TEAMWORK CHQ RELEASE GUIDE

Version 5.34

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Sales and OMS

Order Fill Logic Ship Once

Version 5.34 – TWD-17385

This update allows for specific sales orders to be shipped only once.

If any part of the order is shipped, the Order Management System will no longer attempt to automatically fill any unfilled products. The unfulfilled items on the order will simply remain in an accepted status for manual handling.

> NOTE:
>
> The "Ship Once" feature will be used by OFL and will not affect manual creation of a ship memo.

The *ship once* check box is available in the *delivery* tab when creating or editing a sales order. By default, the *ship once* check box is unchecked.

The *ship once* column is also added to the *Order Management List View*. The column contains the information on whether the *ship once* option is enabled for a corresponding sales order. The *ship once* column is not visible by default.

Block Email Notifications

Version 5.34 – TWD-17386

This update allows the user to block sending any email notifications to the customer for specific sales orders in the Order Management System.

To block email notification, the *block email notifications* check box must be selected in the *order* tab when creating or editing a sales order.

If the *block email notifications* check box is selected, the customer will not receive email notifications for the following:

- *Email notification for "order confirmation"*
- *Email notification for "delivery pending"*
- *Email notification for "shipping confirmation"*
- *Email notification for "ship from vendor confirmation"*
- *Email notification for "virtual gift card delivery"*
- *Email notification for "ready for pickup"*
- *Email notification for "cancelling"*
- *Email notification for "changing sales order*
- *Email notification for "changing shipping address"*
- *Email notification for "changing pickup location"*
- *Email notification for "return"*
- *Email notification for "credit memo appeasement"*

Global-E Orders

Version 5.34 – TWD-17471

April 2019

Global-E is an end-to-end cross border solution for ecommerce that enables a US retailer to process and accept orders from other countries.

Global-E Payment Method

When creating a new payment method under *CHQ > settings > sales > payment methods*, the new *global-e* payment type is now available for selection in the *payment type* drop-down menu.
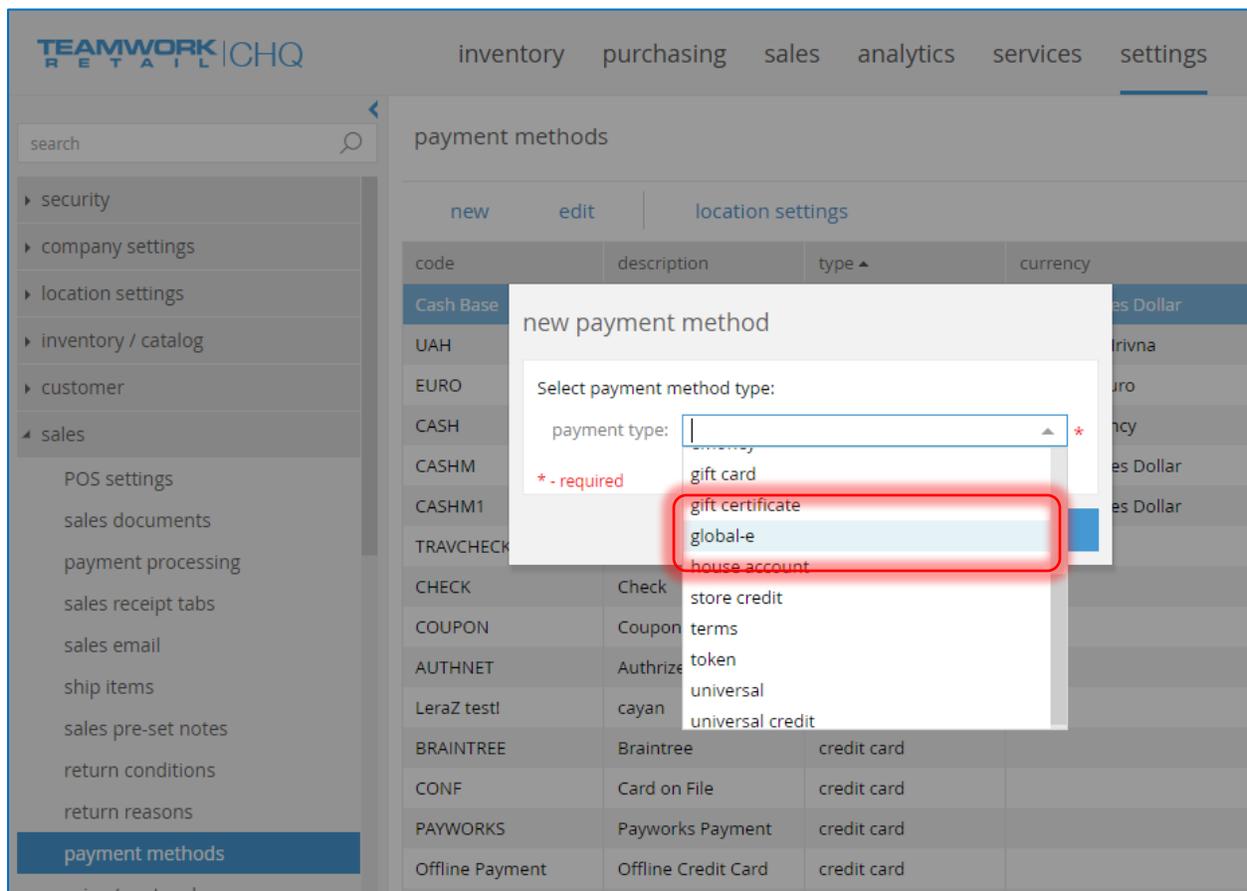
Once the *global-e* payment type is selected, on clicking **ok,** the *new payment method* dialog with the Global-E payment type will open.

In the *new payment method* dialog, it is required to specify the code for your new payment method. This is how the name will be displayed on the POS button.

Also, it is possible to:

- add description
- set the list order depending on the payment method usage frequency (1 – for the most used). That may be helpful to speed up the check out process
- specify the external ID
- make the payment method inactive

Click **save** to create the payment method.

Once a payment method with the *global-e* payment type is selected under *CHQ > settings > sales > payment methods*, the *location settings* button becomes inactive.

Order External ID and Line External ID Fields for Sales Orders

Adding the *order external ID* and *line external ID* fields for Sales Orders (SO) is required by Global-E to make refunds.

Searching and Filtering

It is now possible to search for sales orders by *order external ID*.

Also, it is now possible to filter sales orders by *order external ID.*
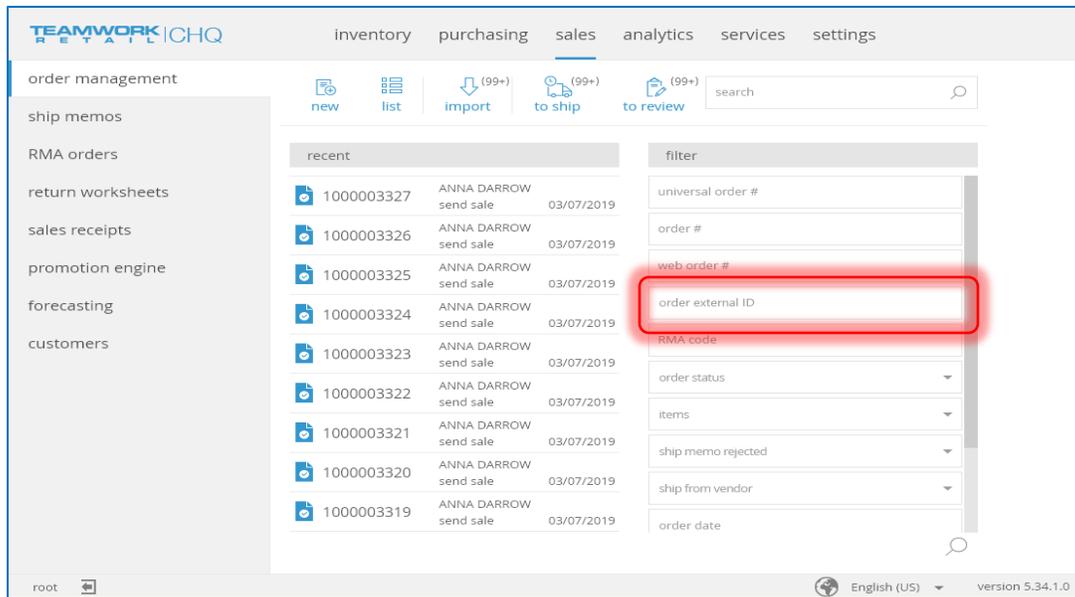
Sales Order Details Dialog

The *order external ID* field is available in the *order* tab during SO creation and editing.
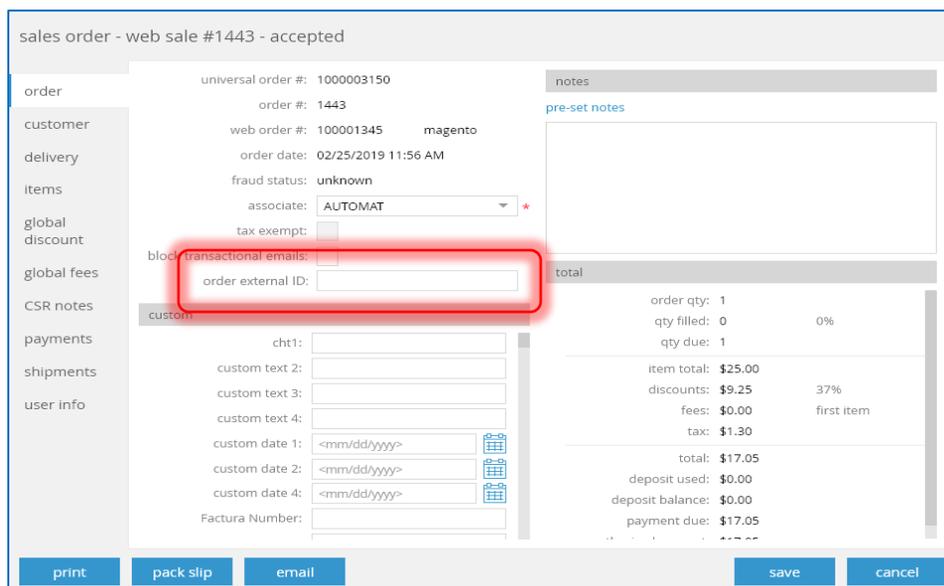
On the Sales Order Items level, we've added the *line external ID* field to the *general* tab of the *item – <PLU>* dialog.
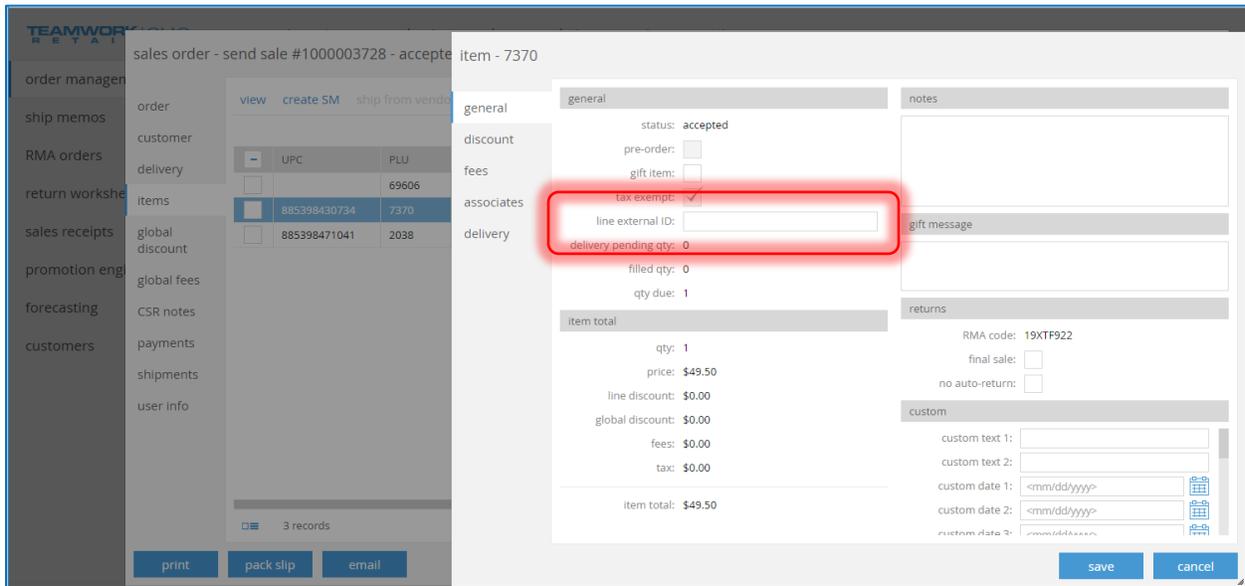
IMPORTANT NOTE:

If there is an authorized but not captured payment for an order with the *global-e* payment type and that order or item is canceled, then there will be a sales receipt that offsets that unused "deposit" and it will have the payment type "global-e."

This cancellation will not refund the customer through Global-E.

Other Enhancements

Updated Integration with Authorize.Net

Version 5.34 – TWD-17519

April 2019

We've added support of Authorize.Net 2.0

Epilogue

This manual was published on 15 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 and select 1 to leave a message that will immediately be dispatched to an on-call tech.