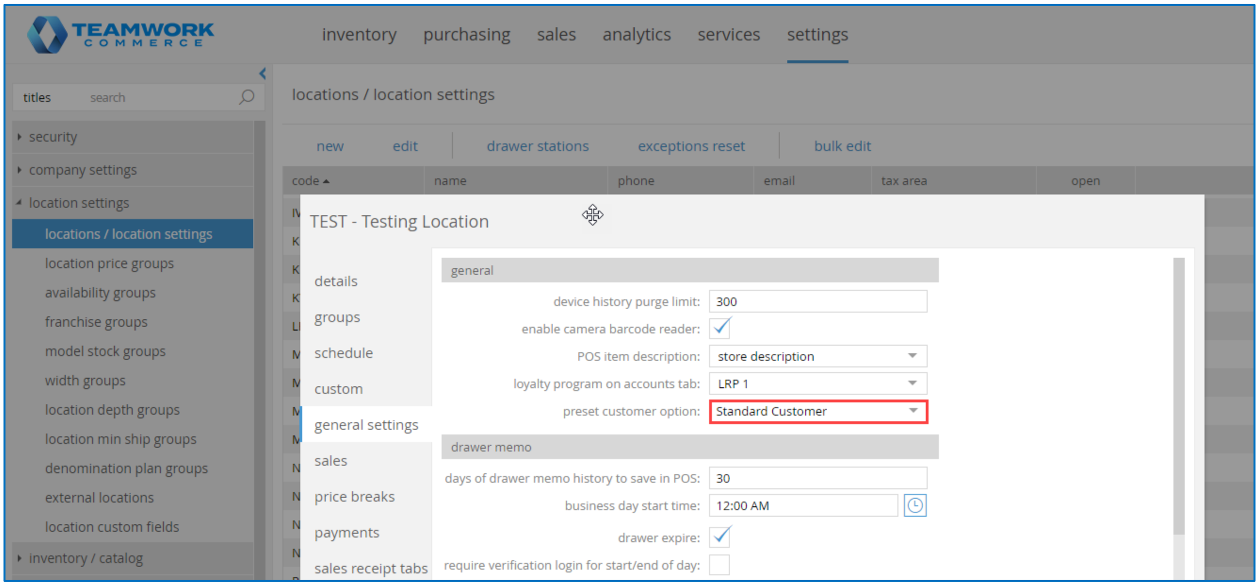
Also, click to select an existing entry and then click **edit** to change the required country's code and name.



Selecting customer preset options

You can select which customer preset options will be applied when creating a new customer.

To do so, go to **settings** > **location settings** > **locations / location settings** > (**your location**) > **edit** > **general settings**, in the **general** section select the required option from the **preset customer option** drop-down menu:



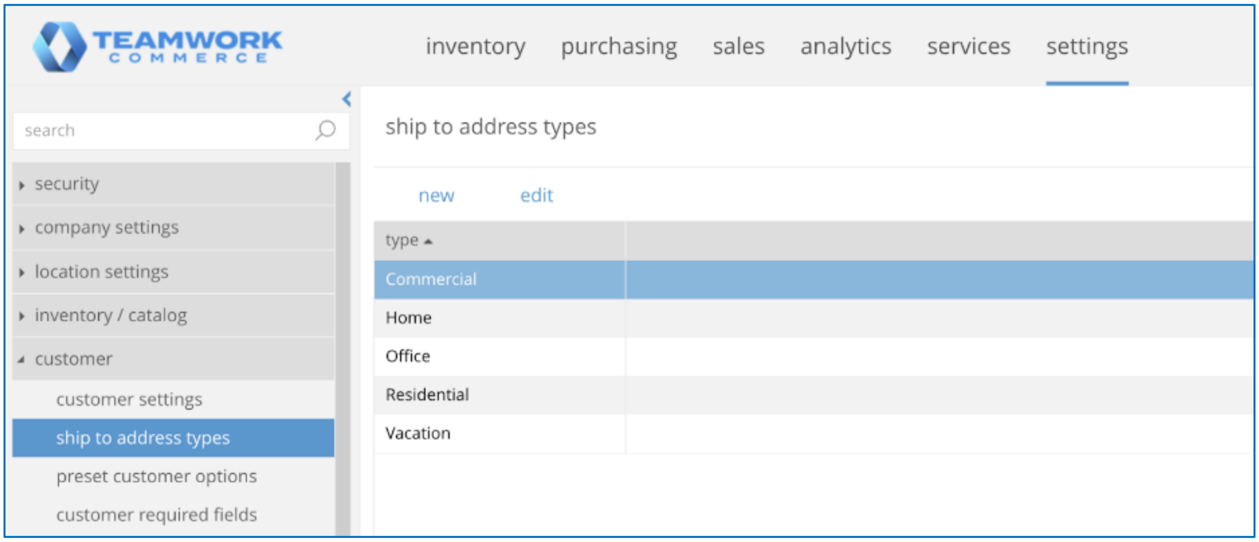
NOTE:

Creating or editing customer presets is possible in CHQ under **settings** > **customer** > **preset customer options**.

This location level setting overrides the **default customer preset option** setting available in **CHQ** under **settings** > **customer** > **customer settings** in the **general** section.

Configuring ship to address types

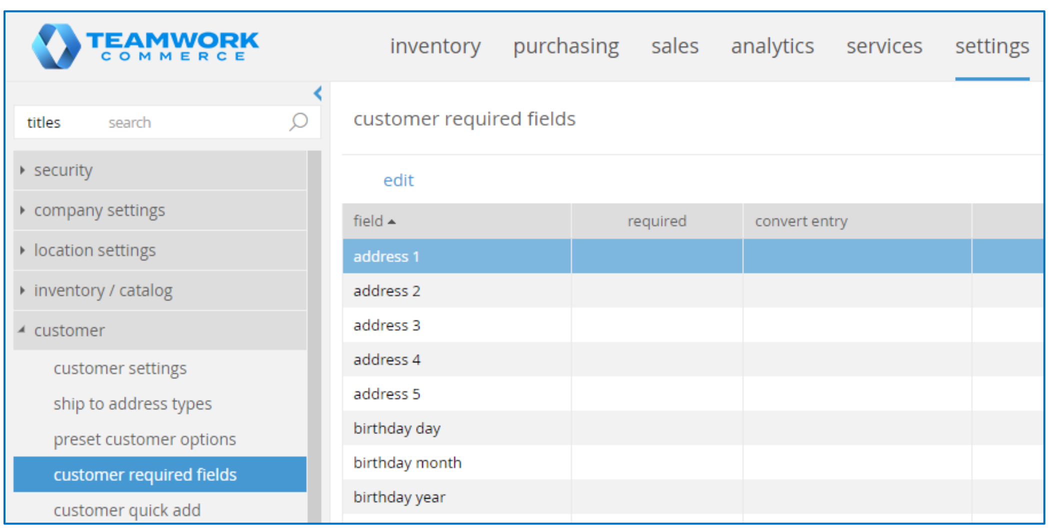
You can configure ship to address types in CHQ under **settings** > **customer** > **ship to address types**:



These types, once configured, become available for selection in POS under **Shipping Address** for a customer.

Configuring required fields for customer and contact forms

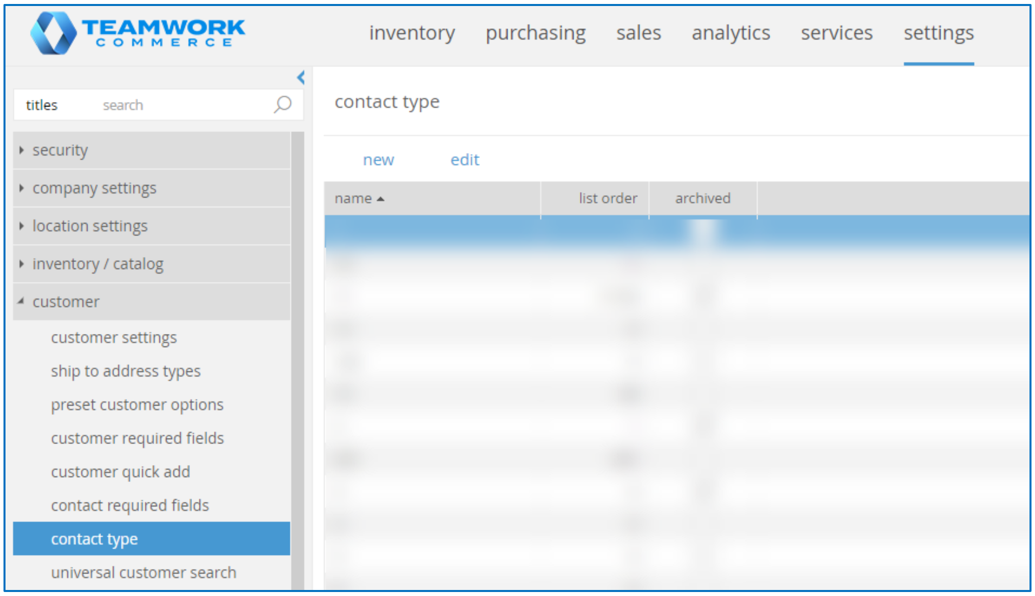
Making a field required for filling out on the Customer form in POS is possible under **chq** > **settings** > **customer** > **customer required fields**:



Similarly, making a field required for a contact is possible under **chq** > **settings** > **customer** > **contact required fields**.

Configuring contact types

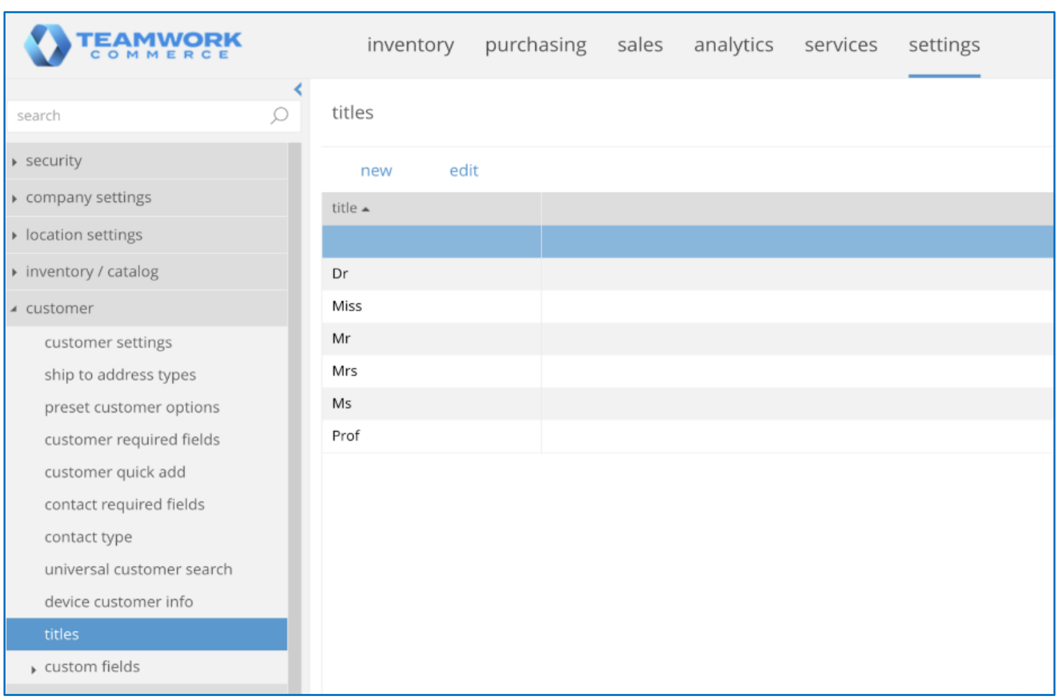
Creating and editing contact types is possible in CHQ under **settings** > **customer** > **contact type**:



The entries, once defined, become available for selection in POS on the Contact record.

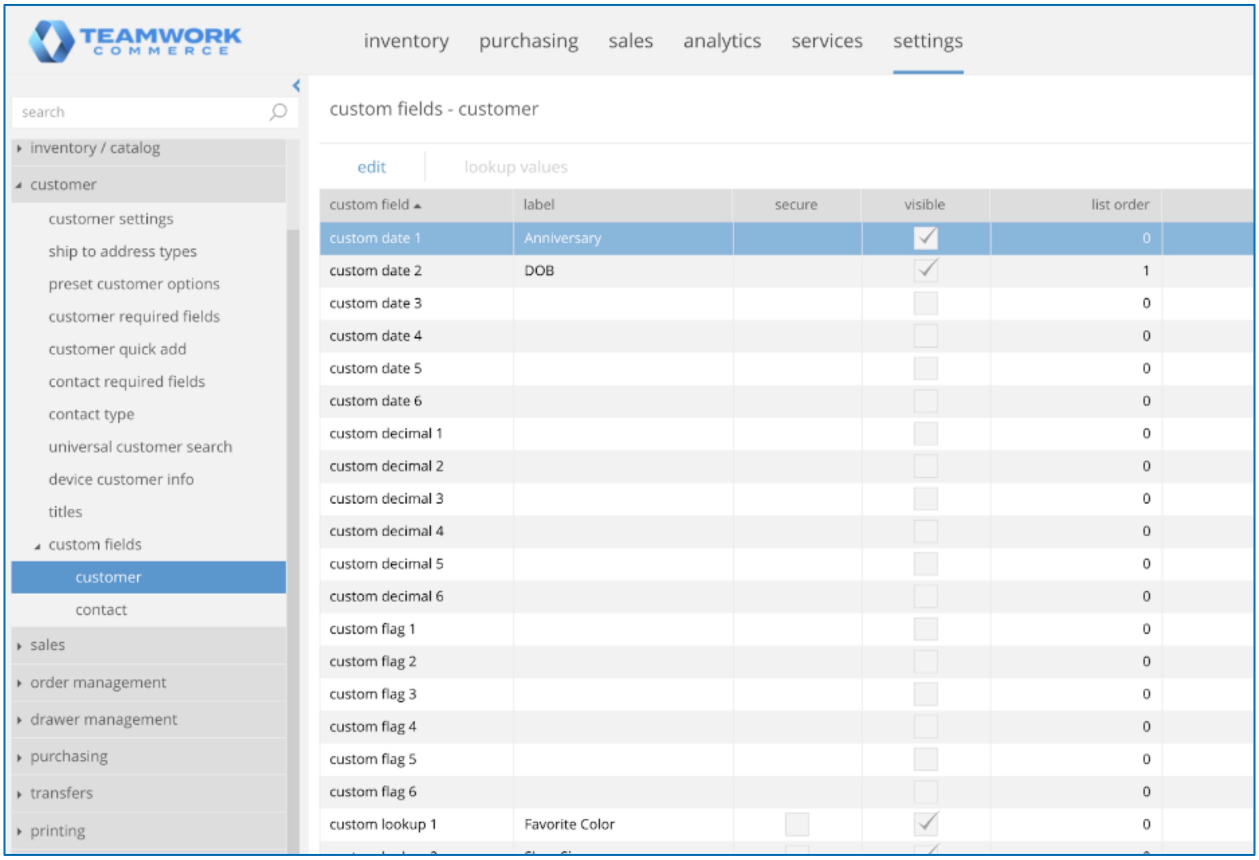
Defining customer titles

Defining titles that will be available for selection for customers in POS is possible under **chq** > **settings** > **customer** > **titles**:



Configuring customer custom fields

Configuration of custom fields that display for Customer in POS is available under **chq** > **settings** > **customer** > **custom fields** > **customer**:



Other customer-related settings at the company level

In CHQ at the company level, under **settings** > **customer** > **customer settings**, it is also possible to configure the following customer-related options:

1. In the **general** section:

- default country
- allow to add contacts to customer account

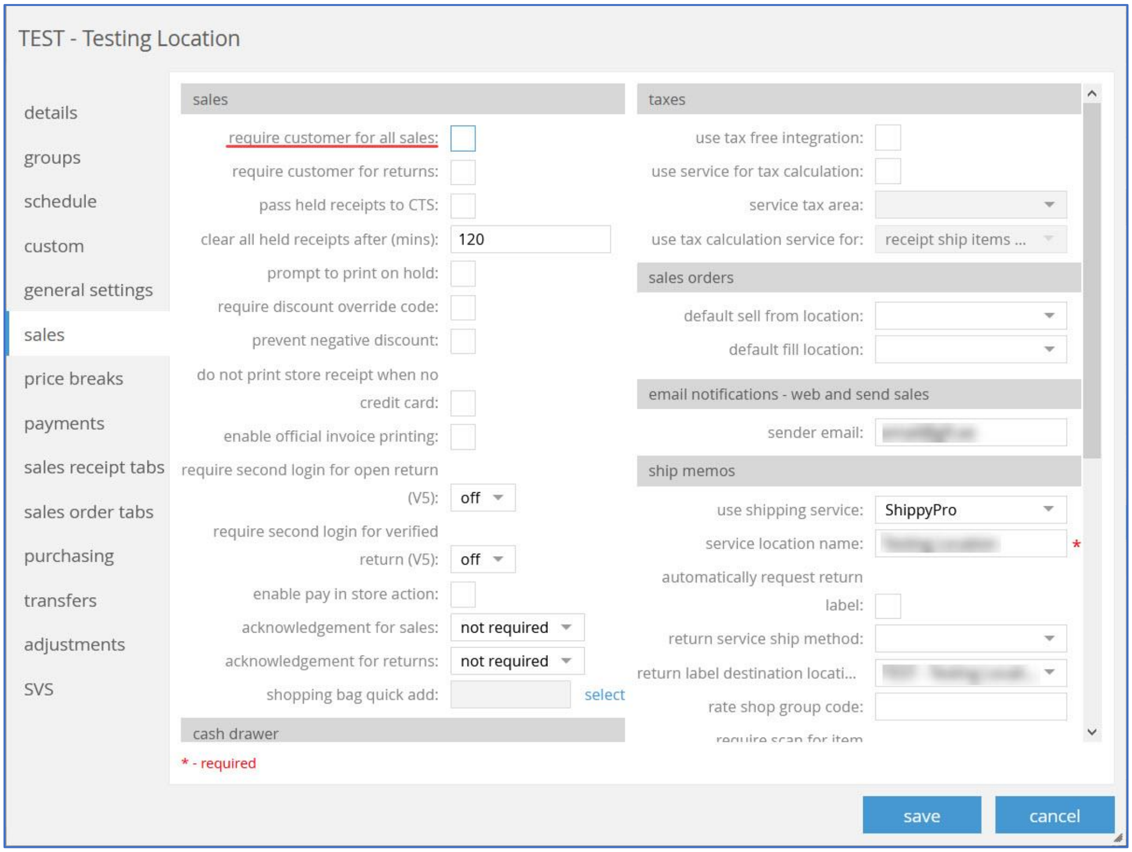
2. In the **customer email verification** section:

- check for blank email
- check for valid email format
- verify correct email and marketing opt in

Making customer required for all sales at a location

In CHQ, at the location level, it is possible to make a customer required for all sales.

To do so, go to **settings** > **location settings** > **locations / location settings** > (**your location**) > **edit** > **sales**. In the **sales** section select the **require customer for all sales** checkbox.



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

Settings for Editing Item Details

TWD-30485
Build 6.21.69.0

To respect changes in Teamwork POS PRO version 6, in particular introducing the capability to edit Item details on Sales Receipts, we have updated existing as well as added new settings in CHQ.

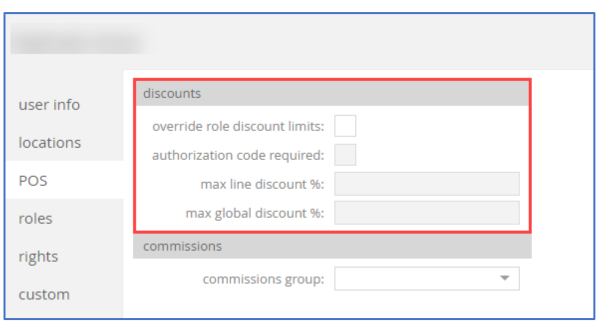
Security Rights

The following Security Rights are required to be able to edit item details on Sales Receipts in POS:

Area	Security Right	Description
Sales	Discount Authority Level 1	Allows user to use Authority Level 1 discount
Sales	Discount Authority Level 2	Allows user to use Authority Level 2 discount
Sales	Discount Authority Level 3	Allows user to use Authority Level 3 discount
Sales	Allow change discount	Allow changing default discount percent/amount in sales receipt and sales order
Sales	Sales - Change item offer price	Allows user to change item offer price on sales receipt and sales order
Sales Receipts	Change sales receipt price level	Change the price level for a customer on a sales receipt

Configuring discounting limits per user and role

Under **chq** > **settings** > **security** > **users**, for a particular user, in the POS tab, it is possible to configure discount limits.



Also, the equivalent settings are available on the POS tab under **chq** > **settings** > **security** > **roles** > (**selected role**) > **edit**.

WARNING:

If at the **user level the override role discount limits** checkbox is selected, the role-level settings for discount limits are ignored.

- **authorization code required**: if the option is selected, entering an authorization code is required when giving manual discount in POS
- **max line discount %**: the maximum discount % that can be applied to a line item
- **max global discount %**: the maximum discount % that can be defined for a global discount

Updated discount reasons settings

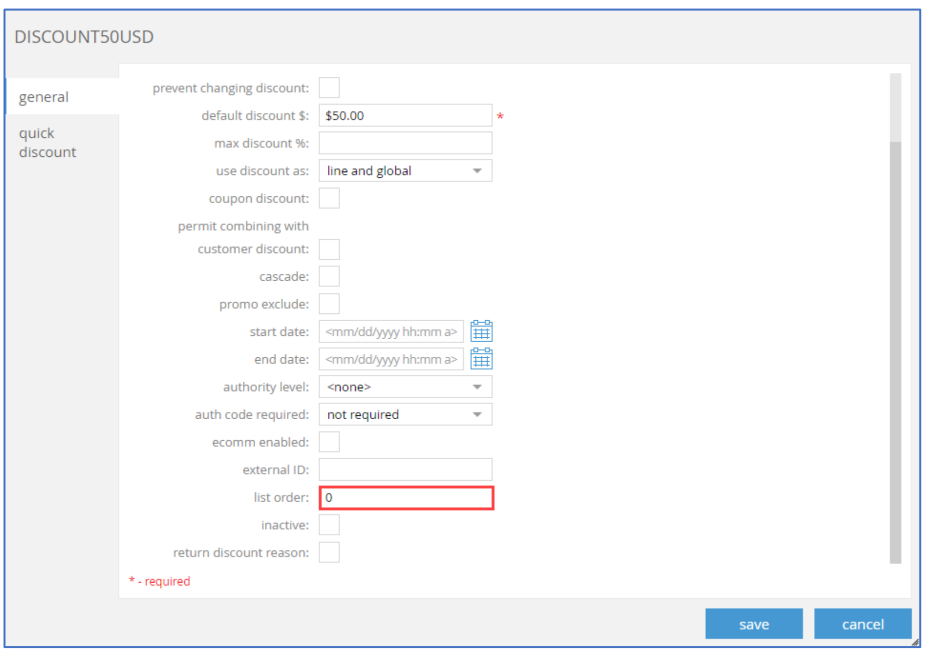
We've removed the following two settings under **chq** > **settings** > **sales** > **discount reasons** > (**selected discount reason**) > **edit**:

- **ecomm enabled**
- **external ID**

The above two are no longer used in POS PRO version 6.

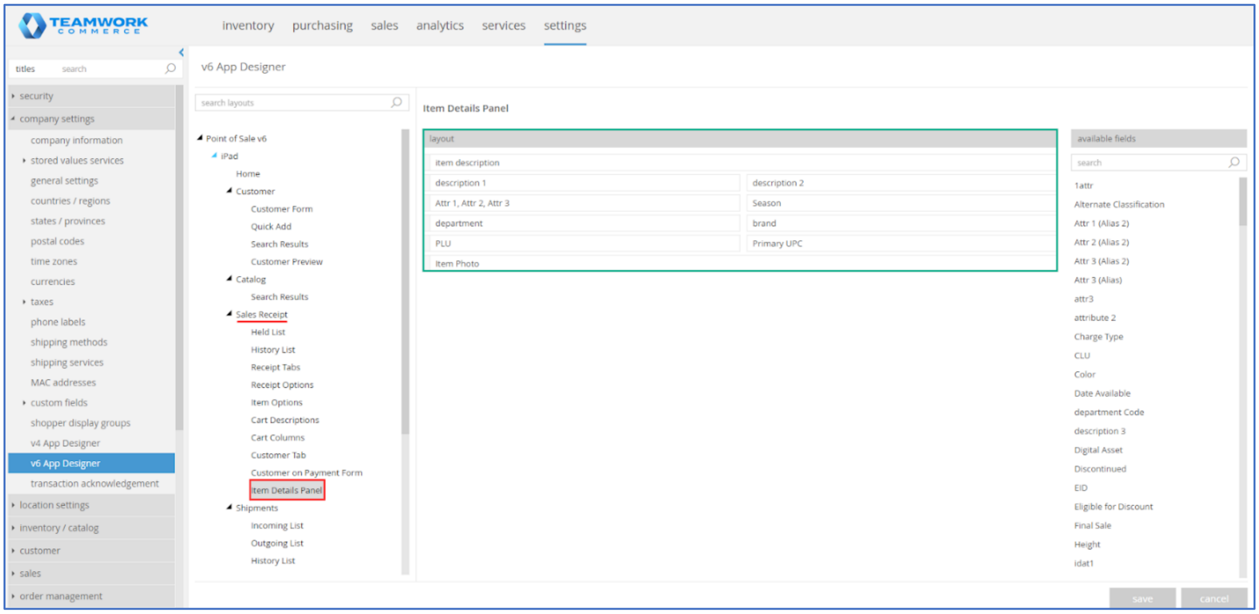
New settings

1. Under **chq** > **settings** > **sales** > **discount reasons**, when creating a new or editing existing discount reason, we've added the capability to specify the list order for that respective reason:

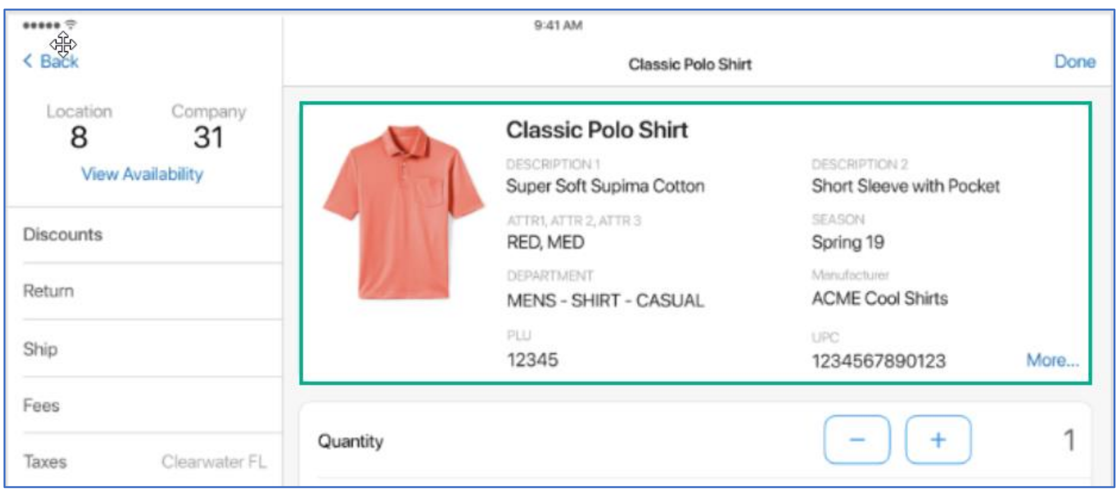


If there are multiple discount reasons with the same number indicated in the **list order** field, those reasons display in the alphabetical order.

2. Under **chq** > **settings** > **company settings** > **V6 App Designer**, we've added a new section – **Item Details Panel** – at the **Sales Receipt** level:



In the section, it is possible to configure how the Item details display in POS PRO version 6:



NOTE:

There is no limit to how many fields can be added to the panel, even though the form becomes really long in POS PRO.

Configuring Open Returns

TWD-35710
Build 6.21.69.0

To respect changes in Teamwork POS PRO version 6, in particular, introducing the capability to create an Open Return on an item within a cart on a Sales Receipt, we have added new as well as updated existing settings in CHQ.

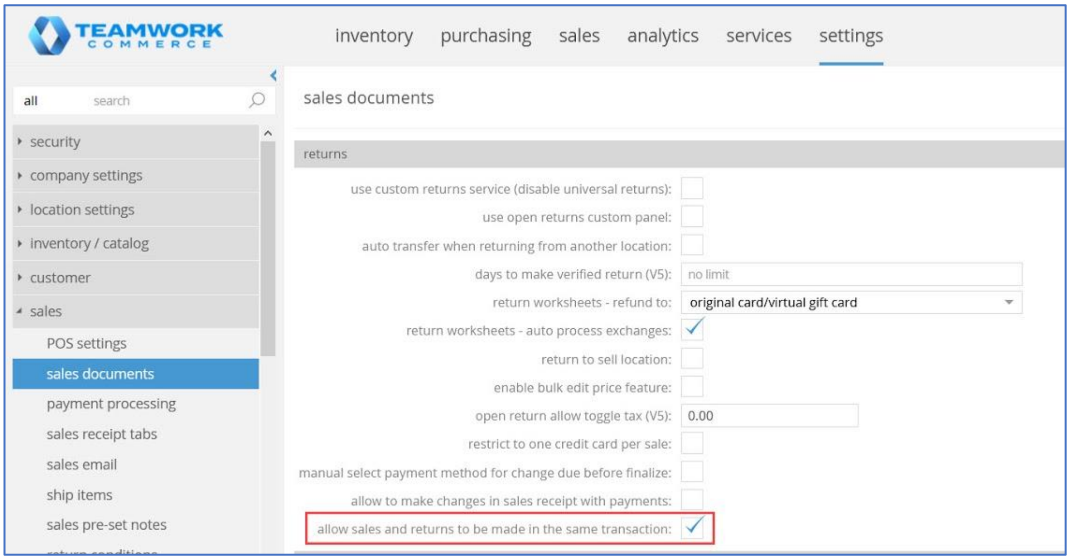
Security rights

The following Security Rights are required to make use of the Open Returns functionality in POS PRO V6:

Area	**Security Right**	**Description**
Sales	Sales - Chng. Tax Area for Returns	Allows the user to change Tax Area for Return items on the Sales Receipt
Sales	Sales - Chng. Tax Ex. for ret.	Allows the user to change Tax Exempt flag for return items on the sales receipt
Sales Receipts	Allow Returns	Allows the associate to accept merchandise returns, optionally limited by amount
Sales Receipts	Allow Return without customer	Allows the user to ignore the setting to require customer for return
Sales Receipts	Sales Receipt - Returns without Receipt	Allows returns without an original sales receipt - adds item to returns section directly without requiring return information from customer history
Sales Receipts	Allow gift card return	Allows access to the gift card return option in the actions menu

Configuring sales and returns to be made in the same transaction

We have added a new setting – **allow sales and returns to be made in the same transaction** – under **chq** > **settings** > **sales** > **sales documents in the returns section**.

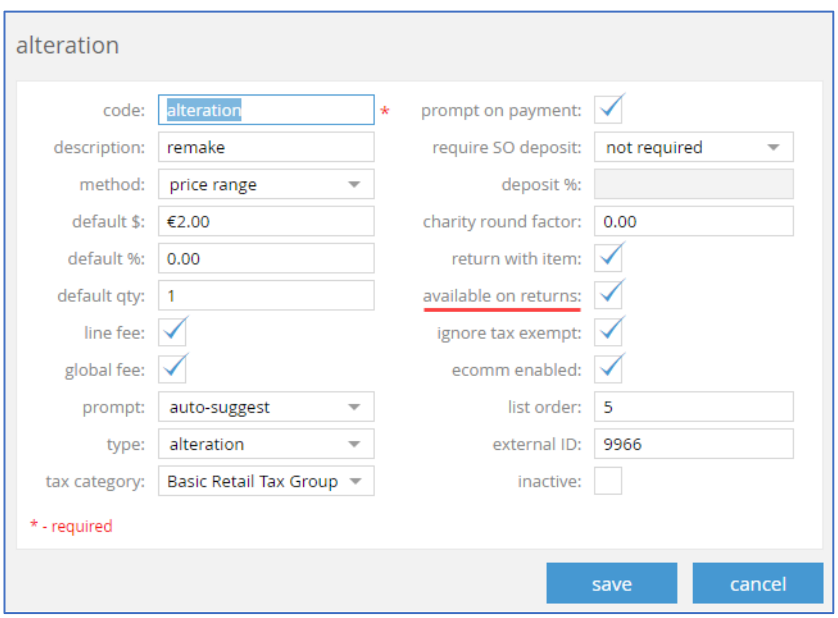


If the **allow sales and returns to be made in the same transaction** checkbox is selected, then making return with a sale item in the cart becomes possible.

Enabling fee refunds for Open Returns

It is possible to allow adding fees to the Total Return value for Open Returns in POS.

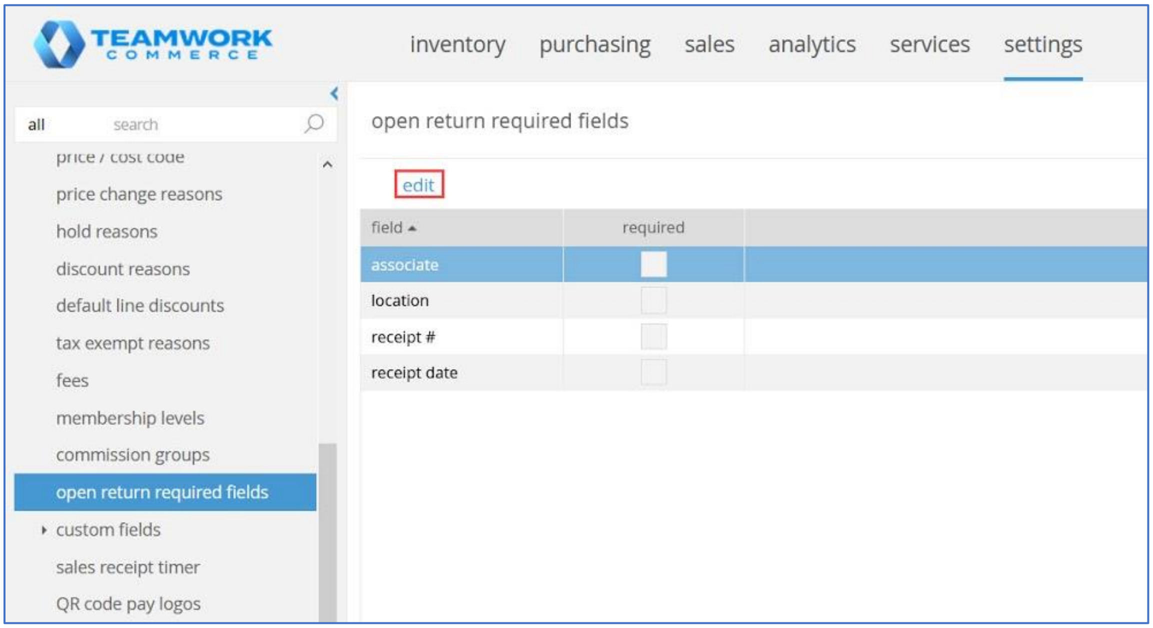
To do so, in CHQ, under **settings** > **sales** > **fees** > (**selected fee**) > **edit**, select the **available on returns** checkbox and click **save**:



Configuring required fields for Open Return

It is possible to configure what fields are required for Open Returns in POS.

To do so, under **chq** > **settings** > **sales** > **open return required fields** select the required field and click **edit**:

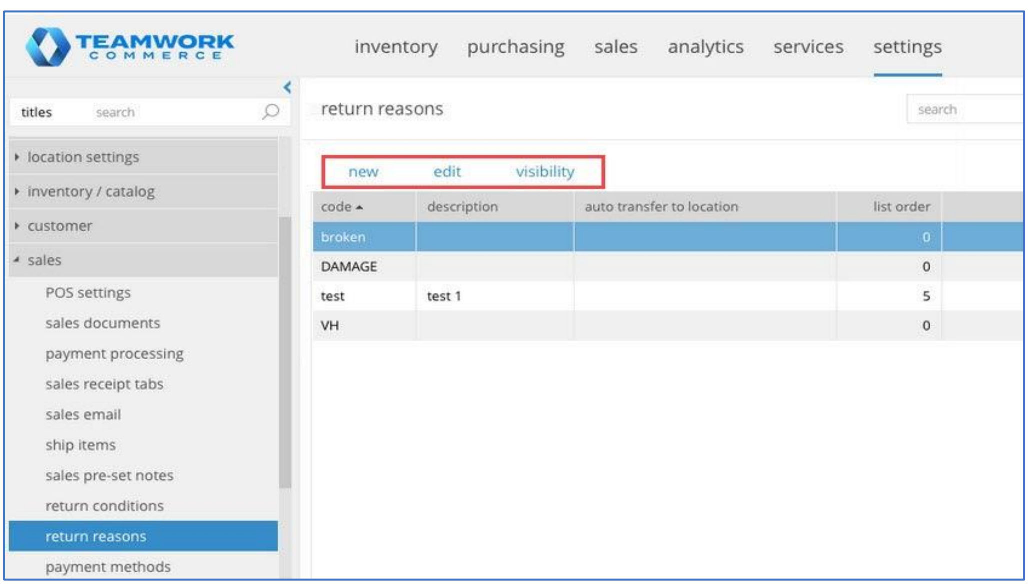


In the dialog that opens, select the **required** checkbox and click **save**.

Configuring return reasons available for Open Return

It is possible to configure what return reasons are available for Open Return in POS.

To do so, go to **chq** > **settings** > **sales** > **return reasons**:



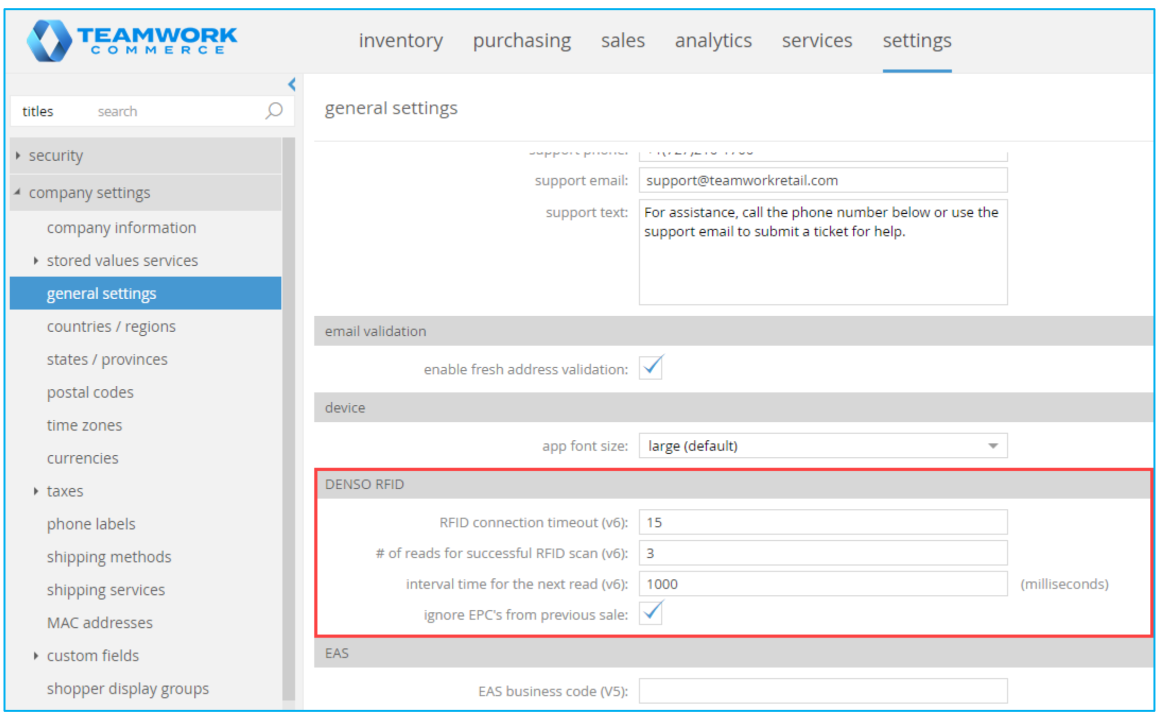
- To add a return reason to the field, click **new**
- To edit an existing return reason, select the required entry and click **edit**
- To configure return reason availability at a certain location, select the required reason and click **visibility**. Then, in the dialog that opens, select the required location and click **save**.

Settings for DENSO UR-22 RFID Reader

TWD-35580
Build 6.21.83.0

To respect changes in Teamwork POS Pro version 6, in particular, introducing integration with DENSO UR-22 RFID Reader, we have added new settings in CHQ.

The settings are provided in the **DENSO RFID** section that is available in CHQ under **settings** > **company settings** > **general settings**:



- **RFID connection timeout** (v6): indicates the period of time in seconds for the RFID reader to provide a response. Once the period expires, if the connection cannot be established, the user receives the warning message. By default, on a new installation, the timeout is set to 15 seconds.

- **# of reads for successful RFID scan** (v6): defines the number of automatic scans needed to make sure the item is scanned correctly before adding that to the cart. By default, on a new installation, set to “3”.
- **interval time for the next read** (v6): indicates the time interval between each of the above reads, in milliseconds. By default, on a new installation, set to “1000”.
- **ignore EPC’s from previous sale**: if the checkbox is selected, the system prevents accidental repeat reads of items from the previous finalized transaction. The checkbox is cleared by default.

NOTE:

Please be advised that you cannot indicate zero, decimal, non-numeric, and negative values in this section.

Configuring Drawer Memo settings

TWD-28184

Build 6.21.83.0

To respect the changes related to embedding the Drawer memo app in POS, we have added new drawer memo settings as well as updated existing in CHQ.

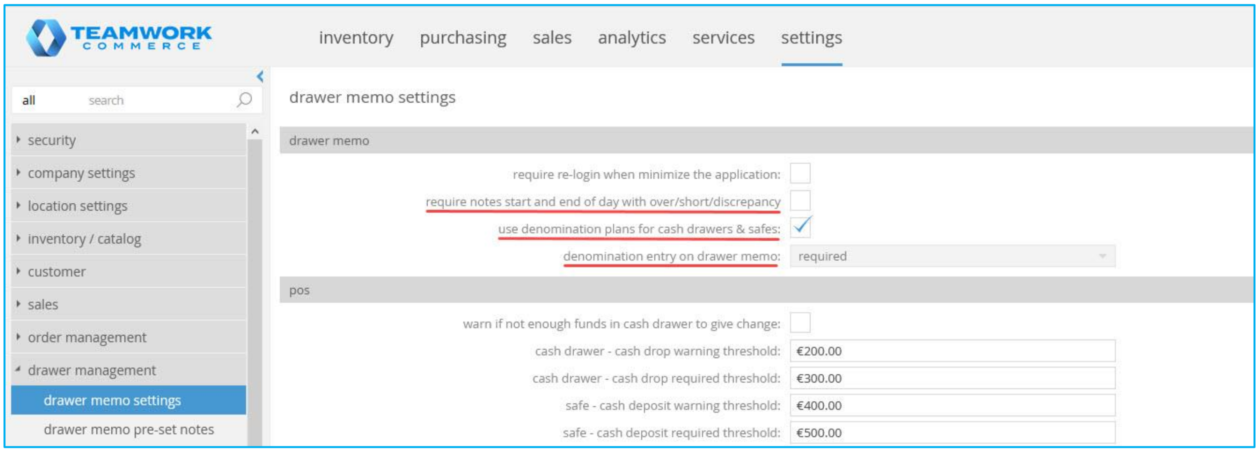
New Security rights

As a part of this update, we have added the following new security rights:

Security Right	Area	Description
Void Take (Paid) Out / In	Drawer Memos	Allows for voiding a take (paid) out / in record
Edit completed start of day	Drawer Memos	Allows a user to edit start of day information after it has been completed

Drawer management settings

We have updated the settings in the **drawer memo** section under **chq** > **settings** > **drawer management** > **drawer memo settings**:



- **require notes on start and end of day with over/short/discrepancy**: if the option is selected and there is an over/short difference during the End of Day, then End of Day notes are required; alternatively, if the option is selected and there is an opening difference between plan and count, the Start of Day notes are required.
- **use denomination plans for cash drawers & safes**: if the option is selected, the denomination plans display during Start or End of Day for Drawer Memos
- **denomination entry on drawer memo**: this is a dropdown menu where you can select how to use denominations
  - **not used**: if the option is selected, denomination counting is not possible on Drawer Memo both for cash drawer and safe during Start and End of Day
  - **optional:** if the option is selected, during Start and End of Day of the Drawer Memo, the user can choose if they want to count denominations or not
  - **required**: if the option is selected, the denomination counting is required during Start and End of Day.

NOTE:

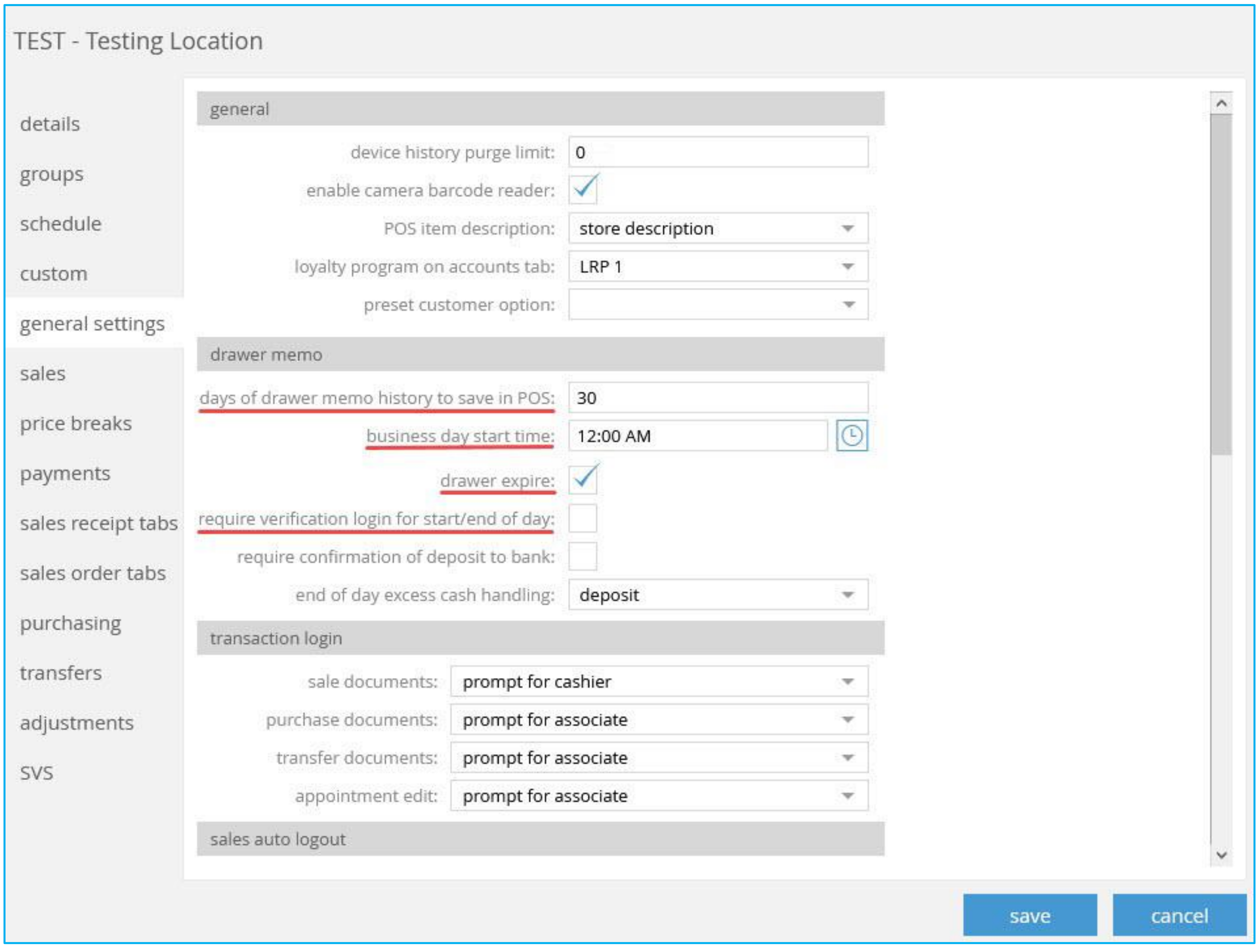
Please note that if the **use denomination plans for cash drawers & safes** option is selected, then denomination entry on the drawer memo is set to required automatically and cannot be changed by the user.

Also, as a part of this update, we've added a new **pos** section to the **drawer memo** settings area. The section contains the following two settings that have already been present in CHQ:

- **warn if not enough funds in cash drawer to give change**
- **cash drawer - cash drop warning threshold**

Drawer memo location level settings

A new **drawer memo** section has been added to CHQ under **settings** > **location settings** > **locations / location settings > (selected location)** > **edit** > **general settings**:



In the section, the following can be configured:

- **days of drawer memo history to save in POS:** indicate the required number of days during which Drawer Memos are kept once finalized and synchronized with CHQ; by default, is set to "30".

  NOTE:

  Any finalized Drawer Memo that is older than the indicated number of days will be purged from the POS database. Non-finalized Drawer Memos are kept indefinitely. Finalized but non-synchronized Drawer Memos are kept indefinitely but once synchronized to CHQ, they can be purged based on the above setting.

- **business day start time**: indicate the time when the business day starts; by default this is set to 12:00 AM

- **drawer expire:** select the option to set the drawer automatically to the “inactive” status at the end of the business day

WARNING:

Once in the “inactive” status, the drawer memo cannot be re-activated.

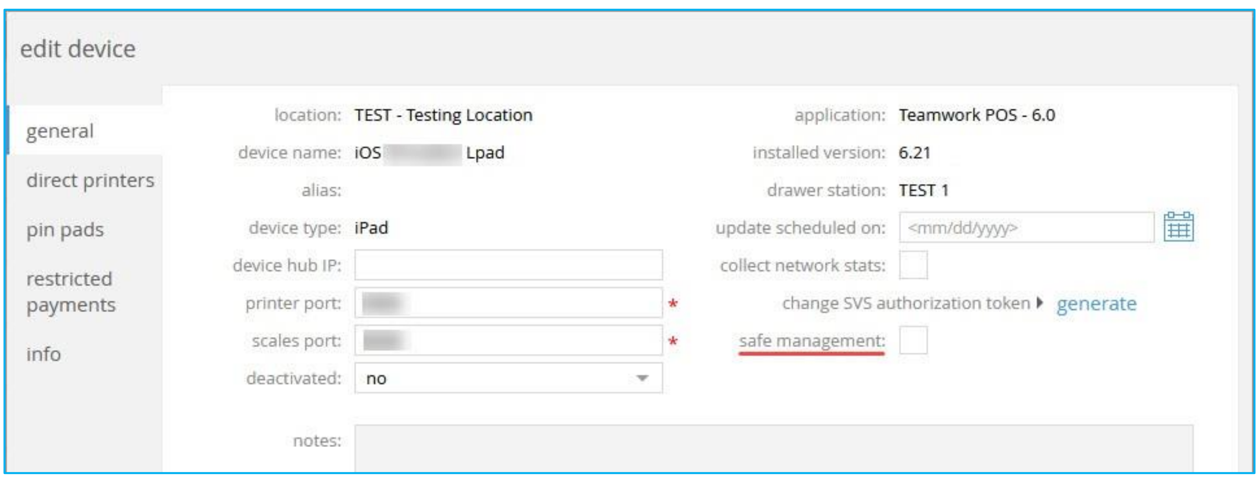
- **require verification login for start/end of day**: select the option to require a second user to login in order to verify the counts/totals when performing Start or End of Day

NOTE:

For information on the **require confirmation of deposit to bank** and **end of day excess cash handling** settings, see the **Bank deposit confirmation and end-of-day cash handling** article of this guide.

Enabling safe management for POS

We’ve added a new setting **safe management** under **chq** > **services** > **device controller** > **(selected device name)** > **general**:



Selecting the checkbox enables safe management capabilities for the respective device.

Cash drop and safe cash deposit management

TWD-33203
Build 6.21.83.0

We have added new settings to respect the new features in POS PRO related to how clients can manage cash from drawers to safe as well as record bank deposits.

The above may be helpful, for example, during the holiday season, when increased sales are expected. With the increased sales, one needs to know when a drawer needs a cash-pick and also record the money being taken out of the drawer and put into the safe.

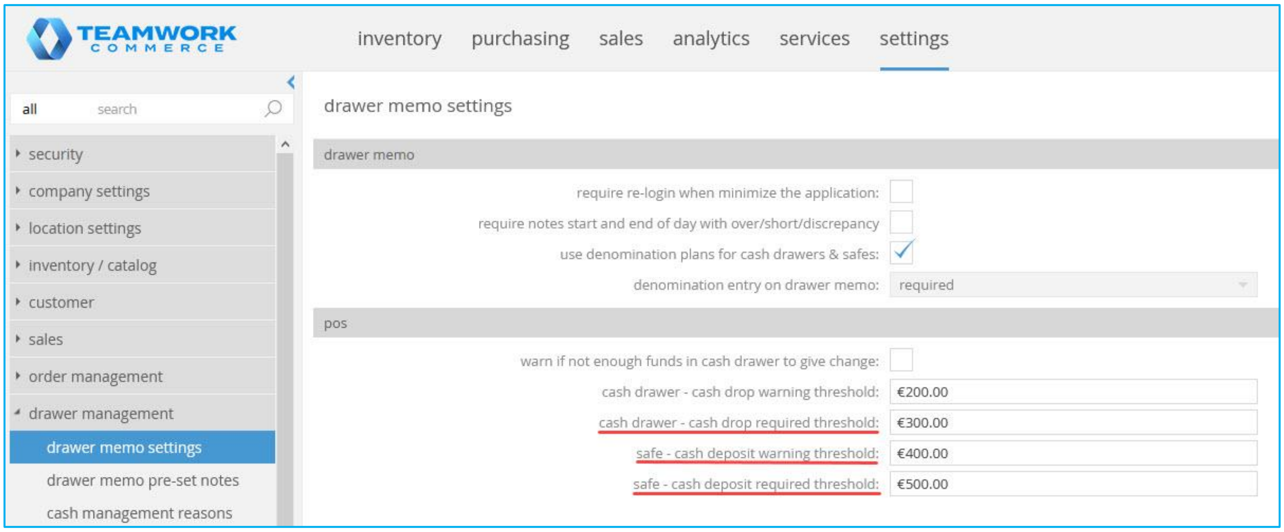
New security rights

The following new security rights have been added:

Security Right	Area	Description
Add/Edit a deposit	Drawer Memos	User may create or edit a deposit record. Does not apply to EOD deposit creation.
Void a deposit record	Drawer Memos	User may void a deposit record
Add/edit a cash movement	Drawer Memos	User may create or edit a cash movement. Does not apply to EOD cash movement
Void a cash movement	Drawer Memos	User may void a cash movement record
Verify a cash deposit record	Drawer Memos	User may verify a cash deposit record
Bypass required cash drop	Sales Receipts	User may proceed to make a sale without making a required cash drop from cash drawer or safe

Cash drop and safe cash deposit thresholds

The following new settings have been added under **chq** > **settings** > **drawer management** > **drawer memo settings** in the **pos** section:

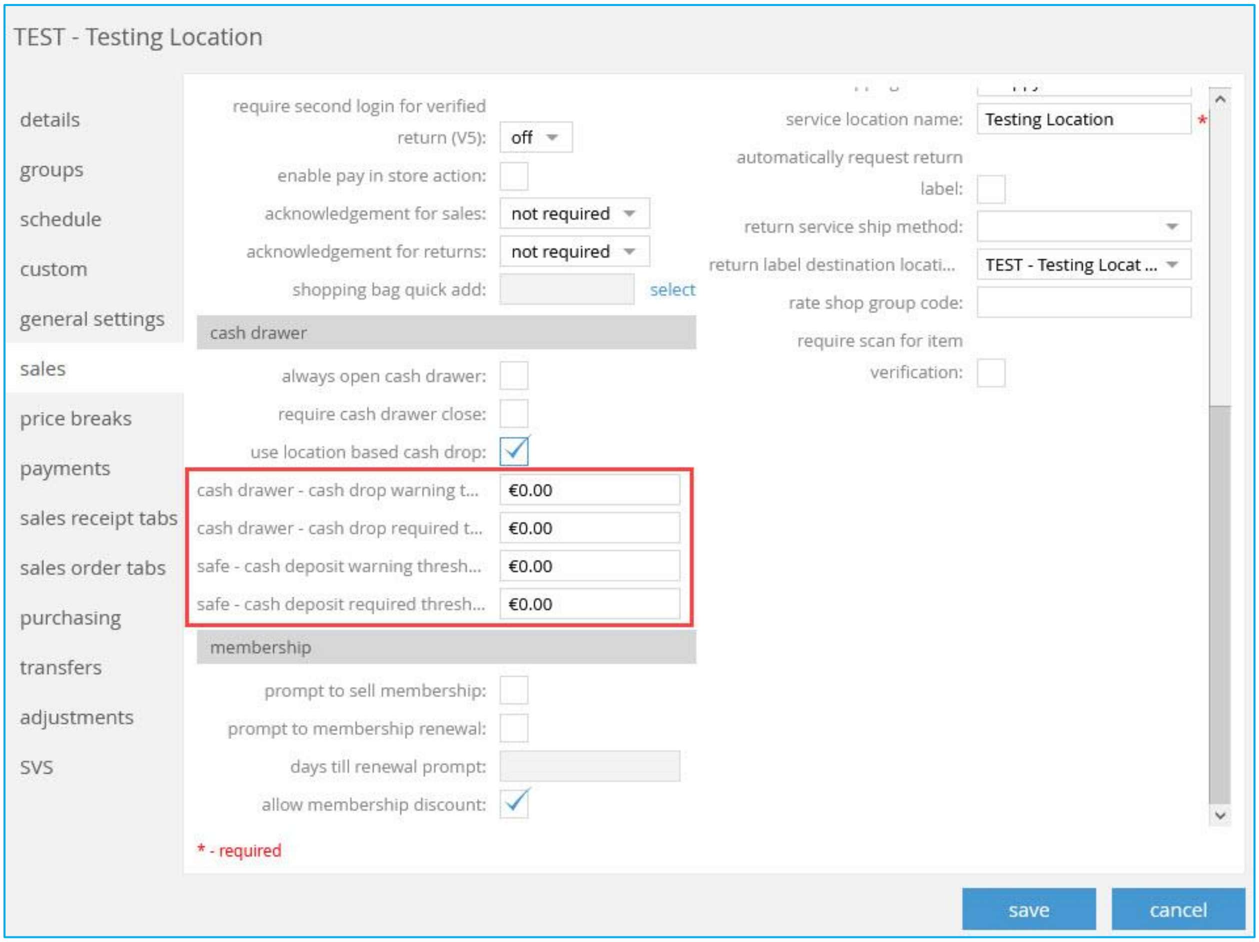


- **cash drawer - cash drop required threshold**: before the new sale begins, if the cash drawer amount is above the defined amount, the system prompts that a cash drop is required
- **safe - cash deposit warning threshold**: before the new sale begins, if the safe is above the defined amount, the system warns to make a deposit
- **safe - cash deposit required threshold**: before the new sale begins, if the safe is above the required amount, the system prompts that a deposit is required

WARNING:

If any of the values of any of the above settings equals “0”, that setting is ignored.

The equivalent settings have been added at the location level under **settings** > **location settings** > **locations / location settings** > (**selected location**) > **edit** > **sales**:



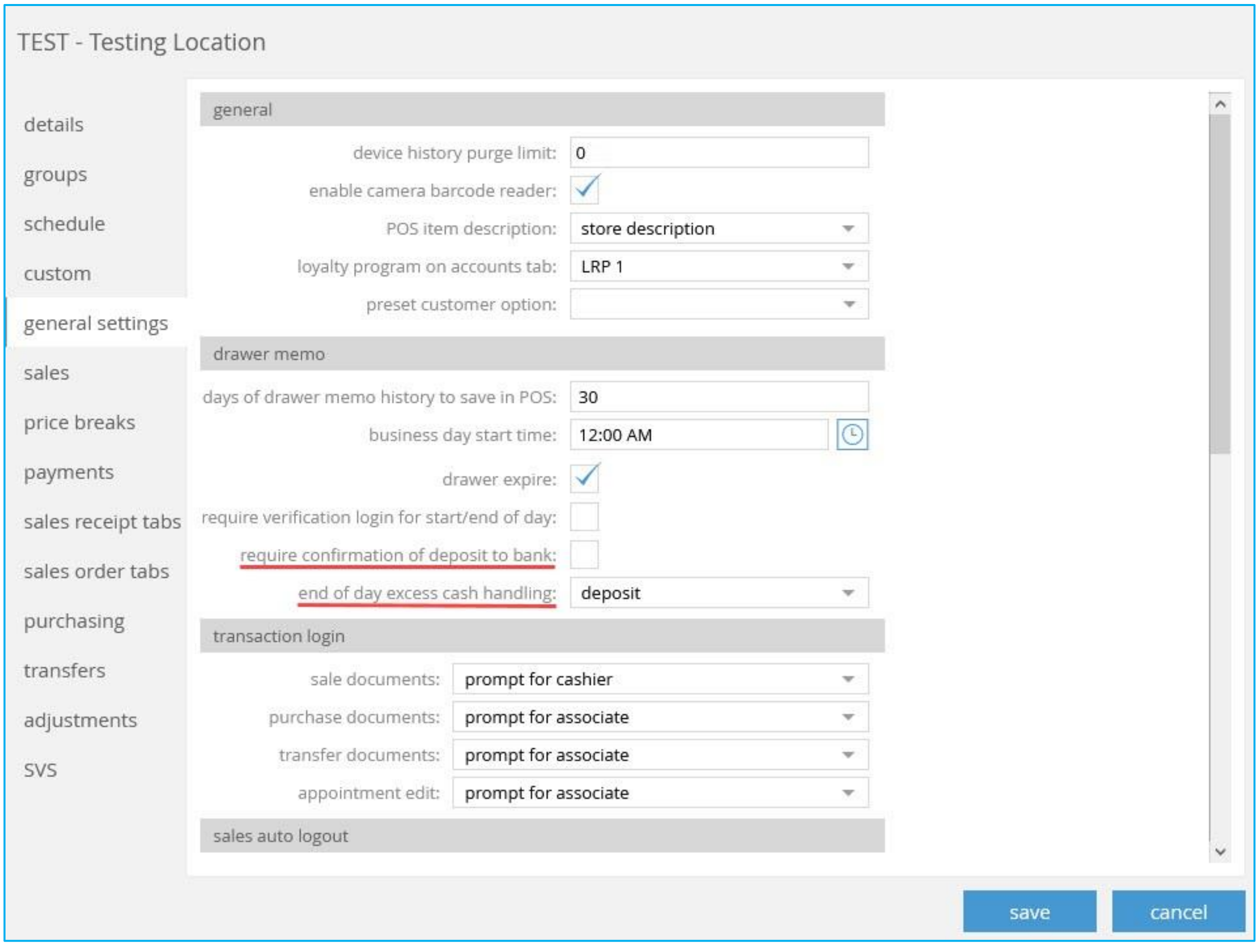
The settings are applied if the **use location based cash drop** checkbox is selected.

WARNING:

Please note that location-level settings override company-level settings.

Bank deposit confirmation and end-of-day cash handling

As a part of safe management capability, two new settings have been added to the **drawer memo** section under **settings** > **location settings** > **locations / location settings** > (**selected location**) > **edit** > **general settings**:



- **require confirmation of deposit to bank:** if the option is selected, the user is required to confirm that a deposit was taken and deposited in the bank.

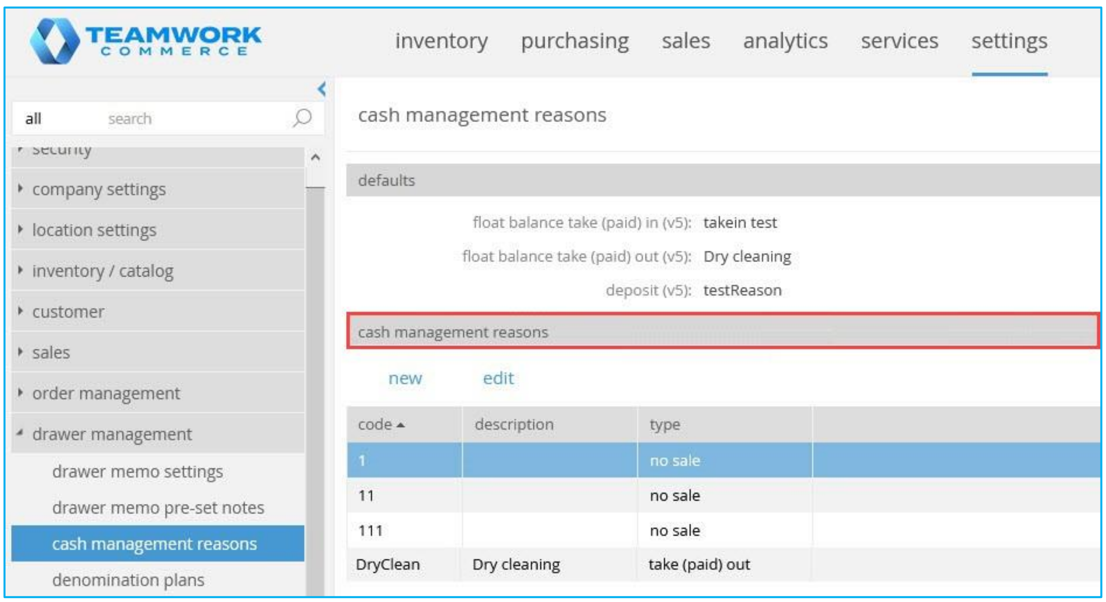
  In this case, the deposit may be taken out of the safe, but is still shown as money in the safe until the deposit is confirmed. Once confirmed, money is not included as a part of a safe total.

  If the checkbox is cleared, then a deposit made is immediately removed and never shown as a part of a safe total.

- **end of day excess cash handling:** allows the user to specify how to handle the excess cash at the End of Day (EOD). The user can choose one of the following:
    - **deposit:** excess cash will be a deposit
    - **move to safe:** excess cash will be handled as a "move to safe" cash movement record
    - **prompt**: allows the user to choose manually from the two options listed above during EOD

New types for cash management reasons

We have renamed the **take (paid) out / in** section to **cash management reasons**. This area is available in CHQ under **settings** > **drawer management**:



We have also added new types that are available for selection when configuring a cash management reason:

- **Deposit**: indicates that cash is put on deposit
- **Move to Safe**: indicates that cash is removed from the drawer and put in the safe
- **Move to Drawer**: indicates that cash is removed from the safe and put in the drawer.

WARNING:

Please be advised that it is not possible to create a new reason with one of the above types and "SOD" or "EOD" specified as a code.
Also, you cannot specify "Start of Day" and "End of Day" as descriptions for reasons of any of the above types.

Configuring Offline Credit Card payment

TWD-33309

Build 6.21.83.0

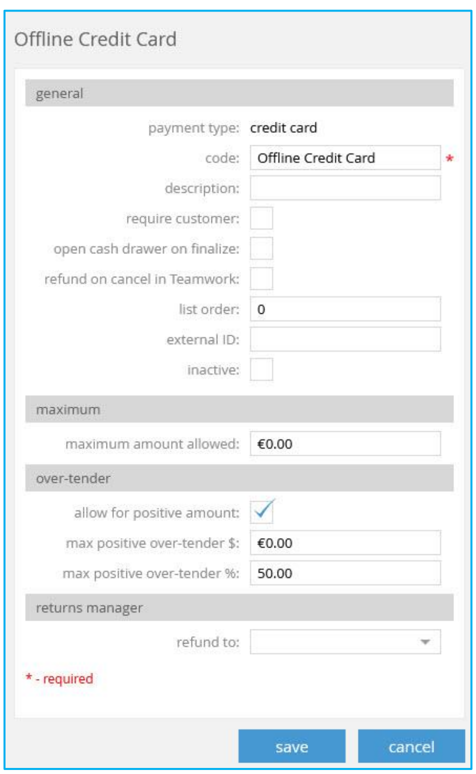
To respect the changes in Teamwork POS PRO V6, in particular, implementation of the Offline Credit Card payment method, we have updated existing and added new settings in CHQ.

These settings are available at the company and location levels in CHQ.

> NOTE:
>
> Please be advised that the Offline Credit Card payment method is not available in POS V4.

Configuring company-level settings

At the company level, you can configure the Offline Credit Card payment settings under **chq** > **settings** > **sales** > **payment methods.** In the area, click to select **Offline Credit Card** and click **edit**:



- **payment type**: the name of the payment method
- **code**: the payment method in POS
- **description:** an optional description of the payment method

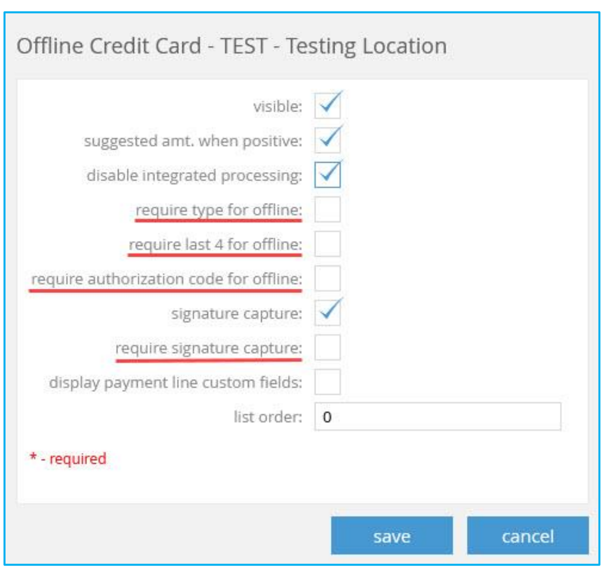
- **require customer**: if the checkbox is selected, then the customer must be added to the sale
- **open cash drawer on finalize**: if the checkbox is selected, the cash drawer opens automatically on finalizing the transaction
- **list order**: the position of the payment method in the payment method list in POS
- **inactive:** if the checkbox is selected, then this payment method becomes inactive in POS
- **maximum amount allowed**: the maximum amount allowed for this payment method. If the amount of the sale is greater than the indicated value, then the warning displays in POS
- **allow for positive amount**: if the checkbox is selected, then the customer can pay more than the amount of the purchase based on the values indicated in the **max positive over-tender $** or **max positive over-tender %** fields

WARNING:

Please be advised that for offline payments the **disable integrated processing** checkbox must be selected at the location level for the respective payment method. To do so, go to **chq** > **settings** > **sales** > **payment methods** > (**selected payment method**) > **location settings** > (**selected location**) > **edit**.

Configuring location-level settings

You can configure the Offline Credit Card payment method for a specific location under **chq** > **settings** > **sales** > **payment methods**. In the area, click to select **Offline Credit Card** > **location settings**. Then click to select your location and click **edit**:



You can configure the following fields in the dialog:

- **visible**: if the checkbox is selected, then the payment method is available at this location

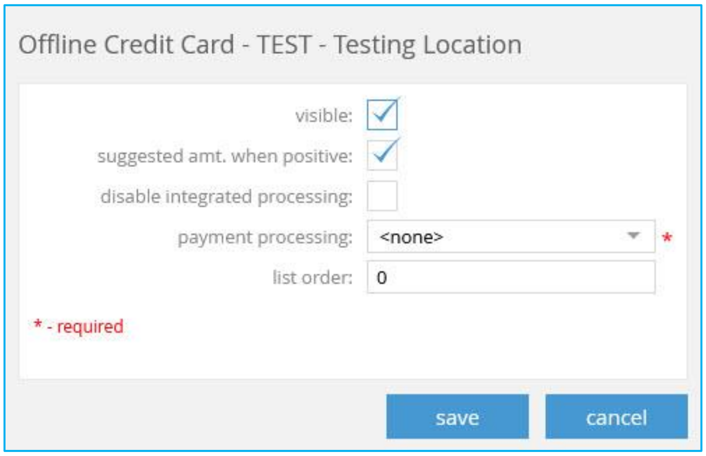
- **suggested amt. when positive**: if the checkbox is selected, then the amount of the sale is auto-suggested and displays as **Payment Due** in POS. Alternatively, if the checkbox is cleared, then the amount of the sale equals zero and the user will have to enter the amount manually
- **disable integrated processing**: if the checkbox is selected, then the payment is considered to take place offline
- **require type for offline**: if the checkbox is selected, specifying the card type is required once this payment method is selected in POS
- **require last 4 for offline**: if the checkbox is selected, then the last for digits of the customer's credit card number must be indicated once this payment method is selected in POS
- **require authorization code for offline**: if the checkbox is selected, then specifying the authorization code is required once this payment method is selected in POS
- **signature capture**: if the checkbox is selected, then capturing the customer's signature becomes possible
- **require signature capture**: if the checkbox is selected, then the customer's signature is required for this payment method; the option is hidden if the **signature capture** checkbox is cleared
- **display payment line custom fields**: if the checkbox is selected, then custom fields display on selecting the payment method in POS
- **list order**: the position of the payment method in the payment method list in POS. This list order applies for this location if **use location based payment options** is selected for this respective location in CHQ under **settings** > **location settings** > **locations/location settings** > (**your location**) > **edit** > **payments**

WARNING:

Note that location-level settings override company-level settings.

Please be advised that if **disable integrated processing** is cleared, then the following fields are hidden:

- **require type for offline**
- **require last 4 for offline**
- **require authorization code for offline**
- **require signature capture**



Configuring Offline Credit Card Credit payment

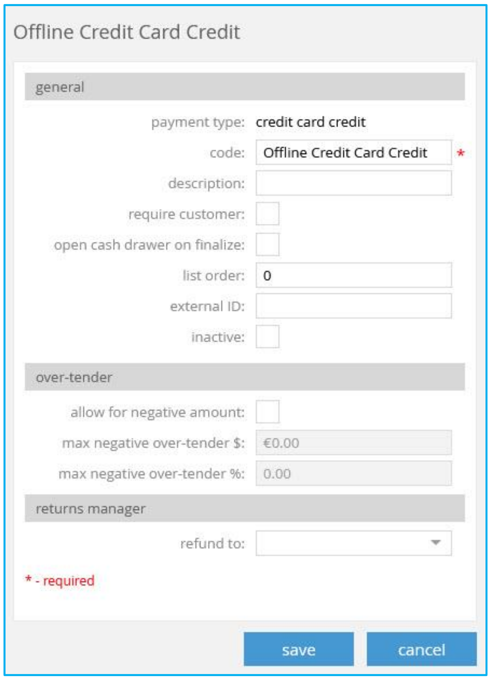
TWD-33310
Build 6.21.83.0

To respect the changes in Teamwork POS PRO V6, in particular, implementation of the Offline Credit Card Credit payment method, we've updated existing and added new settings in CHQ. These settings are available at the company and location levels.

> NOTE:
>
> Please be advised that the Offline Credit Card Credit payment method is not available in POS V4.

Configuring company-level settings

You can configure the Offline Credit Card Credit settings in CHQ under **settings** > **sales** > **payment methods.** Then, click to select **Offline Credit Card Credit** and click **edit**:



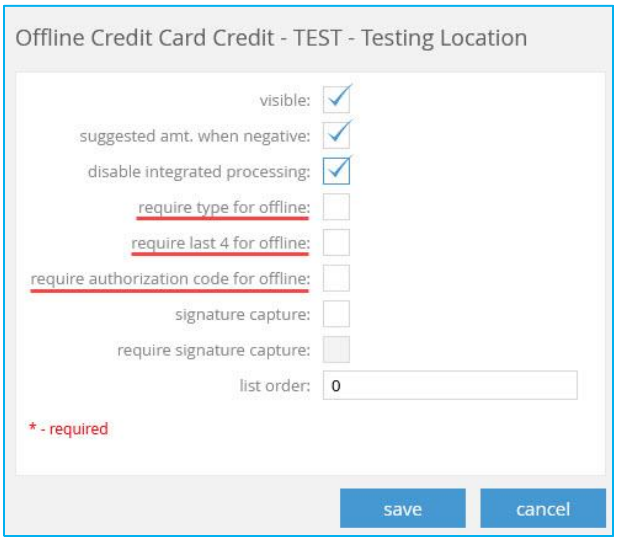
- **payment type**: the name of the payment method
- **code**: the payment method in POS
- **description:** an optional description of the payment method
- **require customer**: if the checkbox is selected, then the customer must be added to the sale
- **open cash drawer on finalize**: if the checkbox is selected, the cash drawer opens automatically on finalizing the transaction
- **list order**: the position of the payment method in the payment method list in POS
- **inactive:** if the checkbox is selected, then this payment method becomes inactive in POS
- **allow for negative amount**: if the checkbox is selected, then the customer can pay more than the amount of the purchase based on the values indicated in the **max negative over-tender $** or **max negative over-tender %** fields

  WARNING:

  Please be advised that for offline payments the **disable integrated processing** checkbox must be selected at the location level for the respective payment method. To do so, go to **chq** > **settings** > **sales** > **payment methods** > (**selected payment method**) > **location settings** > (**selected location**) > **edit**.

Configuring location-level settings

To configure the Offline Credit Card Credit payment method settings for a specific location, go to **chq** > **settings** > **sales** > **payment methods**. In the **payment methods** area, select **Offline Credit Card Credit** and then click **location settings** above the grid. After that, select the required location and click **edit**:



- **visible:** if the checkbox is selected, then the payment type is available at this location
- **suggested amt. when negative**: if the checkbox is selected, then the amount of sale is auto-suggested and displays as **Change Due** in POS
- **disable integrated processing**: if the checkbox is selected, then the payment is considered to take place offline
- **require type for offline**: if the checkbox is selected, specifying the card type is required once this payment method is selected in POS
- **require last 4 for offline**: if the checkbox is selected, then the last for digits of the customer's credit card number must be indicated once this payment method is selected in POS
- **require authorization code for offline**: if the checkbox is selected, then specifying the authorization code is required once this payment method is selected in POS
- **list order**: the position of the payment method in the payment method list in POS. This list order applies for this location if **use location based payment options** is selected for this respective location in CHQ under **settings** > **location settings** > **locations/location settings** > (**your location**) > **edit** > **payments**

WARNING:

Note that location-level settings override company-level settings.

Updated logic for inventory labels display

TWD-35166
Build 6.21.99.0

With this update, if the default label is specified for the inventory label in CHQ under **settings** > **inventory/catalog** > **inventory labels** or the respective field remains empty, on clicking **save**, the empty value is saved. In that case, in CHQ, the corresponding fields will take their default names for that specific locale.

Configuring settings for payments on Sales Receipt

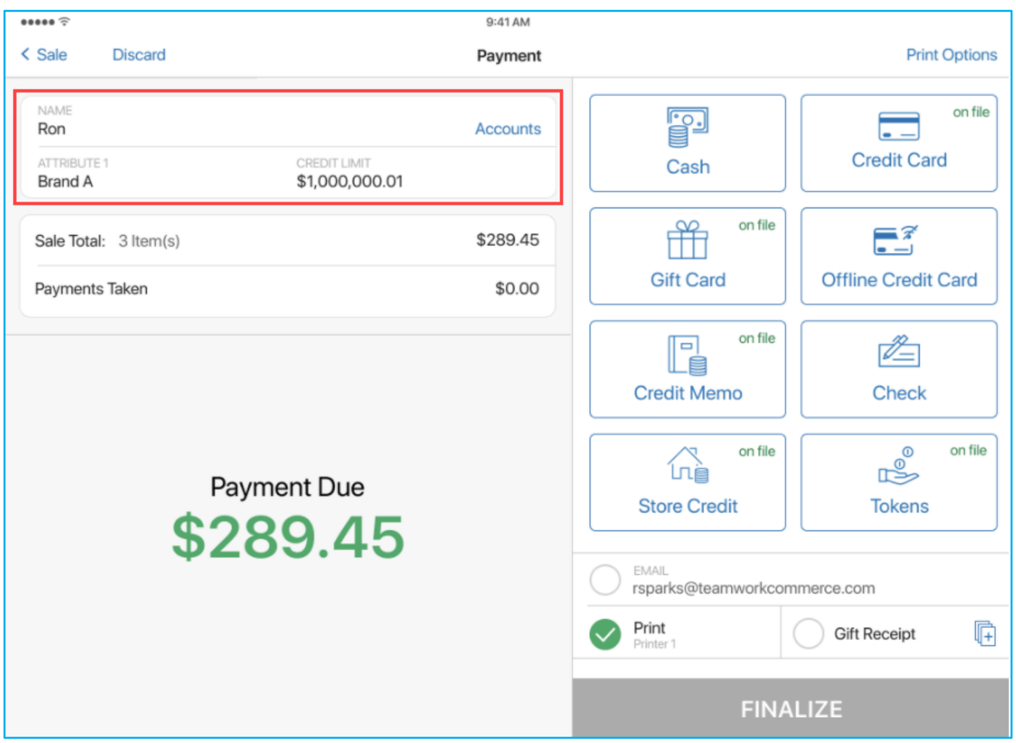
TWD-32268
Build 6.21.83.0

To respect changes in Teamwork POS PRO version 6, in particular, introducing payments on Sales Receipts, we have added new as well as updated existing settings in CHQ.

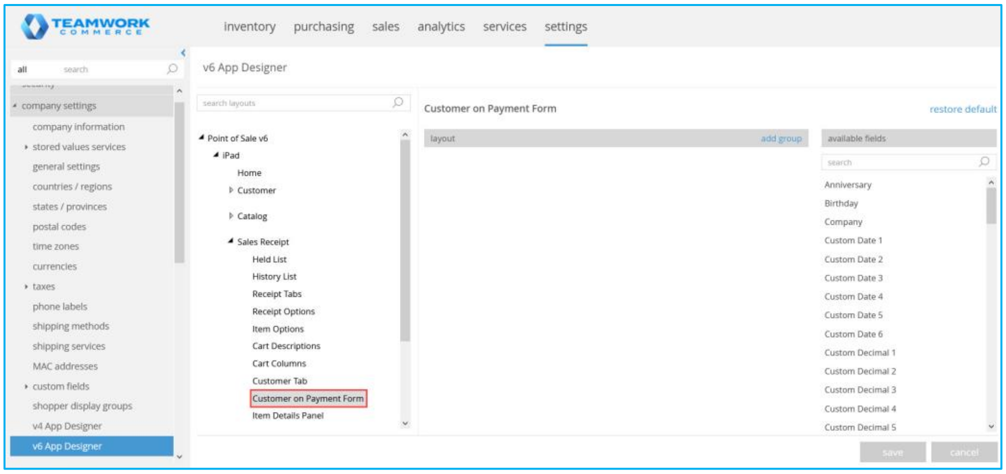
New setting: configuring how customer displays on the Payment screen

In CHQ, we have added the capability to configure how customer-related information displays on the Payment screen in POS PRO version 6.

Customer on Payments in POS PRO version 6:



The configuration is available under **chq** > **settings** > **company settings** > **v6 App Designer** > **Point of Sale v6** > **iPad** > **Sales Receipt** > **Customer on Payment Form:**

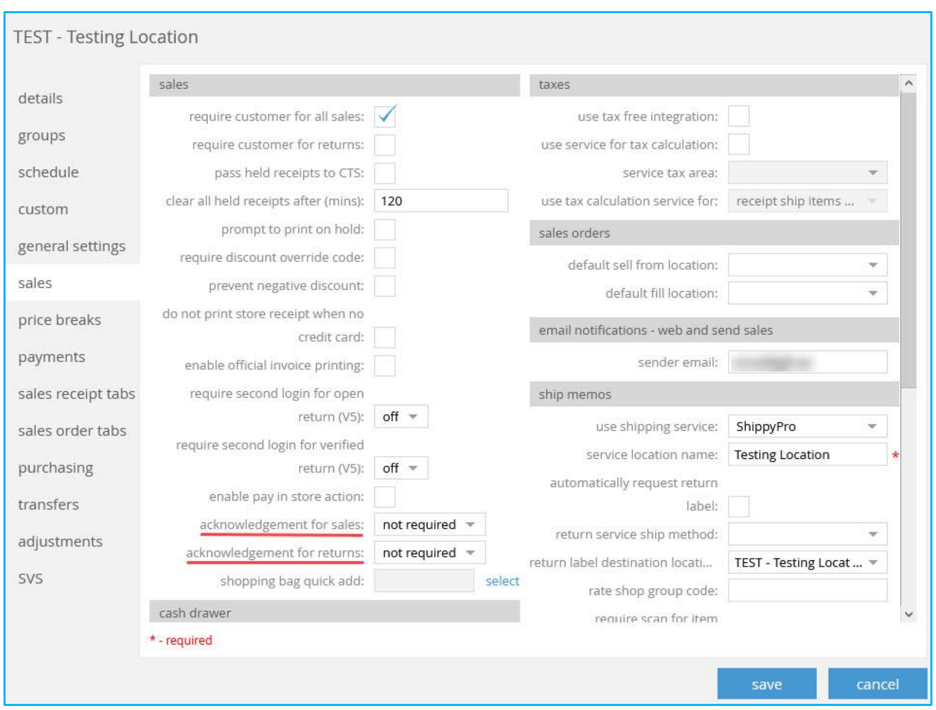


Please be advised that if no fields are added to the Payment Form in CHQ designer, no customer-related information will display on Payment in POS.

Configuring transaction acknowledgement for Sales Receipt

In CHQ, it is possible to configure how transactions are acknowledged in POS PRO version 6.

These settings are available under **chq** > **settings** > **location settings** > **locations** / **location settings** > (**selected location**) > **edit** on the **sales** tab:



- **acknowledgement for sales**: defines if the customer's signature and/or manager's confirmation are required to perform sales
- **acknowledgement for returns**: defines if the customer's signature and/or manager's confirmation are required to perform returns

For both the fields, you can choose one of the following:

- "not required": no acknowledgement is required
- "required with signature": makes the customer's signature required to finalize the transaction
- "required with manager override": makes the manager override required to finalize the transaction
- "required with signature and manager override": both the customer's signature and manager override are required to finalize the transaction

NOTE:

If a receipt contains both sale and return items, then the acknowledgement may be required twice.

WARNING:

To be able to perform overrides, the manager must be granted the "Allowed to acknowledge transaction" security right in CHQ.

Configuring the cash drawer settings

In CHQ, it is possible to configure how the cash drawer behaves during sales transactions. In particular, you can specify if the cash drawer:

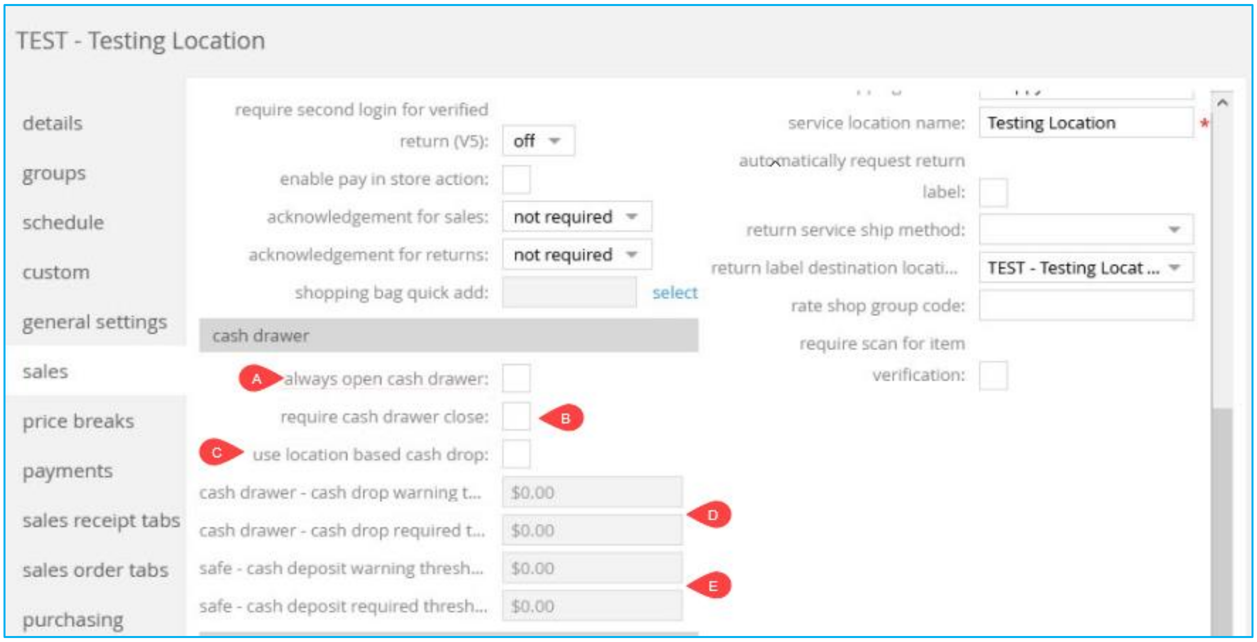
- will open for all transactions (**A** – in the screenshot below)
- must be closed before starting a new sale (**B**)

WARNING:

If a user is granted the "Continue without drawer close" security right, they can move on to the next sale despite **require cash drawer close** is selected.

Also, you can allow using location based cash drops (**C**) as well as set thresholds for cash drops and cash deposits (**D** and **E** in the screenshot below). In the latter case, if the sum available in the cash drawer (safe) exceeds the limit, you will be prompted to make a cash drop (cash deposit) before a new sale begins.

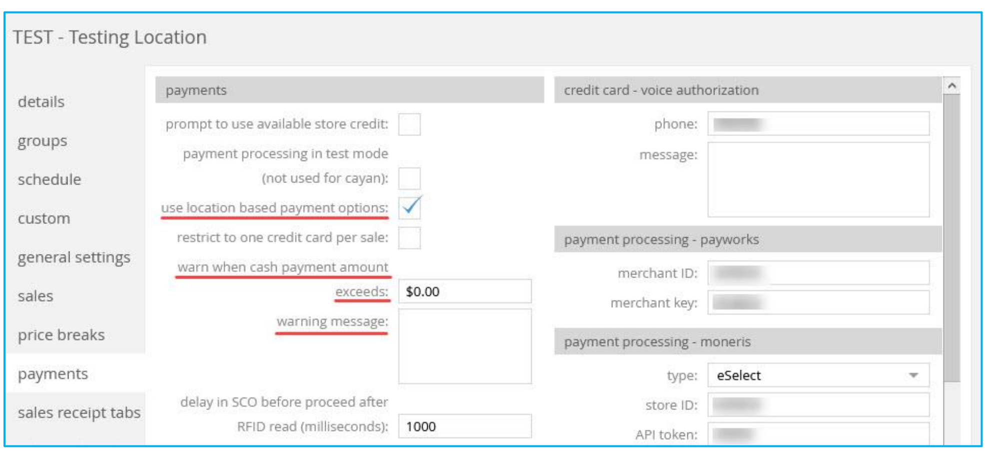
The respective settings are available under **chq** > **settings** > **location settings** > **locations** / **location settings** > (**selected location**) > **edit** on the **sales** tab:



Configuring payments

In CHQ under **settings** > **location settings** > **locations/location settings** > **(selected location)** > **edit** > **payments**, it is possible to configure the following:

- **use location based payment options**: if the checkbox is selected, the payments displayed in POS come from location-level settings
- **warn when cash payment amount exceeds:** if the amount of cash payment is above the amount defined in this field, the system shows the warning message
- **warning message:** the text of the message that displays to warn about the exceeding cash payment amount



Other enhancements

New JSON-based Traffic Counter Export API

TWD-36120
Build 6.21.58.0

We've added a new JSON-based Traffic Counter Export API. The API allows for exporting the information on the number of visitors per location to a third-party system.

Updated JSON-based Inventory Price Import API

TWD-30837
Build 6.21.69.0

We have updated the JSON-based Inventory Price Import API by adding the following parameters to the request settings as well as line item level:

- **EffectiveDate**: defines when the new price comes into effect
- **Reverse**: defines if the new price is to be reversed or not
- **ReverseDate**: defines when the new price is to be reversed

Updated JSON-based Sales Receipt Import API

TWD-36172
Build 6.21.99.0

We've updated the existing JSON-based Sales Receipt Import API to conform with changes in Sales Engine.

In particular, this Sales Receipt Import API has been enhanced to properly import the MembershipCode, TaxExempt, WholesaleCustomer, SellToTradingPartner, and ReceiptNum values.

Updated validation for JSON-based Traffic Counter Import API

DS-1167
Build 6.21.99.0

We've added a new validation to the JSON-based Traffic Counter Import API.

Now, in the case of asynchronous requests, if there are location-date pair duplicates, the import doesn't take place and the following warning message displays: "*There are duplicates in import document for DateTime <M/D/YYYY HH:MM:SS tt> and Location <location code>*".

Issue Resolution: Sales Receipt cannot be posted to database

DS-1235
Build 6.21.99.0

Prior to version 6.21.99.0, as a result of completion of the following steps, Sales Receipts failed to be posted to the database:

1. Registering a new device for Teamwork POS 6.0 at a certain location in CHQ.
2. Installing on that device and then initializing the POS Pro version 6 app.
3. Finalizing a couple of Sales Receipts.
4. Deleting the POS Pro app from that device and updating the device record in CHQ.
5. Reinstalling POS Pro version 6 afresh and initializing it again.
6. Creating and finalizing another Sales Receipt in POS.

In that case, Sales Receipt from step **6** would not be posted to the database. Instead, an error message would display saying that posting cannot be performed due to Device Transaction Number duplication.

For Sales Receipt to be posted, it is required to use CHQ version 6.21.99.0 in conjunction with Cloud Service HQ 6.21.47.0 and POS Pro 6.21.210 or newer.

Enhanced JSON-based Inventory Price Import API

DS-1255
Build 6.21.107.0

We've enhanced JSON-based Inventory Price Import API to allow for importing multiple prices without the end date via a single request.

Issue Resolution: Calculate ATS won't work for Transfer Orders

DS-705
Build 6.21.111.0

Upon clicking the **calculate ATS** button on the **items** tab of a newly created **transfer order**, it would take up to several minutes to update the ATS quantities.

The issue has been fixed. Now, on clicking **calculate ATS**, it generally takes less than twenty seconds to update values in the **ATS** and **ATS short** columns.

> WARNING:
>
> Please note that the time required to update the values may vary depending on the number of items added.

JSON-based Sales Receipt Full Export API won't work due to incorrect column name

DS-1257
Build 6.21.111.0

We've fixed the issues that resulted from the Sales Receipt structure optimization at the database level and prevented JSON-based Sales Receipt Full Export API from functioning properly.

Epilogue

This guide was published on November 3, 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.

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.

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