

Resume Order Search Setup

Searching Suspended Orders.

Purpose of this document is to setup a search box prompt when you are resuming a transaction, for the purpose of eCommerce or Mail Order transaction resuming. The search will allow you to lookup orders without browsing through all of you open orders.

**if you wish to bypass this step you can press enter for the default option to scroll through all of you open or suspended orders.*

This setup can replace scrolling through a long list of customer orders to find the desired order.

The search can be performed on suspended transactions on any one of the following items.

Phone Number *format xxx-xxx-xxxx*

First or Last name

Order confirmation number

Email address

prerequisite:

Mail Order Registers or Online Order Registers must be setup on the system you are resuming transactions on.

Applies only to host based registers or back-office connections.

Navigate to Menu Path POS-2-2

- Select POS-2-2 Transaction Types

Modifier Code Maintenance

Modifier Code: RES ??

Comments* Resume suspended transaction

Type* RES ?? Resume

Receipt Description: - 165

Code....	Type.....	Description.....	Comments.....
PRE	PRE		SKU Prefix
MQTY	QTY	Modify Quantity	Mail Order Modify Quanti
QTY	QTY		Modify Qty
QTYF	QTY		Modify Qty
QTYW	QTY		Modify Qty
QUAL	QUAL		Food Qualifier
RES	RES		Resume suspended transact
MOSUS	SUS	Transaction Suspende	Suspend Transaction
SUS	SUS	Please take receipt	Suspend Transaction
SCOU	TDA	Store Coupon (M)	Store Markdown Coupon
TDA	TDA	Discount	Discount Amount
TDC	TDC	Trans Discount to Co	Trans Discount to Cost
B046	TDM	Discount	B046 DISCOUNT MATRIX
BEST	TDM	Discount	Discount
DC	TDM		TEST FOR MILLIGAN FOR MA
GLOB	TDM	GLOBAL DISCOUNT	20% TESTR GLOBAL MODIFIE
KSC	TDM		KEENE STATE
MAT	TDM	Category Discount %	Trans Disc. per Matrix
MAT1	TDM	Category Discount %	Trans Disc. per Matrix
MT	TDM	DISCOUNT	MILLIGAN MATRIX TEST FOR
ONE	TDM	you are an employee	TESTIN
RB	TDM	RECYCLE BAG DISCOUNT	RECYCLE BAGS

Maint Print Cancel OK

G/L Account: Misc.: Use 10-Key:

- Select your Modifier code for resuming a transaction. The default is "RES" for Resume.

Modifier Code Maintenance

Modifier Code: RES ??

Comments* Resume suspended transaction

Type* RES ?? Resume

Receipt Description:

Cashier Prompt: Confirmation Number

Entry Required:

Default Value:

Pattern Match:

Input Conversion:

Numeric Range (n-n):

Range Error OCONV:

Discount Matrix Code: ??

Subroutine Call:

Allow Double Discount:

Minimum Security Level:

Password To Use:

Require User ID:

Require User Password:

Require Customer ID:

Header Link:

Trailer Link:

- The "Cashier Prompt:" only needs to have information in it. For example the "Confirmation Number" is the example above. Keep in mind that this is a free form field record. You only need to have something in the Cashier Prompt to turn on this feature.

Resuming your orders

The screenshot displays the TCS Development Suite interface. At the top, a green header bar contains the text "TCS Development Suite". Below this, a form area includes fields for "Sales Clerk: CLERK", "Tran Type: RES", and "Tran Number:". A modal window titled "TCS Development Suite" is open, featuring a "Confirmation Number" input field, "OK" and "Cancel" buttons, and a "TOTAL" label. The main interface has a table with columns: "###", "Qty/SKU/Mod", "Qty", "Price", and "Extended". Below the table, there is a "Transaction Modifiers" section with columns for "#", "Modifier or Tender", and "Amount". To the right of this section, a summary area shows "SubTotal", "Disc/Mkdn", "Sales Tax", and a large "Total" value. At the bottom, a row of buttons includes "SALES", "EXIT", "BLANK", "REPRINT", "POST VOID", "OPEN", "NO SALE", "RETURN", "X OUT", and "CLOSE".

- Select the resume feature or transaction type that you have setup. You should notice that you now have a search window that appears.
- Input any portion of the web or suspended transaction.

Phone Number *format xxx-xxx-xxxx*

First or Last name

Order confirmation number

Email address

- In the above example TOTAL is in the customers email address total-computing.com. All customers that meet that criteria will display in the search results with the orders that they have open.
- Select the order that you wish to complete or view.

1*18103*WEB*1004	07/24/17	FRED TUTTLE	106168
1*18104*WEB*1006	07/25/17	FRED TUTTLE	106174
1*18877*888*1003	09/06/19	HYRUM TUTTLE	106303
1*18880*WEB*1006	09/09/19	RODNEY MOODY	106313

Maint

Print

Cancel

OK