# Teamwork Mobile Release Guide

Version 6.20

Build 6.20.250

# Table of Contents

# POS

## New Customer area

TWD-30330, TWD-30179

Build 6.20.76

We've added a new **Customer** area to the POS Pro app.

In this area, it is possible to:

- add new,
- search for,
- and edit existing customer profiles.

To access the area, tap **Customer**. Depending on your custom settings, on POS **Home Screen**, the **Customer** button can be located:
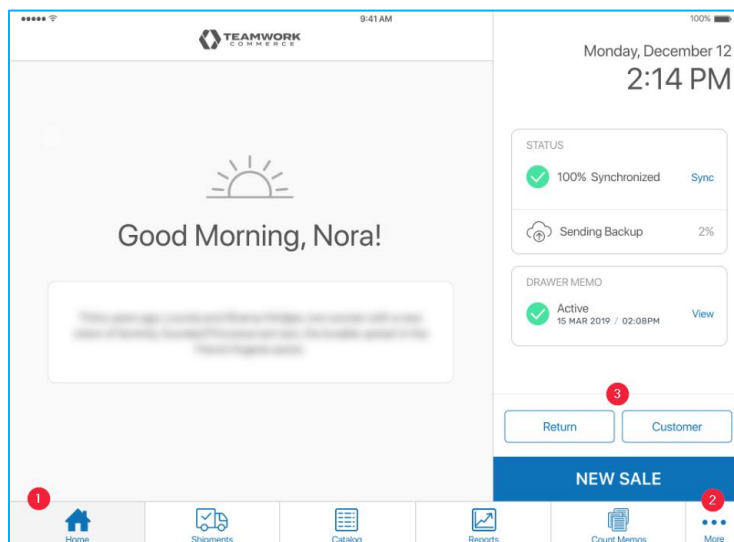


**1** – in the navigation panel at the bottom
**2** – in the fly-out menu (opens on tapping **More**)
**3** – above the **New Sale** button

> NOTE:
>
> It is possible to configure which buttons appear in the navigation panel under **chq** > **settings** > **company settings** > **v6 App Designer**. In **v6 App Designer**, click **iPad** and then **Home**.
>
> In the **Home** section, the first four options in the **layout** list appear in the POS navigation panel. The rest displays in the fly-out menu.

Tapping **Customer** opens the **Customer** main page.

## Customer main page

In the **Customer** main page, it is possible to:

- search for existing customer profiles
- add new customers

*Searching for customer profiles*

Once the **Customer** main page opens, you can search for accounts in the **Customer Search** field:
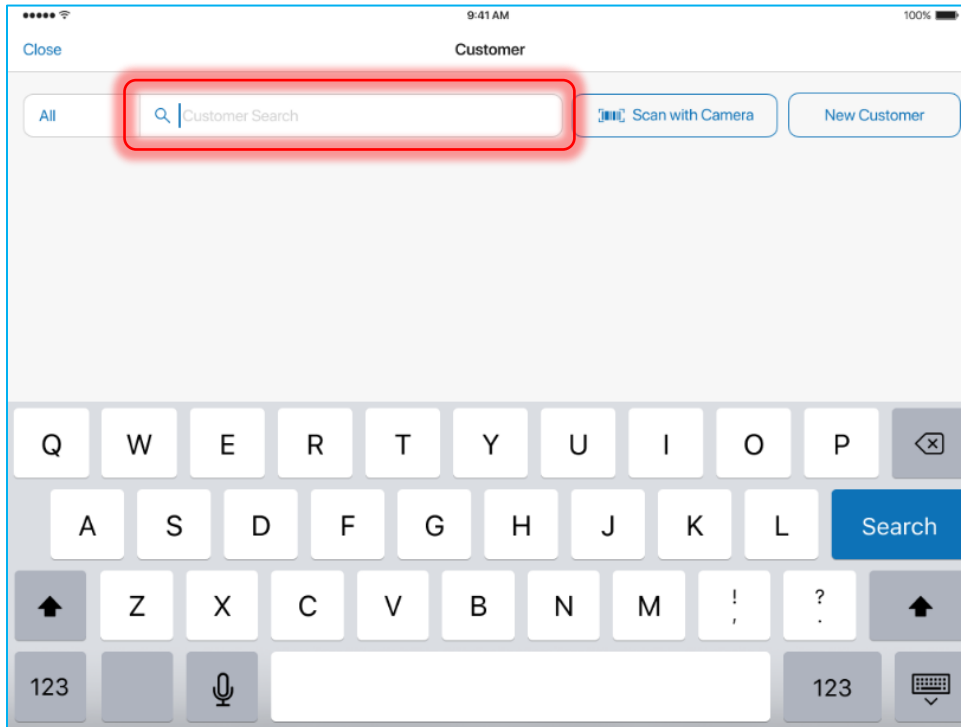


To define by which field to search, tap **All** to the left of the search field.

On tapping, a dropdown menu with the following options displays:

- **All**: by all fields
- **Name**: by the customer's first and last name
- **Phone**: by phone numbers
- **Email**: by email
- **Member Code**: by customer member code

After searching through the **Customer Search** field, the list of matching results displays:



To open a full customer profile, tap the required customer in the list. Once opened, the profile can be edited.

To view basic read-only information about a customer, tap **See More** in the required row.

The search can also be performed in customers' contacts (for example, on the screenshot below, a matching result "John Smith" was found in the Tonya Smith's contacts):



NOTE: Configuring search in the customer's contacts

To define if the search is additionally performed in the customer's contacts, go to **chq** > **settings** > **company settings** > **stored values services** > **general SVS settings**.

In **general SVS settings**, select or clear the **include contact information in customer search** checkbox.

Alternatively, to scan the customer's member code with camera, tap **Scan with Camera** next to the search field. On tapping, the camera opens:
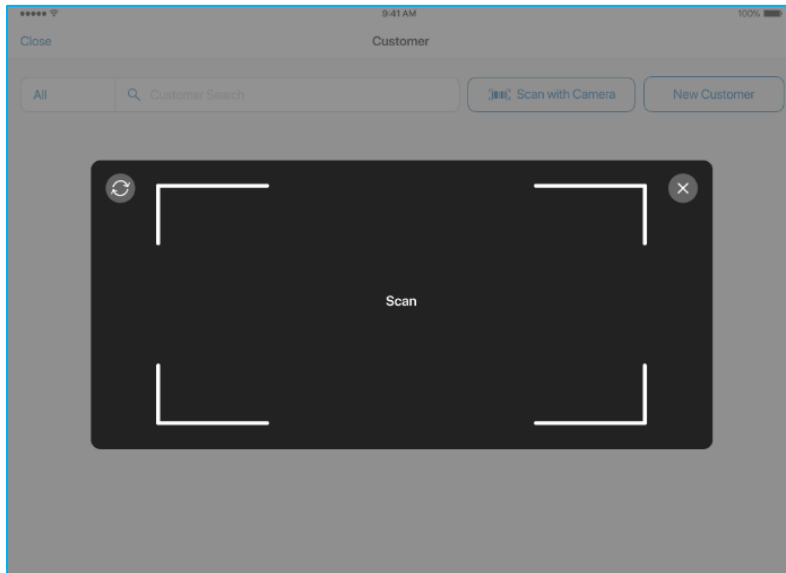


Once the member code is scanned, the customer's record will display in the **Customer** main page.

*Adding a new customer*

To create a new customer profile, on the **Customer** main page, tap **New Customer**:

Tapping **New Customer** opens the **New Customer** dialog:
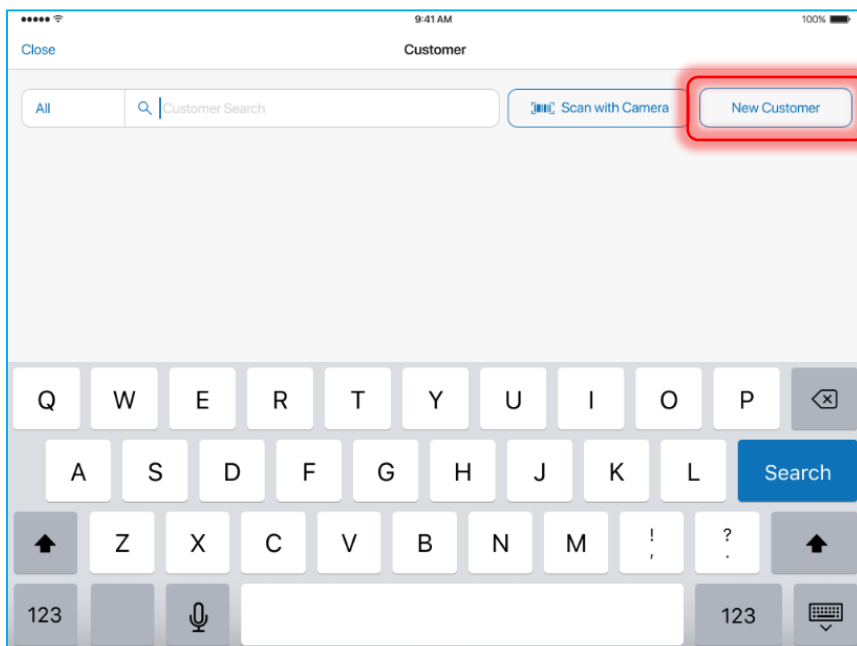


The **New Customer** dialog allows for creating a new profile with basic customer information. To include additional information, tap **Edit Full Form** at the bottom.

> NOTE: Designing the New Customer dialog
>
> To define what fields display in the **New Customer** dialog, go to **chq** > **settings** > **company settings** > **v6 App Designer** > **Point of Sale v6** > **iPad** > **Customer** > **Quick Add**.

In the **New Customer** dialog, the following options are available:



1 – **Add**: saves changes and creates the customer profile

2 – **Show on Shopper Display**: displays the **New Customer** form on Shopper Display

3 – **Edit Full Form**: opens the full customer dialog with all fields available

4 – **Clear**: clears all the fields in the dialog

## Customer Preview

The **Customer Preview** dialog opens on tapping **See More** in the search results list:
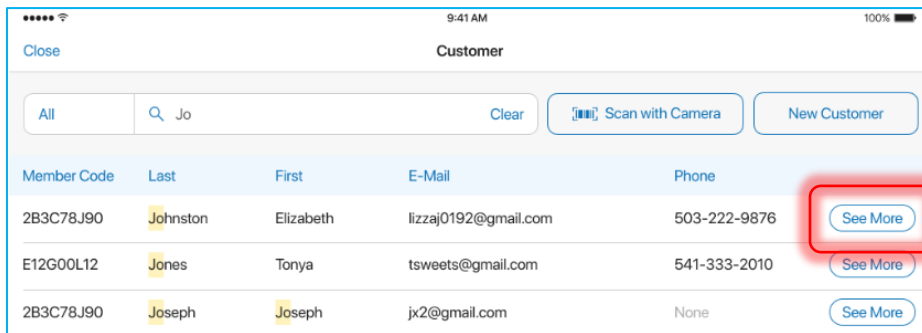


**Customer Preview** contains basic information about the customer in the read-only format:
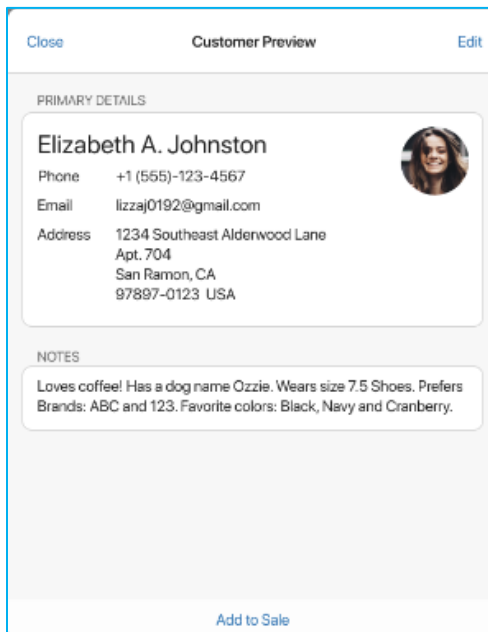


NOTE: Designing the Customer Preview dialog

The fields displayed in **Customer Preview** can be configured under **chq** > **settings** > **company settings** > **v6 App Designer** > **Point of Sale v6** > **iPad** > **Customer** > **Customer Preview**.
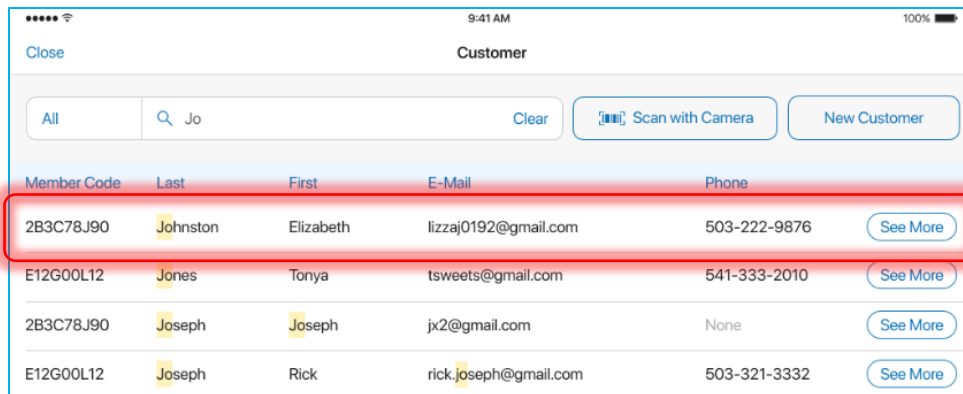
To edit customer information, tap **Edit** in the upper right corner. Tapping **Edit** opens the full customer form.

To create a new sale with the customer, tap **Add to Sale** at the bottom.

## Customer full form
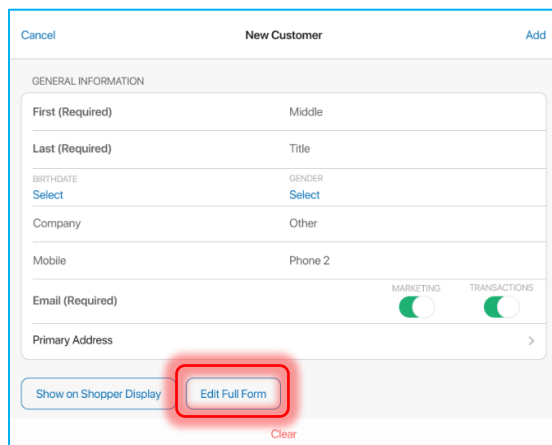
The **New Customer** and the existing **Customer** dialogs are full forms with all available fields listed.

To open an existing customer account, on the **Customer** main page, search for a customer and then tap the required row in the results list:



To open the **New Customer** dialog, on the **Customer** main page, tap **New Customer**. In the **New Customer** dialog that opens, tap **Edit Full Form:**



> NOTE: Designing customer full form
>
> To configure the fields displayed in the customer full form, go to **chq** > **settings** > **company settings** > **v6 App Designer** > **Point of Sale v6** > **iPad** > **Customer** > **Customer Form**.

### Adding and editing a customer photo

In the customer full form, it is possible to configure the customer's photo. To do so:

1. In the customer full form, tap **Add** (or **Edit** if a photo has already been assigned):
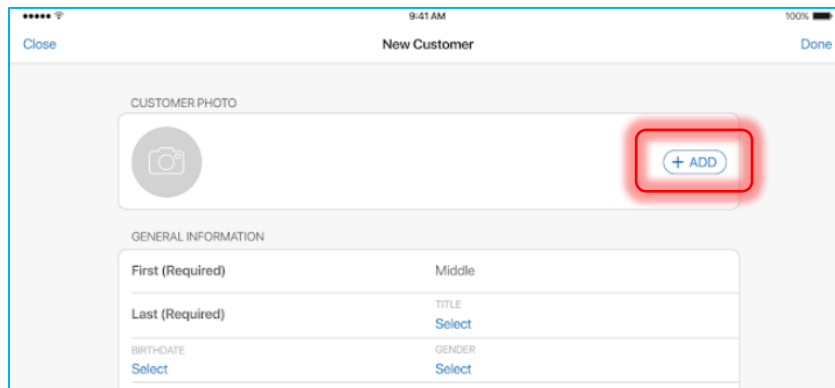


On tapping, the **Change Photo** dialog opens:
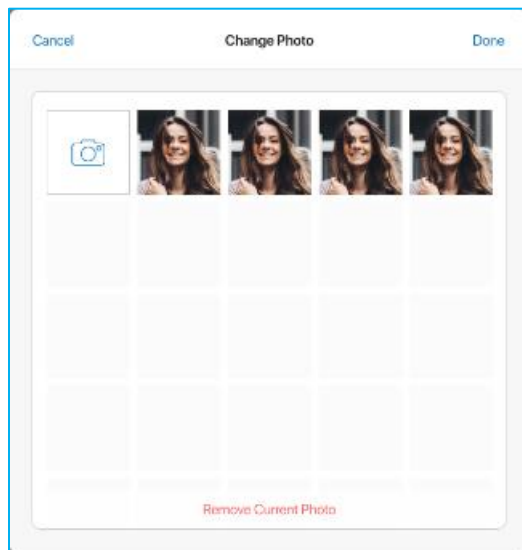


2. In the **Change Photo** dialog, to take a new photo, tap the **camera** icon. Alternatively, select from existing photos that display next to the icon (see the screenshot above).

3. Tap **Done** in the upper right corner to save changes.

*Adding and editing ship-to addresses*
In the customer full form, it is possible to add and edit multiple ship-to addresses.

To add a ship-to address, in **Ship-To Addresses**, tap **Add**:



On tapping, the **Ship-To Address** dialog opens:



In the dialog, the following options are available (see the screenshot above):

**1** – To define the name of the ship-to address, tap **Address Name**.

On tapping, a list of pre-defined address names opens, for example, **Home**, **Office**, or **Other**.

> NOTE:
>
> The list of address names is customizable in CHQ and can be configured under **chq** > **settings** > **customer** > **ship to address types**.

Alternatively, the user can directly type the required name in the field.
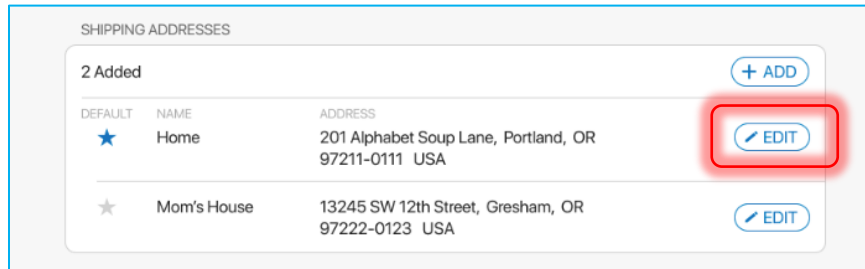
**2** – To make the ship-to address default for the customer, turn the **Default Address** switch on.

If a ship-to address is defined as default, in the full customer form, it is marked with ⭐ a blue star.

**3** – To define the default shipping method, tap **Select** in the **Default Shipping Method** field.

To save changes and return to the customer dialog, tap **Done** in the upper right corner.

Back in the customer dialog, to edit a ship-to address, tap **Edit** for the required address:



On tapping **Edit**, the same **Ship-To Address** dialog opens as described above.

*Adding and editing bill-to addresses*

To add or edit a bill-to address, in the **Bill-To Addresses** group, tap **Add** or **Edit** respectively:
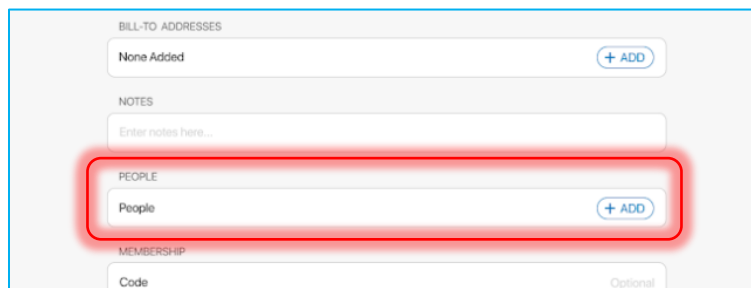


On tapping, the **Bill-To Address** dialog opens.

The fields and options in the **Bill-To Address** dialog are the same as in the **Ship-To Address** dialog.

*Adding and editing customer contacts*

The **People** group of the full customer form contains the customer's contacts, for example, relatives, co-workers, or friends.

To add or edit a contact, in the **People** group, tap **Add** or **Edit** respectively:

On tapping, the **People** dialog opens:



In the dialog, fill out the fields and then click **Done** in the upper right corner to save changes.

## Customer: Configuring the customer's account

TWD-31697

Build 6.20.76

In customer accounts in POS, it is now possible to indicate:

- if the customer has allowed communication via the phone or email
- if the customer's mobile phone and postal address are valid
- if the customer is participating in the retailer's loyalty program
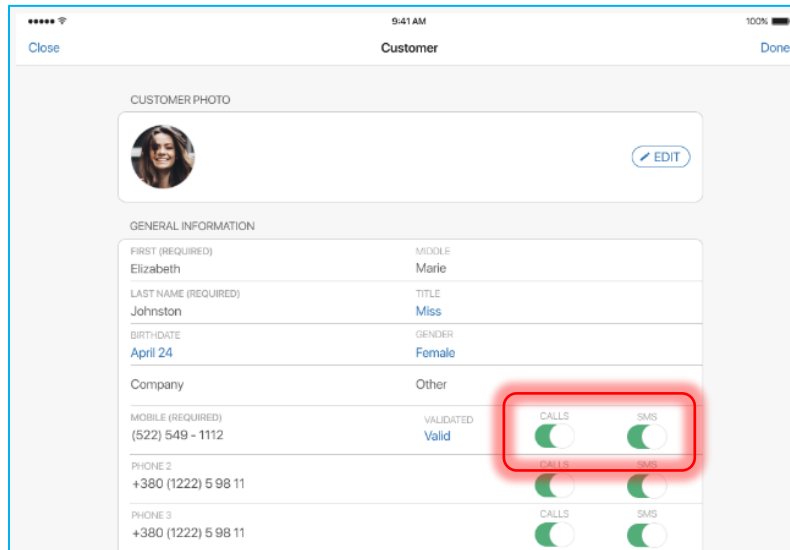
The new features relate to the **New Customer** dialog and the **Customer** dialog (an existing customer account) in POS **Customer** area.

### Phone opt-in options

Each phone number field in the customer record now has two new switches: **Calls** and **SMS**.

If the switches are turned on, the customer has allowed calling or sending texts on that number, respectively. This way the retailer can, for example, notify the customer about the upcoming sales and promotions.
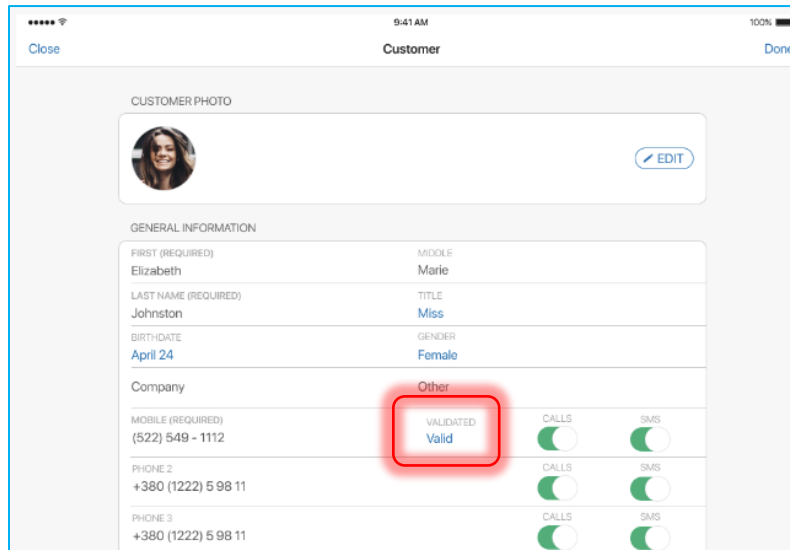
To indicate that the customer did or did not allow that, in the required customer's record, tap the **Calls** or **SMS** switch:



## Mobile phone validation

In the customer dialog, the **Mobile** phone field has a new **Validated** option:



The **Validated** option indicates if the customer's mobile phone is valid and can be used for communication.

For the **Validated** option, the following values are available:

- "Not Checked": the status of the phone number is unknown; default on a new customer
- "Valid": the number has been validated

- "Invalid": the number is invalid (for example, this is an incorrect or fake number or the number is disconnected)

### Email Marketing and Transactions switches

The email fields in the customer dialog now have two switches: **Marketing** and **Transactions**.

The switches indicate if the customer has allowed sending emails, for example, about upcoming sales and promotions (**Marketing**) or with purchase receipts and shipping information (**Transactions**).

To indicate if the customer did or did not allow that, in the required customer's record, tap the **Marketing** or **Transactions** switch:



### Postal Address opt-in and validation options

The **Postal Address** field in the customer record has the following new options:
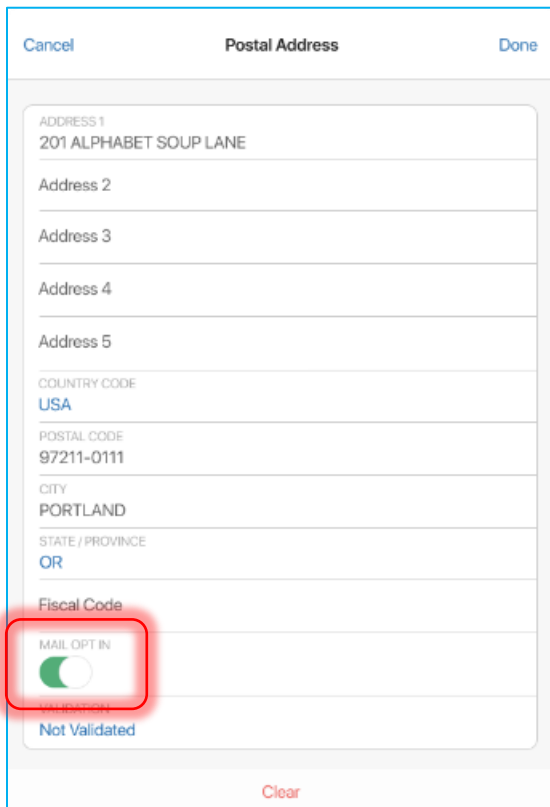
- opt-in
- validation

*Postal Address opt-in*

The **Postal Address** opt-in indicates if the customer has allowed sending mail to the corresponding postal address.

In the customer dialog, depending on the opt-in configuration, the following icons can display:

Accepts Mail   – the customer has allowed sending mail

Does Not Accept Mail   – the customer hasn't allowed sending mail

To configure the opt-in, in the **Postal Address** field, tap **Edit**. On tapping, the **Postal Address** dialog opens:



In the dialog, tap the **Mail Opt In** switch and then tap **Done** in the upper right corner to save changes.
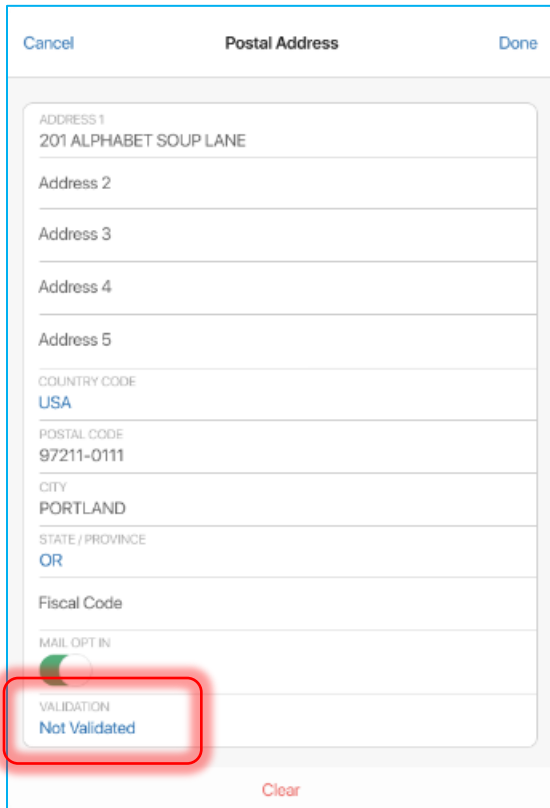
*Postal Address validation*

The **Postal Address** validation indicates if the customer's postal address is valid and can be used for communication.

In the customer dialog, depending on the validation configuration, the following icons can display:

⊘ Valid Address    –    the postal address is valid

⊗ Invalid Address    –    the postal address is invalid

① Not Validated    –    the status of the postal address is unknown

To configure the validation option, in the **Postal Address** field, tap **Edit**. On tapping, the **Postal Address** dialog opens:



In the dialog, tap the value in the **Validation** field and then select the required option. Once finished, tap **Done** in the upper right corner to save changes.

### Customer Loyalty opt-out option

The **Customer Loyalty Opt Out** option indicates if the customer has chosen not to participate in the retailer's loyalty program.

If the **Customer Loyalty Opt Out** switch is on, the customer's purchase points are NOT converted to rewards.

## New custom fields: Indicating the customer's multiple preferences

TWD-30748

Build 6.20.76

In customer records, we've added custom fields of a new type called **multiselect custom lookups**.

A multiselect lookup allows for indicating and grouping the customer's multiple preferences under one category. For example, the following customer's preferences are selected for the "Favorite Colors" lookup:
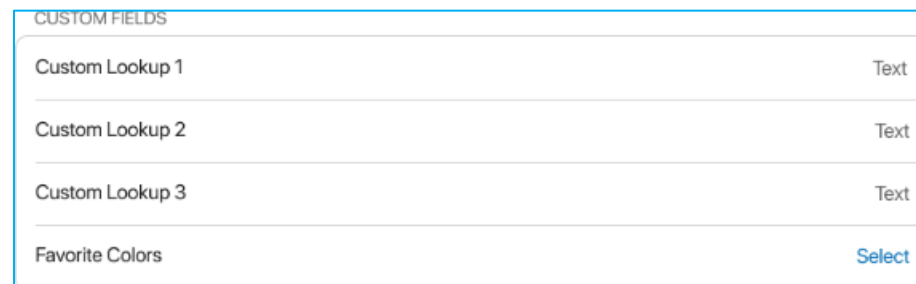


Multiselect custom fields are available in the **New Customer** dialog as well as in the dialogs of existing customers.

To open an existing customer, on the **Customer** main page, search for a customer and then tap the required row in the results list.

To open the **New Customer** dialog, on the **Customer** main page, tap **New Customer**. In the **New Customer** dialog that opens, tap **Edit Full Form.**

Multiselect lookups display in the **Custom Fields** section:



### Configuring multiselect lookups

To define values for a lookup, tap **Select** in the required row.

On tapping, the list of available values opens:
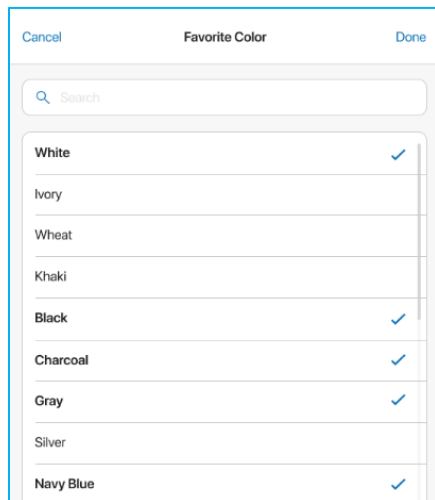


To search for specific values, use the **Search** field at the top.

Tap the required values and then tap **Done** in the upper right corner.

Added lookup values display as tags in the customer form:



> NOTE: Configuring custom lookups in CHQ
>
> Adding multiselect lookups to customer records is available under **chq** > **settings** > **customer** > **custom fields** > **customer.** In **customer**, mark a lookup as "visible" to make it available for all customer records.

## New customer attributes

TWD-30542

Build 6.20.76

We've added customer attributes to customer accounts in POS.

Attributes can be used to put a customer in a specific category or store additional information about a customer. Examples of custom attributes would be "Marital status", "Preferred payment method", or "Last payment".

Those categories can then be used to increase sales, reward customer loyalty or improve customer satisfaction.

> NOTE: Creating attributes in CHQ
>
> To display in POS, attributes must be created and marked as "visible" under **chq** > **settings** > **customer** > **custom fields** > **customer attributes** > **new**.

In POS, attributes display in the **New Customer** as well as in the existing **Customer** record in the **Attributes** section:



A **Customer Attribute** field can be of the following three types:

- text
- decimal
- date
- date / time

> NOTE:
>
> The type of the attribute can be configured under **chq** > **settings** > **customer** > **custom fields** > **customer attributes** > **new** or **edit**.

To define an attribute, tap in the required attribute field.

## Settings: Displaying additional information about the POS app

TWD-32663

Build 6.20.76

In POS **Settings – General Info**, it is now possible to see information about the source from which the POS app has been installed on the device. Additionally, under the same location, the certificate and profile expiration dates display.

To provide this information, in the **General Info** tab, three new fields have been added:

- **Deployment Type**: the source from which the POS app has been installed on the device; possible values are "Simulator", "Development", "AdHoc", "Enterprise", "AppStore", and "unknown"
- **Certificate expires**: the date of certificate expiration in UTC
- **Profile expires**: the date of profile expiration in UTC

## Real Time Availability: Displaying location information

TWD-33980

Build 6.20.76

In the Real Time Availability (RTA) view, we've added the capability to view information about a store location.

To do so, in POS:

1. On **Home Screen**, tap **Catalog** in the navigation panel at the bottom or in the fly-out menu (opens on tapping **More**):
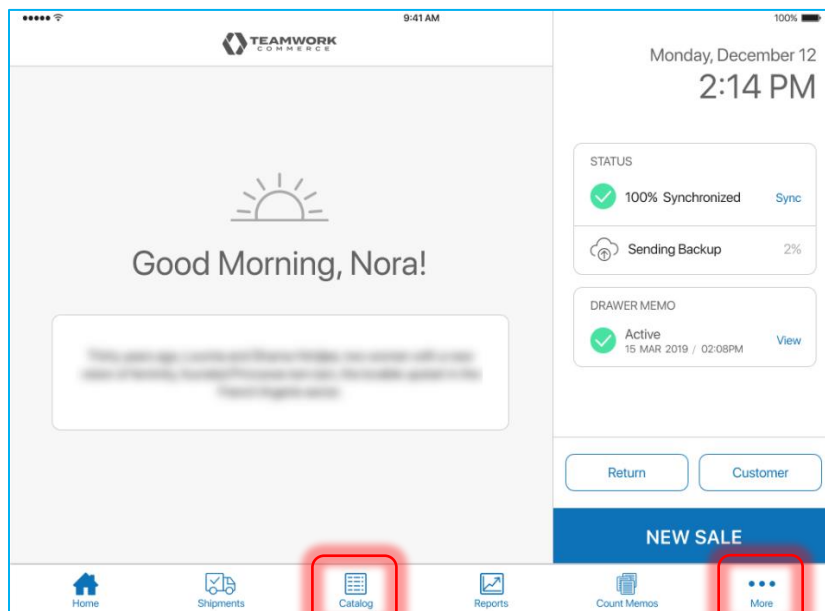
2. In **Catalog**, search for the required item in the search field.

Once the list of results displays, tap the required row. On tapping, the RTA view opens:



3. To see information about a store location, tap the location code or name in the **Locations** grid at the bottom (see the screenshot above). On tapping, the **Location Information** dialog displays:

To return to the RTA view, tap **Close** in the upper left corner.

## Paging in the Shipments and Adjustments areas

TWD-32485
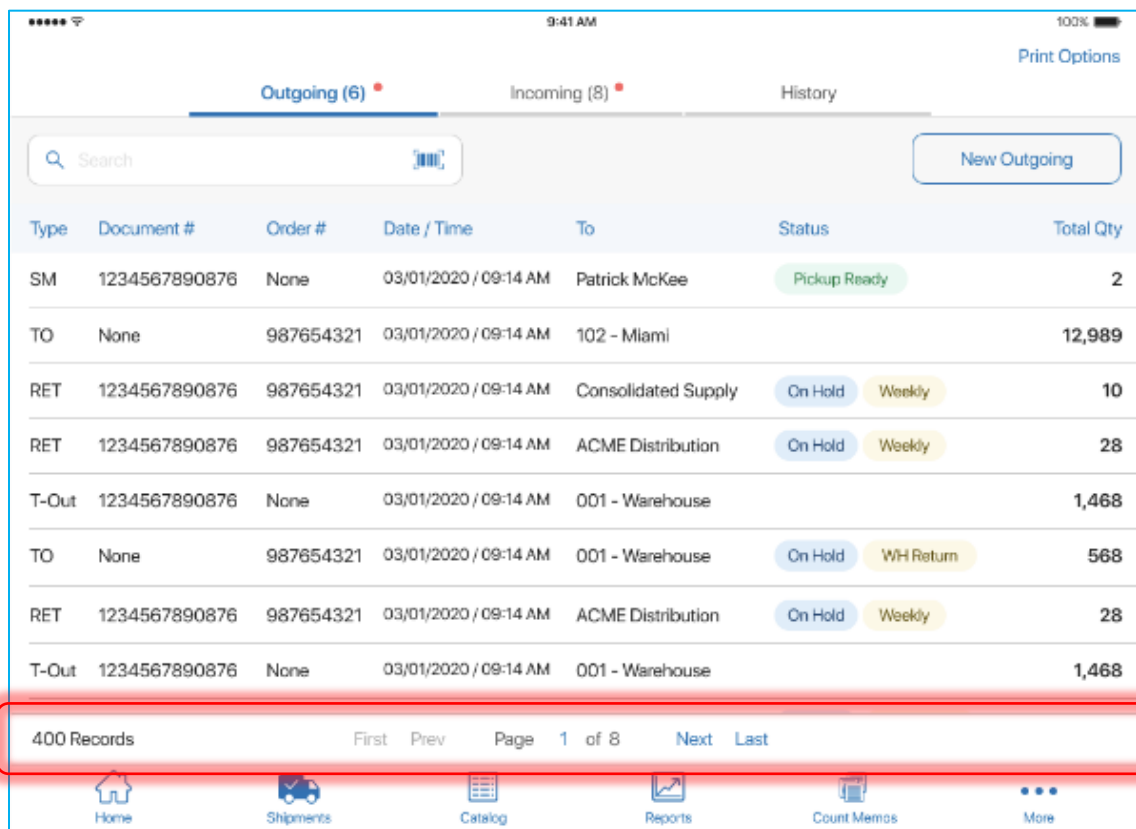
Build 6.20.76

We've added paging to list views in the **Shipments** and **Adjustments** areas for easier navigation.

In the **Adjustments** area, the paging controls are the same as described for the **Shipments** area below.

### Paging in Shipments

The records in the **Outgoing**, **Incoming**, and **History** tabs of the POS **Shipments** area are now divided into pages. The paging controls are available at the bottom:



> NOTE:
>
> Paging controls display if there are more than 50 records in the list view.

On the left, the total number of records in the tab displays ("400 Records" in the screenshot above).

Also, in paging controls, it is possible to switch to the first, previous, next, or last page as well as directly define the number of the required page.

Additionally, in the **History** list view, if a filter is applied to the records, it displays to the right of the paging controls:



## Updated password change workflow

TWD-30185

Build 6.20.76

We've updated the password change workflow in POS.

### Password expiration

The associate is required to change the password if it has expired.

> NOTE:
>
> It is possible to configure whether associate passwords expire under **chq** > **settings** > **security** > **security settings**. In **security settings**, select or clear the **enable password expiration** checkbox.
>
> To define at what intervals passwords should expire, under the same location, define the **days before password expires** field.

If the password is expiring soon, the **Password Expiring Soon** dialog displays 10, 3 and 1 day prior to the expiration date:
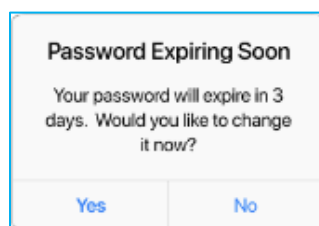
If the password has already expired, the **Password Expired** dialog displays:
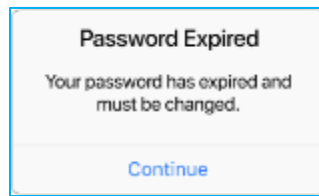


> NOTE:
>
> If the password has expired, the user cannot continue using POS without setting a
> new password.

On tapping **Continue**, the **Change Password** dialog displays:
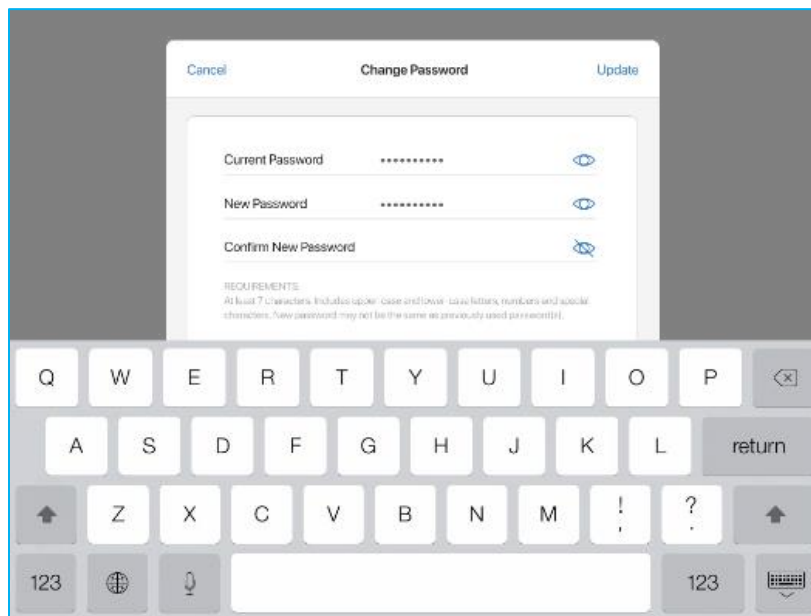


In the dialog, enter the current and then a new password. Then, tap **Update** in the upper right
corner to save changes.

### Changing password on next login

This feature exists to respect the introduction of a new **change password on next login**
setting in CHQ.

> NOTE:
>
> The new setting is located under **chq** > **settings** > **security** > **users** > **new** or **edit**.

The new setting can be used if, for example, a new associate has been given a generic password
to log in to POS. After the first log-in, the associate has to set their personal password. In this
case, the **change password on next login** setting can be turned on for this associate.

If the setting is turned on, on next login to POS after configuring the setting, the associate will see the **Password Change Required** dialog:
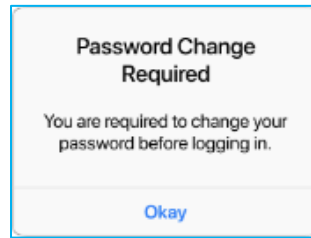


On tapping **Okay**, the **Change Password** dialog displays where it is possible to set a new password.

> NOTE:
>
> Once the password is changed, the **change password on next login** checkbox in CHQ is automatically cleared.

## New Consent field in customer records

TWD-33708

Build 6.20.76

We've added a new **Consent** field for customer accounts in POS.

This field indicates the date when the customer gave their consent to participate in a loyalty or a membership program.

The new field can be added to the POS customer record in **v6 App Designer** under **chq** > **settings** > **company settings** > **Point of Sale v6** > **iPad** > **Customer**. In **Customer**, the field can be added to **Customer Form**, **Quick Add**, **Search Results**, and **Customer Preview**.

## POS Pro V6.20 enhanced performance

TWD-29696

Build 6.20.76

We've made updates at the database level to enhance the POS Pro app performance.

## Creating Adjustment Memo for Transfer In with all items' In Qty = 0

TWD-33659

Build 6.20.117

It is now possible to automatically create an Adjustment Memo when finalizing a Transfer In where all items have **In Qty** = 0.

The new feature allows for adjusting ledger item quantities if, for example, the merchandise was lost in transit. At the same time, it allows for finalizing the Transfer In and avoiding transfer quantity discrepancies between the source and target locations.

> NOTE: Configuration in CHQ
>
> For an Adjustment Memo to be automatically created, in CHQ, the **auto create adjustment for zero quantity transfer in** checkbox must be selected under **settings** > **transfers** > **transfer documents**.
>
> Also, it is <u>required</u> to define the default adjustment reason under **chq** > **settings** > **inventory / catalog** > **adjustment reasons** > **new** or **edit** by selecting the **default for zero qty transfer in adjustments** checkbox. If the reason is not defined, when finalizing the Transfer In, the "Invalid Configuration" error message displays.

### Finalizing a Transfer In with In Qty = 0

When finalizing a Transfer In with **In Qty** = 0 for all items, the **Zero Quantity Transfer** dialog displays:
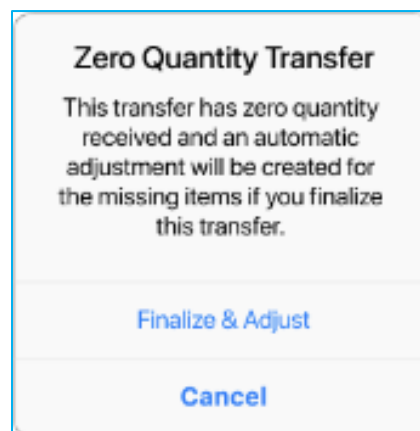


To finalize the Transfer In, tap **Finalize & Adjust**. On finalizing, every item's **In Qty** is automatically set to match the **Pack Qty**.

After finalizing, an Adjustment Memo is created automatically.

The Memo will contain each item from the Transfer In that had **In Qty** = 0. The **Adjustment Qty** for every such item will be equal to that item's **Pack Qty** but with the opposite sign.

For example, if the item's **Pack Qty** on the Transfer In is "50", the **In Qty** is "0", then the **Adjustment Qty** will be "- 50".

### Recording qty adjustment on finalized Transfer In

When tapping an item in the finalized Transfer In, the item's **View** dialog opens:



The adjusted quantity for that item is recorded in the **Adjustment Qty** field.

## Modification to creating Adjustment Memo for Transfer In with all items' In Qty = 0

TWD-35250

Build 6.20.191

This feature is a modification of the Creating Adjustment Memo for Transfer In with all items' In Qty = 0 feature described in this Release Guide.

Starting from CHQ V6.20.81.0, for an Adjustment Memo to be created on finalizing a Transfer In with all items' **In Qty** = 0, the **Lost Shipment – When trusting the source, adjust On-Hand Qty of target if transfer IN is 0** checkbox must be selected in CHQ.
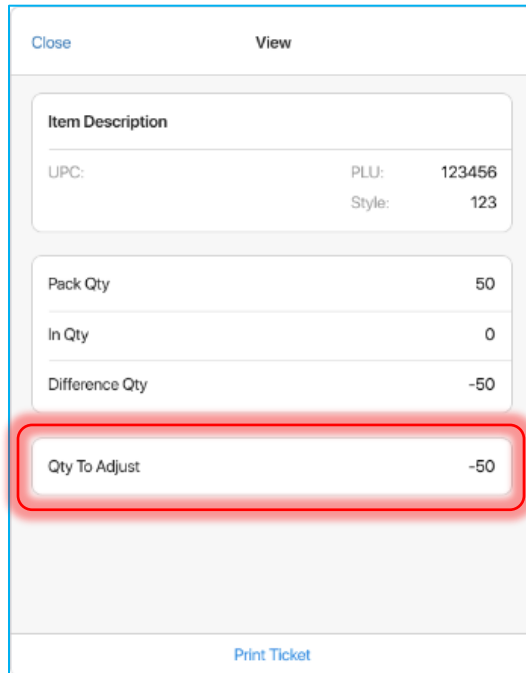
The checkbox is located under **chq** > **settings** > **transfers** > **transfer documents.**

### NOTE: Defining the adjustment reason

Please be advised that it is required to define the default adjustment reason under **chq** > **settings** > **inventory / catalog** > **adjustment reasons** > **new** or **edit** by selecting the

**default for zero qty transfer in adjustments** checkbox. If the reason is not defined, when finalizing the Transfer In, the "Invalid Configuration" error message displays.

Also, when viewing the item **Edit** dialog on a finalized Transfer In with all items' **In Qty** = 0, the adjusted quantity displays in the **Qty To Adjust** field:



## New Zero Quantity Transfer message
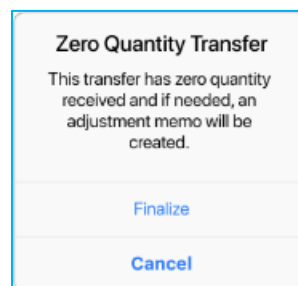
TWD-35967

Build 6.20.248

This feature is a modification of the [Creating Adjustment Memo for Transfer In with all items' In Qty = 0](#) feature described in this Release Guide.

In 6.20.248, the text of the **Zero Quantity Transfer** dialog that displays on finalizing a Transfer In with every **In Qty** = 0 has changed.

Now, the **Zero Quantity Transfer** dialog displays the following:

## New Customer Loyalty Opt In switch

TWD-33882

Build 6.20.117

We've added a new **Customer Loyalty Opt In** switch to customer records in POS.

If the switch is turned on, the customer's loyalty points are converted to rewards.

> WARNING:
>
> The **Customer Loyalty Opt Out** switch that existed prior to 6.20.117 has been removed and is no longer displayed in customer records.

Under **chq** > **settings** > **company settings** > **v6 App Designer** > **Point of Sale v6** > **iPad** > **Customer**, the new switch can be added to the following forms:

- Customer
- Customer Quick Add
- Customer Preview

## Recording time and date when an opt-in switch is turned on

TWD-33882

Build 6.20.117

We've added the capability to record time and date when an opt-in switch is turned on in a customer record.

> NOTE: Opt-ins in POS
>
> To learn more about existing opt-ins in POS, see Customer: Configuring the customer's account.

The recorded time and date are not displayed in POS but are stored for importing and exporting data via API as well as for reporting.

The time and date are now recorded for the following opt-ins:

- primary email accept marketing
- primary email accept transactional
- email 2 accept marketing
- email 2 accept transactional
- mobile phone – call opt in
- mobile phone – SMS opt in
- phone 2–4 – call opt in

- phone 2–4 – SMS opt in
- postal address – mail opt in
- customer loyalty program opt in

> NOTE:
>
> When updating the opt-ins via POS, the time and date recorded will be the time and date when the customer record is saved.

## Optionally required Country field

TWD-35348

Build 6.20.191

We've added the capability to define if the **Country** field that displays under **Postal Address** in customer profiles is required.

> NOTE: Configuration in CHQ
>
> To make the **Country** field required, in CHQ, go to **settings** > **customer** > **customer required fields**. In **customer required fields**, select the **country** field and then click **edit**.
>
> In the **edit** dialog that opens, enter "1" in the **required** field and then click **save**.

## Customer: New Created at field

TWD-35348

Build 6.20.191

We've added a new **Created at** field to customer profiles that displays at which company location that profile was created.

The field can also display "CHQ" if the profile was created in CHQ.

> NOTE:
>
> The new field can be added to POS customer profiles under **chq** > **settings** > **company settings** > **v6 App Designer** > **Point of Sale v6** > **iPad** > **Customer.**

## Changed Catalog labels and new fields available

TWD-35289

Build 6.20.191

This feature exists to respect the addition of default labels in CHQ for some of the **Catalog** fields.

The following default labels have been added:

- "Item Description" added for the **store description** field
- "Category" added for the **level 2** field
- "Sub-category" added for the **level 4** field
- "Color" is added to the **attribute 1 alias** field
- "Size" is added to the **attribute 2 alias** field

Also, the following fields are now available for design for the four segments of department (DCSS):

- **Department Code**
- **Department Name**
- **Class Code**
- **Class Name**
- **Subclass 1-2 Code**
- **Subclass 1-2 Name**

The following fields have been added as available for design for the four segments of Alternate classification (ACSS):

- **Level 1-4 Code**
- **Level 1-4 Name**

> NOTE:
>
> The fields described above can be added to POS under **chq** > **settings** > **company settings** > **v6 App Designer** > **Point of Sale v6** > **iPad** > **Catalog** > **Search Results**.

## Customer: The Validation field added for phones and email

TWD-35555

Build 6.20.217

We've made updates related to the **Validation** field in the customer profiles.

The **Validation** field indicates if the customer's phone, email, or postal address is valid and can be used for communications.

In 6.20.217, the **Validation** field has been added for the following fields:

- **Phone 2-4**
- **Primary Email**

Also, the **Validation** field for the **Postal Address** now displays directly in the customer profile:



It also remains available in the postal address **Edit** dialog (opens on tapping **Edit**).

The following values are available for the **Validation** field:

- "Valid",
- "Invalid", and
- "Not Checked" (default on a new customer).

## Real Time Availability: Displaying distance measuring units

TWD-35646

Build 6.20.241

We've introduced the capability to display distance measuring units in the **Availability** area of POS.

> NOTE: Configuration in CHQ
>
> It is possible to choose distance measuring units for POS **Locations** grid under **chq** > **settings** > **location settings** > **availability groups** > **(your location)**.
>
> In the **display distance** field, select the required unit: kilometers or miles.

When in **Availability**, tap **Get Other Locations** in the **Locations** grid at the bottom to display all company locations:

The measuring unit displays in brackets next to the **Distance** label:



# Displaying aliases for Attribute 1–2 in POS documents

TWD-35864

Build 6.20.241

The **Attribute 1** and **Attribute 2** column labels located in the **Items** tab of POS documents now display as **Attribute 1 Alias** and **Attribute 2 Alias**.

> NOTE: Configuration in CHQ
>
> Aliases for POS **Attribute 1–2** can be defined in CHQ under **settings** > **inventory / catalog** > **inventory labels**.

This update applies to the following documents in POS:

- Transfer Order
- Transfer In
- Transfer Out
- Purchase Order
- Purchase Receipt
- Purchase Receipt Return
- ASN
- Ship Memo
- Count Memo
- Adjustment Memo

## The Primary UPC label changed to UPC/EAN

TWD-35869

Build 6.20.241

In POS, the **Primary UPC** label now displays as **UPC/EAN**.

This update applies to the following areas where the **UPC/EAN** label appears:

- Catalog search results
- Transfer Order
- Transfer In
- Transfer Out
- Purchase Order
- Purchase Receipt
- Purchase Receipt Return
- ASN
- Ship Memo
- Count Memo
- Adjustment Memo

## The Primary UPC label changed to UPC/EAN

# Issue resolutions

## The Adjustments area heading not translated properly

DS-946

Build 6.20.76

We've fixed the issue where, after the POS app has been set to the German, Italian, Spanish, or French language in **Settings**, the **Adjustments** area heading would not be translated properly.

Now, the **Adjustments** heading displays in the language configured in **Settings**.

## Numeric keyboard partial display

DS-867

Build 6.20.76

**Issue**

Prior to 6.20, the numeric keyboard opened in the "Floating" mode would display only partially when editing **Adjustment Qty** in an Adjustment Memo.

**Resolution**

The issue has been fixed. Now, the numeric keyboard is fully visible.

## Real Time Availability: Selected item not highlighted

DS-1083

Build 6.20.217

We've fixed the issue where, when opening the **Availability** area by tapping an item in **Catalog**, that item would not be highlighted in the **Availability** grid.

Now, the item is automatically highlighted, as expected.

## Real Time Availability: Quantities not updated for another location

DS-1087

Build 6.20.217

We've corrected the issue where, when selecting another store location in the **Availability** area, the item quantities in the grid would not be updated.

## Transfer Memo: The discrepancy checkbox is not selected

DS-1084

Build 6.20.217

**Issue**

We've fixed the issue where a Transfer Memo with an item quantity discrepancy would not be automatically marked as such.

On the Transfer Memo, the discrepancy checkbox under **chq** > **inventory** > **transfer memos** > **(your Transfer Memo)** > **general** must be automatically selected if both conditions are observed:

- the **lost shipment – when trusting the source, adjust on-hand qty of target if transfer in is 0** checkbox is selected under **chq** > **settings** > **transfers** > **transfer documents**, and
- in POS, the associated Transfer In has been finalized with every **In Qty** = 0 and an Adjustment Memo was created

**Resolution**

Now, under the conditions described above, the **discrepancy** checkbox is automatically selected on a Transfer Memo.

## Auto logout not working correctly

DS-864

Build 6.20.241

**Issue**

We've fixed the issue where POS wouldn't respect the auto logout setting in CHQ.

In POS, the user should be automatically logged out if the following two conditions are observed:

- in CHQ, the **seconds before auto logout** field in **sales auto logout** and **shipments auto logout** (**chq** > **settings** > **location settings** > **locations / location settings** > **(your location)** > **general settings**) has a non-zero value
- in POS, the user stayed idle in the **Sale** or **Shipments** area respectively longer than the specified time

**Resolution**

The issue has been fixed. Now, in POS, the auto logout works as expected.

## Labels in customer profiles do not display as keys

DS-1107

Build 6.20.241

We've fixed the issue where some labels in customer profiles would not display as keys when the language in POS would be set to "Keys" under **Settings** > **Administration** > **Language**. Instead, they would display as regular text:
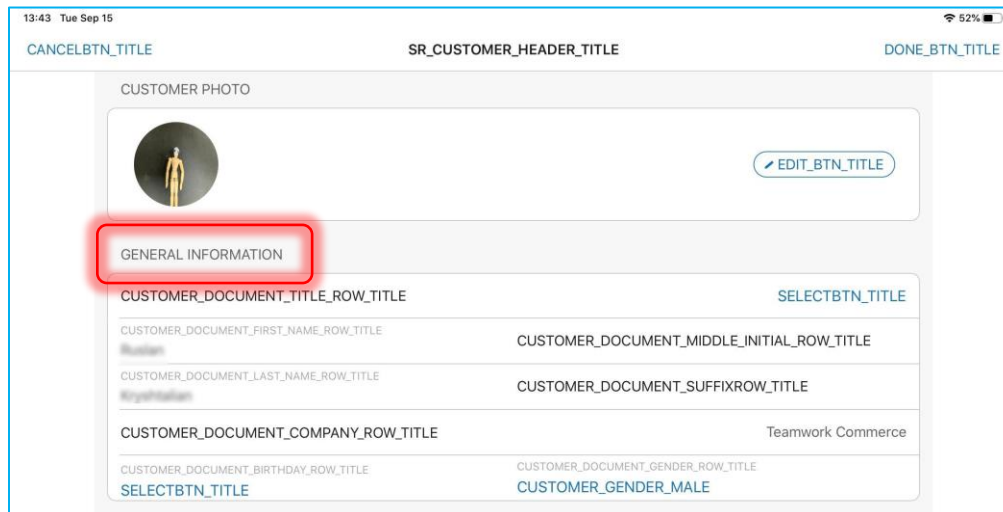


Now, all labels in customer profiles display as keys when the corresponding setting is configured.

## Transfer Memo: The "in is correct" rule ignored

DS-1119

Build 6.20.244

**Issue**

Sometimes, the "out is correct" transfer correction rule would be applied to Transfer Memos with discrepancies even if the "in is correct" rule is set at the location level.

The "in is correct" rule must be applied to a Transfer Memo if the following conditions are observed:

- in POS, the associated Transfer In is finalized with **In Qty** different from **Pack Qty**
- in CHQ, the "in is correct" rule is applied for that store location under **settings** > **transfers** > **transfer correction rules**

**Resolution**

Now, if "in is correct" is applied at the location level, all Transfer Memos related to the corresponding location respect this rule.

## The Access Customers Area security right issue

DS-1137

Build 6.20.250

Prior to version 6.20.250, the user without the **Access Customers Area** security right could access the **Customers** area in Teamwork POS PRO and perform search for customers.

The issue has been fixed. Now users without that right are blocked from accessing the **Customers** area in POS PRO.

# Epilogue

This release guide was published on 22 September 2020 by Teamwork Commerce.

Mobile apps are procured via the app store, Meraki, or otherwise provided by a Teamwork representative. This manual provides documentation on new features and product updates to the existing Mobile software.

If you have any questions or wish to receive training from Teamwork Commerce, 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.