



TEAMWORK CHO RELEASE GUIDE

Version 5.28

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Inventory

Adjustment Reason

Version 5.28 – TWD-14697

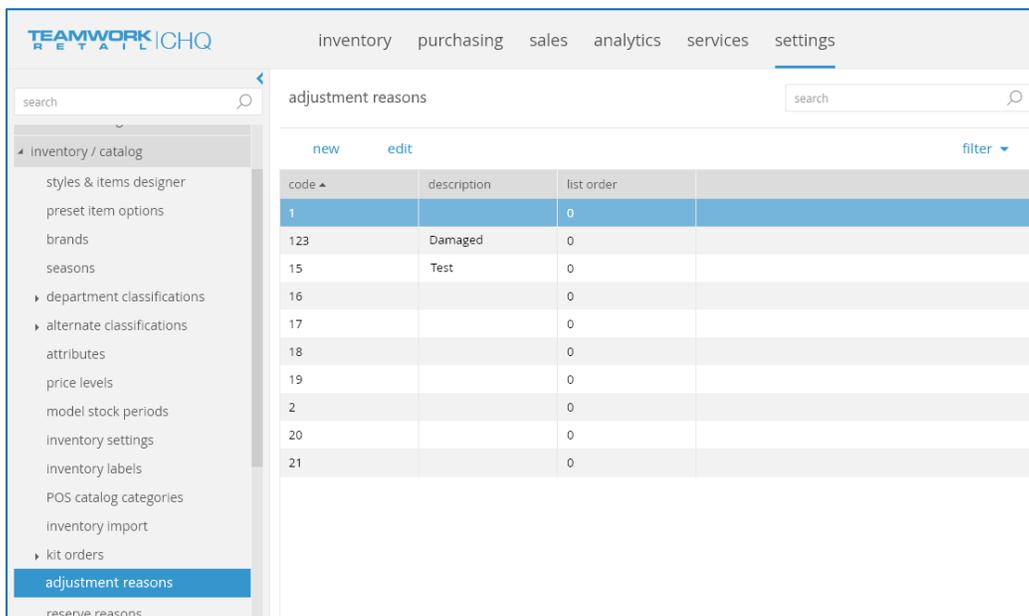
November 2018

There is a new Adjustment Reason dictionary that will be used for inventory adjustments. There is also a new *Adjustment Reason* field in Adjustment Memos.

Settings

Under Settings > Inventory/Catalog, there is a new Adjustment Reasons tab.

Here you can set your dictionary of adjustment reasons, creating new or editing existing ones, and searching or filtering reasons.



Clicking **New** brings up the New Adjustment Reason dialog.

new adjustment reason

code: *

description:

external ID:

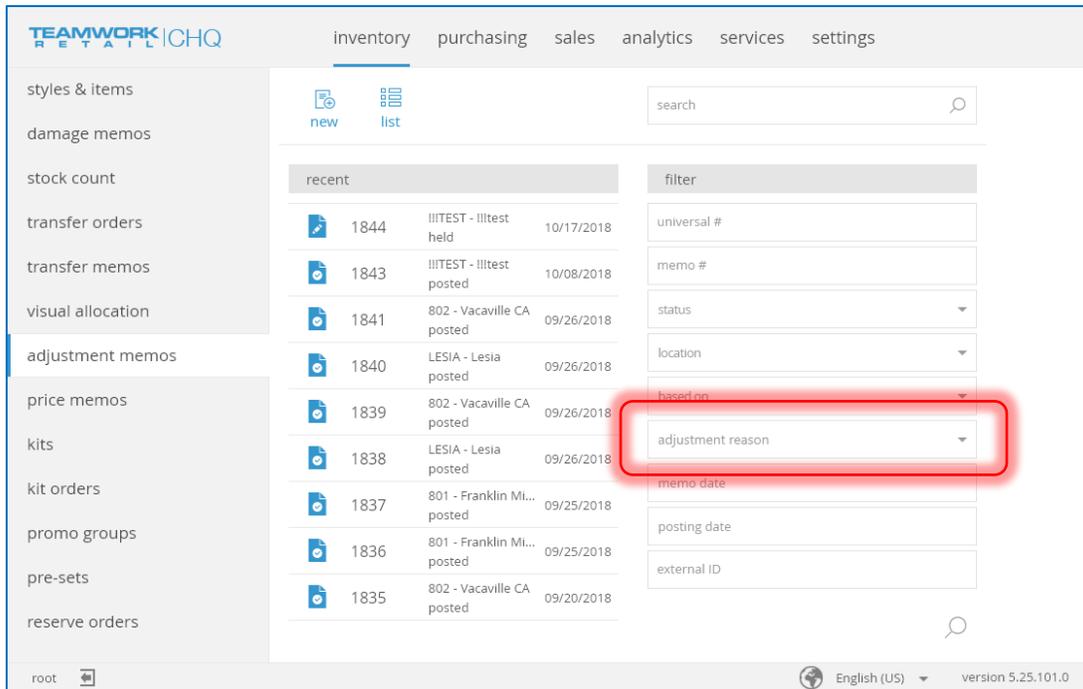
list order:

inactive:

* - required

Adjustment Memos

There is also a new Adjustment Memo field in the filter area.



Under the list view, the *Adjustment Reason* column shows the reason at a glance.

The screenshot shows the 'adjustments' list view in the CHQ software. The 'adjustment reason' column is highlighted with a red box, showing the reason for each adjustment.

memo #	universal #	status	location	based on	adjustment reason	memo date	external ID
1844	1000001358	held	IIITEST - IIitest	actual qty		10/17/2018 12:34 PM	
1843	1000001357	posted	IIITEST - IIitest	adjustment qty	Damaged	10/08/2018 12:25 PM	
1840	0	posted	LESIA - Lesia	adjustment qty		09/26/2018 5:52 PM	
1841	0	posted	802 - Vacaville CA	adjustment qty		09/26/2018 5:52 PM	
1838	0	posted	LESIA - Lesia	adjustment qty		09/26/2018 3:16 PM	
1839	0	posted	802 - Vacaville CA	adjustment qty		09/26/2018 3:16 PM	
1837	1000001355	posted	801 - Franklin Mi...	adjustment qty		09/25/2018 6:32 PM	

On an Adjustment Memo dialog (when creating new or editing an existing memo), the *Adjustment Reason* field displays in the General tab.

The screenshot shows the 'adjustment memo - 1844 - held' dialog box. The 'general' tab is active, displaying various fields for the memo. The 'adjustment reason' field is highlighted with a red box. The 'based on' field is set to 'actual qty'. The 'location' field is set to '!!!TEST - !!!test'. The 'memo date' is '10/17/2018 1:14 PM'. The 'posting date/time' is '<auto populated on finalize if empty>'. The 'totals' section shows 'items on memo: 0', 'adjustment qty: 0', and 'adjustment cost: \$0.00'. The 'notes' section is empty. The 'custom' tab is also visible, showing various custom text and date fields. The 'print', 'hold', 'finalize', and 'discard' buttons are at the bottom.

field	value
universal #:	1000001358
memo #:	1844
status:	held
location:	!!!TEST - !!!test *
memo date:	10/17/2018 1:14 PM
posting date/time:	<auto populated on finalize if empty>
based on:	actual qty
adjustment reason:	
external ID:	
items on memo:	0
adjustment qty:	0
adjustment cost:	\$0.00

Expiration Date in Reserve Orders

Version 5.28 – TWD-15539

December 2018

Expiration date is now added to Reserve Orders. Reserve Orders are used to restrict inventory as a fulfillment resource and optionally from "Available to Sell" calculations.

The orders are available under *CHQ > inventory > reserve orders*.

If a Reserve Order is past its expiration date, then it is archived. Archiving takes place on a daily basis. In that case, Reserve Orders with an empty expiration date are ignored.

List View

In the Reserve Orders List view, the expiration date column is not visible by default and is not editable. When marked for display, it is placed after the *created date* column.

universal order #	order #	created date	expiration date	status	location	reserve reason	order qty	reserved qty	archived
1000000147	103	11/15/2018 6:28 AM	11/15/2020 6:28 AM	released	OLGAN - Olga Noso...	Defect	10	10	<input type="checkbox"/>
1000000146	99	10/25/2018 7:56 AM	10/25/2020 7:56 AM	released	OLGAN - Olga Noso...	9	10	10	<input type="checkbox"/>
1000000143	96	09/27/2018 7:35 AM	09/27/2020 7:35 AM	held					<input type="checkbox"/>
1000000141	94	09/26/2018 4:50 AM		held					<input type="checkbox"/>
11986000003		09/13/2018 6:41 AM		held	OLGAN - Olga Noso...	Stock Hold	1	0	<input type="checkbox"/>
1000000139	89	09/13/2018 6:21 AM	09/13/2020 6:21 AM	released	OLGAN - Olga Noso...	Stock Hold	10	10	<input type="checkbox"/>
1000000136	87	08/08/2018 3:56 AM		released	001 - Tatiana Ignate...	Stock Hold	12	12	<input type="checkbox"/>
1000000134	162	08/07/2018 5:53 AM		released	OLGAN - Olga Noso...	damaged	1	0	<input type="checkbox"/>
1000000133	161	08/07/2018 5:50 AM	08/07/2020 5:50 AM	released	OLGAN - Olga Noso...	damaged	10	10	<input type="checkbox"/>
1000000132	158	08/07/2018 5:31 AM	08/07/2020 5:31 AM	released	OLGAN - Olga Noso...	damaged	1.12	1.12	<input type="checkbox"/>

Details View

In the Reserve Orders Details view, the *expiration date* field under the *general* tab is editable if the Reserve Order is not archived and the user has the *Reserve Orders – Add/Edit* right.

The value is saved in UTC but displayed in the local time zone of the browser.

reserve order - 1000000010 - released

general

universal order #: 1000000010

order #: 10 *

status: released

location: 12344 - Franklin Mills *

reserve reason: Stock Hold

expiration date: <mm/dd/yyyy hh:mm a>

archived:

totals

order qty: 13

reserved qty: 12

* - required

archive re-release cancel

Purchasing

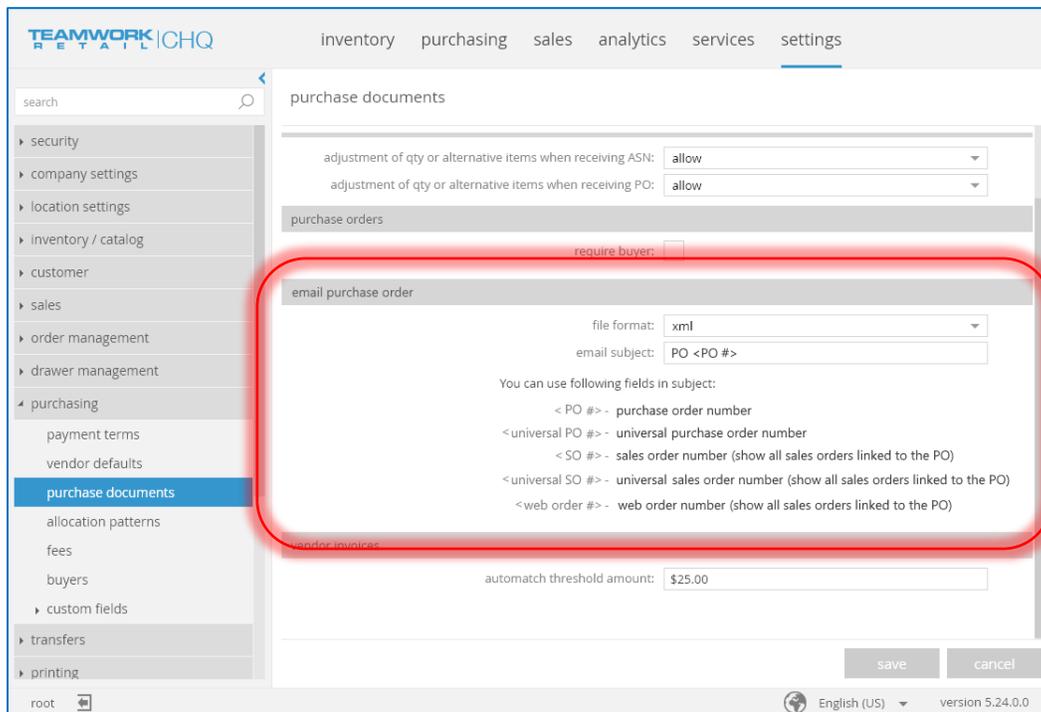
Mandrill – Emailing Purchase Orders

Version 5.28 – TWD-13524

November 2018

Under CHQ > Settings > Purchasing > Purchase Documents, there is a new *Email Purchase Order* area.

Here you can set up the format and information for emailing Purchase Orders, there is also a description for the available fields to use in the subject line.



On a released Purchase Order, click the **Email PO** button.

The screenshot shows a purchase order detail form for order # 123056789123456789123456789333. The form is divided into several sections: general, items, global fees, billing, user info, vendor, ship-to, notes, dates, custom, and totals. The 'email PO' button is highlighted with a red box. The status is 'released'.

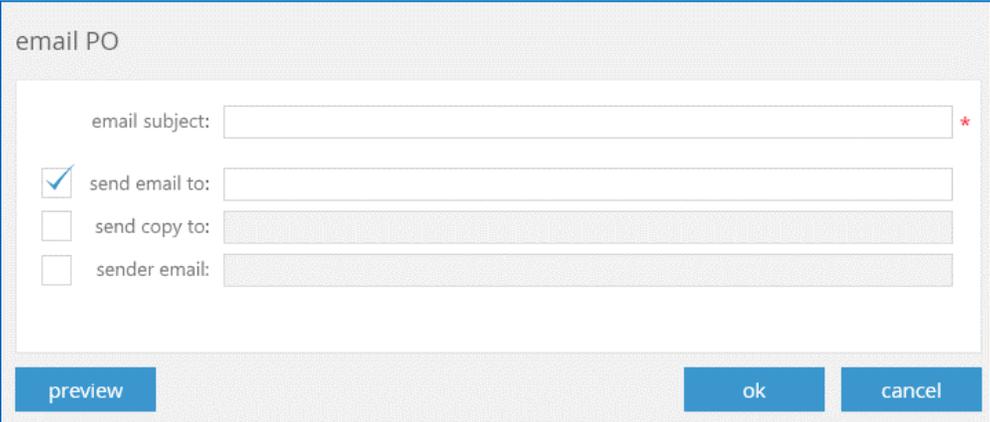
field	value
universal order #	1000001158
order #	123056789123456789123456789333
status	released
vendor ref. #	123056789123456789123456789333
contract PO #	123056789123456789123456789333
shipping method	United Parcel Service
ship-to location	2525 - UpdateNewALDOLocation
order date	09/20/2017 2:49 PM
lead time days	0
ship date	09/20/2017
arrival date	09/22/2017
cancel date	10/19/2017
qty ordered	55
qty received	0
total amt	\$0.00

This button can also be found on the list view.

The screenshot shows a list view of purchase orders. The 'email PO' button is highlighted with a red box. The table below contains the data from the list view.

universal order #	order date	status	vendor name	distribution type	ship to	qty ordered	arrival date
1000001158	09/20/2017	released	123056789123456...	single location	2525 - UpdateNewALDOLocation	55	09/22/2017
1000001340	10/10/2017	held	10 GRAIN	single location	801 - Franklin Mills	2	10/12/2017
1100000246	08/06/2014	released	Tanya_Test	allocation	001 - Tatiana Ignatenko	60	08/08/2014
1100000339	01/29/2015	released	Tanya_Test	allocation	001 - Tatiana Ignatenko	2	01/31/2015
1100000247	08/06/2014	released	Tanya_Test	allocation	001 - Tatiana Ignatenko	30	08/08/2014
1100000245	08/06/2014	released	Tanya_Test	allocation	001 - Tatiana Ignatenko	330	08/08/2014
1100000244	08/06/2014	released	Tanya_Test	allocation	001 - Tatiana Ignatenko	30	08/08/2014

Clicking **Email PO** brings up the *Email PO* details dialog for adding information.



The screenshot shows a dialog box titled "email PO". It contains the following elements:

- email subject:** A text input field with a red asterisk (*) indicating it is a required field.
- send email to:** A text input field with a checked checkbox to its left.
- send copy to:** A text input field with an unchecked checkbox to its left.
- sender email:** A text input field with an unchecked checkbox to its left.

At the bottom of the dialog, there are three buttons: "preview", "ok", and "cancel".

In the *Email Subject*, this is a required field with a maximum of 255 characters allowed. The default information in this field is whatever was set in the Settings area mentioned above.

Click **Preview** to see a preview of the email before sending, or click **Ok** to finalize and sent the email, or **Cancel** to close the screen without sending.

Sales and OMS

Adding Item Line to Return Worksheet via JSON RMA Worksheet Import API

Version 5.28 – TWD-14806

December 2018

This update allows for adding an item line to a return worksheet even if the item is not found during the return worksheet line import through JSON RMA Worksheet Import API.

In that case, the *"ImportBySetting"* in the API request must be set to *"ByOrderAndItemId"*.

Searching for an item to be added to a return worksheet is performed in three stages:

1. An item with the quantity available for return is searched for by the Sales Order Number and UPC that are specified in the API request.

If the item is found, then a worksheet line with the RMA code of the corresponding Sales Order item is added.

2. If the item is not found during the first stage, it is searched for by the Sales Order Number and UPC but taking into account the returned items as well.

If the item is found, then a worksheet line with the RMA code of the corresponding Sales Order item is added.

3. If the item is not found during the second stage, then a return worksheet line is added with the RMA code that is composed according to the *<SalesOrderNumber>/<UPC>* template.

If the status in the API request is set to *Completed*, the worksheet line is not finalized in the first and second cases.

NOTE:

The Sales Order Number and UPC must be populated in the *ExceptionInfo* area of *RMA Worksheets Items* in the API request body.

When importing a return worksheet by an RMA code and the RMA code is not found, a worksheet line is added with the specified RMA code. If the status is indicated as *Completed*, the line isn't finalized.

RMA Worksheet Date/Time in UTC

Version 5.28 – TWD-15680

December 2018

When RMA Worksheets are imported through API requests, *Created Date/Time* for the RMA Worksheets is now stored in UTC.

Return Date for Items in Return Worksheets

Version 5.28 – TWD-15601

November 2018

This update allows for setting a return date for items in return worksheets. Return worksheets are available under *CHQ > sales > return worksheets*.

The return date is available in the *return date* column under the *items* tab of an open return worksheet.

return worksheet 1000000539 - open

general edit remove finalize return actions auto process search

items search to add condition: filter

	RMA code	condition	return date	qty	refund amount	return status	return receipt #
<input type="checkbox"/>	10ybsecfsv		11/19/2018 8:22 AM	1	\$0.00	verified return	1000003820
<input checked="" type="checkbox"/>	10uhyy39fn		11/14/2018 6:43 AM	1	\$0.00	pending	

item details RMA info exception info

attribute 1: add111 store description: anya's taxable style ... PLU: 11995
 attribute 2: 3 description 1: descr 1 1154 style #: 1154
 attribute 3: description 2: descr 2 UPC: 6741564567946
 DCSS: KIDBOTKSH description 3: descr 3 CLU: 7415465794

2 records page 1 of 1 10 25 50

refresh close & archive close

The return date can be changed by a user who's been granted the *RMA-ADDEDIT* right and only if the item *return status* is *pending*.

To change the return date:

1. Double click the required item in the *items* tab of the required return worksheet.
2. In the *return date* field specify the date and time you need. The date and time cannot be greater than the current local time of your browser,

return worksheet 1000000539 - RMA 10uhy39fn

RMA info	exception info
RMA code: 10ybsecfsv *	return tracking #:
condition:	universal SO #:
return date: 11/20/2018 12:03 AM 	sales order #:
qty: 1	web order #:
avail. for return: 0	style #:
refund amount: \$0.00	PLU:
customer name:	CLU:
return tracking #:	UPC:
universal SO #: 10395000621	customer name:
sales order #: 10395000621	address 1:
web order #:	address 2:
RMA order #:	postal code:
RMA order reason:	city:
RMA order notes:	state:
sales receipt #:	country:
return receipt #:	email:
return status: pending	
notes	

Finalizing Return Worksheet Item with Populated Return Date

When finalizing a return worksheet item with the populated *return date*, the receipt date in a return receipt is populated with the *return date* from the Return Worksheet Item

Finalizing Return Worksheet Item with Empty Return Date

When finalizing a return worksheet item with the empty *return date*, a return receipt is created and *return date* in the Return Worksheet Item is populated with the date of a return receipt.

Changing Sales Order or Sales Order Item Status to Completed While Payment Isn't Captured

Version 5.28 – TWD-15631

December 2018

This update allows for changing the Sales Order / Sales Order line status to *completed* under the following conditions:

- the status of the ship memo / ship memo line in the system is changed to *shipped* through an API request (meaning that shipment is completed by a third-party shipment provider)
- payment capturing hasn't been completed for the related Sales Order (if, for instance, the authorization period for that payment has ended)

In that case, prior to changing the SO or SO line status to *completed*, another attempt to capture the payment is made. If the attempt fails, the corresponding entry is created in logs.

Other Enhancements

Extend Fiscal Summaries API

Version 5.28 – TWD-15305

November 2018

We've extended Fiscal Summaries API in the following areas:

- Paid In Paid Outs Reason
- Next Day Balance
- Over/Shorts
- Adj. Reasons
- Markdown (Offer – Base)

CLU Added to RTA Response

Version 5.28 – TWD-13598

November 2018

CLU is now added to RTA as an item identifier.

Sending Sales to Avalara API

Version 5.28 – TWD-56044

November 2018

We've added a new API called PriceIncludeTaxes. This provides monthly tax reporting so that the retailer doesn't have to do the complex tax forms for each state where sales were made.

This involves sending ALL sales receipts for a period (whether the Avalara tax service was used or whether the tax was calculated by Teamwork Tax Settings).

With all sales receipts for a given month, Avalara can create the monthly sales tax report form for each state.

This can show exactly how much is owed to the state for the month, Avalara can guarantee accuracy because sales tax for the sales receipts is actually recalculated (even ones made with Teamwork tax settings).

Sales tax reporting is monthly so all the receipts needs to be on the Avalara server by the end of month or very soon after.

The feed of these receipts need to come from CHQ. Sales receipts can be posted in two ways; to recalculate or not recalculate when posted to Avalara service.

Under CHQ > Settings > Sales > Sales Documents, there is a new *Tax Reporting Service* section. To set up this tax reporting feature, fill in the information here, including your Avalara user name and password.

The screenshot shows the CHQ settings interface for 'sales documents'. The 'tax reporting service' section is highlighted with a red rounded rectangle. The configuration includes:

- API login: 63D7b2Yf7DQz
- transaction key: 937TVNwb755CpjC9
- test mode:
- payment processing - paypal: test mode:
- client ID: AccchBDjmmjF0FLHP3ecwyBP16OQZToBj6XVSWFbWfk..
- client secret: [redacted]
- tax calculation service: tax calculation service: avalara
- tax service URL: https://development.avalara.net
- account number: 2000183760
- license key: 2B3FFFA08BDEA5
- tax reporting service: avalara
- avalara user name: [redacted]
- avalara password: [redacted]
- avalara company ID: [redacted]
- use sandbox environment:
- use location based company code:
- use location based EntityUseCode:

* - required

“Release Date” and “Date Available” Fields

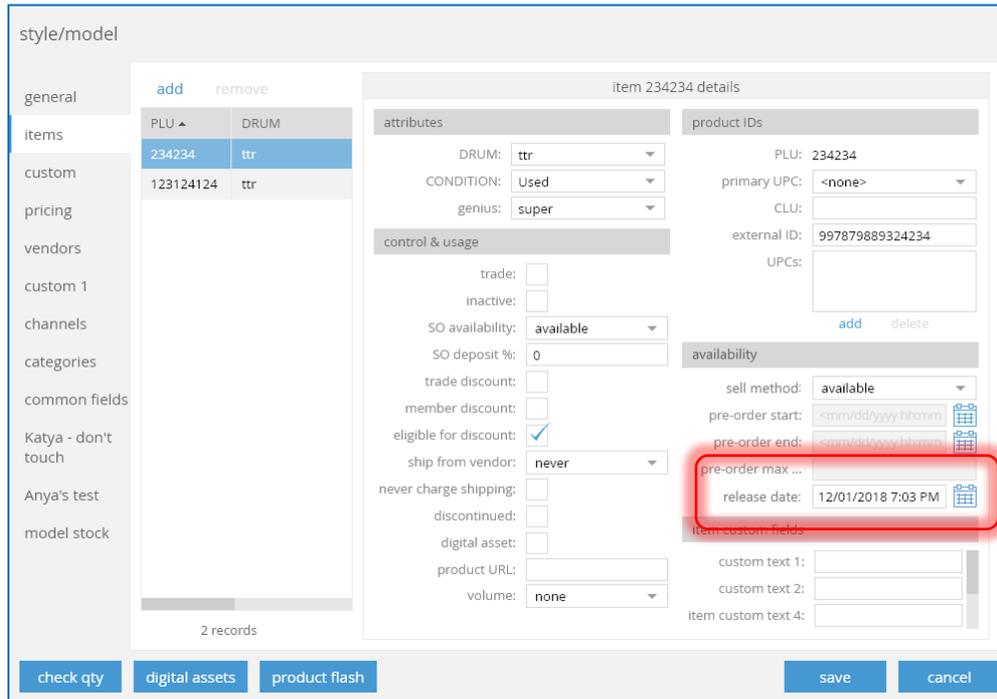
Version 5.28 – TWD-14696

November 2018

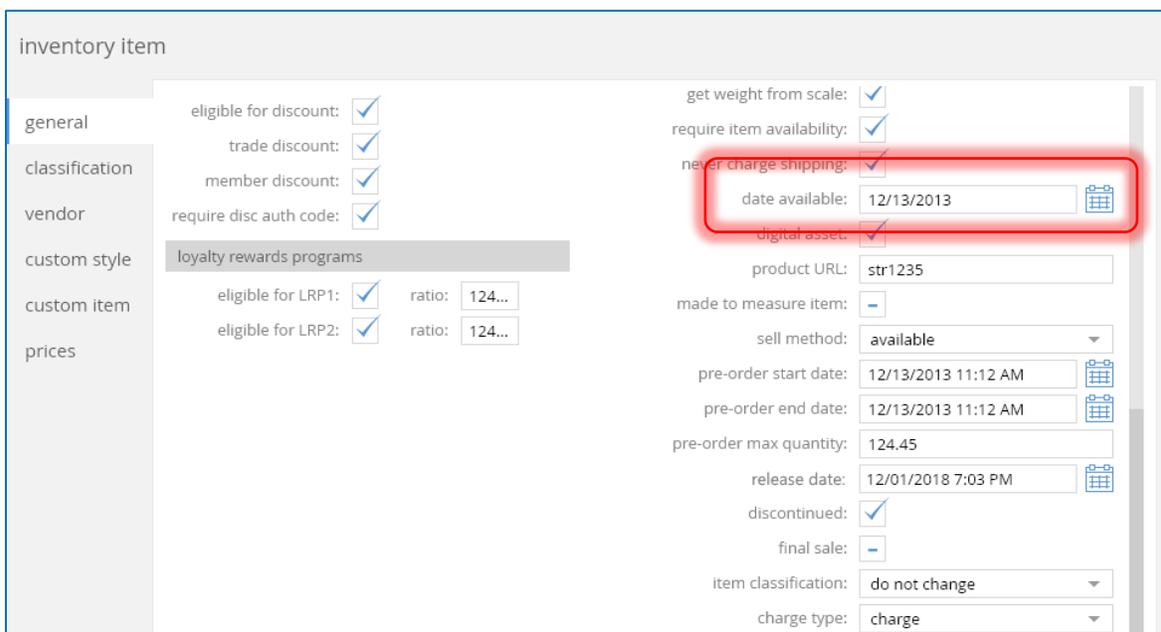
We’ve added *Release Date* and *Date Available* fields in import/export APIs, CHQ UI and Excel import. This allows for the Release Date field to be used in POS (if an item is not available in POS until the release date).

Under CHQ > Settings > Inventory/Catalog > Styles & Items Designer, there is a new *Release Date* field (for both a single and service item).

This field is also in the Style/Model dialog > Items tab.



When importing items in CHQ > Inventory > Styles & Items > Import, you can set the *Date Available* field.



Synchronization Added for Terms Payment

Version 5.28 – TWD-15331

November 2018

There are three fields in the synchronization table for ReceiptPayment:

- DueDateCalculationDay
- DiscountDateCalculationDays
- DiscountPercen

Preventing Adjustment Import with Duplicated ExternalID Values

Version 5.28 – TWD-15507

December 2018

This update allows for preventing adjustment import through API if the imported document contains duplicated *externalID* values.

If any duplicates are found, the import procedure doesn't take place and the error message displays.

Epilogue

This manual was published on 5 April 2019 by Teamwork Retail.

CHQ is accessed online through a browser and client specific web site. This manual 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 Retail, email us at: training@teamworkretail.com.

If you need technical support, have a question about whether or not you have the current version of the manual, or you have some comments or feedback about our manual, please contact us at: support@teamworkretail.com.

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