

File Transfer Changes and Setup

TCS customers can transfer files via Secure FTP (SFTP) which allows customers to upload course imports, Redshelf catalogs and various other files for import/export into the hosted system.

Connection Information

The server can be accessed with the information below.

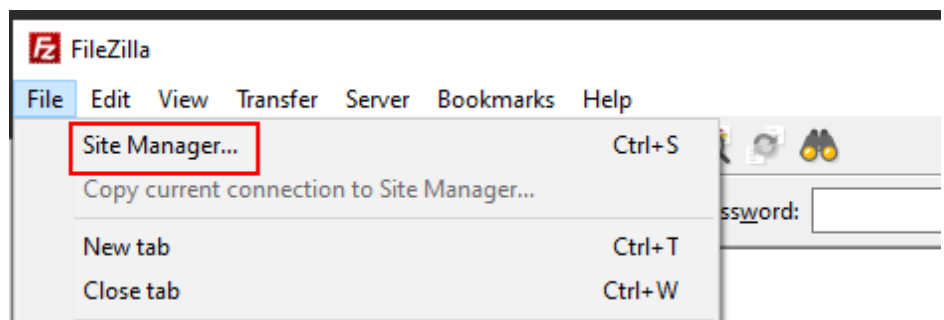
1. Server: connect2.total-computing.com
 - If IP address is required: 104.209.214.232
 - Please note the server name is the preferred connection method.
2. Port: 43522
3. Protocol: sftp

Creating A FileZilla Connection for The First Time

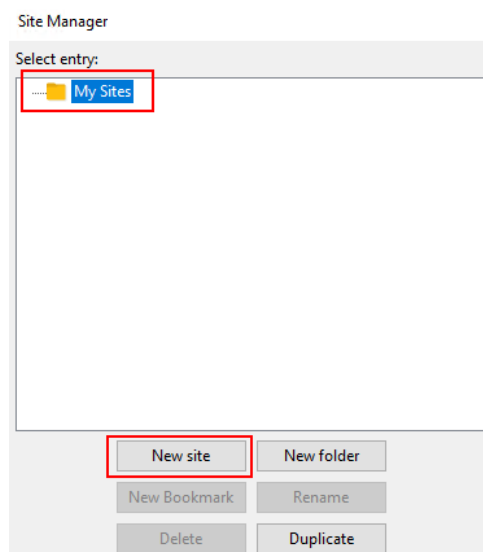
The steps below cover how to install FileZilla if you don't currently have it on your PC. Please note that you will need your credentials in order to complete the process. You can request your credentials by emailing support@total-computing.com.

1. Download FileZilla from [here](#).
2. Run the installer and install with the default options.
 1. Click I Agree
 2. Typically select Anyone who uses this computer and click Next
 3. Leave the checkboxes checked, and if you would like a shortcut on your desktop, check Desktop Icon

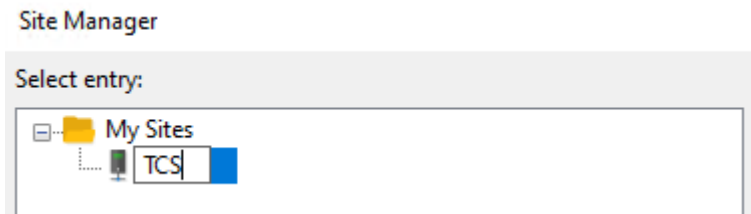
4. Click Next for the default Destination Folder
 5. Next in follow screen
 6. Leave Start FileZilla now checked and click Finish
 - Note that there were no prompts for any addon programs, browser toolbars, etc. as of 5/4/20. Always watch the prompts for any software you download to make sure another program hasn't been included.
3. Create the TCS connection and save it in the site manager
1. FileZilla should already be open, if not, go to Start, type *filezilla* and open the red *FileZilla App*
 2. Click OK for the welcome message
 3. Go to File and select Site Manager



4. With My Sites selected, click on the New site button

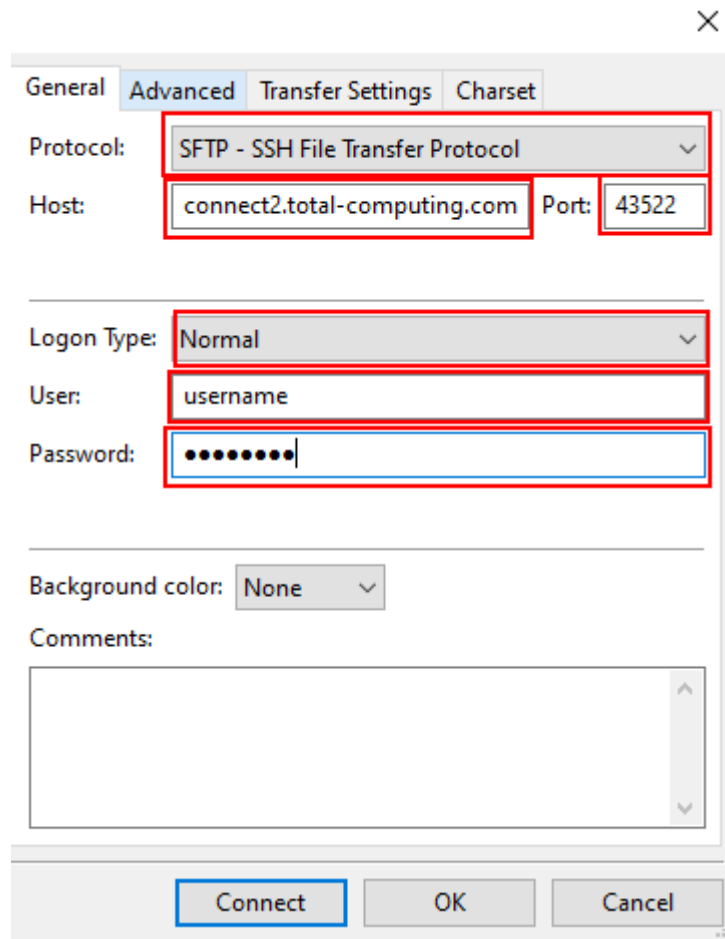


5. Name the new entry created (typically TCS) and press Enter



6. Customize as follows

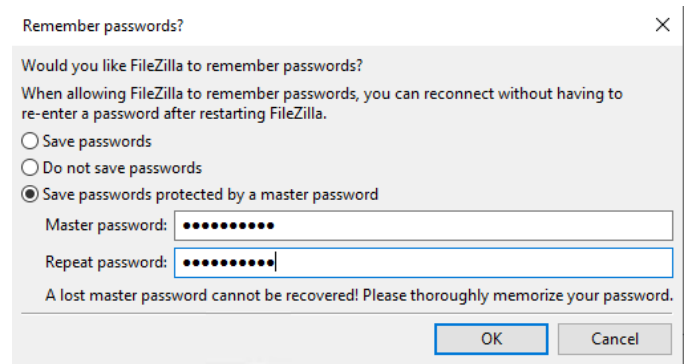
1. Change the Protocol drop down from *FTP – File Transfer Protocol* to *SFTP – SSH File Transfer Protocol*
2. Enter *connect2.total-computing.com* into the Host field
3. Enter 43522 into the Port field
4. Logon Type should be set to *Normal*
5. Enter your username and password from TCS



6.

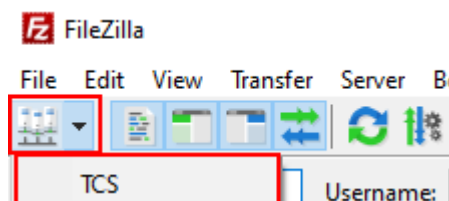
7. Click on OK to save your changes
8. You will be prompted on whether or not FileZilla should remember the site password. It's recommended to use a master password.
 1. A master password will prompt your

- for *your* password that you create.
2. FileZilla will prompt you for your password every time you connect to the system. After you provide your master password it will use the stored site information to connect.

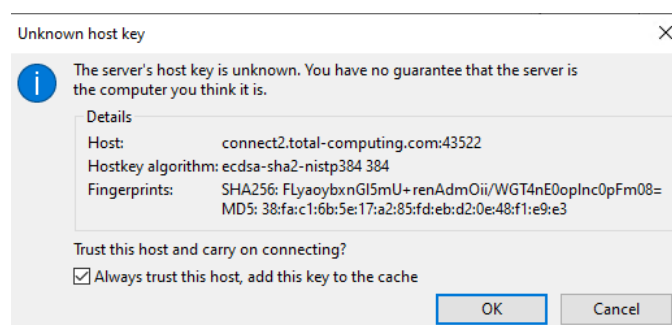


4. How to connect

1. Click on the small Site Manager icon right beneath the File menu option and click on TCS



2. The first time you connect to the new server you will be prompted to accept the server's host key. Check the *Always trust this host, add this key to the cache* and click OK



3. You should then be connected to the server with your PC files shown in the panel on the left, and the remote server files on the right.

5. How to upload files

1. This link will take you to their wiki article on

navigating the server files, navigating the files on your PC and how to upload and download to/from the server. Please reach out to support if you have any questions after reading that article.

Web Order Returns

The steps below cover how to return a web order. It's virtually identical to a regular return, with two exceptions; the transaction type and the tender.

These steps also include returning an ebook. That part of this process is the same for web and regular orders as well.

All web returns must be completed from a Host Connection or your regular web order machine.

1. Start by using the MORT transaction type or the return option under your web register
2. Look up the customer
3. Enter the items to return
 1. For an ebook, enter the ebook SKU, or scan the ISBN and select the ebook option (if applicable)
 2. Answer the prompts for the original transaction the ebook was purchased on
 1. This is so that the system can get the access codes and verify if they are valid for return
 3. Confirm the access code is correct
 1. Repeat for any other ebooks

2. Note that any access code that has already been activated is not a valid candidate for returns per Redshelf.
 4. Total the transaction after all items have been returned
 5. Select the appropriate shipping amount (if applicable)
 6. The tender should default to the transaction amount + tender type
 1. If not, enter the amount followed by the original tender type
 2. e.g. 10.25AR 10.25CC 10.25EL 10.25BL 10.25BLM
 7. If a Credit Card was used, select either the Match or Swipe option
 1. Swipe allows the customer to return to a new card. This is rare for web transactions since the customer usually isn't in the store with their card handy.
 2. The Match option allows you to return the funds to the original card if a card was used on the original transaction.
 1. Answer the the original transaction prompts so the system can obtain the credit card token to use.
 8. Press enter and the process is complete.
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Creating a Purchase Order with New Matrix Items

Step by step guide on creating new matrix items while creating a PO.

GM Price Changes

Instructions on how to set up temporary pricing as well as changing prices en mass.

Creating Kits (or Bundles)

Instructions on how to bundle multiple items into one SKU to be sold.

Negative Accounts (Bad Checks)

Instructions on how to setup a Negative Account in the system, typically used for blocking bad checks.

POS Training

Training document for the Point of Sale module.

General Ledger Training

Initial training and overview of General Ledger.

General Merchandise Training

Training and overview of General Merchandise

AR Training

Accounts Receivable training overview.