CHQ RELEASE GUIDE VERSION 6.29

TEAMWORK
COMMERCE

About

This document was generated on June 1, 2021 using the content of Teamwork Commerce Documentation Hub. Visit the site for the latest versions of documents.

If you have any questions or wish to receive training from Teamwork Commerce, email us at training@teamworkcommerce.com.

If you need technical support, please contact us via our contact form.

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.

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Customer search by Credit Memo Number ⬆

`Build 6.29.31.0: PRO-2911`

Starting from 6.29.31.0, in CHQ it is possible to search for a customer using the *full* Credit Memo number.

Zero balance and expired Credit Memos are included in the search if such Credit Memos are assosiated with a particular customer. Deactivated Credit Memos are **NOT** included in this search.

Services ⬆

RFID settings moved to the device level ⬆

`Build 6.29.31.0: PRO-2817, PRO-3089`

As of version 6.29.31.0, all the RFID-related settings are now available under the **app settings** tab in `chq > services > device controller > [selected device]`.

Prior to 6.29.31.0, certain RFID reader settings were available in CHQ at the company level. These settings allowed for:

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

Support of the F-NEDAP RFID reader ⬆

`Build 6.29.31.0: PRO-3089`

CHQ now allows for configuring F-NEDAP RFID readers that are used in conjunction with the POS Pro V6 app for reading merchandise tags.

Purpose

Like DENSO RFID, the F-NEDAP RFID reader allows for scanning item tags. Then, the identified item is automatically added to the Cart in POS Pro V6 without any further manual scanning required.

Currently, it is not possible to reprogram merchandise tags with F-NEDAP reader.

Additionally, it is now possible to configure each RFID reader according to your store needs to allow for necessary adjustments to match the environment in which the device is operating ensuring a better experience for customers and stores.

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

How to configure settings for F-NEDAP reader

To enable the F-NEDAP reader for your device:

1. Go to `chq > services > device controller`.

2. Find your device and click it.

3. In the **edit device** dialog that opens, go to the **app settings** tab.

> **ℹ Info**
>
> 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. If the exact name of a location is indicated in the **location** field, then your device is location specific. Alternatively, you will see `not location specific`.

4. In the **RFID reader** section, the RFID reader field, choose `F-NEDAP`. Other possible values are `Denso UR-22` and `none` (set by default).

> **❗ Warning**
>
> The **RFID reader** section is inactive when `none` is selected in the RFID reader dropdown menu. Select `Denso UR-22` or `F-NEDAP` in the **RFID reader** to enable the settings of the section.

edit device

general

app settings

printing options

direct printers

pin pads

restricted payments

info

RFID reader

RFID reader:	F-NEDAP ▼
network/IP:	*
port:	20000
read antenna power level (v6):	10
interval time for the next read (v6):	2000 (milliseconds)
RSSI value:	-50
RFID connection timeout (v6):	10 (seconds)
# of reprogramming attempts (v6):	3
ignore EPCs from previous sale:	✓

payment terminal

payment terminal type:	none ▼

update   force reinitialize   request backup   refresh TSS   remove   save   cancel

5. Populate the following fields (see the screenshot above):

Setting	Description	Value
network/IP	the IP address to connect to your reader	Empty by default; required
port	the port that will be targeted when connecting to the reader	Values can range from `1` to `65535`. Empty by default
read antenna power level	the power level for reading new items that are added to the sales receipt	Values can range from `1` to `20`. `10` is set by default
interval time for the next read	the time interval between the reads; in milliseconds	`2000` is set by default
RSSI value	the power of a received signal on the RFID device, a negative value	Values can range from `-40` (lowest sensitivity) to `-80` (highest sensitivity). `-50` is set by default
RFID connection timeout	the period of time in seconds for the RFID reader to provide a response; in seconds	`10` is set by default
# of reprogramming attempts	the number of attempts to reprogram before moving on or completing the process	Values can range from `1` to `8`. `3` is set by default
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 selected by default

> ❗ Warning
>
> Please be advised that all the fields of the **RFID reader** section must be populated. If any of the fields is empty or contains invalid values, the **RFID reader** becomes inactive.

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> **ⓘ Note**
>
> The **enable RFID reader** support checkbox has been removed from the **RFID reader** section as well as the following fields:
>
> - **model**
> - **RFID read power level**
> - **RFID reprogram power level**

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

> **✓ Tip**
>
> All the changes made in CHQ are streamed to the respective POS Pro app as well as the changes made in POS Pro app settings are synchronized with CHQ.

See also

- [V6.29 Mobile Release Guide](#) in Teamwork Confluence
- [RFID Tag Status Operations at Sale](#) in Teamworkpedia

Settings ⬆

Configuring recognition of barcodes with product weight ⬆

`Build 6.29.31.0: PRO-3006`

In CHQ, it is now possible to configure barcode-related settings to respect changes made in POS Pro V6 that allow the latter to recognize barcodes containing product weight.

> **❗ Warning**
>
> Teamwork Commerce Pro supports whole and decimal values for product weight. In POS Pro version 6, on Sales Receipt, these values display under the Quantity column. For further information, see the Sales Receipt: Reading barcodes that contain product weight article in V6.29 Mobile Release Guide.

Purpose

Scanning barcodes that contain not only an item's PLU but also its weight allows for faster sales processing as store associates don't need to edit quantities on the Sales Receipt manually.

With the new settings in CHQ, it's possible to configure how POS Pro processes information from such barcodes, for example, what barcode format is recognized or how product weight is read.

How to configure barcode settings

To enable the capability to read barcodes that contain item weight in POS Pro and configure barcode-related settings, in CHQ:

1. Go to `settings > sales > sales documents > item / quantity barcode` section.
2. Under **item / quantity barcode**, select the **utilize item / quantity barcode scanning** checkbox:

promotion rank priority:	lower rank ▾
ship memos	
require ship method and tracking #:	require both ▾
item / quantity barcode	
utilize item / quantity barcode scanning:	✓
barcode format:	EAN-13 ▾
leading qualifying digits:	2
qualifying value:	23
PLU digits:	5
quantity digits:	5
quantity decimals:	3

save   cancel

❗ **Warning**

For the functionality to be available in the POS Pro app, all the fields described below should be correctly populated.

If the **utilize item / quantity barcode scanning** checkbox is selected, the POS Pro app will recognize barcodes of this type. Also, selecting the checkbox enables the following fields:

ℹ️ **Info**

Currently, the following two types of barcodes are supported – `EAN-13` and `UPC-A`. **EAN-13** stands for European Article Number. The barcode of this type consists of 13 digits (12 usable digits + 1 check digit). **UPC-A** stands for Universal Product Code, Version A. This barcode consists of 12 digits (11 usable digits + 1 check digit).

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Setting	Description	Value
barcode format	the format of the barcodes to be used	`EAN-13` (default) and `UPC-A`
leading qualifying digits	the number of digits in the qualifying value setting	Values can range from `1` to `3`. Blank by default. Typically, `2` for *EAN-13* and `1` for *UPC-A*
qualifying value	the number at the beginning of the barcode signaling to POS Pro that this is a barcode of a special type	Value can range from `1` to `999`. Blank by default. Typically, for *EAN-13*, values range from `20` to `29`. For *UPC-A*, the typical value is `4`
PLU digits	the number of digits indicating the item's PLU	Values can range from `1` to `6`. Blank by default
quantity digits	the number of digits indicating the item weight	Values can range from `1` to `6`. Blank by default
quantity decimals	the number of digits indicating where the decimal point is to be placed within the item's weight value (starting from right ot left)	Values can range from `0` to `3`. Blank by default

> **ⓘ Note**
>
> In the barcode, the item's weight will always display without any decimal points. For example, `12345`. However, very often, the item's weight is a decimal number. To indicate where the decimal point is to be placed in the item's weight, the **quantity decimals** setting is used. The number specified in this setting indicates how many digits are separated by the decimal point starting from right to left.
> For example, setting the **quantity decimals** value to `3` makes the item's weight be recognized as `12.345`. Alternatively, if **quantity decimals** equals `0`, no decimal point is placed at all and the item's weight is `12345`.

See also

[V6.29 Mobile Release Guide](#) in Teamwork Confluence

Issue Resolutions⬆

Occasional failures to unhold and post Transfer Memo Out⬆

`Build 6.29.31.0: DS-1790`

Issue

Under `chq > inventory > transfer memos > list` view, for the selected held transfer memo that contains at least one item with qty more than 1, upon clicking the **unhold and post transfer memo** button, the system would occasionally take some time for processing the request and then display the error message.

Resolution

The issue has been fixed. Now, on clicking the **unhold and post transfer memo** button, the selected transfer memo is posted out as expected.

Incorrect application of security rights for executing/completing Optimal Stock imports⬆

`Build 6.29.31.0: DS-1794`

Issue

When creating the Optimal Stock import, on uploading the template under `chq > inventory > replenishment > import optimal stock > new` and clicking **ok**, the blank **import** dialog displayed and no further import of the document was possible. However, when the user had the *Add / Edit Purchase Orders* security right, the import would be successfully completed.

Resolution

The issue has been fixed. Now, as expected, to be able to perform the Optimal Stock import, the user must be granted only the following security rights:

- *Optimal Stock Imports - Access*
- *Optimal Stock Imports - Add/Edit*
- *Optimal Stock - Edit*
- *Optimal Stock - Reset*

Sales Receipts not created for shipped Ship Memos⬆

`Build 6.29.31.0: DS-1752`

We've fixed the issue where, occasionally, no Sales Receipt would be created for a shipped Ship Memo. This happened due to the failure of the *Sales\ProcessShipSalesOrderCartons* task (`chq > settings > server tasks > tasks`) with the `A task was cancelled` error message.

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Reports: the Float filter issue ⬆

`Build 6.29.31.0: DS-1770`

In CHQ, running reports (`chq> analytics > reports`) with the **Float** filter populated would occasionally fail without displaying any error message to the user.

We've fixed the issue and now reports with the **Float** filter populated are executed as expected.

Reports wouldn't be logged ⬆

`Build 6.29.31.0: DS-1719, DS-1720`

We have fixed the issue where some reports (for example, `Daily Sales`), when run, would occasionally not be recorded to Tax Report Log at the database level.

Reports: the Selected by filter issue ⬆

`Build 6.29.31.0: DS-1589`

We have fixed the issue where the `Snapshot was not created. An error occurs.` error message would occasionally display as a result of running a report with hyphenated numeric values in the **Selected by** filter.