



# MOBILE RELEASE GUIDE

Version 6.25

Build 6.25.102

Build 6.25.96

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## POS

### Updated Open Return

Build 6.25.96: PRO-274

We've updated the Open Return functionality in POS.

In 6.25.96, we've added the capability to use a default return reason that is predefined in CHQ.

Also, the Open Return functionality has been extended to allow for:

- assigning the associate who performed the Open Return
- adding a discount or fee
- indicating the original sale location and date as well as the Sales Receipt number

### Purpose

#### NOTE

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An Open Return can occur when a customer returns merchandise without the original Sales Receipt.

The capability to define a default return reason speeds processing of returns. This is particularly useful for retailers who have a track record of processing returns with the same reason, such as "wrong size."

In addition, the customer may specify when exactly they purchased the merchandise and that they received a discount or paid a fee. While the original receipt is not available, store personnel may recall a promotion or other store sale during that period as well as apply the discount or fee to the return, thus retaining customer satisfaction.

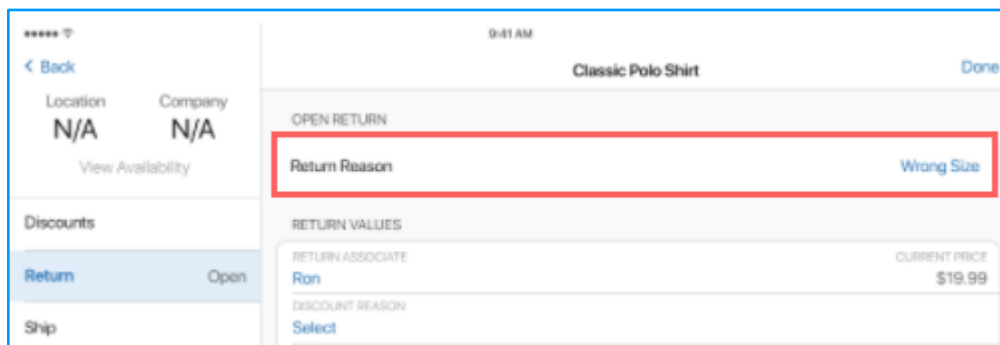
Also, it's possible to manually indicate the number, date, and location of the original Sales Receipt. This may be useful under the following circumstances:

- receipt number on the original receipt cannot be read
- the store transitioned to a new sales management system, and the original receipt comes from the old system
- it's not possible to refund from the original receipt

## Configuring default return reason in CHQ

Defining a default reason for Open Returns is available in CHQ under **settings > sales > return reasons > new** or **edit**. In the **[reason name] - edit** dialog that opens, select the **make default reason** checkbox and then click **save**.

In POS, after tapping **Open Return** in the **Sales Receipt** area, the default reason automatically displays in the **Return** tab of the **[item name] - edit** dialog:



### WARNING

Also, please be advised that if no return reasons at all are defined in CHQ under **settings > sales > return reasons**, the user cannot perform an Open Return in POS.

## Making an Open Return in POS

In POS, configuring an Open Return is possible in the **Return** tab of the **[item name] - edit** dialog.

To open the **Return** tab, under POS **Sales Receipt > Cart**, do one of the following:

- swipe left the row with the required item and then tap **Open Return**, or
- swipe left the row with the required item and then tap **Edit**. In the **[item name] - edit** area that opens, tap the **Return** tab in the left-side panel

In the **Return** tab, if no default reason is defined, the **Return Reason** list displays automatically:

Classic Polo Shirt

Return Reason Select

Return Reason

- Wrong Size
- Damaged
- Broken
- Gift
- Changed Mind
- Other

### WARNING

Once a return reason is selected, it's not possible to change the return item back to a sale item.

Once a return reason is defined, the **RETURN VALUES** and **ADDITIONAL INFORMATION** sections become available below:

Classic Polo Shirt

OPEN RETURN

Return Reason Wrong Size

**RETURN VALUES**

RETURN ASSOCIATE		CURRENT PRICE	
Ron		\$19.99	
DISCOUNT REASON	DISC PERCENT	DISC AMOUNT	
VIP Customer	10.00%	\$2.00	
FEE TYPE	FEE PERCENT	FEE AMOUNT	
Restocking	15.00%	-\$2.70	
TAX AREA		TAX AMOUNT	
Clearwater FL		\$1.38	
TOTAL RETURN			<b>\$16.67</b>

**ADDITIONAL INFORMATION**

ORIGINAL SALE LOCATION  
100 - Clearwater FL

ORIGINAL SALE DATE  
Select

ORIGINAL RECEIPT #

Remove Item from Cart

Under **RETURN VALUES**, the following fields are available:

- **Return Associate:** associate who performed the return; tap the value to select a different associate
- **Current Price:** item offer price; editable; editing the value clears any discounts applied
- **Discount Reason:** discount type applied to the item; once defined, the **Disc Percent** and **Disc Amount** fields become available
- **Disc Percent:** discount percentage; tap the value to edit
- **Disc Amount:** discount amount; tap the value to edit

- **Fee Type:** fee type applied to the item; once defined, the **Fee Percent** and **Fee Amount** fields become available
- **Fee Percent:** fee percentage; tap the value to edit
- **Fee Amount:** fee amount; tap the value to edit
- **Tax Area:** tax area applied to the return; not editable in version 6.25.96
- **Tax Amount:** total tax amount (item tax + fee taxes); not editable

Below, under **ADDITIONAL INFORMATION**, the following fields are available:

- **Original Sale Location:** the location of the original sale; tap to change the location
- **Original Sale Date:** the date of the original sale; tap to define a date
- **Original Receipt #:** the number of the original Sales Receipt

When finished configuring the Open Return fields, tap **Done** in the upper right corner.

### Adding a discount to the Open Return

Under **Sales Receipt > Cart > [item name] - edit > Return**, it's possible to apply a discount to the return item. To do so, in the **Discount Reason** field, tap **Select**:

The screenshot shows the 'Classic Polo Shirt' item edit screen. The 'Return' tab is selected, and the 'Discount Reason' field is highlighted with a red box. The field contains the text 'Select'. Other fields visible include 'Return Reason' (Wrong Size), 'Return Associate' (Ron), 'Current Price' (\$19.99), 'Fee Type' (Select), 'Tax Area' (Clearwater FL), and 'Sales Tax' (\$1.79). The 'Total Return' is \$19.99. The 'Additional Information' section includes 'Original Sale Location' (100 - Clearwater FL), 'Original Sale Date' (Select), and 'Original Receipt #'.

#### NOTE

Any discount applied to the item from the **Return** tab of the **[item name] - edit** dialog is also visible in the **Discounts** tab, and vice versa.

#### WARNING

Editing the **Current Price** field in the **Returns** tab of the **[item name] - edit** dialog clears any discounts applied to the item.

On tapping, the **Select Discount** dialog opens:

Discount Name	Percentage	Amount
Friends and Family	15.00%	-\$3.00
Competitive	10.00%	-\$2.00
Display Item	25.00%	-\$5.00
Damaged Item	None	None
Open Box	15.00%	-\$3.00

If the discount has a percentage/amount defined, on tapping, the discount will be applied to the return item.

If the discount percentage/amount isn't defined, on tapping, the **[discount name] - edit** dialog opens. In the dialog, it's possible to configure the discount details:

Cancel      **Competative**      Done

5.00%    15.00%    25.00%    35.00%

10.00%    20.00%    30.00%    40.00%

\$5.00    \$10.00    \$20.00

Pre-Discount Price	\$19.99
Percentage	10.00%
Amount	\$2.00
New Price	\$17.99
Authorization	Required

Remove Discount

When finished configuring, tap **Done** in the upper right corner to apply the discount to the return.

In the **[item name] - edit** dialog, if multiple discounts have been applied to the return item from the **Discounts** tab, in the **Return** tab, the **Discount Reason** field will have the "Multiple" value:

Classic Polo Shirt		Done
OPEN RETURN		
Return Reason	Wrong Size	
RETURN VALUES		
RETURN ASSOCIATE	CURRENT PRICE	
Ron	\$19.99	
DISCOUNT REASON	TOTAL DISC AMOUNT	
Multiple	\$3.40	
FEE TYPE	TOTAL FEE AMOUNT	
Multiple	-\$1.49	

On tapping the value, the **Discounts** tab of the [item name] - edit dialog opens.

Also, in case of multiple discounts, the **Total Disc Amount** field displays next to the **Discount Reason** field.

### Adding a fee to the Open Return

Under **Sales Receipt > Cart > [item name] - edit > Return**, it's possible to apply a fee to the return item. To do so, in the **Fee Type** field, tap **Select**:

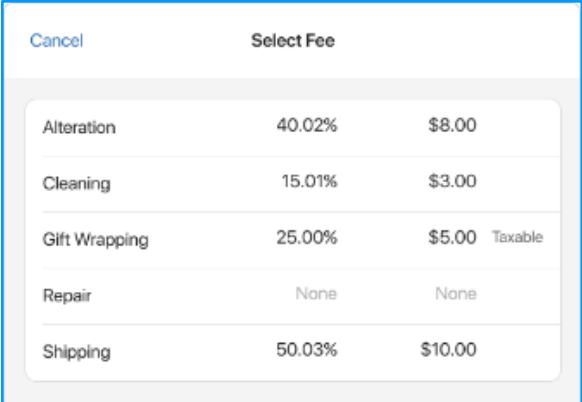
Classic Polo Shirt		Done
OPEN RETURN		
Return Reason	Wrong Size	
RETURN VALUES		
RETURN ASSOCIATE	CURRENT PRICE	
Ron	\$19.99	
DISCOUNT REASON		
Select		
FEE TYPE		
Select		
TAX AREA	SALES TAX	
Clearwater FL.	\$1.79	
TOTAL RETURN		\$19.99
ADDITIONAL INFORMATION		
ORIGINAL SALE LOCATION		
100 - Clearwater FL		
ORIGINAL SALE DATE	ORIGINAL RECEIPT #	
Select		

### NOTE

Any fee applied to the item in the **Return** tab of the [item name] - edit dialog is also visible in the **Fees** tab, and vice versa.

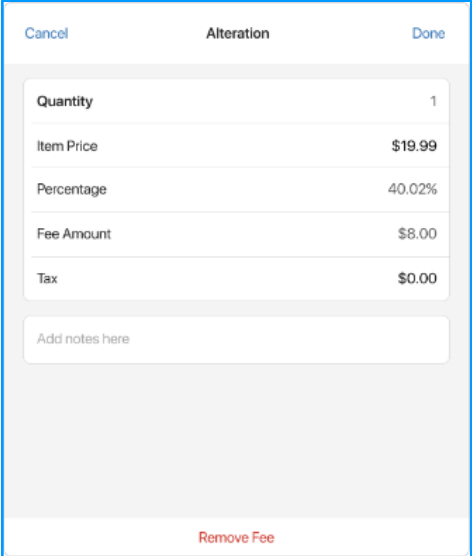
On tapping, the **Select Fee** dialog opens:





If the fee has a percentage/amount defined, on tapping, the fee will be applied to the return item.

If the fee percentage/amount isn't defined, on tapping, the **[fee name] - edit** dialog opens. In the dialog, it's possible to configure the fee details:



When finished configuring, tap **Done** in the upper right corner to apply the fee to the return.

**See also**

[V6.25 CHQ Release Guide](#)

[V6.23 Quick Reference Guides](#)

## Holding and unholding Sales Receipts

Build 6.25.96: PRO-7

We've added the capability to hold and unhold Sales Receipts in Teamwork POS Pro version 6.

## NOTE

In version 6.25.96, holding Sales Receipts is available only locally.

That means that a Sales Receipt cannot be put on hold on one device and then edited on another, as, in this version, held Sales Receipts are not synchronized with CHQ.

## Purpose

Holding a Sales Receipt allows for saving it in the current state if you need to take a break from the transaction.

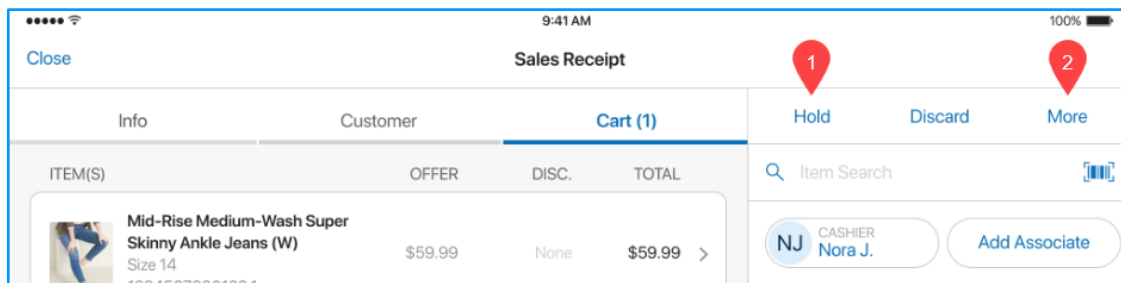
For example, in a store, if the customer is at the counter but then decides to shop some more, putting their Sales Receipt on hold allows for keeping the Receipt and then editing or finalizing it when the customer is ready.

## Holding a Sales Receipt

To put a Sales Receipt on hold, in the **Sales Receipt** area, tap **Hold**.

Depending on your custom settings, the **Hold** button can be located:

- at the top of the right-side panel (**1** in the screenshot below)
- in the menu that opens on tapping **More** (**2** in the screenshot below)

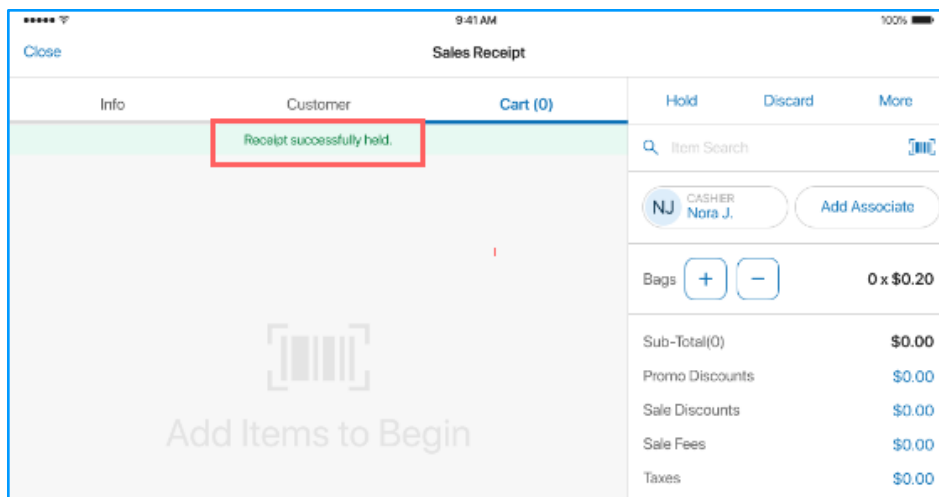


## NOTE

Configuring the buttons at the top of the right-side panel in the **Sales Receipt** area is available in CHQ under **settings > company settings > v6 App Designer > Point of Sale v6 > iPad > Sales Receipt > Receipt Options**.

On tapping, the “Holding receipt...” notification displays.

Once the Sales Receipt is held, a new Sales Receipt opens automatically. Also, the green “Receipt successfully held” message displays at the top:



### NOTE

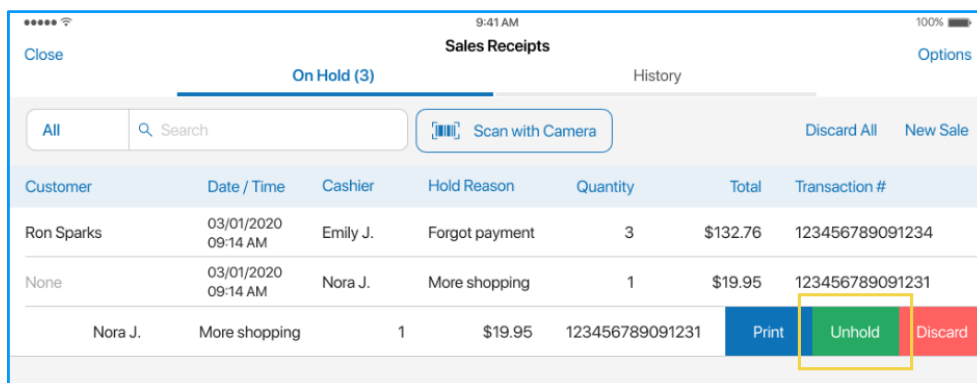
Putting on hold is only possible if no payments have been applied to the Sales Receipt.

If there are payments applied, on tapping **Hold**, the “Hold Not Permitted” message displays.

## Managing a held Sales Receipt

In POS Pro version 6, all held Sales Receipts display under **Sales Receipts > On Hold**.

To unhold a Sales Receipt, under **On Hold**, swipe left the row with the required Receipt and then tap **Unhold**:



To discard a held Sales Receipt, swipe left the row with the required Receipt and then tap **Discard**.

Alternatively, to discard all held Receipts, tap **Discard All** at the top-right:

The screenshot shows the 'Sales Receipts' screen in a POS application. At the top, it says 'On Hold (3)' and 'History'. There are buttons for 'Close', 'Options', 'All', 'Search', 'Scan with Camera', 'Discard All' (highlighted with a red box), and 'New Sale'. Below is a table with columns: Customer, Date / Time, Cashier, Hold Reason, Quantity, Total, and Transaction #.

Customer	Date / Time	Cashier	Hold Reason	Quantity	Total	Transaction #
Ron Sparks	03/01/2020 09:14 AM	Emily J.	Forgot payment	3	\$132.76	123456789091234
None	03/01/2020 09:14 AM	Nora J.	More shopping	1	\$19.95	123456789091231
Nora J.	More shopping	1	\$19.95	123456789091231	Print	Unhold

## See also

[V6.25 CHQ Release Guide](#)

[V6.23 Quick Reference Guides](#)

## Warning the user if no customer on Sales Receipt

Build 6.25.96: PRO-303

In POS Pro version 6, when in the **Sales Receipt** area, we've added the capability to warn or prevent the user from proceeding to payments if no customer is added to the Receipt.

Configuring the warnings is possible for both sales and returns in POS.

### Configuration in CHQ

Displaying the warnings when no customer is added to the Sales Receipt in POS is configured by the following CHQ settings:

- **customer on receipt for sales**
- **customer on receipt for returns**

These settings are available under **settings > location settings > locations / location settings > [selected location] > sales (sales section)**.

### Warning dialogs in POS

In POS **Sales Receipt** area, if the user taps **Payment** with no customer added to the Sales Receipt, depending on the CHQ setting:

- if the setting is set to "not required", the user is allowed to go to **Payments**
- if the setting is set to "warn if none", the **No Customer Added** dialog displays:

**No Customer Added**

Would you like to add a customer to the sales receipt now?

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[Add Customer](#)

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[Proceed Without](#)

- if the setting is set to “required”, the **Add Customer to Proceed** dialog displays:

**Add Customer to Proceed**

You must add a customer to the sales receipt in order to proceed.

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[Add Customer](#)

See also

[V6.25 CHQ Release Guide](#)

## Drawer Memo: Updated labels in Start of Day and End of Day

Build 6.25.96: PRO-364

To ensure better usability and translation, we’ve updated some of the labels (what we call the fields) in the **Start of Day** and **End of Day** areas in POS.

### Changes in the Start of Day area

Under **Drawer Memo > Start of Day**, the following changes were made:

- in **Drawer Cash – Opening Count**, the **Previous Amount** field was renamed to **Left in Drawer (Previous Drawer Memo)**:

SAFE CASH	Denomination	Prev Amount	Prev Count	Plan Count	Count	Amount	Previous Diff
Opening Count	\$100 Bill	0.00	0	0	0	0.00	0.00
Opening Count	\$50 Bill	0.00	0	0	0	0.00	0.00
Summary	\$20 Bill	200.00	10	10	10	200.00	0.00
Summary	\$10 Bill	200.00	20	20	20	200.00	0.00

- in **Safe Cash – Opening Count**, the **Previous Amount** field was renamed to **Left in Safe (Previous Drawer Memo)**:

- in **Complete – Summary**, the **Print Start of Day on Complete** switch was renamed to **Print Start of Day**:

## Changes in the End of Day area

Under **Drawer Memo > End of Day**, the following changes were made:

- under **Drawer Cash**, the **Next Drawer Float** tab was renamed to **Leave in Drawer Amount**:

Drawer Cash - Closing Count			
End of Day	Expected Amount		\$2,135.50
PAYMENTS	Counted Amount		\$2,135.50
<input checked="" type="radio"/> Cash (37) <input checked="" type="radio"/> Credit Card (5)	Denomination	Count	Amount
DRAWER CASH	\$100 Bill	0	0.00
<input type="radio"/> Closing Count <input type="radio"/> Leave in Drawer Amount <input type="radio"/> Cash Handling	\$50 Bill	0	0.00
	\$20 Bill	10	200.00
	\$10 Bill	24	240.00
	\$5 Bill	40	200.00

- in **Drawer Cash – Leave in Drawer Amount**, the **Next Drawer Float** field was renamed to **Leave in Drawer Amount**:

Drawer Cash - Leave in Drawer Amount						
End of Day	Denomination Plan					Busy Season
PAYMENTS	Denomination Plan Amount					\$1,000.00
<input checked="" type="radio"/> Cash (37) <input checked="" type="radio"/> Credit Card (5)	Leave in Drawer Amount					\$1,000.00
DRAWER CASH	Denomination	Plan Amount	Plan	Float	Float Amount	Difference
<input checked="" type="radio"/> Closing Count <input type="radio"/> Leave in Drawer Amount <input type="radio"/> Cash Handling	\$100 Bill	0.00	0	0	0.00	0.00
	\$50 Bill	0.00	0	0	0.00	0.00
	\$20 Bill	200.00	10	10	200.00	0.00
	\$10 Bill	0.00	0	24	240.00	0.00

- in **Drawer Cash – Cash Handling**, the **Next Drawer Float** field was renamed to **Leave in Drawer Amount**:

Drawer Cash - Cash Handling		
End of Day	Closing Count	\$500.00
PAYMENTS	Leave in Drawer Amount	\$100.00
<input checked="" type="radio"/> Cash (37) <input checked="" type="radio"/> Credit Card (5)	Remaining Cash	\$400.00
DRAWER CASH	Take Out	\$0.00
<input checked="" type="radio"/> Closing Count <input checked="" type="radio"/> Leave in Drawer Amount <input type="radio"/> Cash Handling <input type="radio"/> Summary	Balance	\$400.00
	Handle Balance as	Move To Safe

- in **Drawer Cash – Summary**, the **Next Drawer Float** field was renamed to **Leave in Drawer Amount**
- in **Safe Cash – Closing Count**, the **Next Safe Float** field was renamed to **Leave in Safe Amount**
- in **Safe Cash – Summary**, the **Next Safe Float** field was renamed to **Leave in Safe Amount**

- under **Finalize**, the **Print Drawer Memo on Finalize** and **Print Deposit Slip on Finalize** switches were renamed to **Print Drawer Memo** and **Print Deposit Slip** respectively

## See also

[V6.25 CHQ Release Guide](#)

[V6.23 Quick Reference Guides](#)

## Warning or preventing the user from entering certain item quantities

Build 6.25.96: PRO-889

In POS Pro version 6, we've added the capability to warn or prevent the user from entering item quantities greater than the limits defined in CHQ.

### Purpose

When moving fast in a store, the associate can accidentally scan in an item barcode number (UPC or EAN) into a quantity field. On documents with many lines, such as Transfers or Purchase Receipts, it's possible not to notice the error.

This feature will prevent the addition or subtraction of large incorrect quantities into the stock ledger.

### Configuration in CHQ

The limits for warning or preventing the user from entering certain quantities are defined by the following CHQ settings:

- **warn if item quantity is greater than**
- **prevent item quantities greater than**

#### NOTE

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If the settings described above have the "0" value, the user in POS won't be warned or prevented from entering any item quantities.

These settings are available for configuration in the following areas:

- **settings > purchasing > purchase documents (general section)**
- **settings > transfers > transfer documents**
- **settings > inventory / catalog > adjustment documents (general section)**



## Item quantity warning and prevention in POS

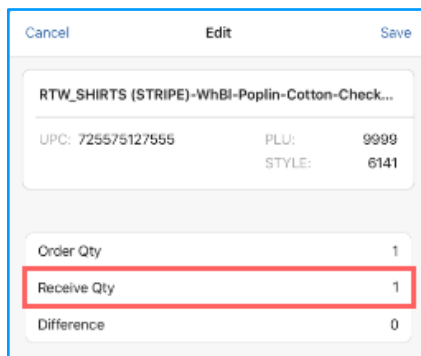
In POS, the CHQ settings described above apply to the following documents:

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

### Item quantity warning

In any of the documents described in [Item quantity and prevention in POS](#) (if configured in CHQ), the **Quantity Warning** dialog appears when:

1. The user opens the **Items** tab of the document.
2. In the **Items** tab, the user taps an item opening the **Edit** dialog.
3. In the quantity field of the **Edit** dialog, the user enters a quantity greater than defined in the **warn if item quantity is greater than** CHQ setting:

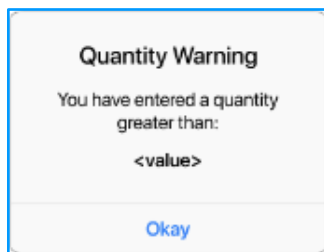


The screenshot shows the 'Edit' dialog for an item. The dialog has a title bar with 'Cancel', 'Edit', and 'Save' buttons. The item name is 'RTW\_SHIRTS (STRIPE)-WhBl-Poplin-Cotton-Check...'. Below the name, there are two columns of item details: UPC: 725575127555, PLU: 9999, and STYLE: 6141. At the bottom, there is a table with three rows: 'Order Qty' with value 1, 'Receive Qty' with value 1 (highlighted with a red box), and 'Difference' with value 0.

Field	Value
Order Qty	1
Receive Qty	1
Difference	0

4. Then, the user attempts to leave the field or save the **Edit** dialog.

In the **Quantity Warning** dialog that appears, tap **Okay** to be able to edit or save the entered item quantity:

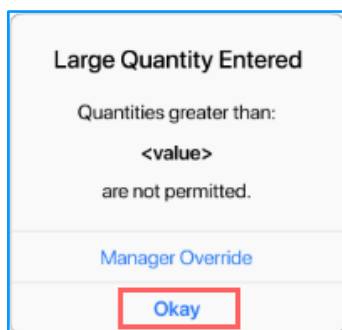


### Item quantity prevention

In any of the documents described in [Item quantity and prevention in POS](#) (if configured in CHQ), the **Large Quantity Entered** dialog appears when:

1. The user opens the **Items** tab of the document.
2. In the **Items** tab, the user taps an item opening the **Edit** dialog.
3. In the quantity field of the **Edit** dialog, the user enters a quantity greater than defined in the **prevent item quantities greater than** CHQ setting.
4. Then, the user attempts to leave the field or save the **Edit** dialog.

In the **Large Quantity Entered** dialog that appears, tap **Okay** to edit the item quantity:



### WARNING

In case of item quantity prevention, it's not possible to save the **Edit** dialog with an item quantity that exceeds the limit [configured in CHQ](#).

The only exception to this rule is manager override described below.

Otherwise, to override quantity prevention, tap **Manager Override**.

If you have the **General – Allow qtys greater than limit** security right, the quantity will be accepted.

If you don't have the right, the login dialog appears where you can enter your credentials to override the prevention.

## See also

[V6.25 CHQ Release Guide](#)

[V6.23 Quick Reference Guides](#)

[Cloud HQ User Manual: Settings](#)

## Count Memo: New # of items with ledger quantity and Total ledger quantity fields

Build 6.25.96: PRO-903

In POS Pro version 6, we've added the following two fields under **Count Memo > Document**:

- **# of items with ledger quantity**
- **Total ledger quantity**

The screenshot shows the 'Count Memo' screen in POS Pro version 6. The 'Document' tab is selected, and a 'SUMMARY' table is displayed. Two rows in the table are highlighted with a red border: '# of items with ledger quantity' and 'Total ledger quantity'.

SUMMARY	
# of items in memo	400
# of items with ledger quantity	350
Total ledger quantity	3768
# of items counted	384
Total quantity scanned	3755
Items with differences	6
Unrecognized scans	0
Quantity over	999
Quantity short	-9996
Net difference	-8997

At the bottom of the screen, there is a 'Count Report' button, a 'SAVE' button, and a 'FINALIZE' button. The user info section shows 'Created' and 'Jeff S. @ 6/23/20, 12:35 PM'.

The **# of items with ledger quantity** field displays the number of PLUs on that Memo that have a quantity other than zero. This value helps the user to tell approximately how much merchandise is in stock and needs to be counted.

The **Total ledger quantity** field displays the total quantity of all the PLUS included in the **# of items with ledger quantity** value.

## See also

[V6.25 CHQ Release Guide](#)

[V6.23 Quick Reference Guides](#)

## Sales Receipt: Applying a discount to multiple items

Build 6.25.96: PRO-275

In POS Pro version 6, we've added the capability to apply the same discount to multiple sale items.

### Purpose

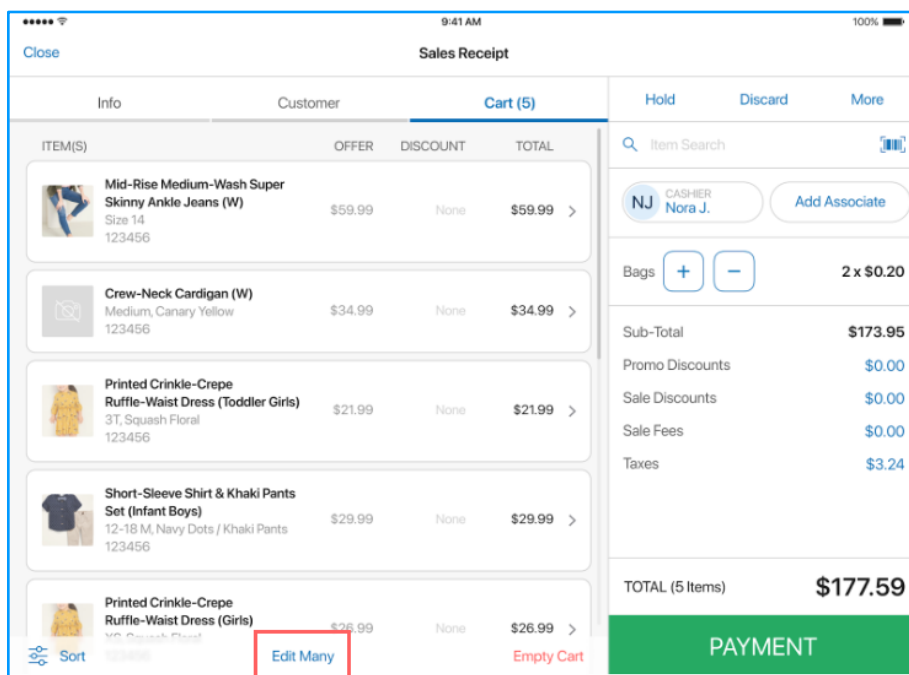
Prior to version 6.25.96, in the **Sales Receipt** area, discounts had to be applied individually to each item.

With this update, the user can quickly apply or remove discounts from multiple items without the need to edit each sale item individually. This allows for faster customer checkout.

### How to apply a discount to multiple items in POS Pro version 6

To apply a discount to multiple items on a Sales Receipt, do the following:

1. In the **Sales Receipt** area, tap **Edit Many** at the bottom:

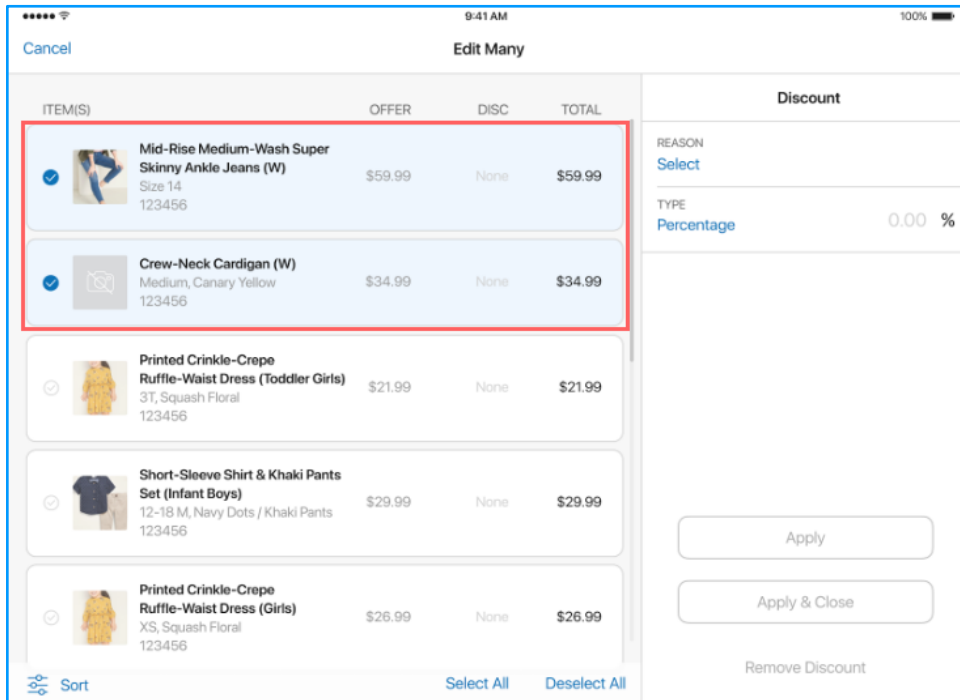


#### NOTE

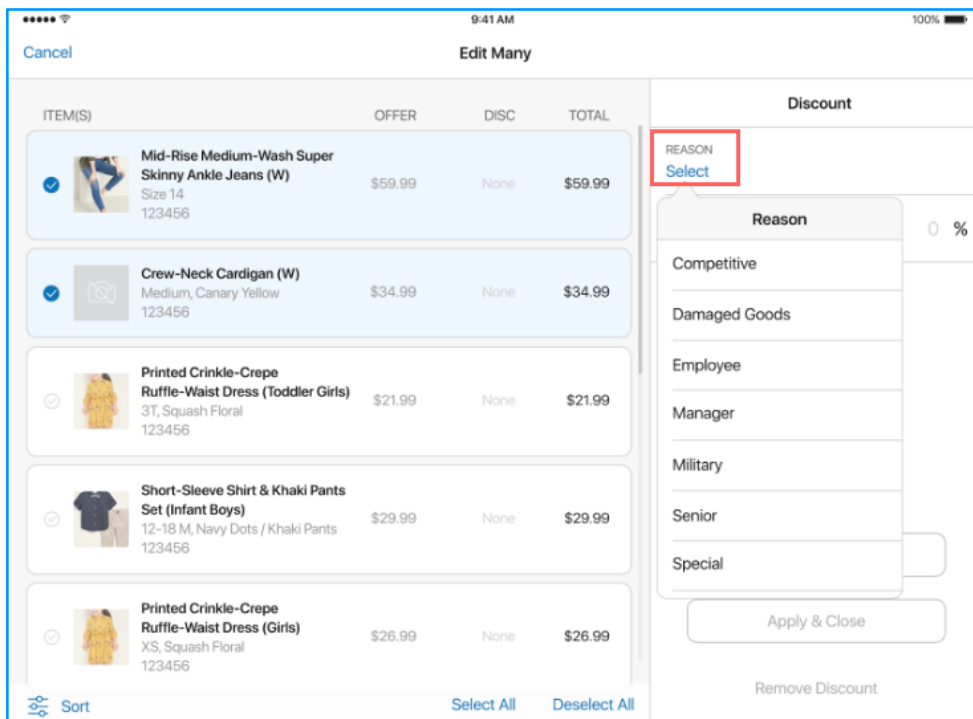
The **Edit Many** button is enabled only when there is more than one item in the cart.

2. On tapping, the **Edit Many** area opens.

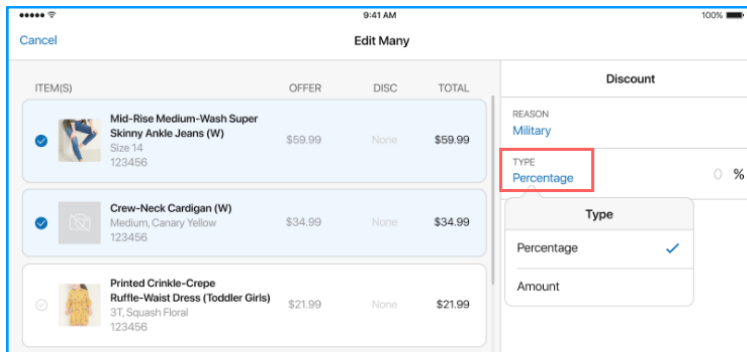
3. In **Edit Many**, tap to select the items that should be discounted:



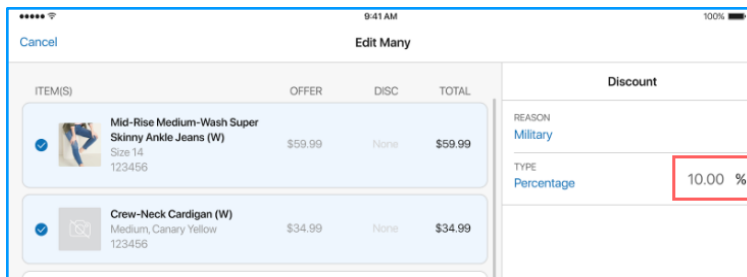
4. Then, tap **Select** in the **REASON** field to choose a discount reason:



5. Optionally, to change the discount type (“Percentage” or “Amount”), tap the value in the **TYPE** field:



Then, in the **TYPE** field, enter the required discount percentage or amount, respectively:

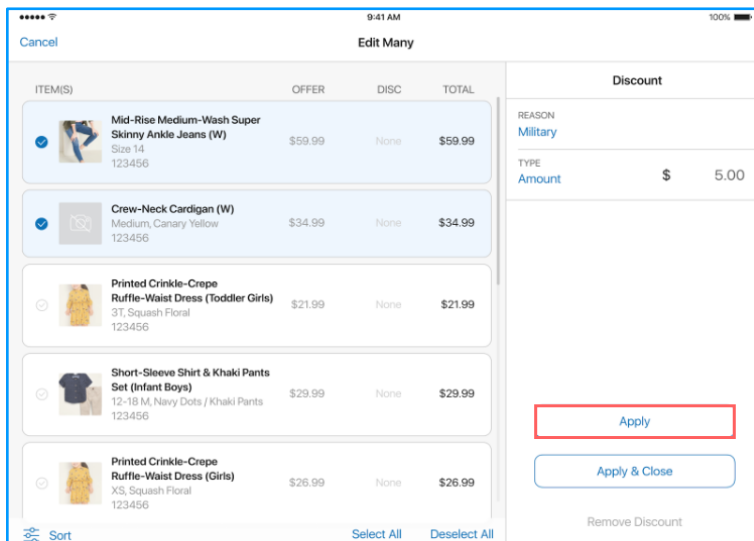


#### NOTE

To change the discount type as well as percentage/amount, the user must have the **Sales – Allow change discount** security right.

Also, under **chq > settings > sales > discount reason > [selected discount reason] > general**, the **prevent changing discount** checkbox must be cleared for that reason.

6. To apply the discount and remain in the **Edit Many** area, tap **Apply**:



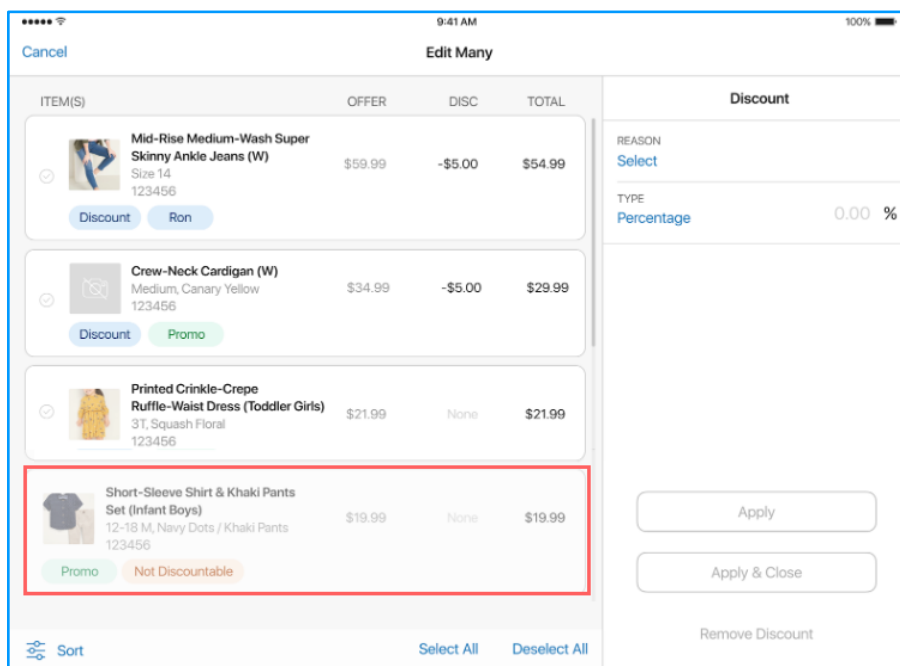
Alternatively, to apply the discount and then return to the **Cart** tab, tap **Apply & Close**.

Once the discount is applied, the following changes take place:

- the green **Discounts Applied (2)** message appears at the top
- in the rows with discounted items, the **Discount** tag displays
- under **Sales Receipt > Cart**, the **DISC** column is updated respectively

### Non-discountable items

In the **Edit Many** area, items that are not eligible for discounts display with the “Not Discountable” tag:



Such item rows are grayed out and cannot be selected for discount application.

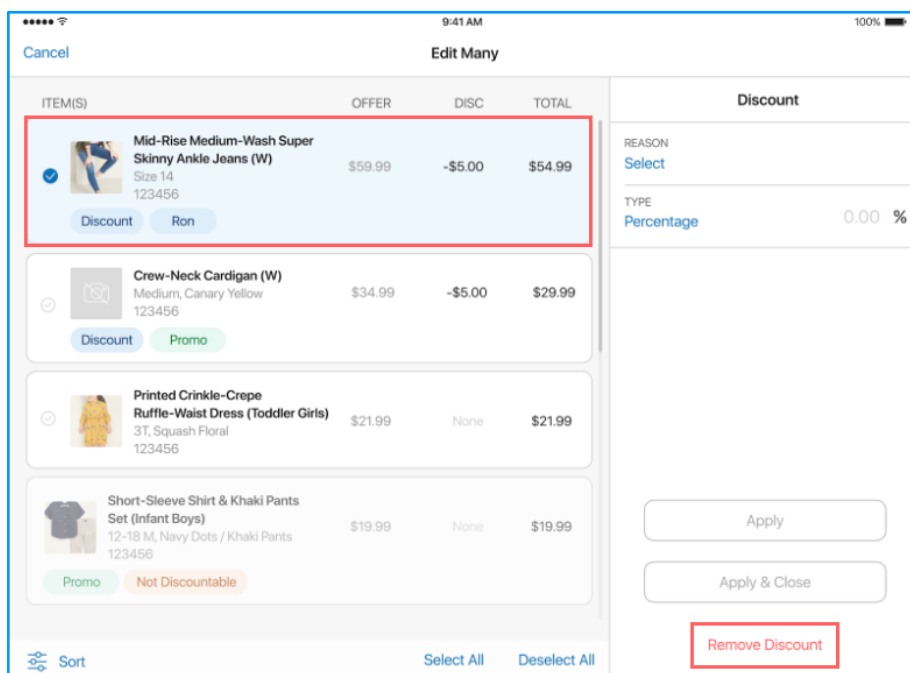
#### NOTE

To make an item eligible for discounts, under **chq > inventory > styles & items > [selected style] > item > control & usage** section or under **chq > inventory > styles & items > [selected item] > general > product ids** section, select the **eligible for discount** checkbox.

### How to remove a discount from items

To remove the applied discount, in the **Sales Receipt** area, tap **Edit Many** at the bottom.

In the **Edit Many** area that opens, tap the items from which the discount should be removed:

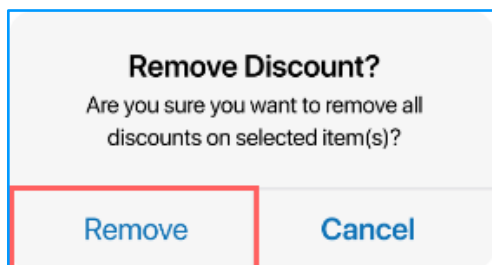


Then, tap **Remove Discount** (see the screenshot above) at the bottom-right.

#### NOTE

The **Remove Discount** button is enabled when at least one item with a discount is selected.

On tapping, the confirmation dialog displays. In the dialog, tap **Remove**:



When the discount is removed, the **Discount Removed (1)** message appears at the top.

[See also](#)

[V6.23 Quick Reference Guides](#)



## Updated Country dialog

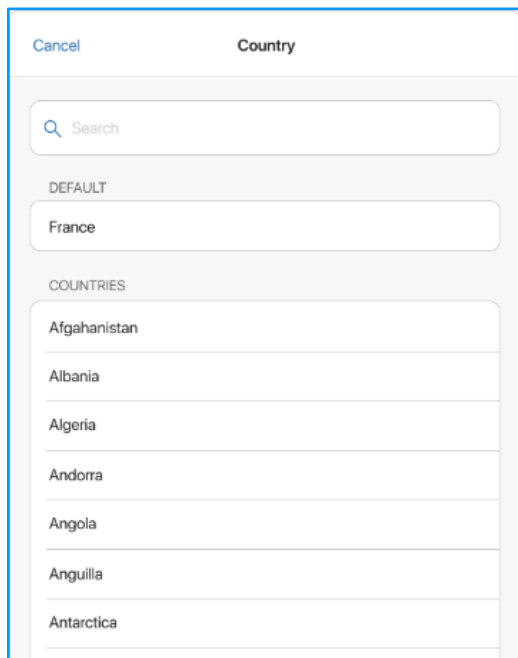
Build 6.25.96: PRO-309

In version 6.25.96, we've updated the **Country** dialog for user convenience.

The **Country** dialog allows the user to select a country when defining an address in POS (for example, a shipping address on a Ship Memo). The dialog is available in the following POS areas:

- **Customer**
- **Sales Receipt**
- **Shipments**

Starting from version 6.25.96, in the **Country** dialog, full country names display instead of country codes:



The screenshot shows a dialog box titled "Country" with a "Cancel" button in the top left. Below the title bar is a search field with a magnifying glass icon and the text "Search". Underneath the search field is a "DEFAULT" section with a button labeled "France". Below that is a "COUNTRIES" section with a list of countries: Afghanistan, Albania, Algeria, Andorra, Angola, Anguilla, and Antarctica.

Additionally, searching for countries is available in the **Search** field at the top.

### NOTE

The list of available countries can be configured under **chq > settings > company settings > countries / regions**.

### See also

[V6.25 CHQ Release Guide](#)

[Cloud HQ User Manual: Settings](#)

## New filter in the Select Associate dialog

Build 6.25.96: PRO-890

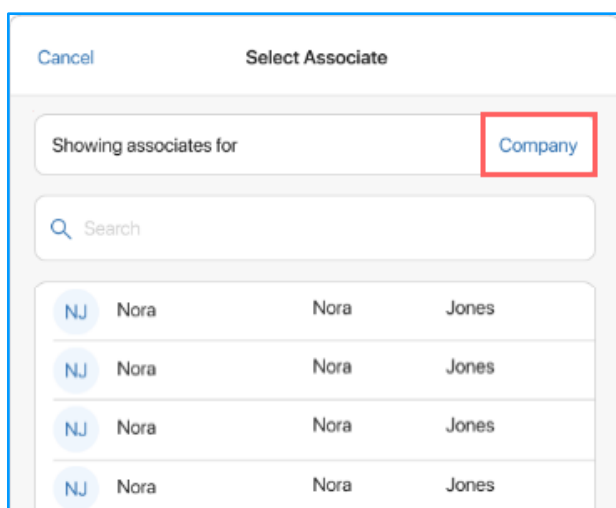
In version 6.25.96, we've made updates to the **Select Associate** dialog in POS Pro.

The **Select Associate** dialog allows the user to choose and assign a store associate to an item or a transaction. The dialog is available under the following POS locations:

- **Sales Receipt**
- **Sales Receipt > [item name] - edit**

In the **Select Associate** dialog, it's now possible to filter the list of displayed associates.

To do so, tap the value in the **Showing associates for** field at the top:



In **Showing associates for**, the following two options are available:

- “Company”: shows all active associates in the company
- “This Location”: shows only the associates assigned to the current location as well as other associates who have logged in within the last four days (default on new installation)

See also

[V6.23 Quick Reference Guides](#)

## Issue Resolutions

### Count Memo: Values not updated when an item scan is deleted

Build 6.25.96: DS-871

#### Issue

Prior to 6.25.96, when an item scan was manually deleted under **Count Memo > Items > Edit > Scans**, the following values sometimes wouldn't update accordingly:

- the **X Items** field under **Count Memo > Items > Edit > Scans** displaying the number of scans for that PLU
- the **Count** column value under **Count Memo > Items** displaying the counted quantity for that PLU

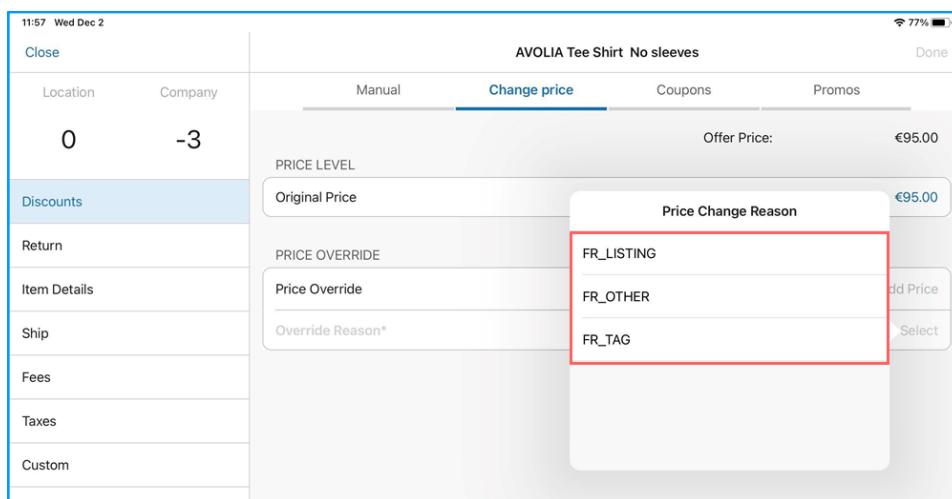
#### Resolution

The issue has been fixed. Now, the values described above update immediately when an item scan is deleted.

### Sales Receipt: Price change reasons incorrect display

Build 6.25.96: DS-1479

We've fixed the issue where, under **Sales Receipt > Cart > [item name] - edit > Discounts > Change price**, on tapping **Select** in the **Override Reason** field, codes for price change reasons would display instead of descriptions:



## End of Day: The Handle balance as field changes its value

Build 6.25.96: DS-1480

### Issue

In POS Pro version 6, the **Handle Balance as** value under **Drawer Memo > End of Day > Drawer Cash – Cash Handling** could occasionally change after saving the End of Day process and going to POS Home Screen.

For example, if originally “Move to Safe” was selected, after reopening the **End of Day** area, the value would change to “Deposit”.

### Resolution

Now, the **Handle Balance as** field doesn't change its value after closing **End of Day**, as expected.

## POS stops working on finalizing a Sales Receipt

Build 6.25.96: DS-1497

We've fixed the issue where the POS Pro app would occasionally stop working when trying to finalize a Sales Receipt.

## Sales Receipts: Incorrect value display in the Payment column

Build 6.25.96: DS-1518

Prior to version 6.25.96, under **Sales Receipts > History**, the **Payment** column could display payment method codes instead of names.

The issue has been fixed. Now, the **Payment** column displays payment methods names as expected.

## DrawerMemoNum populated with “0”

Build 6.25.96: DS-1519

We've fixed the issue where, for some Drawer Memos created in POS Pro version 6, the DrawerMemoNum field in the database would have the “0” value instead of a unique number.

## POS stops working on trying to print a gift receipt

Build 6.25.96: DS-1529

Prior to version 6.25.96, POS Pro would sometimes stop working when, under **Sales Receipt > Payment**, the user tapped **Gift Receipt**.

The issue has been fixed. Now, it's possible to successfully print a gift receipt on Sales Receipt finalization.

## Sales Receipt: Search is case-sensitive in Original Sale Location

Build 6.25.96: DS-1561

We've fixed the issue where, under **Sales Receipt > Cart > [item name] - edit > Return > tap Select** in the **ORIGINAL SALE LOCATION** field, the location search was case-sensitive.

## Incorrect display of Drawer Memo status on Home Screen

Build 6.25.96: DS-1481

### Issue

On the **Home Screen** of POS Pro, the status of the Drawer Memo sometimes wouldn't change from "Active" to "Inactive" after the Memo's expiration.

### Resolution

With version 6.25.96, the Drawer Memo status on **Home Screen** displays correctly.

## Held Sales Receipt remains open

Build 6.25.96: DS-1562

### Issue

In the **Sales Receipt** area, when the user tapped **Hold**, the held Sales Receipt would occasionally remain open.

### Resolution

Now, on tapping **Hold**, the held Sales Receipt is closed and a new one is created, as expected.

## Time difference between Ship Memo and associated Sales Receipt

Build 6.25.96: DS-1379

### **Issue**

When a Ship Memo was finalized in POS Pro, the time of posting of the associated Sales Receipt in CHQ didn't match the time of the Ship Memo finalization.

### **Resolution**

The issue has been fixed. Now, the time of Ship Memo finalization in POS Pro matches the time of Sales Receipt posting in CHQ.

## Sales Receipt: Issue with tax calculation

Build 6.25.102: DS-1662

Prior to version 6.25.102, some Sales Receipts that were put and then removed from hold could have incorrectly calculated taxes on finalization.

The issue has been fixed. Now, taxes are correctly calculated on such Sales Receipts.

## Epilogue

This release guide was published on **February 12, 2021** 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](mailto:training@teamworkretail.com).

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