# V8.5 RELEASE NOTES

March 2015

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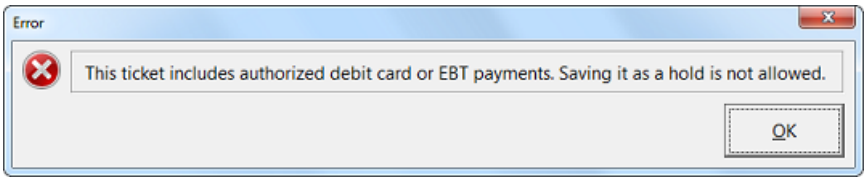
# Point of Sale

## Holds and Quotes with Authorized Transactions Disallowed

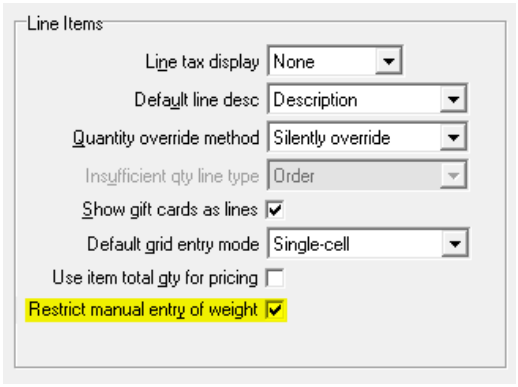
Counterpoint no longer allows a ticket to be placed on hold or converted into a quote if the ticket includes an authorized debit payment, EBT payment, or Moneris refund. If you attempt to place a ticket with an authorized debit payment, EBT payment, or Moneris refund on hold or convert it into a quote, an error message appears, alerting you that you cannot save the ticket as a quote or a hold.



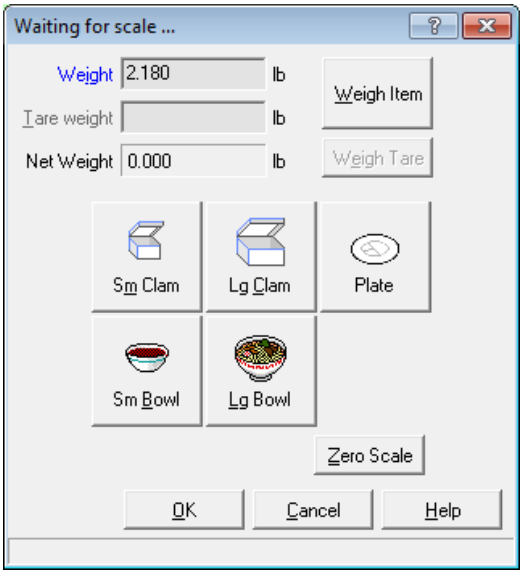

## Restricting Manual Entry of Weight

To comply with Canadian regulations, NCR Counterpoint now allows you to prevent the manual entry of weighed items if an electronic scale is available. In addition, manually weighed items can now be indicated on receipts, along with the per-unit price for weighed items.

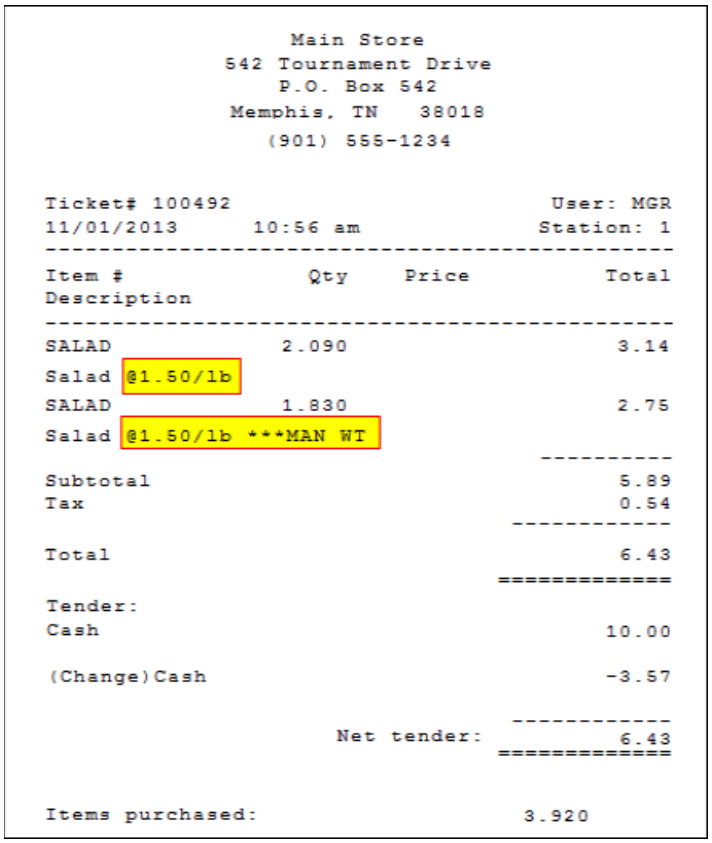
To restrict the manual entry of weight for weighed items in **Ticket Entry** or **Touchscreen Ticket Entry**, select the **Restrict manual entry of weight** check box on the **Tickets-1** tab of the **Stores** window (**Setup > Point of Sale > Stores**).




With this setting, if a scale is defined for a workstation on the **Device Management** window (**Setup > Point of Sale > Devices**) and Counterpoint is able to obtain a weight from the scale, users will be unable to entry weight manually on the Waiting for scale... dialog.



If Counterpoint is unable to obtain a weight from the scale, or if no scale is defined for a workstation, users will be allowed to enter weight manually. However, items that are weighed manually will be identified on receipts by the *****MAN WT** indicator, along with the per-unit price of all weighed items, regardless of whether they were weighed manually.



```
                Main Store
            542 Tournament Drive
                P.O. Box 542
             Memphis, TN   38018
                (901) 555-1234


Ticket# 100492                          User: MGR
11/01/2013      10:56 am               Station: 1
-----------------------------------------------
Item #               Qty     Price          Total
Description
-----------------------------------------------
SALAD              2.090                     3.14
Salad @1.50/lb
SALAD              1.830                     2.75
Salad @1.50/lb ***MAN WT
                                        ----------
Subtotal                                     5.89
Tax                                          0.54
                                       ------------
Total                                        6.43
                                      ============
Tender:
Cash                                        10.00

(Change)Cash                                -3.57

                                       ------------
                     Net tender:             6.43
                                      ============


Items purchased:                  3.920
```

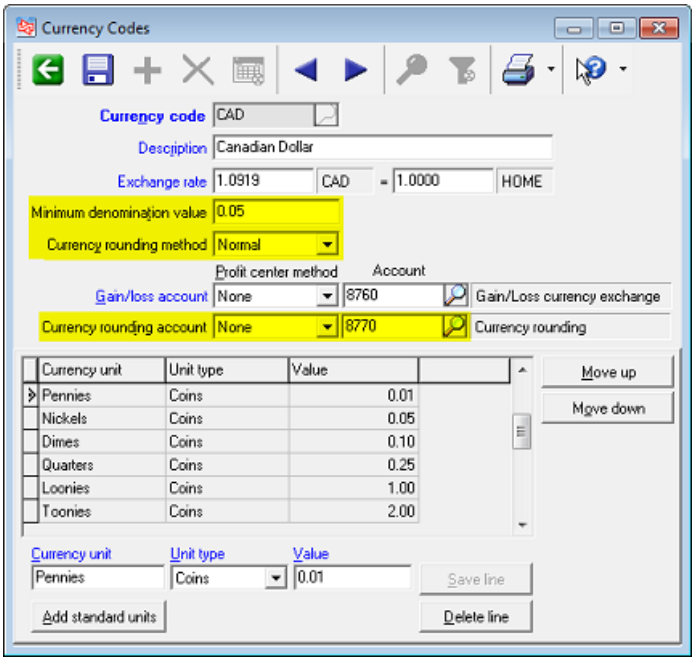
# Rounding for Minimum Currency Denominations

NCR Counterpoint now allows you to specify a minimum denomination for each form of currency you accept and automatically round payment and change amounts to the minimum denomination, based on the rounding method you specify. This enhancement allows you to comply with currency regulations in countries that have eliminated pennies or other small denominations, including Canada, Australia, Mexico, and New Zealand.

Before you can use this feature, you must update the relevant currency code and pay code for each currency you accept. Once you have configured the necessary settings, Counterpoint will automatically round payments and change in **Ticket Entry** and **Touchscreen Ticket Entry**.

## Configuring Currency Codes

The Currency Codes window (**Setup > System > Currency Codes**) allows you to specify the smallest denomination for each currency you accept, along with the rounding method for the currency and the account to use for any gains and losses that result from currency rounding.




Enter the **Minimum denomination** for each currency you want to round (including your **HOME** currency, if applicable). For example, for Canadian currency, you should enter **0.05** in this field to specify that nickels are the smallest valid denomination.

The default value for the **Minimum denomination** field is **0.01**.

Select one of the following options for the currency from the **Currency rounding method** list box:

- The **Up** option rounds the currency up to the next higher increment of the specified **Minimum denomination**. For example, if the **Minimum denomination** is **0.05** and the **Change due** for a ticket is **1.22**, Counterpoint will round the change up to **1.25**.
- The **Down** option rounds the currency down to the next lower increment of the specified **Minimum denomination**. For example, if the **Minimum denomination** is **0.05** and the **Change due** for a ticket is **1.24**, Counterpoint will round the change down to **1.20**.
- The **Normal** option rounds the currency (up or down) to the nearest increment of the specified **Minimum denomination**.

If you updated to NCR Counterpoint V8.5 from V8.4.6.11 or earlier, the **Currency rounding method** value will be set to **Down** by default. Make sure you select the appropriate option for this setting.

When a payment is rounded in **Ticket Entry** or **Touchscreen Ticket Entry**, Counterpoint creates an accounting distribution for the difference between the calculated **Amount due** and the rounded amount the customer actually paid. Similarly, when change is rounded, Counterpoint creates a distribution for the difference between the calculated **Change due** and the rounded amount of change that was refunded to the customer. These distributions are posted to the **Currency rounding account** you specify, using the **Profit center method** you select.

The **Currency rounding account** fields are not available if the **Minimum denomination value** is **0.01**.

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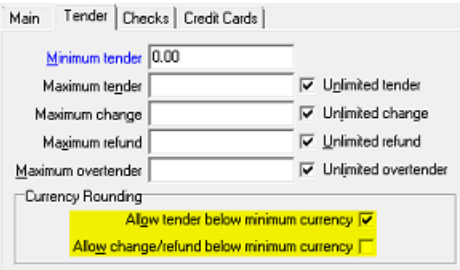
## Configuring Pay Codes

For each currency you are rounding, specify whether you accept payments or issue change in denominations smaller than the **Minimum denomination** for the corresponding pay code on the Tender tab of the **Pay Codes** window (**Setup > System > Pay Codes**).




Select the **Allow tender below minimum currency** check box to allow users to accept payments in denominations smaller than the **Minimum denomination** defined for the currency.

Select the **Allow change/refund below minimum currency** check box to allow users to issue change in denominations smaller than the **Minimum denomination** defined for the currency.

Make sure you have assigned the pay codes that correspond to each currency code you are rounding to each of your stores using the **Pay Codes** button on the **Stores** window (**Setup > Point of Sale > Stores**).

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# Selecting Multiple Documents for Pay-on-account Transactions

If you have the Receivables Option, you can enter pay-on-account transactions in **Ticket Entry** and **Touchscreen Ticket Entry** to record payments for your A/R customers directly, without requiring you to use the **Cash Receipts Enter** window (**Customers > Cash Receipts > Enter**). Previously, however, you have only been able to apply a particular payment to a single open ticket or other A/R document. In this version of NCR Counterpoint, you can select multiple documents for a pay-on-account transaction, allowing you to apply a single payment to more than one ticket or order.

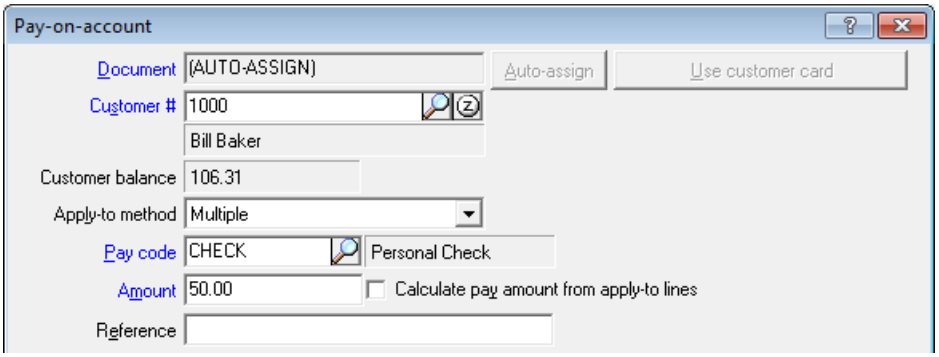
Only authorized users can enter pay-on-account transactions. To authorize users to enter pay-on-account transactions, select the **Use pay-on-accounts** check box on the **Tickets** tab of the **Point of Sale Security Codes** window (**Setup > Point of Sale > Security Codes**).

Follow these steps to apply a pay-on-account transaction to multiple documents;

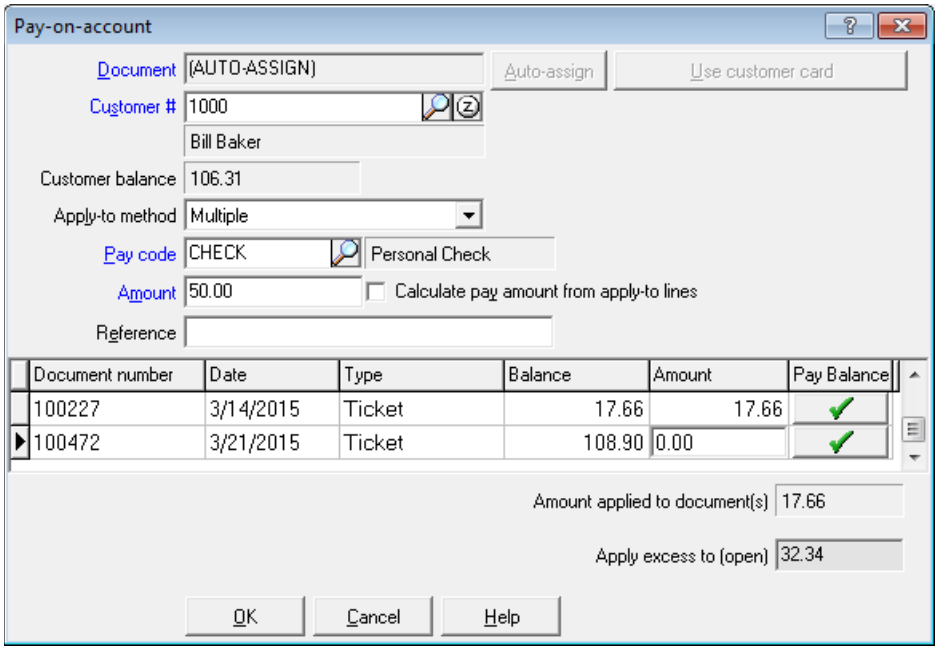
1. If you are using **Ticket Entry**, select **Special > Pay-on-account** from the **Additional functions** menu to display the **Pay-on-account** dialog.

   If you are using **Touchscreen Ticket Entry**, touch the **Pay On Account** button in your touchscreen layout to display the **Pay-on-account** dialog.

2. Enter or look up the **Customer #** for the customer for whom you are recording the payment.
3. Select **Multiple** from the Apply-to method list box to indicate that you want to select multiple documents for the pay-on-account transaction.




When you select this option, all open documents for the selected customer appear, allowing you to choose more than one document for the pay-on-account transaction.




4. Enter or look up the **Pay code** for the payment.
5. Enter the total **Amount** for the payment or select the **Calculate pay amount from apply-to lines** check box to have Counterpoint automatically add the amount you apply to each document to determine the total payment amount.

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6. Enter the amount to apply to each open document in the **Amount** column of the apply-to lines table, or click the **Pay Balance** button to pay the entire balance for the document.

If paying the entire balance of a document would exceed the total **Amount** you specified for the payment, clicking the **Pay Balance** button applies the remaining amount of the payment to the document instead.

As you apply the payment to open documents, the **Amount applied to document(s)** field displays the total amount of the payment that has been applied.

- If you specified an overall **Amount** for the payment, the **Apply excess to (open)** field displays the amount of the payment that has not been applied. When you save the pay-on-account transaction, this amount will be left open (i.e., unapplied). If the entire payment has been applied, the **Amount remaining to apply** field displays **0.00**.
- If you selected the **Calculate pay amount from apply-to lines** check box, the total **Amount** of the payment is automatically updated as you specify the **Amount** to apply to each document (or click the corresponding **Pay Balance** button) and the **Apply excess to (open)** field is set to **0.00**. You can enter an amount in the **Apply excess to (open)** field to specify a portion of the payment to leave unapplied, which is added to the total **Amount** of the payment.

7. When you have specified the amount of the payment to apply to each open document, click **OK** to complete the pay-on-account transaction.

# Selling Weighed Items with Random Weight Barcodes

When you scan a random weight barcode that is assigned to a **Weighed** item in **Ticket Entry** or **Touchscreen Ticket Entry**, the **Enter Weight** dialog does not appear. Instead, the quantity (i.e., weight) and extended price for the item are derived from the random weight barcode.

Previously, if you scanned a random weight barcode assigned to a **Weighed** item, the **Enter Weight** dialog always appeared, requiring the user to dismiss the dialog to proceed with the ticket.

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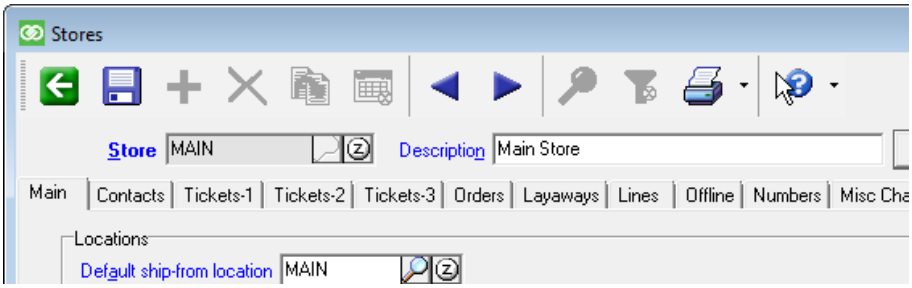
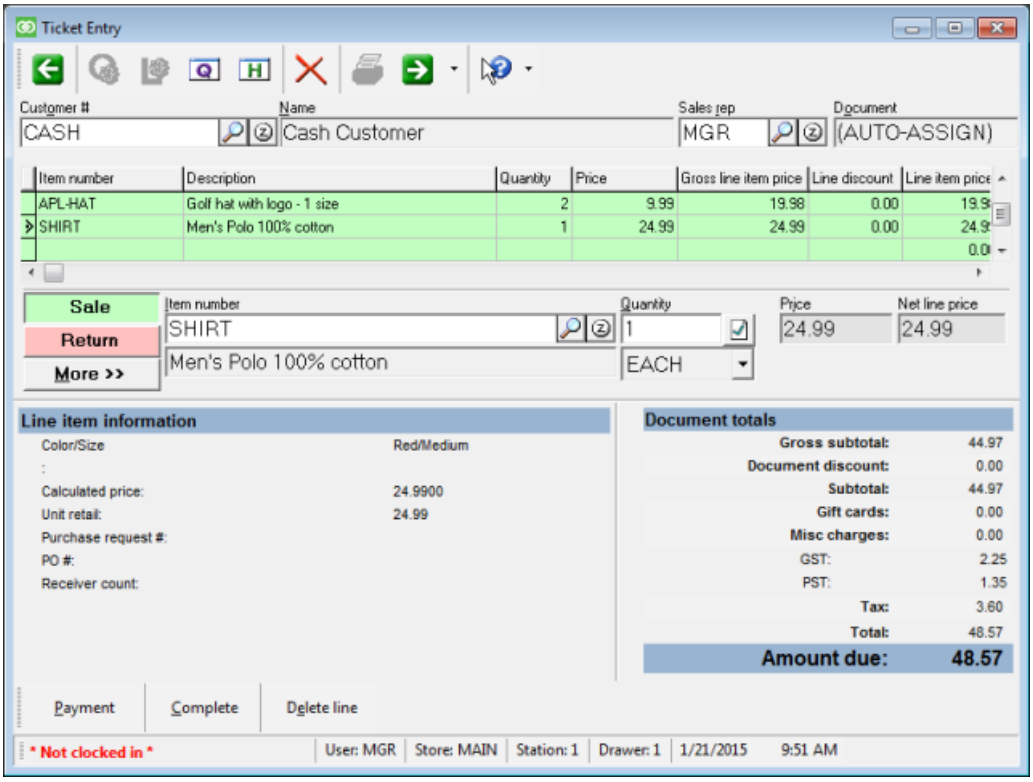
# Tax Jurisdiction Totals in Ticket Entry

Certain countries require merchants to disclose the specific amount of tax that is being collected by each tax authority or tax jurisdiction for each item sold. For example, in most Canadian provinces, you must indicate the amount of Provincial Sales Tax (PST) and Goods and Services Tax (GST) that applies to each item. To comply with these requirements, NCR Counterpoint now allows you to display the amount of tax collected by each tax authority or tax jurisdiction for each item sold in **Ticket Entry** and **Touchscreen Ticket Entry**.

To automatically display tax authority or tax jurisdiction totals in **Ticket Entry** or **Touchscreen Ticket Entry**, select the Show tax authorities check box on the **Main** tab of the **Stores** window (**Setup > Point of Sale > Stores**) for each of your stores.




With this setting, when a user adds an item to a ticket in **Ticket Entry** or **Touchscreen Ticket Entry**, the Document Totals area automatically displays the amount of tax being collected by each tax authority or tax jurisdiction for the item directly above the total amount of **Tax** for the item.

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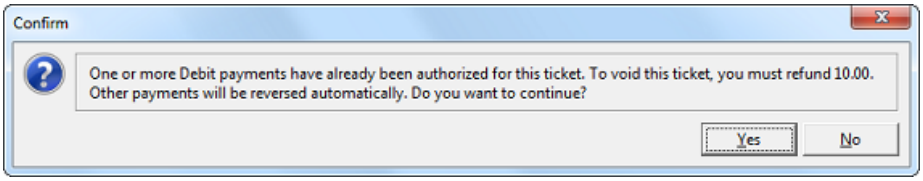
# Voiding Tickets with Authorized Debit Transactions

Previously, Counterpoint did not allow tickets with one or more authorized debit payments to be voided, as authorized debit payments cannot be reversed. In this version, however, you can void an active (i.e., uncompleted) ticket that includes an authorized debit payment and issue a refund for the debit payment.

Completed tickets with authorized debit transactions still cannot be voided.

When you click or touch the **Void** button in **Ticket Entry** or **Touchscreen Ticket Entry**, if the current ticket includes an authorized debit transaction, a message appears, alerting you that the authorized debit payment(s) on the ticket must be refunded.




If you click **Yes**, Counterpoint removes all lines from the ticket, along with all payments except the authorized debit payment(s). Counterpoint then automatically creates a **Change/Refund** payment for the amount of the authorized debit payment(s), using the **Default change pay code** defined on the **Stations** window (**Setup > Point of Sale > Stations**) for your station.

If a **Default change pay code** is not defined for your station, you are prompted to select a pay code for the refund.

The ticket is not completed automatically, allowing you to review the **Change/Refund** amount and pay code. When you are satisfied that they are correct, you can complete the ticket and issue the refund for the authorized debit payment(s) to the customer.

Voiding a ticket with an authorized debit payment creates a ticket with payments only. Before completing such a ticket, you may want to add a note to the ticket to explain why the ticket was voided.

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# Inventory

## Calculating and Displaying Tax-inclusive Prices

In this version, you can configure NCR Counterpoint to calculate and display price values that include tax. In addition, the **Set Price** dialog now allows you to specify tax-inclusive prices for your items, which will appear in **Ticket Entry** and **Touchscreen Ticket Entry**, on customer displays and line displays, and on customer receipts. This feature supports merchants who are required to present tax-inclusive prices to customers.

This enhancement only affects how prices are presented on screen in **Ticket Entry** and **Touchscreen Ticket Entry**, on line displays and customer displays, and on receipts and reports. Tax-inclusive price values are not stored in the Counterpoint database or otherwise tracked. Further, because Counterpoint determines tax-inclusive values by adding pre-tax prices and the applicable tax amounts, rounding errors can prevent Counterpoint from calculating a specific tax-inclusive price, particularly as quantities on ticket lines increase. To minimize rounding errors in tax-inclusive price calculations, you should set the **Price decimals** value for your items to **4**, avoid using multiple tax authorities in your tax codes, and enable the **Use consolidated lines** setting for your stations.

Configuring Counterpoint to Display Tax-inclusive Prices

Defining Tax-inclusive Prices

Printing Labels with Tax-inclusive Prices

Selling Items with Tax-inclusive Prices

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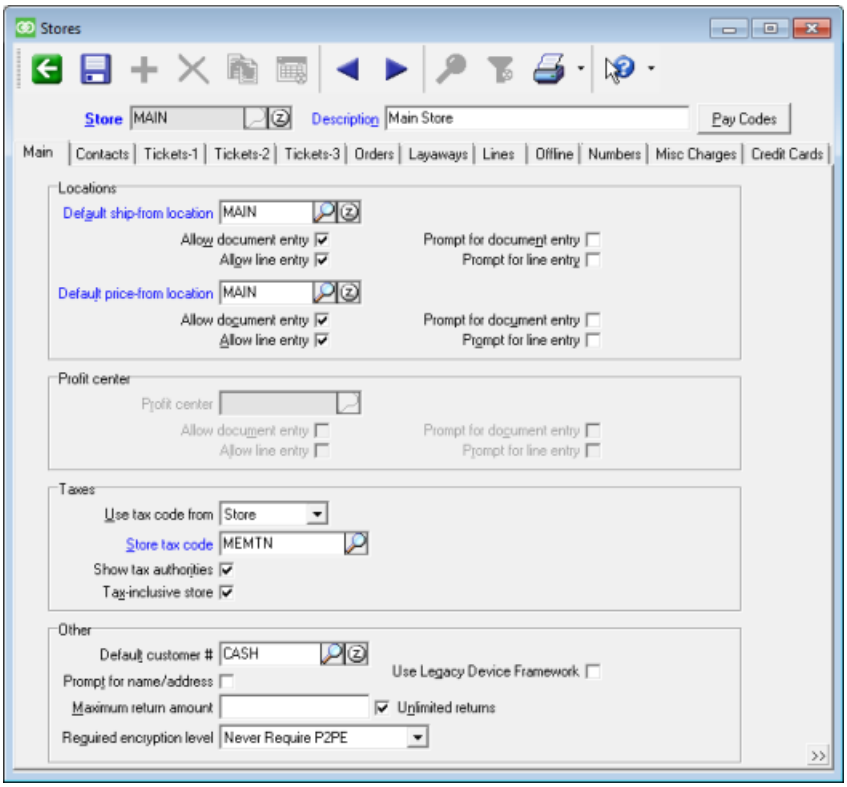
# Configuring Counterpoint to Display Tax-Inclusive Prices

This topic details the process of configuring NCR Counterpoint to calculate and display tax-inclusive prices.

## Designating Tax-inclusive Stores

Follow these steps to designate your store(s) as tax-inclusive store(s):

1. On the Counterpoint main menu, select **Setup > Point of Sale > Stores** to display the **Stores** window.
2. Enter or look up a **Store** you want to designate as a tax-inclusive store.
3. In the **Taxes** area of the **Main** tab, select the Tax-inclusive store check box to indicate that you want to calculate and display tax-inclusive prices in the selected store.



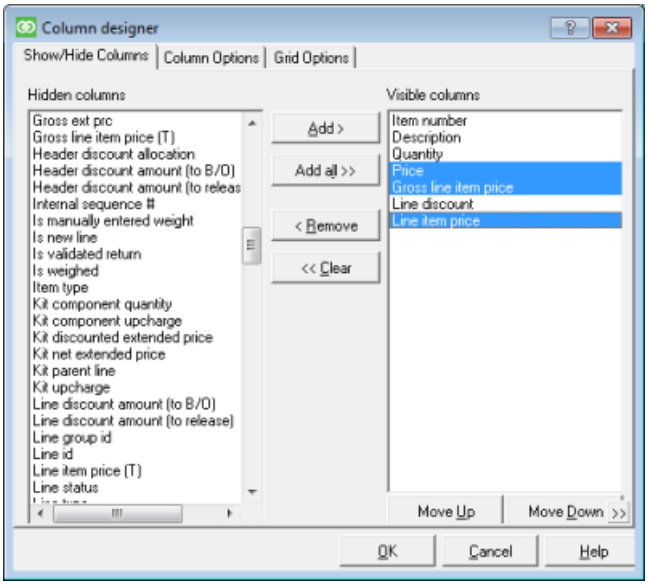

4. Click the button to save your changes.

Repeat steps 2 through 4 for each of your stores.

## Customizing Ticket Entry Columns

Follow these steps to configure Counterpoint to display tax-inclusive prices to your users as they ring up items in **Ticket Entry** or **Touchscreen Ticket Entry**:

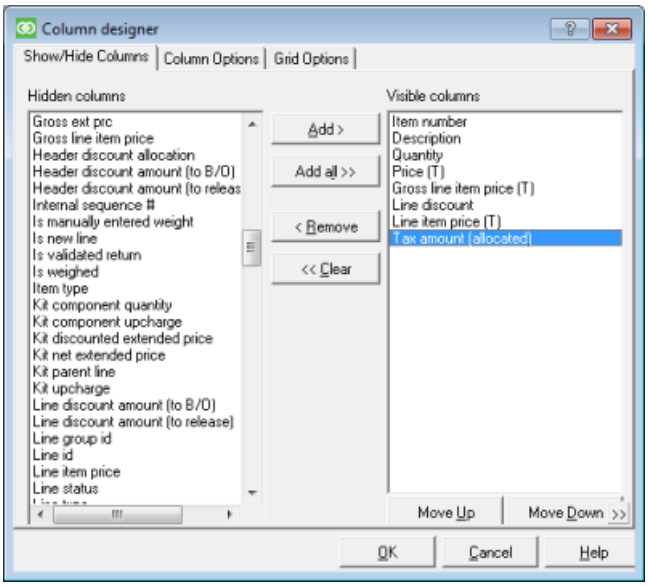
1. From the Counterpoint main menu, start **Ticket Entry** or **Touchscreen Ticket Entry** and log in to your **Store**, **Station**, and **Drawer**.
2. Right-click a column header in the line item entry area and select **Column designer** to display the Column designer dialog.




3. In the **Visible columns** list, select the **Gross line item price**, **Line item price**, and **Price** columns and click the **< Remove** button.

If you have already customized the column layout of the line item entry area of **Ticket Entry** or **Touchscreen Ticket Entry**, some or all of these columns may already have been removed from the **Visible columns** list.

4. In the **Hidden columns** list, select the **Gross line item price (T)**, **Line item price (T)**, and **Price (T)** columns and click the **Add >** button to move these columns to the Visible columns list.




You may also add the **Tax amount (allocated)** column to the **Visible columns** list to allow users to see the tax portion of each line's price.

5. Use the **Move Up** and **Move Down** buttons to arrange the **Visible columns** in the order you prefer.
6. Click **OK** to save your changes and return to **Ticket Entry** or **Touchscreen Ticket Entry**, where the new columns appear in the line item entry area.

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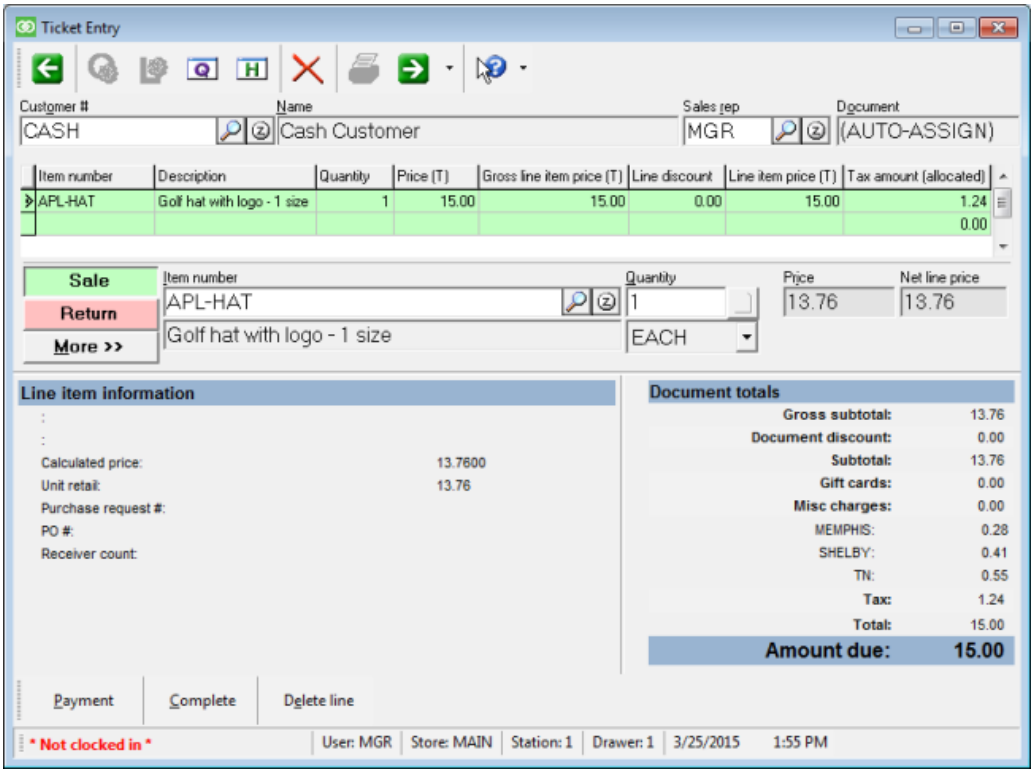
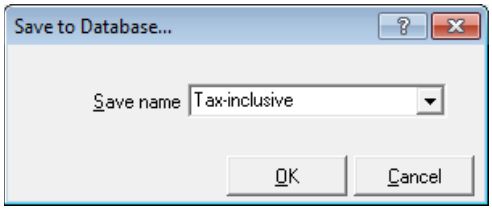



7. Right-click a column header, select **Save as** to display the **Save to Database** dialog.

If you cannot select the **Save as** option, make sure the **Enable customizations** check box is selected on the **User Interface** tab of the **User Preferences** window (**Setup > System > User Preferences**).

8. Enter a Save name for the new column layout and click **OK**.




9. Close **Ticket Entry** or **Touchscreen Ticket Entry**.

On each of your other workstations, right-click a column header in **Ticket Entry** or **Touchscreen Ticket Entry**, select **Load**, and double-click your saved column set to display tax-inclusive prices on that workstation.

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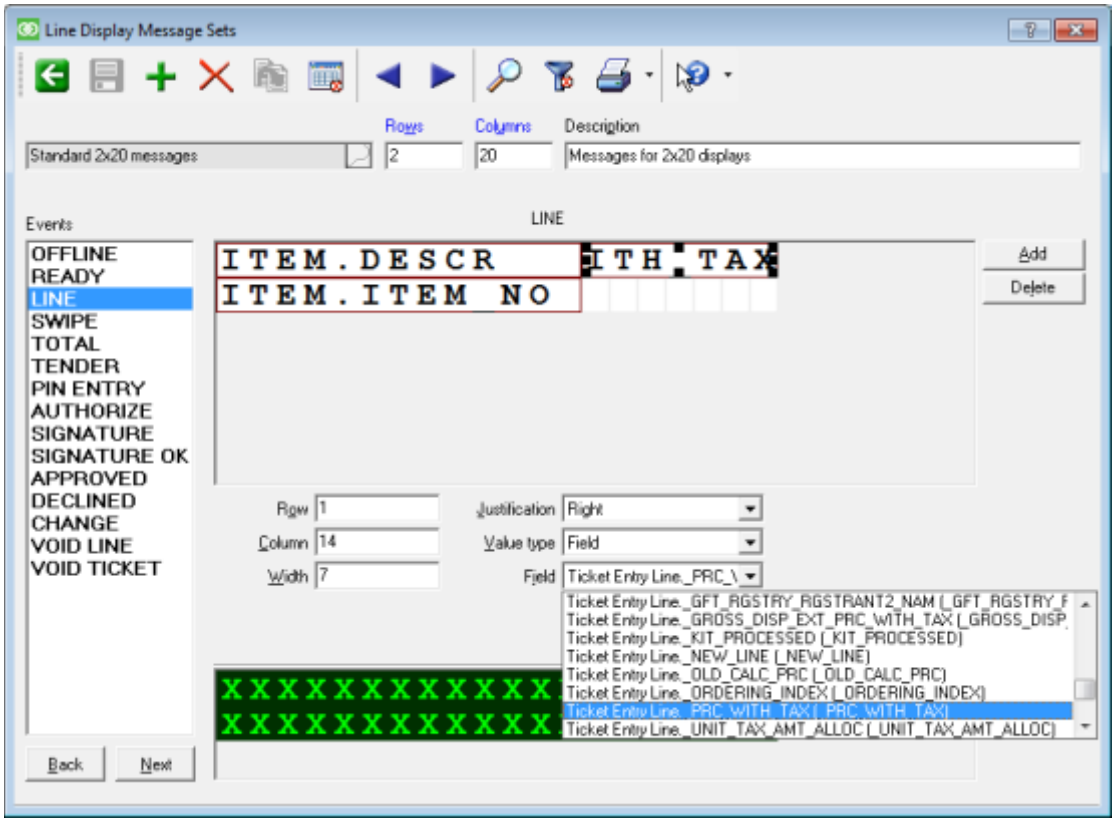
## Customizing Line Display Messages

If you are using line displays with your workstations, follow these steps to configure your line displays to present tax-inclusive prices to your customers:

1. From the Counterpoint main menu, select **Setup > Point of Sale > Devices** to display the **Device Management** window.
2. In the **Stores and Workstations** tree, double-click your store to display the workstations assigned to the store.
3. Double-click a workstation to which a line display is connected, click the line display device entry, and then click the **Configure Message Sets** button to display the Line Display Message Sets dialog.




4. Look up your message set and select the **LINE** event from the **Events** list.
5. Click the message box that displays the line price and select **TicketEntryLine._PRC_WITH_TAX** from the **Field** list box.

If you are using a field other than **TicketEntryLine.PRC** for your line display, look for the matching **_WITH_TAX** option in the **Field** list box. For example, if you are using the **TicketEntryLine.DISCNTED_DISP_EXT_PRC** field for the **LINE** event, select the **TicketEntryLine._DISCNTD_DISP_EXT_PRC_WITH_TAX** field to display the tax-inclusive value. Each **_WITH_TAX** field begins with an underscore character (_).

6. Select the **VOID** event from the **Events** list.
7. Click the message box that displays the voided line price and select the appropriate **_WITH_TAX** option from the **Field** list box (e.g., **TicketEntryLine._PRC_WITH_TAX (_PRC_WITH_TAX)**.
8. Click the button to save your changes, and then close the **Line Display Message Sets** dialog.

Repeat steps 3 through 8 for each workstation with a line display.

9. Click **Save & Close** to save your device settings and close the **Device Management** window.

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## Customizing Customer Display Columns

If you are using customer displays with your workstations, follow these steps to configure your customer displays to present tax-inclusive prices to your customers:

1. From the Counterpoint main menu, select **Setup > Point of Sale > Devices** to display the **Device Management** window.
2. In the **Stores and Workstations** tree, double-click your store to display the workstations assigned to the store.
3. Double-click a workstation to which a customer display is connected, click the **Customer Display** device, and then click the **Configure Display** button.
4. Right-click a column header in the **Line Item Grid Panel** dialog and select **Column designer** to display the **Column designer** dialog.
5. Replace the **T**, **Price**, and **Ext prc** columns with the **Gross line item price (T)**, and **Line item price (T)** columns.

If you have already customized your customer display layout, some of all of these columns may have already been replaced. You may also wish to include the **Tax amount (allocated)** column to allow customers to see the tax portion of each line's price.

6. Click **OK** on the **Customer Display** dialog to save your changes and return to the **Device Management** window.

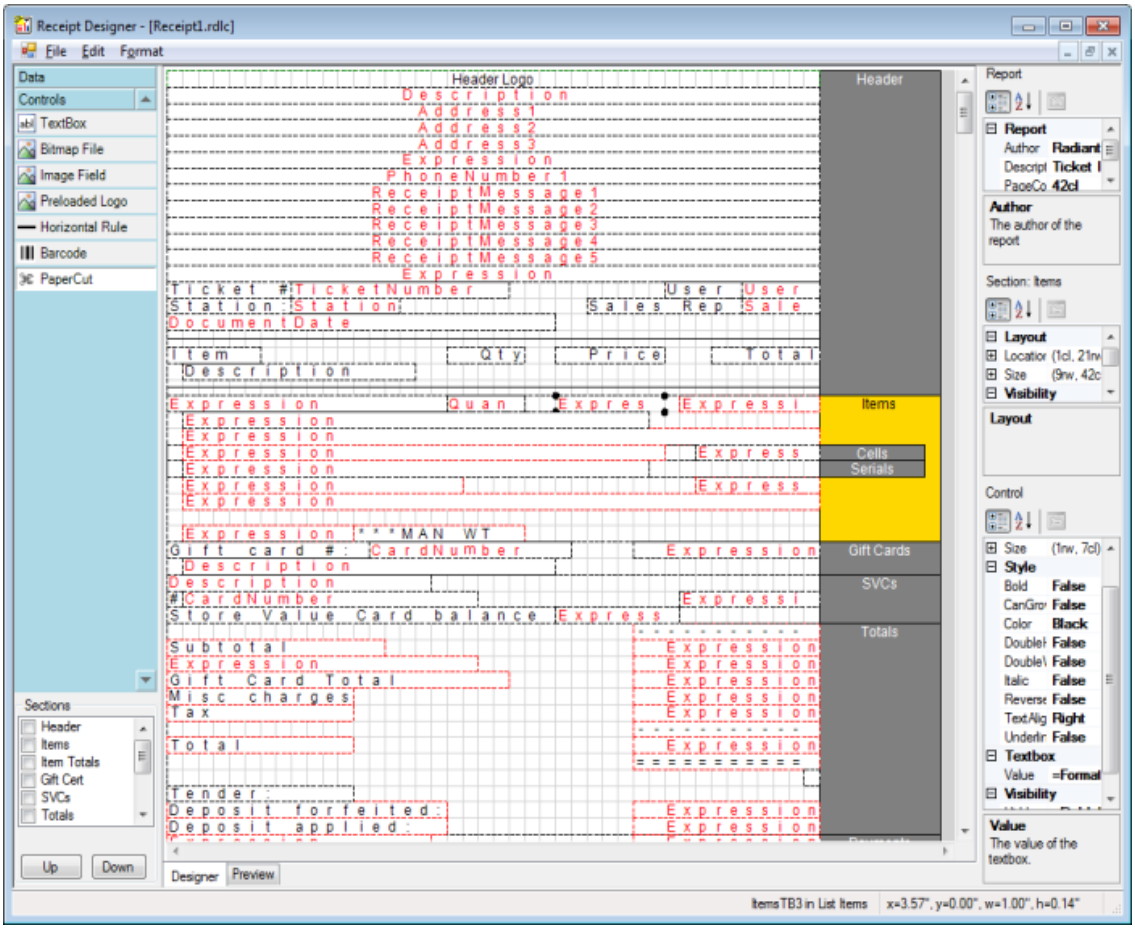
Repeat steps 3 through 6 for each workstation with a customer display.

7. Click **Save & Close** to save your device settings and close the **Device Management** window.

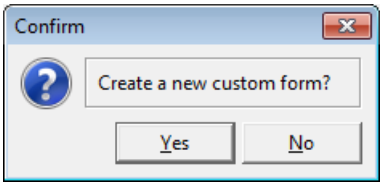
## Customizing Receipts

Follow these steps to customize **.rdlc** receipts to print tax-inclusive prices for each line item:

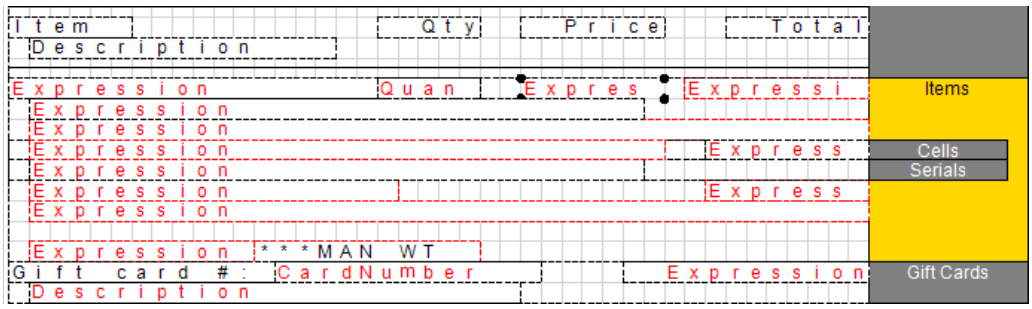
1. From the Counterpoint main menu, select **Setup > Point of Sale > Form Groups** to display the **Form Groups** window.
2. Enter or look up the **Form group** that includes your receipt form (e.g., **TICKET**).
3. Select the **Forms** tab, select your receipt form (e.g., **Receipt1.rdlc**), and click the **Form Editor** button to display the Receipt Designer window.



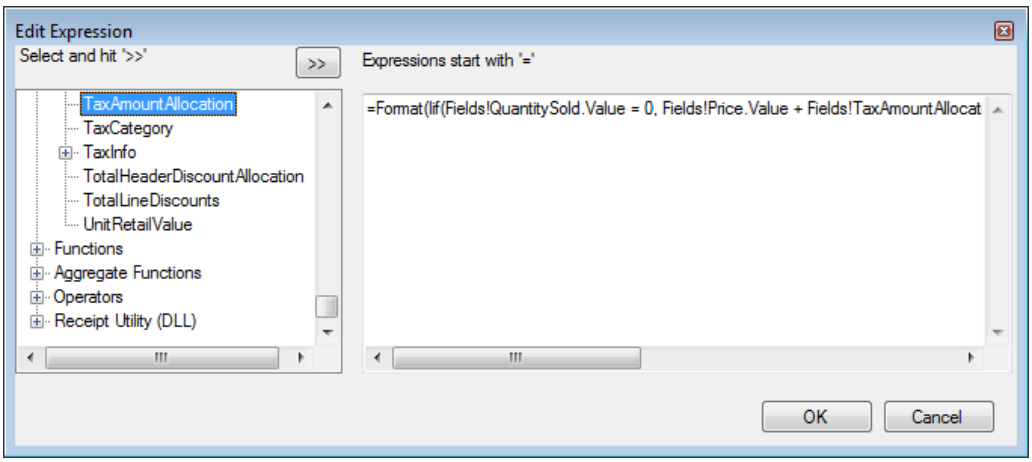
If you have not customized your receipt form, a message appears, prompting you to confirm that you want to create a new custom form. Click **Yes** to continue.




4. In the **Items** band of the receipt layout, select the Expression text box for the item **Price** value.




5. In the **Control** properties area, click the **Value** field under **Textbox**, and then click the button to display the Edit Expression dialog.

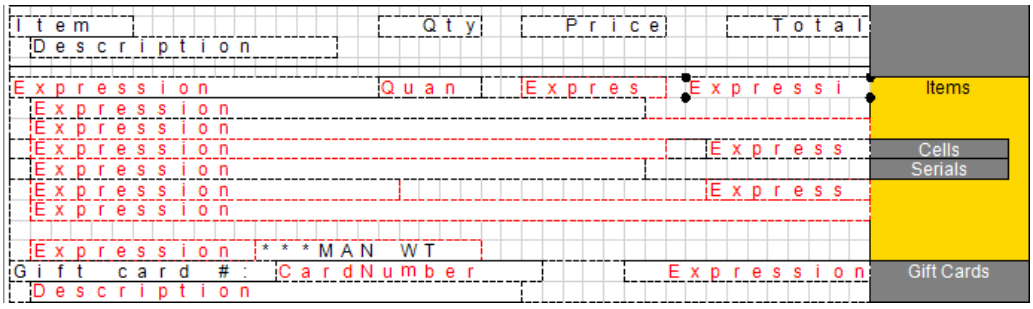



6. Replace the existing expression with the following expression:

```
=Format(Iif(Fields!QuantitySold.Value = 0, Fields!Price.Value + Fields!TaxAmountAllocation.Value,
Fields!Price.Value + (Fields!TaxAmountAllocation.Value / Fields!QuantitySold.Value)), "#,##0.00")
```

This expression adds the**TaxAmountAllocation** value for the line divided by the quantity of the item sold to the item's **Price** value to print the tax-inclusive unit price for each item on the receipt. You may need to revise this expression to meet your particular needs.

7. Click **OK** to save your changes and close the **Edit Expression** dialog.
8. In the **Items** band, select the Expression text box for the **Total** value.




9. In the **Control** properties area, click the **Value** field under **Textbox**, and then click the button to display the **Edit Expression** dialog.

10. Replace the existing expression with the following expression:

```
=Iif(Convert.ToString(Fields!LineType.Value)="Unshipped", "Unshipped",
Format(Max(Fields!GrossDisplayExtendedPrice.Value + Fields!TaxAmountAllocation),"#,##0.00"))
```

This expression adds the **TaxAmountAllocation** value for the line to the **GrossDisplayExtendedPrice** value for the line to print the tax-inclusive price for the line on the receipt.

11. Click **OK** to save your changes and close the **Edit Expression** dialog.
12. In the **Totals** band, select the **Expression** text box for the **Subtotal** value, click the **Value** field under **Textbox** in the **Control** properties area, and then click the button to display the **Edit Expression** dialog.
13. Replace the existing expression with the following expression and click **OK**.

```
=Format(Fields!GrossDiscSubTotal.Value + Fields!TotalTax.Value,"#,##0.00")
```

This expression adds the **TotalTax** value for all lines on the ticket to the **GrossDiscSubTotal** value for the ticket to print the tax-inclusive subtotal on the receipt.

14. Select **File > Save** to save your changes, and then close the **Receipt Designer** window.
15. Click the button on the **Form Groups** window to save your form group.

To comply with legal requirements that apply to your company, you may need to modify other fields on your receipt form.

## Customizing Reports

You can customize reports that include item prices to display tax-inclusive prices by adding the per-unit tax amount to the unit price of each item. In particular, you may wish to update the following reports to display tax-inclusive prices:

- ITEM PRICE LIST (**Inventory > Reports > Item Price List**)
- ITEM PRICE-1 LIST (**Inventory > Reports > Item Price-1 List**)
- PRICES (**Inventory > Reports > Prices**)
- CUSTOMER PRICE LIST (**Inventory > Reports > Customer Price List**)
- GIFT REGISTRY REPORTS (**Point of Sale > Gift Registries > Gift Registry Reports**)

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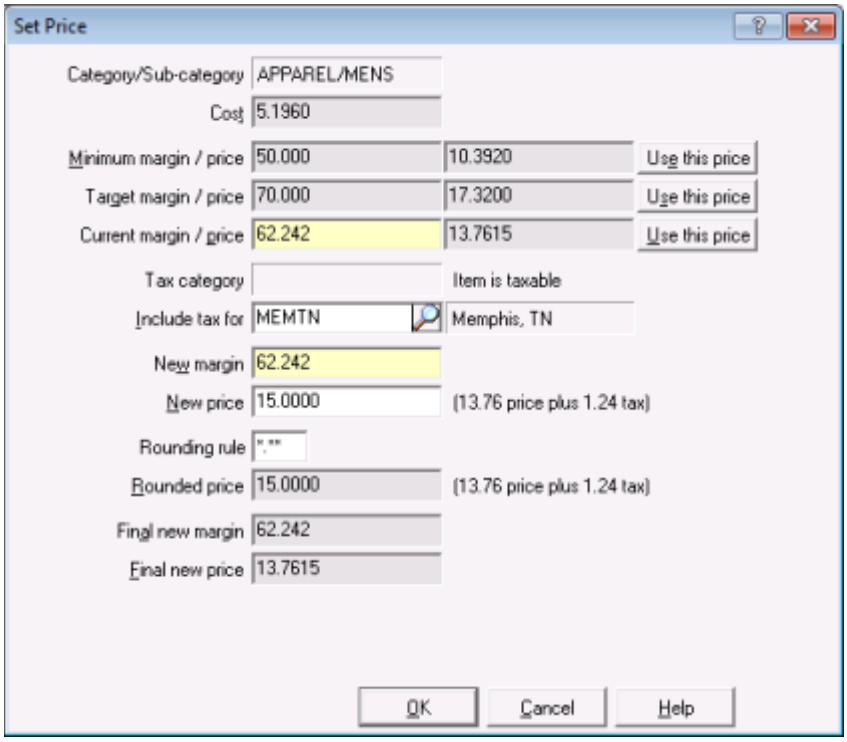
## Defining Tax-inclusive Prices

Once you have configured Counterpoint to calculate and display tax-inclusive prices, use the Set Price dialog—which you can access by clicking the margin button ( , , or ) next to a price field—to define tax-inclusive prices for your items.




You can specify tax-inclusive values for prices throughout Counterpoint. For example:

- On the **Items** window (**Inventory > Items**), you can define tax-inclusive values for the **Price-1** and **Regular price** fields on the **Main** tab, as well as for alternate unit price fields on the **Units** tab.
- On the **Item Prices** window (**Inventory > Prices > Item Prices**), you can define tax-inclusive values for **Price-1** through **Price-3** (or through **Price-6**, if you are using the Advanced Pricing Option) fields on the **Stocking Prices** tab and on each alternate unit tab.
- On the **Price Sheet** window (**Inventory > Prices > Price Sheet**), you can define tax-inclusive values for **Price-1** through **Price-6** fields.

On the **Price Sheet** window, only the **Price-1** through **Price-6** fields include the margin button; other price fields do not.

Although you can specify tax-inclusive price values for your items, price fields throughout Counterpoint will still display pre-tax price values for your items. When you sell an item in **Ticket Entry** or **Toucshcreen Ticket Entry**, Counterpoint will add the appropriate amount of tax to the pre-tax price to derive the tax-inclusive price, which will appear on screen, on your line display or customer display, and on the customer's receipt.

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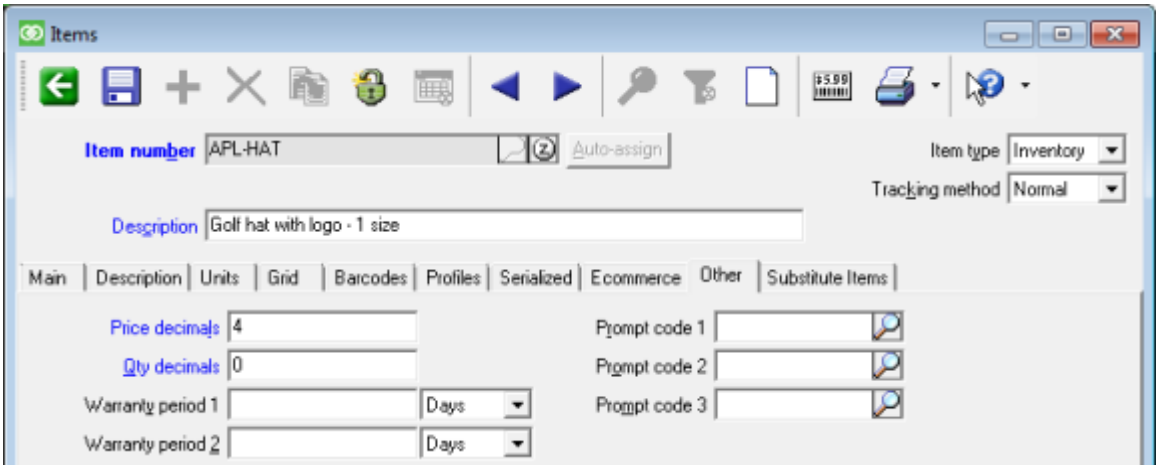
Follow these steps to specify tax-inclusive **Price-1** values for your items:

1. From the main menu, select **Inventory > Items** to display the **Items** window.

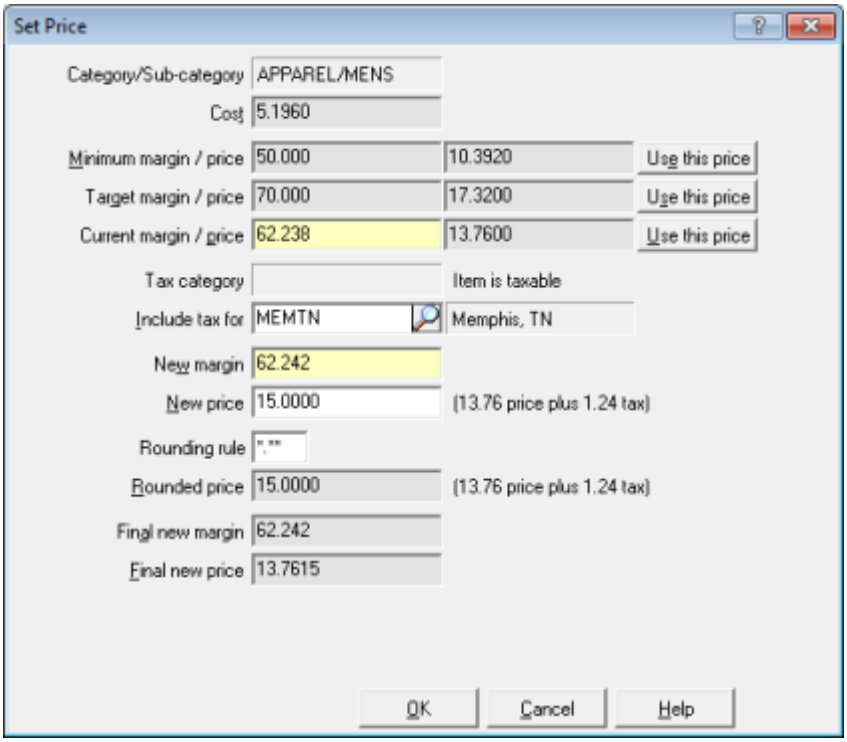
You can also specify tax-inclusive **Price-1** values on the **Item Prices** window (**Inventory > Prices > Item Prices**).

2. Enter or look up the **Item number** for the item you are modifying.
3. Select the **Other** tab and make sure the Price decimals field is set to **4** for the item. If it isn't, click the button to allow protected changes and change the **Price decimals** value to **4**.




This setting helps ensure that Counterpoint can display tax-inclusive price for multiple quantities more accurately.

4. Select the **Main** tab, and click the button next to the **Price-1** field to display the Set Price dialog.




5. Enter or look up the tax code that applies to the item in the **Include tax for** field. This tax code determines how Counterpoint will calculate the pre-tax price for the item, based on the tax-inclusive price you specify for the item.

By default, this field is set to the tax code that is defined for your store in the **Store tax code** field on the **Main** tab of the **Stores** window (**Setup > Point of Sale > Stores**).

6. Enter the tax-inclusive price for the item in the **New price** field.

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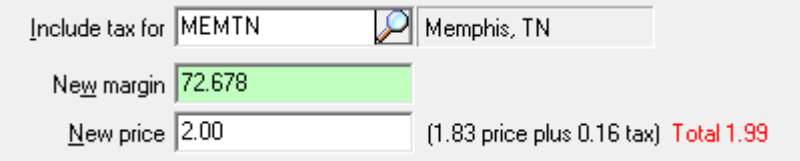
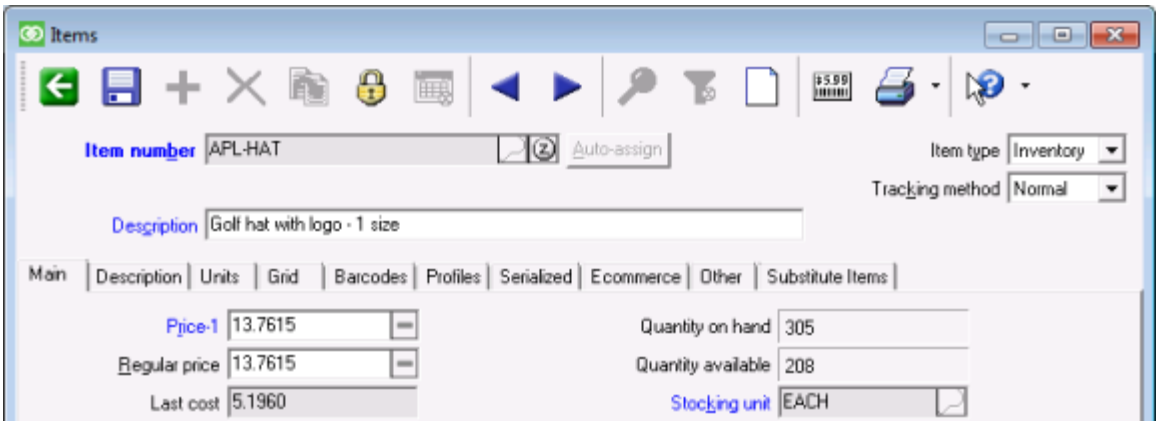
Counterpoint automatically calculates and displays the pre-tax price and the normal tax amount for the item to the right of the **New price** field, based on the tax code specified in the **Include tax for** field.

The **Rounded price** field displays the tax-inclusive price after the specified **Rounding rule** has been applied, which may differ from the **New price** value you specified.

If the tax-inclusive price cannot be represented exactly (due to the tax rules in effect, the **Rounding method** for the applicable tax rules, or the **Price decimals** setting for the item), the pre-tax price plus the tax amount that Counterpoint calculates for the item is displayed in red. This Total is as close as Counterpoint can get to the tax-inclusive price you specified, under the applicable tax rules.




7. Click **OK** to save your changes and close the **Set Price** dialog. The Price-1 value for the item is set to the pre-tax price automatically.




When you sell the item in **Ticket Entry** or **Toucshcreen Ticket Entry**, Counterpoint will add the appropriate amount of tax to the pre-tax price to derive the tax-inclusive price you specified for the item.

8. Click the button to save your changes.

Repeat these steps for each of your items.

You can also use the **Set Price** dialog to specify a tax-inclusive value for the **Regular price** field on the **Main** tab of the **Items** window.. If you are using unit-specific prices, you can specify a tax-inclusive **Price-1** value for each alternate unit on the **Units** tab. To specify tax-inclusive values for **Price-2** through **Price-6** fields, use the **Item Prices** window (**Inventory > Prices > Item Prices**).

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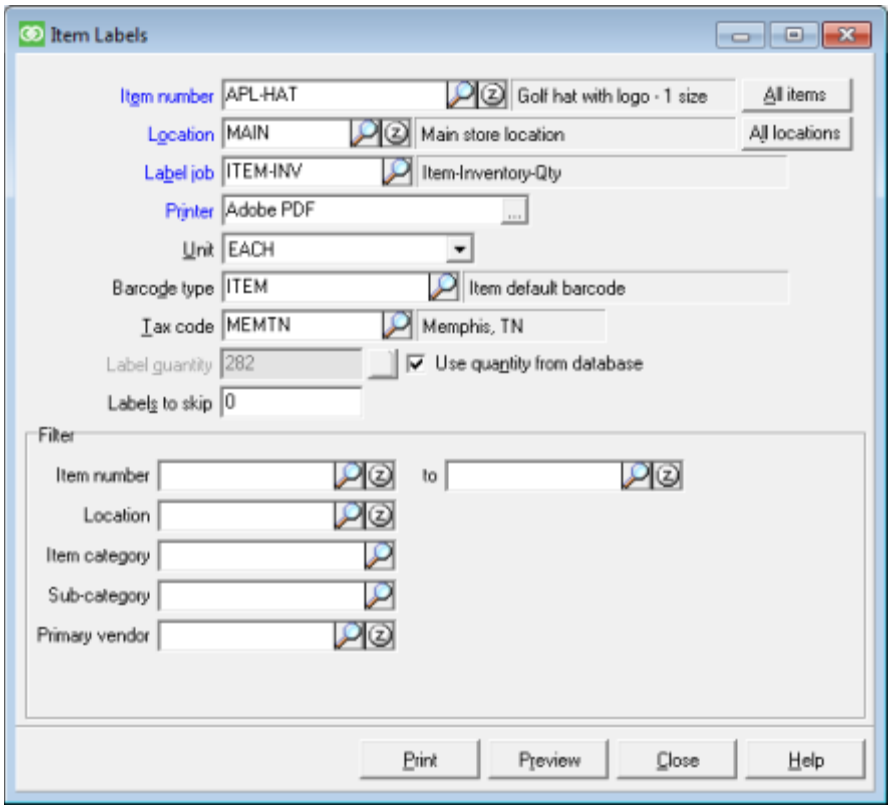
## Printing Labels with Tax-inclusive Prices

Once you have defined tax-inclusive prices for your items, you can print labels that include tax-inclusive prices.

To print labels with tax-inclusive prices, you can use the **Labels from Tags** window (**Inventory > Labels from Tags**) or the Item Labels window (**Inventory > Item Labels**), both of which now include the **Tax code** field.

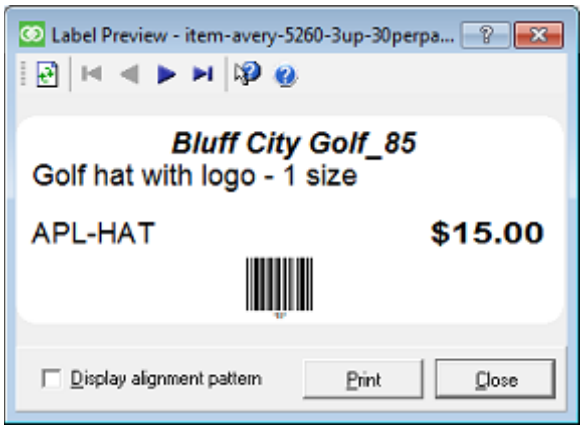



The **Tax code** field appears only if you have selected the **Tax-inclusive store** check box on the **Main** tab of the **Stores** window (**Setup > Point of Sale > Stores**).

Enter or look up the **Tax code** that applies to the items for which you are printing labels.

By default, this field is set to the tax code that is defined for your store in the **Store tax code** field on the **Main** tab of the **Stores** window (**Setup > Point of Sale > Stores**).

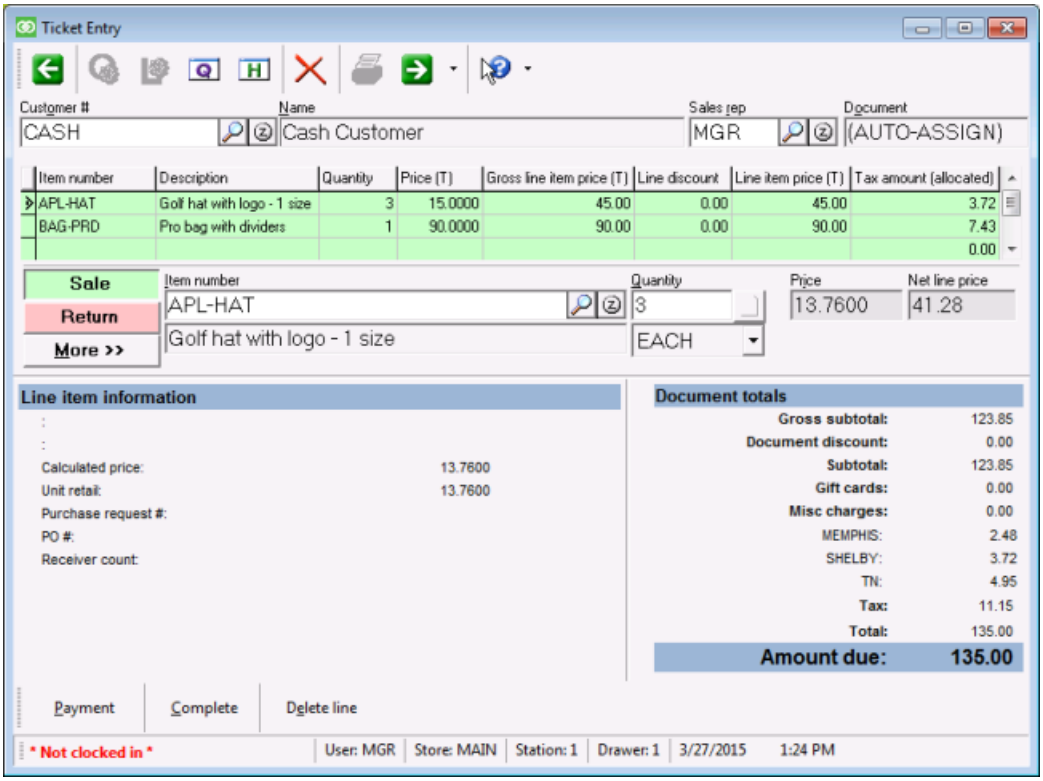
When you print item labels with the appropriate **Tax code** specified, the tax-inclusive price appears on the label for each item..




If you do not specify a **Tax code** (by clearing the default value), the pre-tax price will appear on the label for each item.

## Selling Items with Tax-inclusive Prices

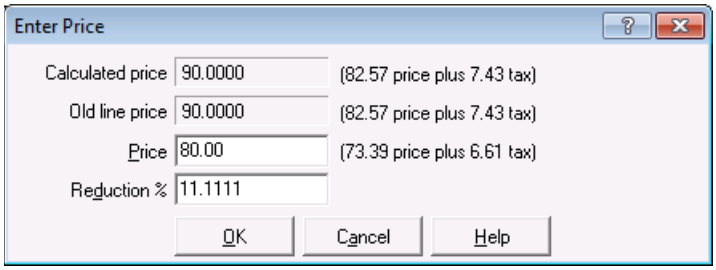
Once you have configured Counterpoint to display tax-inclusive prices and defined tax-inclusive prices for your items, Counterpoint automatically adds the appropriate amount of tax to each item's pre-tax price to display tax-inclusive prices in **Ticket Entry** or **Touchscreen Ticket Entry**.




The **Price** and **Net line price** fields on the **Ticket Entry** window indicate the pre-tax price for each item.

Counterpoint allocates the total amount of tax for all items on the ticket to each line proportionally to calculate the tax-inclusive price for each line. As you add lines to a ticket, the tax-inclusive values displayed in the line item entry area of **Ticket Entry** or **Touchscreen Ticket Entry** may change to reflect the current tax allocation. If these values drift from the tax-inclusive prices you intended, you may need to adjust your tax rules, change the **Rounding method** assigned to your tax rules, or modify the **Price decimals** value for your items.

If you sell an item for which the **Prompt for price** check box has been selected on the **Other** tab of the Items window (**Inventory > Items**), the Enter price dialog allows you to specify a tax-inclusive **Price** for the item, indicating the pre-tax price and the per-unit tax amount to the right of the **Price** field.

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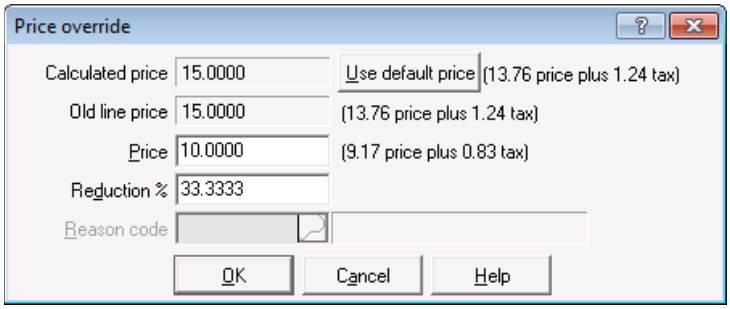
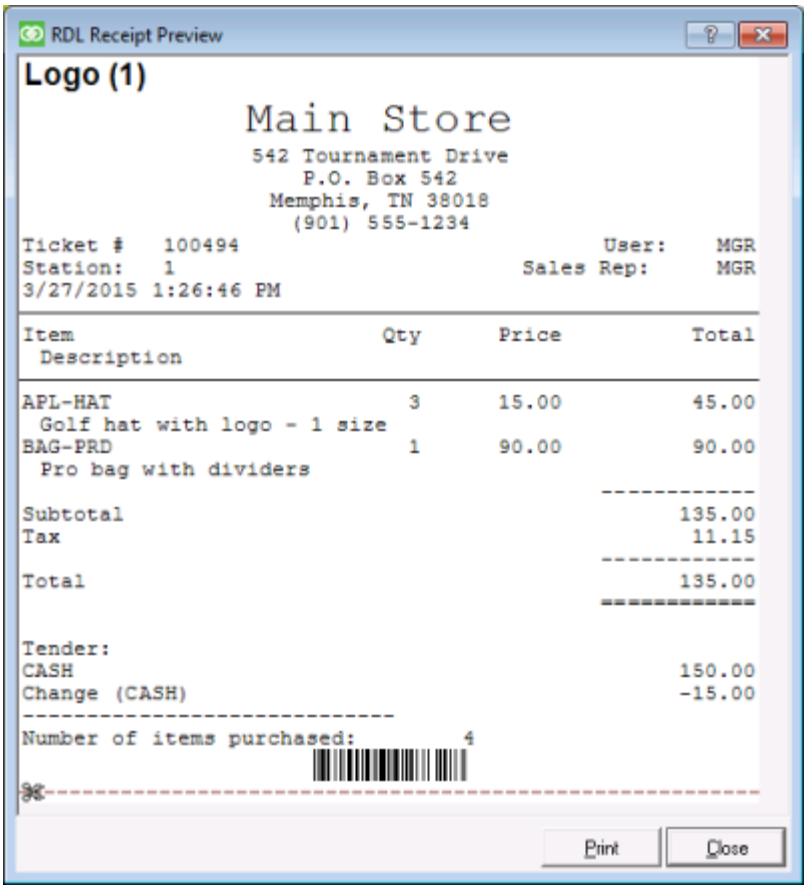
Also, If you override an item's price in **Ticket Entry** (using the **Line > Change price** function) or **Toucshcreen Ticket Entry** (using the **Price override** or **Price override percent** button), the Price override dialog allows you to specify a tax-inclusive **Price** for the item.




When you complete a ticket, your custom receipt will indicate that tax-inclusive **Price** and tax-inclusive **Total** for each line.



# Customers

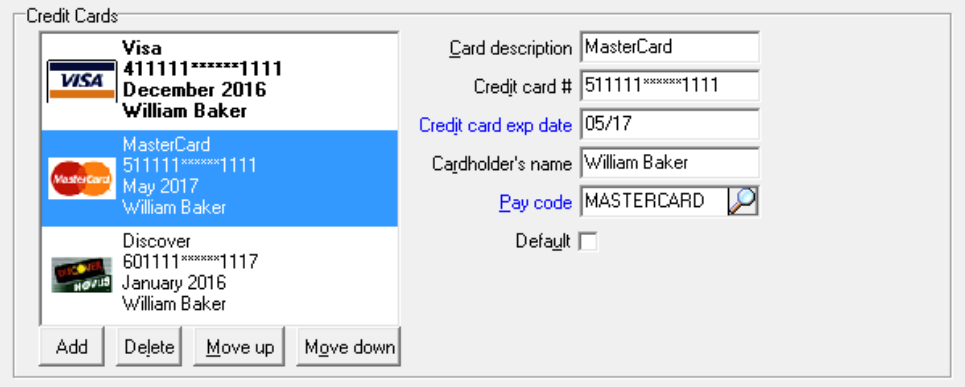
## Multiple Cards on File per Customer

This version of NCR Counterpoint allows you to store multiple credit cards for each customer and choose which one to use when you process a payment, deposit, pay-on-account transaction, or refund for the customer in **Ticket Entry** or **Touchscreen Ticket Entry**.

### Assigning Credit Cards to a Customer

Follow these steps to assign one or more credit cards to a customer:

1. Select **Customers > Customers** to display the **Customers** window.
2. Enter or look up the **Customer #** for the customer to whom you want to assign a credit card, or create a new customer record for the customer.
3. Select the **Payment** tab.
4. In the Credit Cards area, click the **Add** button to create a new credit card entry for the customer.




5. Enter a **Card description** for the credit card (e.g., **Visa** or **Primary**), along with the **Credit card #**,**Credit card exp date**, and **Cardholder's name**.

When you enter a **Credit card #** value, it is immediately masked. The unmasked card number will not be visible again. If you need to edit the **Credit card #**, you must reenter the entire value.

6. Enter or look up the **Pay code** to associate with the credit card. The image associated with the pay code you select appears next to the credit card entry in the **Credit Cards** table.
7. Select the **Default** check box if you want to indicate that the credit card is the one that the customer typically uses. The default credit card entry appears in bold in the **Credit Cards** table.

Repeat steps 4 through 7 for each credit card you want to assign to the customer.

8. Click the button to save your changes.

To remove a credit card from a customer record, select the credit card entry in the **Credit Cards** table and click the **Delete** button. To change the position of a credit card entry in the **Credit Cards** table, select the credit card entry and click **Move up** or **Move down**.

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## Selecting a Customer Card

In **Ticket Entry**, when you click the **Use Customer Card** button on the **Payment Entry** dialog or the **Pay-on-account** dialog, if the specified customer has multiple credit cards on file, the Select Customer Card dialog appears, allowing you to choose the card on file to use for a payment, deposit, or refund.

In **Touchscreen Ticket Entry**, this dialog appears when you touch the **Pay with customer card on file** button or **Pay on account** button in your touchscreen layout.

This dialog also appears when you click the **Use Customer Card** button on the **Order Cancel**, **Order Deposit Refund**, **Layaway Cancel**, or **Layaway Deposit Refund** dialogs in **Ticket Entry** or **Touchscreen Ticket Entry**.

The credit card that is designated as the **Default** card on file for the customer is highlighted on this dialog.

Click a button on the **Select Customer Card** dialog to select the customer card to use for the payment, deposit, or refund and proceed to the **Validations** dialog to complete the transaction.

# Purchasing

## Multi-currency Purchasing

NCR Counterpoint allows you to create multiple currency codes, allowing you to sell merchandise in "foreign" currencies that are different from your default, or "home," currency. In previous versions, however, multi-currency support was limited to **Point of Sale** operations. In this version, NCR Counterpoint allows you to purchase merchandise from your vendors in different currencies.

This enhancement allows a merchant that typically works in one currency to more easily order merchandise from a vendor that uses a different currency. For example, if you typically sell items in U.S. dollars, but you order merchandise from vendors who use Euros, Pesos, Canadian dollars, or another currency, this feature allows you to work with those vendors in their native currencies.

If you only purchase items from vendors that use the same currency you do, you do not need to enable this feature.

Once you have configured multi-currency purchasing, you will be able to process purchase requests, receivers, purchasing adjustments, and returns to vendors (RTVs) in multiple currencies. If you have configured Counterpoint to interface with your accounting software, you will also be able to voucher receivers that were originally created in a foreign currency, automatically converting invoice amounts to your home currency.

You cannot process quick receivings (**Purchasing > Quick Receivings > Enter**) in foreign currencies.

Configuring Multi-currency Purchasing

Purchase Requests

Receivings

Purchasing Adjustments

Returns to Vendors

Vouchering Receivings

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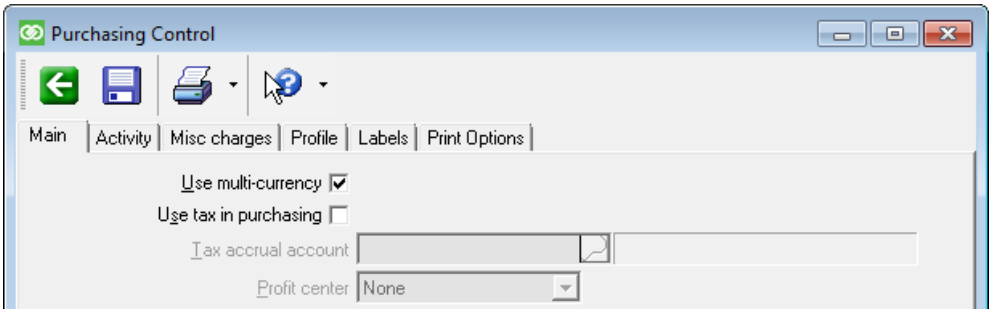
# Configuring Multi-currency Purchasing

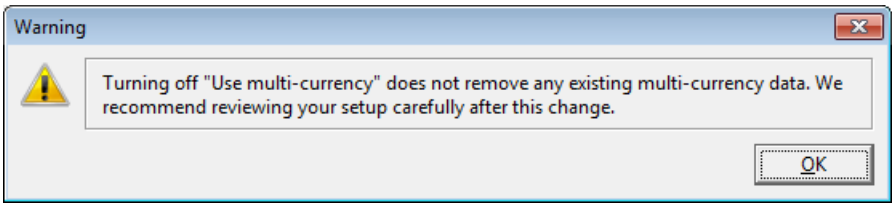
This topic details the process of configuring NCR Counterpoint to support multi-currency purchasing, allowing you to purchase merchandise from your vendors in foreign currencies.

## Enabling Multi-currency Purchasing

First, select the Use multi-currency check box on the **Main** tab of the **Purchasing Control** window (**Setup > Purchasing > Control**). This setting enables Counterpoint to track and display item costs in the currencies used by your vendors.

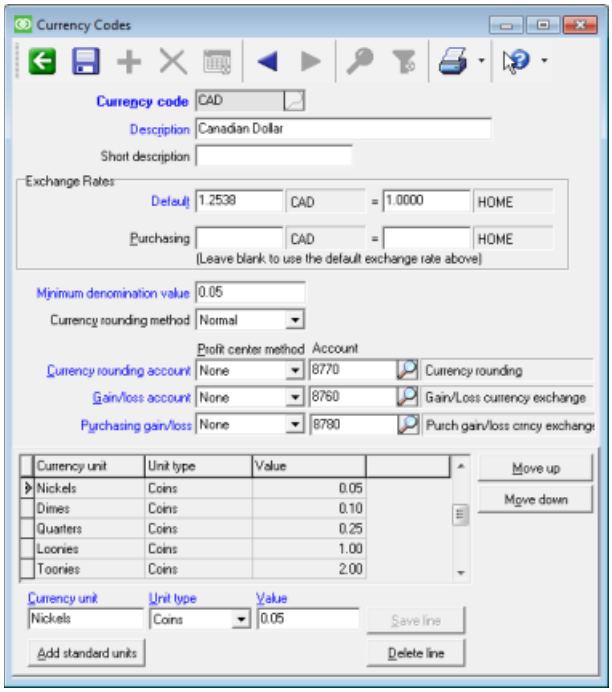



To disable multi-currency purchasing, clear the **Use multi-currency** check box. When you clear this check box, a message appears, alerting you that existing multi-currency purchasing data will not be removed. This means that the cost values on any Purchasing documents you have already created in foreign currencies will not be automatically converted into your home currency.




## Defining Currency Codes

Next, use the Currency Codes window (**Setup > System > Currency Codes**) to define a currency code for each foreign currency your vendors use.




If you have already defined currency codes for use in Point of Sale, those currency codes will be available for use in Purchasing.

Enter a **Currency code** and **Description** for the currency you are defining. We recommend using standard, three-character ISO 4217 **Currency code** values.

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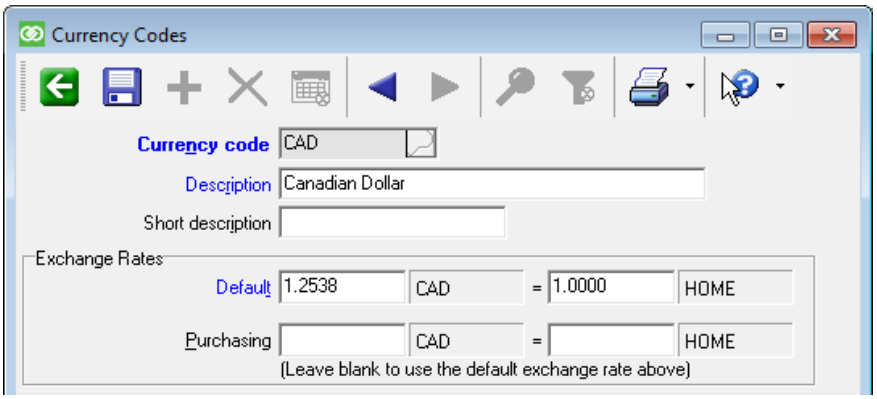
You may also enter a **Short description** that will identify the currency in purchasing-related areas of Counterpoint. This value can be different from the **Currency code** value, helping you to identify the currency more easily on screen.

If you do not specify a **Short description** for a currency code, Counterpoint will display the **Currency code** value for the currency.

Each currency code must include one or more exchange rates for the currency. An exchange rate specifies the number of units of the foreign currency that is equivalent to a number of units of your home currency. For example, if your home currency is U.S. dollars (USD), the current exchange rate for Canadian dollars (CAD) might be 1.2538 CAD to 1.000 USD.




You can define two different exchange rates for each currency code, allowing you to maintain separate exchange rates for Point of Sale transactions and Purchasing documents:

- The **Default** exchange rate is always used for Point of Sale transactions, as well as for Purchasing documents if you have not defined a **Purchasing** exchange rate.
- The **Purchasing** exchange rate, if you define one, is used for Purchasing documents only.

Each exchange rate field allows you to enter up to four digits after the decimal point.

You should periodically update the exchange rate(s) for each currency to ensure that you are using accurate values. The frequency with which you should update exchange rates depends on how often you purchase items in foreign currencies. Also, bear in mind that exchange rate fluctuations may affect financial reporting, requiring you to make G/L entries whenever an exchange rate changes. Consult your accountant for specific advice regarding exchange rate requirements.

If you are using rounding for minimum currency denominations, specify the **Minimum denomination** value, **Currency rounding method**, and **Currency rounding account** for the currency.

You must also specify a Purchasing gain/loss account for the currency (and the corresponding **Profit center**, if you are using profit centers) to track distributions for any amounts gained or lost due to the conversion of foreign currency into your home currency on Purchasing documents.

The **Purchasing gain/loss account** may be the same account as the **Gain/loss account**, which is used to track gains and losses due to currency conversion on Point of Sale documents, or it may be a different account, if you want to track gains and losses on Purchasing documents separately.

Finally, you may wish to define currency units for each denomination (i.e., bills and coins) of currency you accept for Point of Sale transactions. Refer to the Simplified cash counting topic in the NCR Counterpoint online help for more information about setting up currency units.

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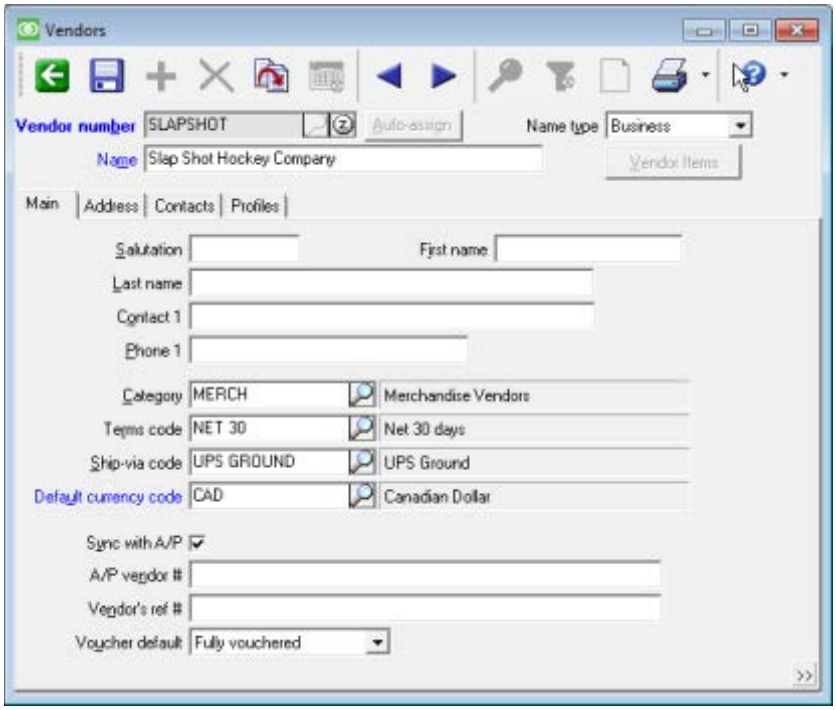
## Assigning Default Currency Codes to Vendors

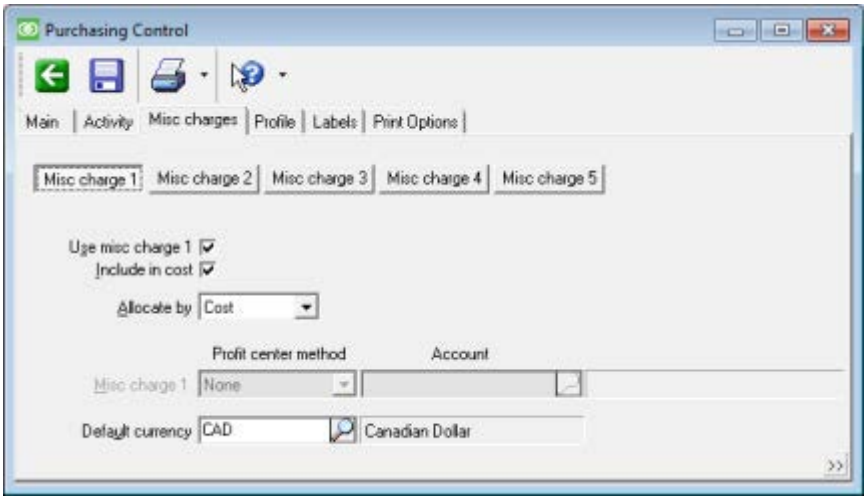
Once you have defined currency codes for your vendors, you may assign a Default currency code to each vendor on the **Main** tab of the **Vendors** window (**Purchasing > Vendors**).




The currency code you assign to a vendor will be used by default on all Purchasing documents for that vendor, although you can change the currency code assigned to a particular Purchasing document when you create it.

## Assigning Default Currency Codes to Miscellaneous Charges

Once you have assigned currency codes to your vendors, you may also wish to assign a Default currency to each miscellaneous charge on the **Misc charges** tab of the **Purchasing Control** window (**Setup > Purchasing > Control**).




The currency you assign to each miscellaneous charge will be used by default on all Purchasing documents, even if it is different from the currency code assigned to the vendor for each document. This allows you to track freight or other miscellaneous charges in different currencies, which is particularly useful if you rely on third-party shipping companies to deliver merchandise from your vendors.

If you do not assign a **Default currency** to a miscellaneous charge, the miscellaneous charge will use the currency code assigned to the vendor on each Purchasing document by default.

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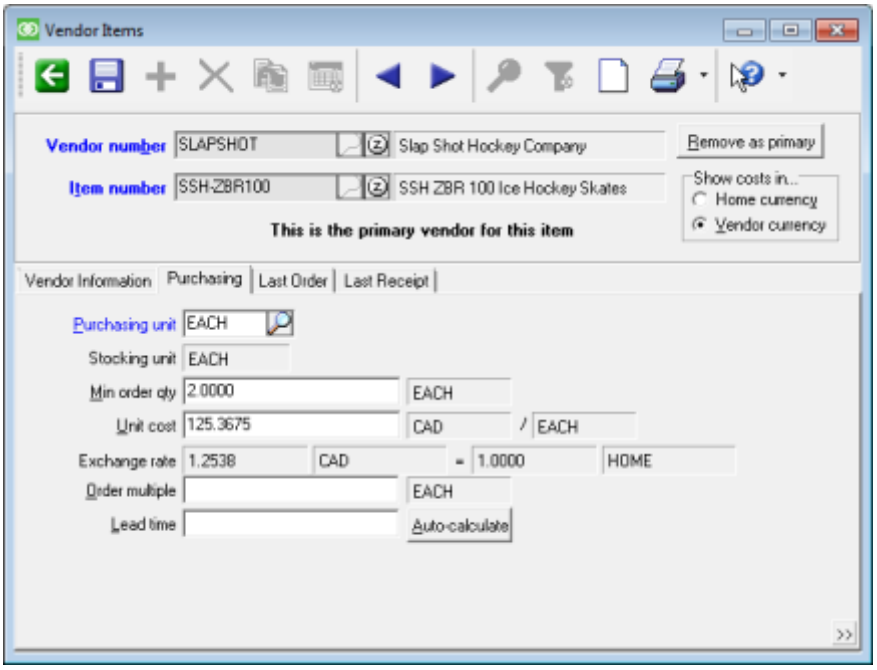
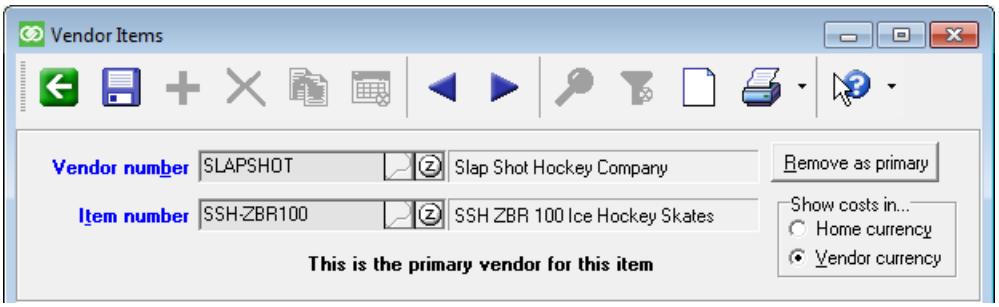
## Review Costs for Vendor Items

When you assign default currency codes to your vendors, you may wish to review your vendor item records to ensure that their costs are accurate. On the Purchasing tab of the **Vendors Items** window (**Purchasing > Vendor Items**), make sure the **Unit cost** value for each vendor item record is correct for the vendor's default currency.

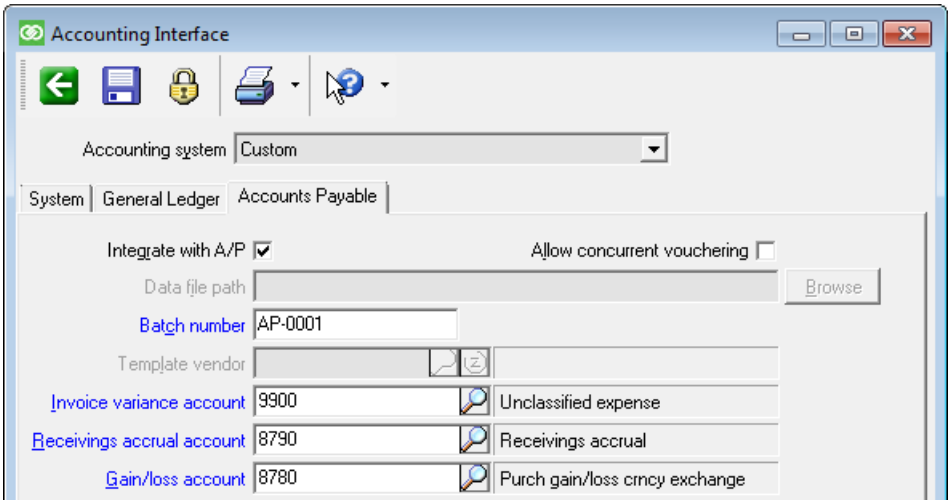



You can choose to display costs on the **Vendor Items** window in your home currency or in the default currency assigned to the vendor by selecting **Home currency** or **Vendor currency** from the Show costs in... area.



## Configuring the Accounting Interface

If you are using NCR Counterpoint to voucher receivers (and RTVs) to your accounts payable software, you must also configure your accounting interface to support multiple currencies. Specify a Gain/loss account (along with the corresponding profit center, if you are using profit centers) on the **Accounts Payable** tab of the **Accounting Interface** window (**Setup > System > Accounting Interface**).




The **Gain/loss account** tracks distributions for amounts that are gained or lost due to the conversion of foreign currency into your home currency. This account should be the same account you specified as the **Purchasing gain/loss** account for your currency codes, as outlined under Defining Currency Codes, above.

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## Multi-currency Purchasing: Purchase Requests

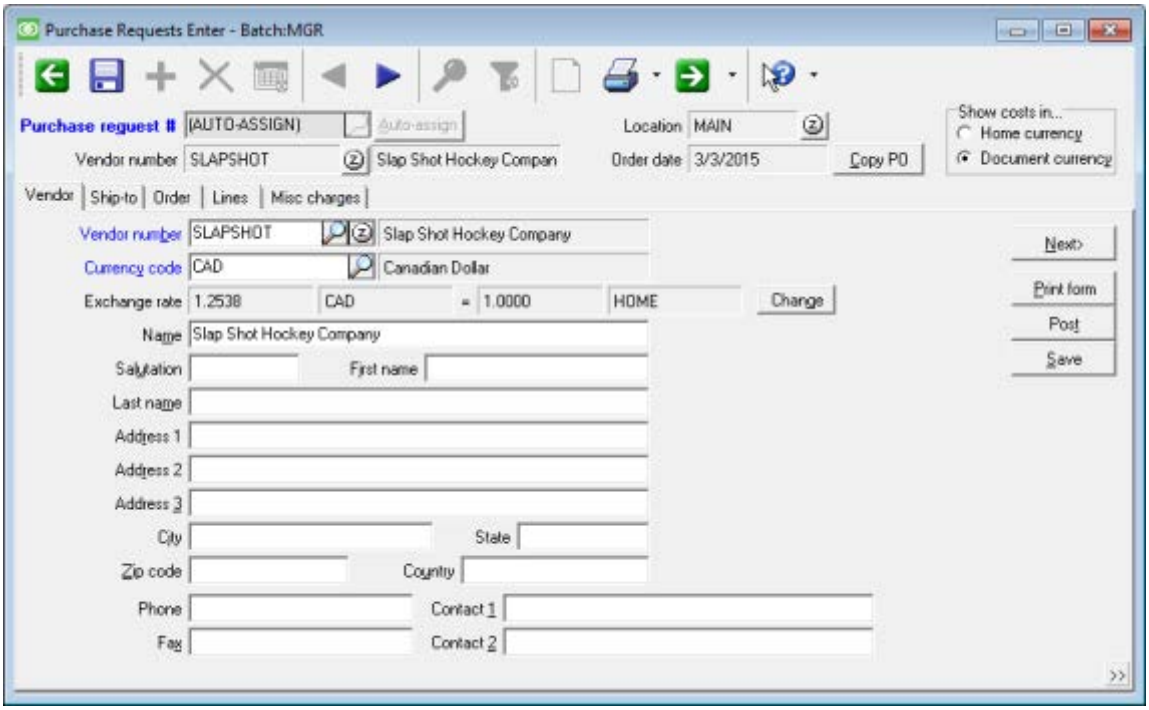
If multi-currency purchasing is enabled for your company, you can process purchase requests in currencies other than your home currency. This topic details the changes you will see on the **Purchase Requests Enter** window (**Purchasing > Purchase Requests > Enter**) when you are using multi-currency purchasing.

By default, cost values on the **Purchase Requests Enter** window appear in the **Document currency**, which is determined by the **Currency code** assigned to the purchase request. You can view costs in your home currency by selecting the **Home currency** option from the Show costs in... area. However, if you select this option, you will not be able to edit **Gross unit cost** values for items on the **Lines** tab or **Amount** values for miscellaneous charges on the **Misc charges** tab.

This setting only affects how cost values are displayed on the **Purchase Requests Enter** window. The **Currency code** assigned to a purchase request determines the currency that will be used for the distributions that are created when you post the purchase request.

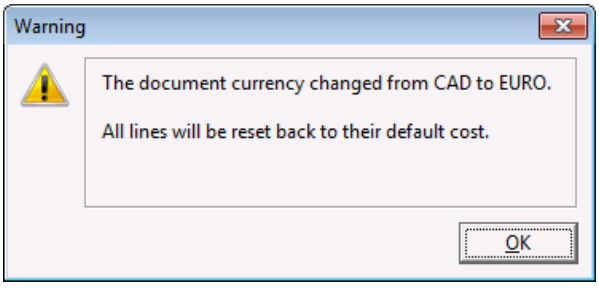
### Vendor Tab

When you enter or look up a **Vendor number** for a purchase request on the Vendor tab of the **Purchase Requests Enter** window, the vendor's default **Currency code** and the current **Exchange rate** for that currency appear automatically.




If a default currency code is not assigned to the vendor, or you want to use a different currency for the purchase request, enter or look up the appropriate **Currency code**.

If you change the **Currency code** for a purchase request, a message appears, warning you that the currency has changed and that all lines on the purchase request will be reset to their default cost values.

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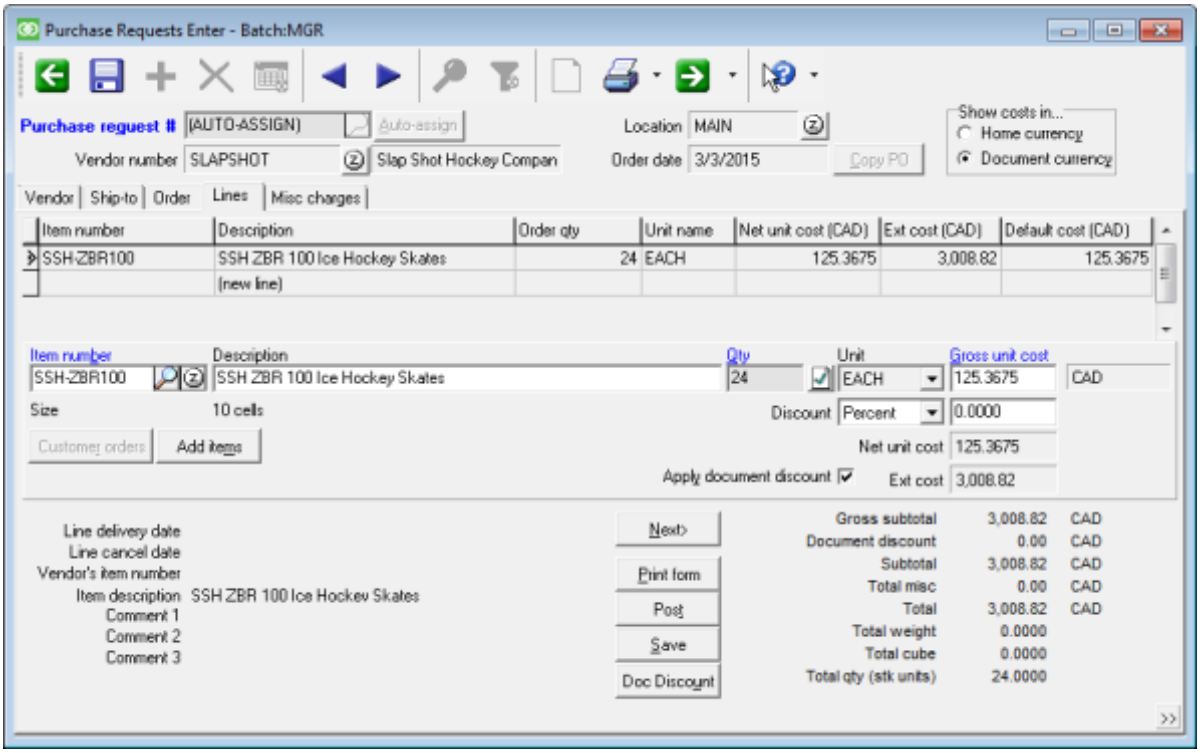
If you want to override the current **Exchange rate** for the currency assigned to the purchase request, click the **Change** button to display the **Exchange Rates** dialog.

Once you have posted a purchase request, you cannot change the exchange rate(s) for the purchase request or the resulting purchase order. However, you will be able to modify the exchange rate(s) when you receive the purchase order.

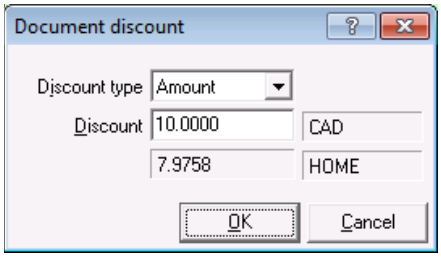
## Lines Tab

On the **Lines** tab, when you add an item to the purchase request, you will specify the Gross unit cost for the item in the currency assigned to the purchase request.



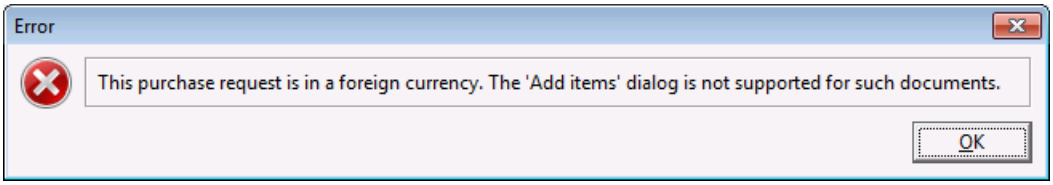

You can only modify the **Gross unit cost** value for an item on the purchase request if the **Document currency** option is selected in the **Show costs in...** area.

Any **Discount** amount or percentage you apply to a line on the purchase request will also be in the currency assigned to the purchase request. Likewise, if you apply a discount amount or percentage to the entire purchase request (by clicking the **Doc Discount** button and specifying a **Discount type** and **Discount** value on the Document discount dialog), the document discount will be in the currency assigned to the purchase request.



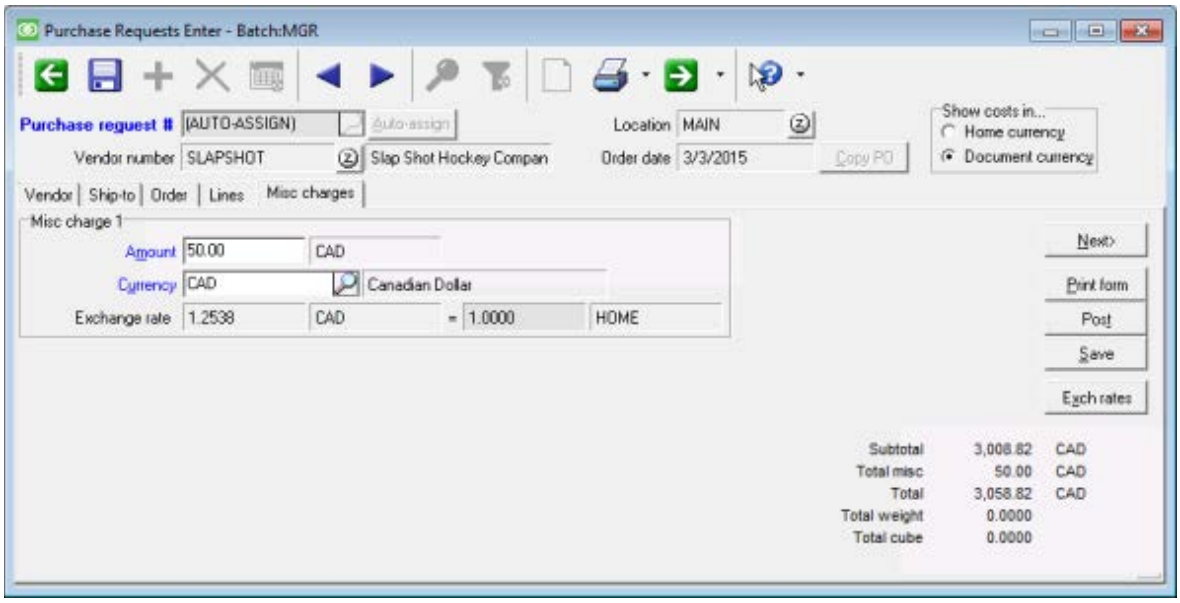

The **Document discount** dialog displays the discount in the assigned currency and in the equivalent amount of your home currency.

The **Add items** button on the **Lines** tab—which allows you to add multiple items to a purchase request simultaneously—is not available if the **Currency code** on the **Vendor** tab is not your home currency. An error message appears if you click this button when a foreign currency is assigned to a purchase request.



## Misc charges Tab

The Misc charges tab allows you to record miscellaneous charges for a purchase request, such as the expected freight amount for the merchandise. If a currency code is assigned to a miscellaneous charge (in **Setup > Purchasing > Control**), the **Misc charges** tab displays the **Currency** and the corresponding **Exchange rate**. If a default currency is not assigned to a miscellaneous charge, the miscellaneous charge appears in the currency assigned to the purchase request.




The **Amount** you enter for each miscellaneous charge is recorded in the specified **Currency**. You can select a different **Currency** if you want to record the miscellaneous charge in a different currency. However, the **Total misc** amount in the totals area of the **Misc charges** tab always displays the total amount of all miscellaneous charges in the currency assigned to the purchase request (or your home currency, if the **Home currency** option is selected in the **Show costs...** area).

You can only modify the **Amount** value for a miscellaneous charge if the **Document currency** option is selected in the **Show costs in...** area.

If you want to override the current **Exchange rate** for the currency assigned to the miscellaneous charge, click the **Exch rates** button to display the **Exchange Rates** dialog.

Once you have posted a purchase request, you cannot change the exchange rate(s) for the purchase request or the resulting purchase order.

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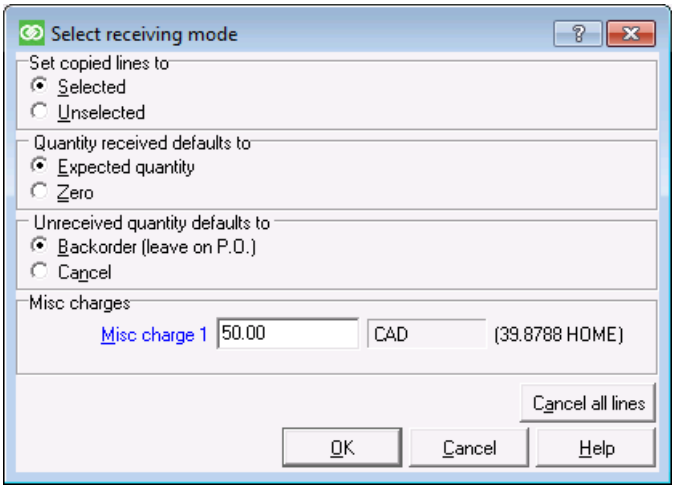
## Multi-currency Purchasing: Receivings

If multi-currency purchasing is enabled for your company, you can process receivings for merchandise—with or without a corresponding purchase order—in foreign currencies. This topic details the changes you will see on the **Receivings Enter** window (**Purchasing > Receivings > Enter**) when you are using multi-currency purchasing.

When you select a purchase order to receive, the Select receiving mode dialog displays miscellaneous charge amounts in the currency assigned to the miscellaneous charge, along with the equivalent amount in your home currency, if applicable.




By default, cost values on the **Receivings Enter** window appear in the **Document currency**, which is determined by the **Currency code** assigned to the receiver or the original purchase request. You can view costs in your home currency by selecting the **Home currency** option from the Show costs in... area. However, if you select this option, you will not be able to edit **Gross unit cost** values for items on the **Lines** tab or **Amount** values for miscellaneous charges on the **Misc charges** tab.

This setting only affects how cost values are displayed on the **Receivings Enter** window. The **Currency code** assigned to a receiver determines the currency that will be used for the distributions that are created when you post the receiver.

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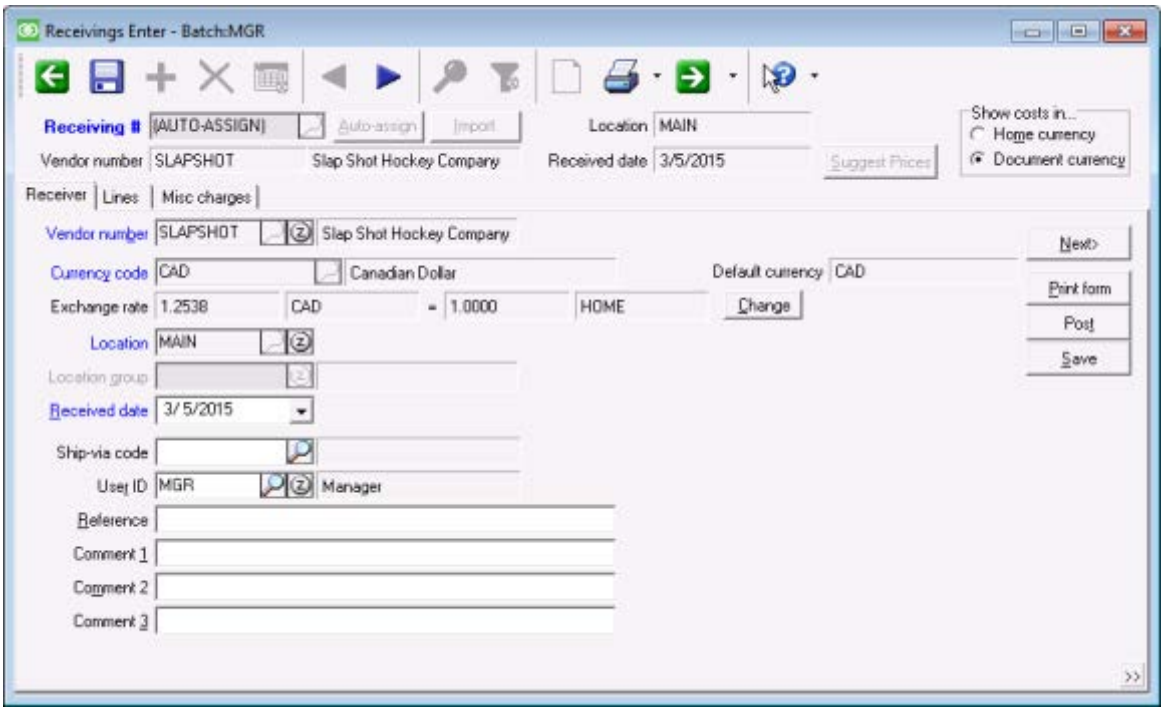
## Receiver Tab

If you are receiving a purchase order, the **Currency code** assigned to the receiver and the corresponding **Exchange rate** appear on the Receiver tab. This tab also displays the **Default currency** for the vendor, which may be different from the currency assigned to the receiver.

You cannot change the **Currency code** for a receiver if you are receiving a purchase order.




If you are receiving without a purchase order, the default **Currency code** for the receiver and the corresponding **Exchange rate** are determined by the vendor you choose. If a default currency code is not assigned to the vendor, or you want to use a different currency for the receiver, enter or look up the appropriate **Currency code** to assign a currency to the receiver.

You cannot change the **Currency code** for a receiver without a purchase order if there are any lines on the receiver.

Whether you are receiving with or without a purchase order, you can override the current **Exchange rate** for the currency assigned to the receiver by clicking the **Change** button and entering the new exchange rate on the **Exchange Rates** dialog.

Once you have posted a receiver, you cannot change the exchange rate(s) for the receiver.

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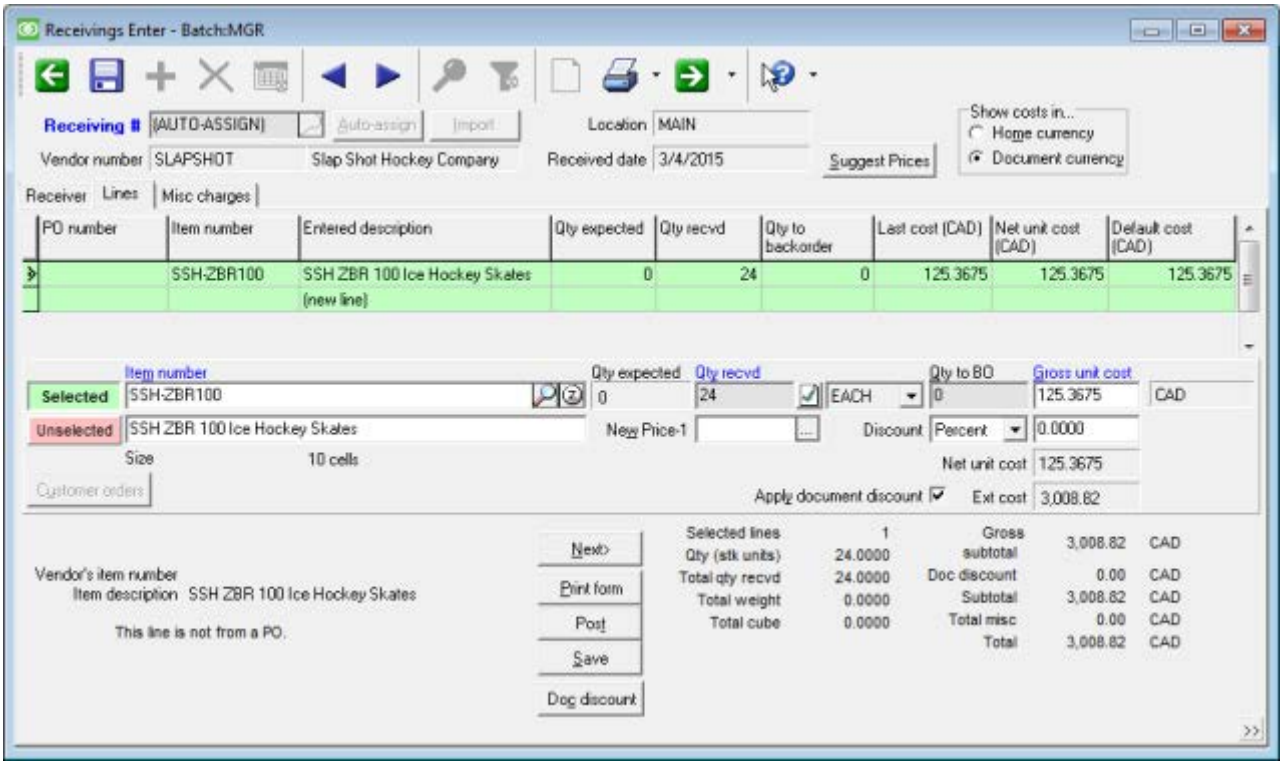
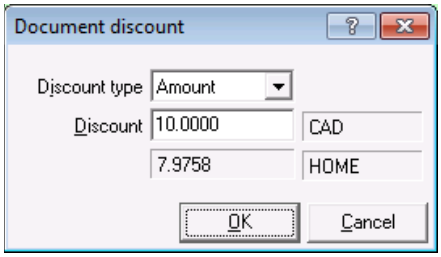
## Lines Tab

On the **Lines** tab, you can specify the Gross unit cost for items on the receiver in the currency assigned to the receiver.




You can only modify the **Gross unit cost** value for an item on the receiver if the **Document currency** option is selected in the **Show costs in...** area.

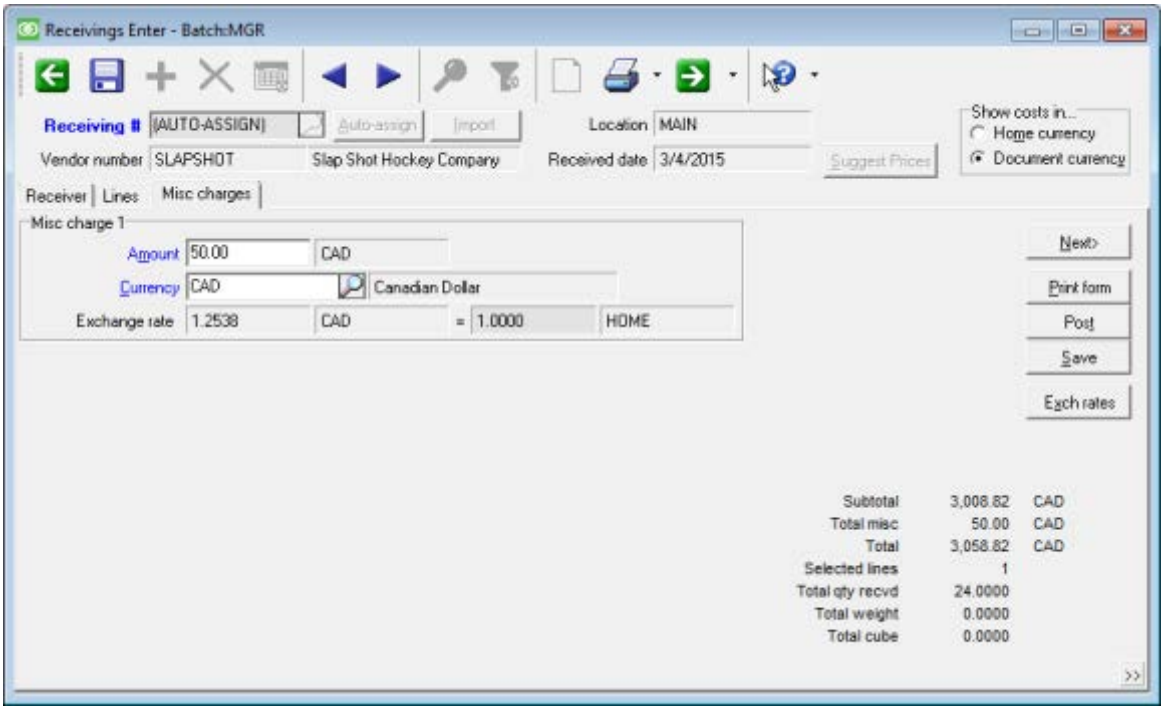
Any **Discount** amount or percentage you apply to a line on the receiver will also be in the currency assigned to the receiver. If you apply a discount amount or percentage to the entire receiver (by clicking the **Doc Discount** button and specifying a **Discount type** and **Discount** value on the Document discount dialog), the document discount will be in the currency assigned to the receiver.




The **Document discount** dialog displays the discount in the assigned currency and in the equivalent amount of your home currency.

## Misc charges Tab

The Misc charges tab allows you to record miscellaneous charges for a receiver, such as the actual freight amount for the order. If you are receiving a purchase order, the **Amount** and **Currency** for each miscellaneous charge is carried over from the purchase order. If you are receiving without a purchase order, the **Misc charges** tab displays the **Currency** assigned to each miscellaneous charge, along with the corresponding **Exchange rate**. If a default currency is not assigned to a miscellaneous charge, the miscellaneous charge appears in the currency assigned to the receiver.




The **Amount** you enter for each miscellaneous charge is recorded in the specified **Currency**. You can select a different **Currency** if you want to record the miscellaneous charge in a different currency. However, the **Total misc** amount in the totals area of the **Misc charges** tab always displays the total of all miscellaneous charges in the currency assigned to the receiver (or the home currency, if the **Home currency** option is selected in the **Show costs...** area).

You can only modify the **Amount** value for a miscellaneous charge if the **Document currency** option is selected in the **Show costs in...** area.

If you want to override the current **Exchange rate** for the currency assigned to the miscellaneous charge, click the **Exch rates** button to display the **Exchange Rates** dialog.

Once you have posted a receiver, you cannot change the exchange rate(s) for the receiver.

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## Multi-currency Purchasing: Purchasing Adjustments

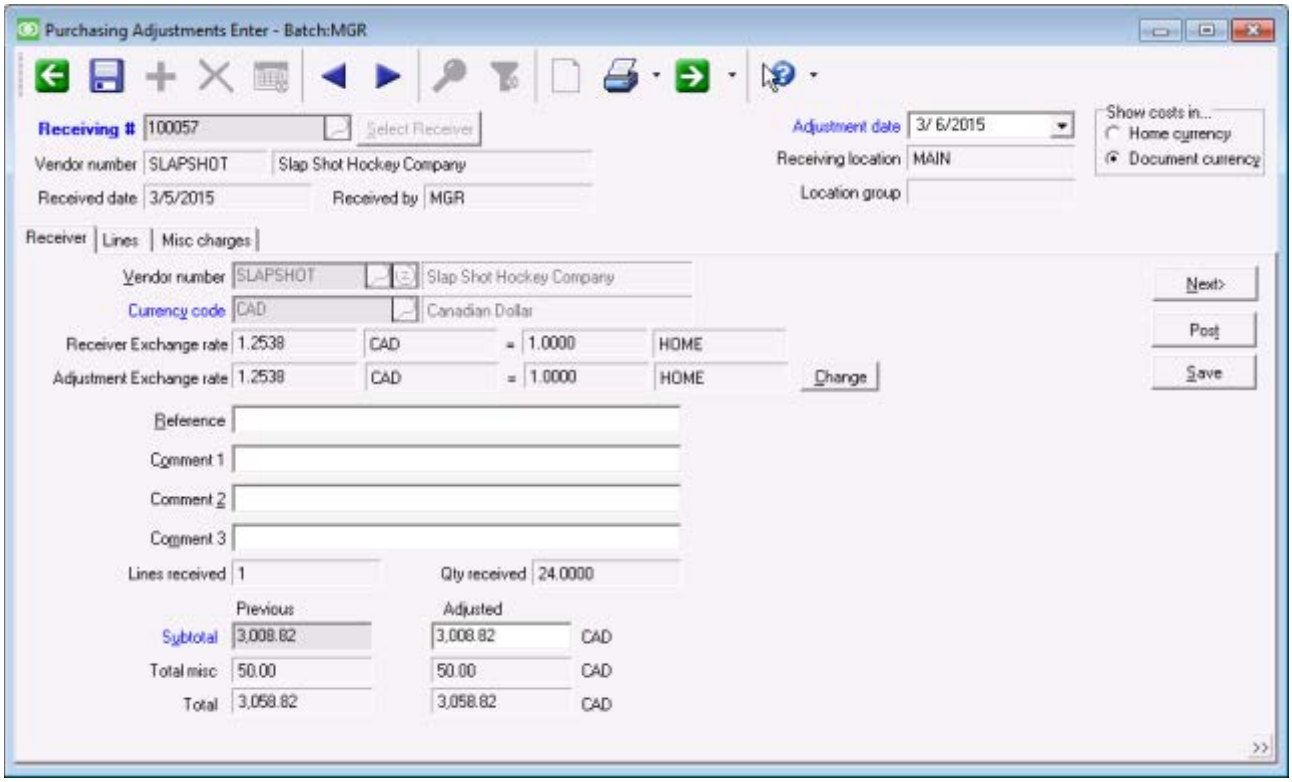
If multi-currency purchasing is enabled for your company, you can enter purchasing adjustments for receivers that were processed in currencies other than your home currency. This topic details the changes you will see on the **Purchasing Adjustments Enter** window (**Purchasing > Adjustments > Enter**) when you are using multi-currency purchasing.

By default, cost values on the **Purchasing Adjustments Enter** window appear in the **Document currency**, which is determined by the **Currency code** assigned to the receiver you are adjusting. You can view costs in your home currency by selecting the **Home currency** option from the Show costs in... area. However, if you select this option, you will not be able to adjust cost values or miscellaneous charges.

This setting only affects how cost values are displayed on the **Purchasing Adjustments Enter** window. The **Currency code** assigned to a purchasing adjustment determines the currency that will be used for the distributions that are created when you post the adjustment.

### Receiver Tab

When you select a receiver to adjust, the Receiver tab of the **Purchasing Adjustments Enter** window displays the **Currency code** that was originally assigned to the receiver and the corresponding **Receiver Exchange rate**. This tab also displays the **Adjustment Exchange rate**, which applies to the purchasing adjustment. By default, the **Adjustment Exchange rate** is the same as the **Receiver Exchange rate**, but you can modify it to account for changes in the exchange rate since the time the receiver was posted.




To override the current **Adjustment Exchange rate** for the currency assigned to the purchasing adjustment, click the **Change** button and enter the new exchange rate on the **Exchange Rates** dialog.

Once you have posted a purchasing adjustment, you cannot change the exchange rate(s) for the adjustment.

The **Previous** and **Adjusted** cost and miscellaneous charge values on this tab appear in the currency assigned to the selected receiver. If you modify the adjusted **Subtotal** for the entire receiver, it will be allocated to the lines on the original receiver in the specified currency.

You cannot change the **Currency code** assigned to a purchasing adjustment.

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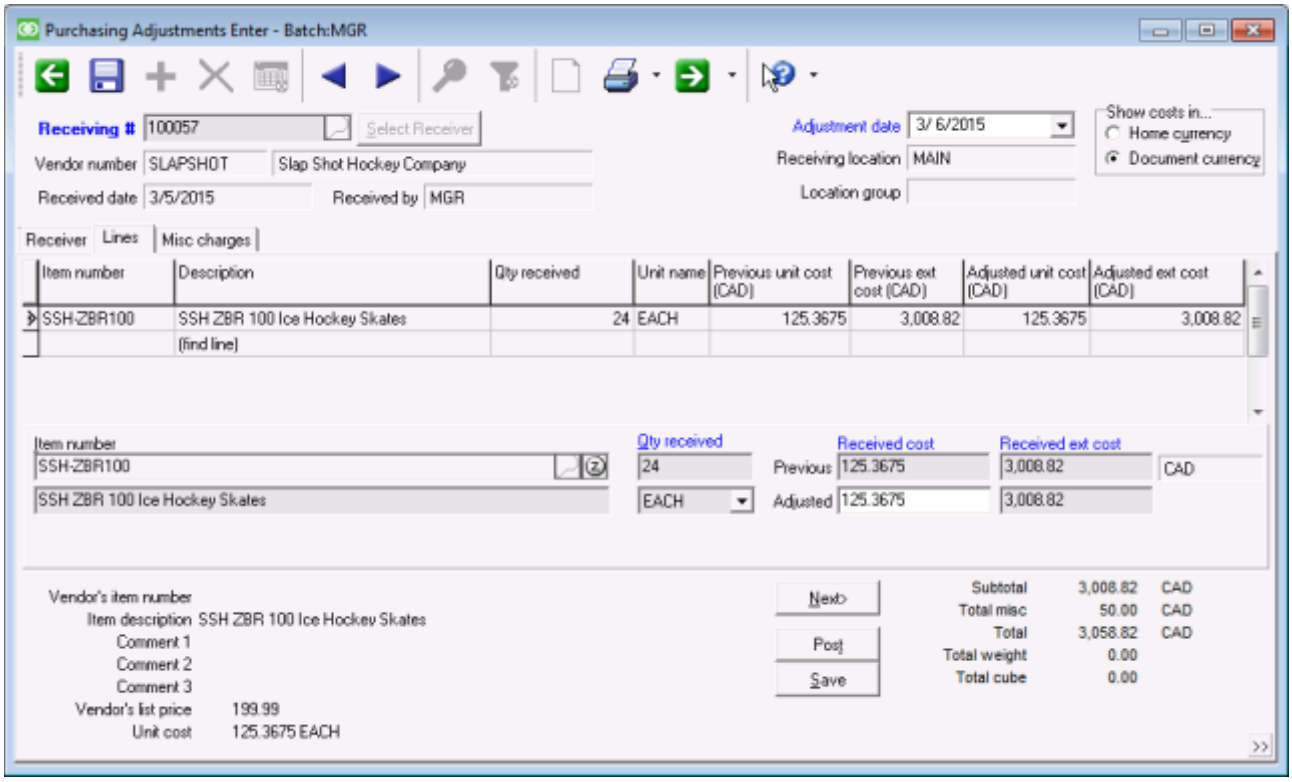
## Lines Tab

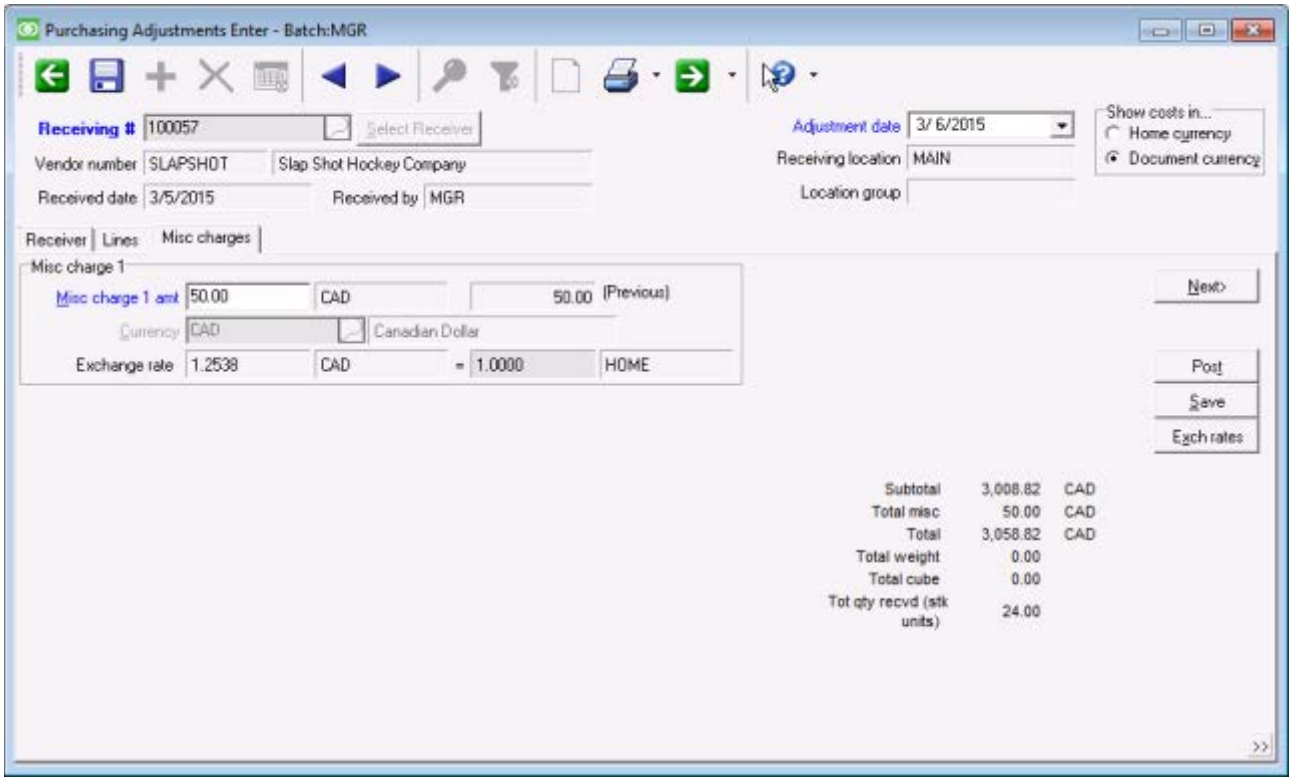
On the **Lines** tab, you can adjust the Received cost for items on the selected receiver in the currency that was originally assigned to the receiver.




You can only adjust the **Received cost** value for an item on the receiver if the **Document currency** option is selected in the **Show costs in...** area.

## Misc charges Tab

The Misc charges tab allows you to adjust miscellaneous charge amounts for the selected receiver. You cannot change the **Currency** assigned to a miscellaneous charge on a purchasing adjustment, although you can override the **Exchange rate** that was assigned to the currency when the receiver was posted.




- You can only adjust the amount for a miscellaneous charge if the **Document currency** option is selected in the **Show costs in...** area.

  If you want to override the current **Exchange rate** for the currency assigned to the miscellaneous charge, click the **Exch rates** button to display the **Exchange Rates** dialog.

- Once you have posted a purchasing adjustment, you cannot change the exchange rate(s) for the adjustment.

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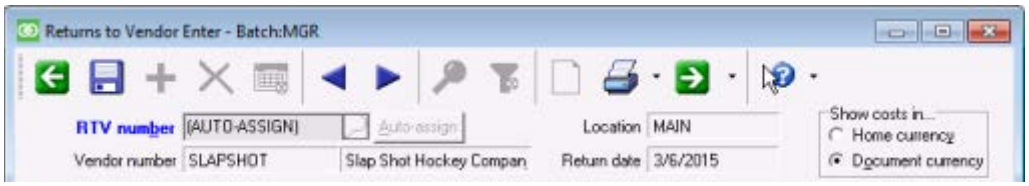
## Multi-currency Purchasing: Returns to Vendors

If multi-currency purchasing is enabled for your company, you can process returns to vendors (RTVs) in foreign currencies. This topic details the changes you will see on the **Returns to Vendor Enter** window (**Purchasing > Returns to Vendor > Enter**) when you are using multi-currency purchasing.

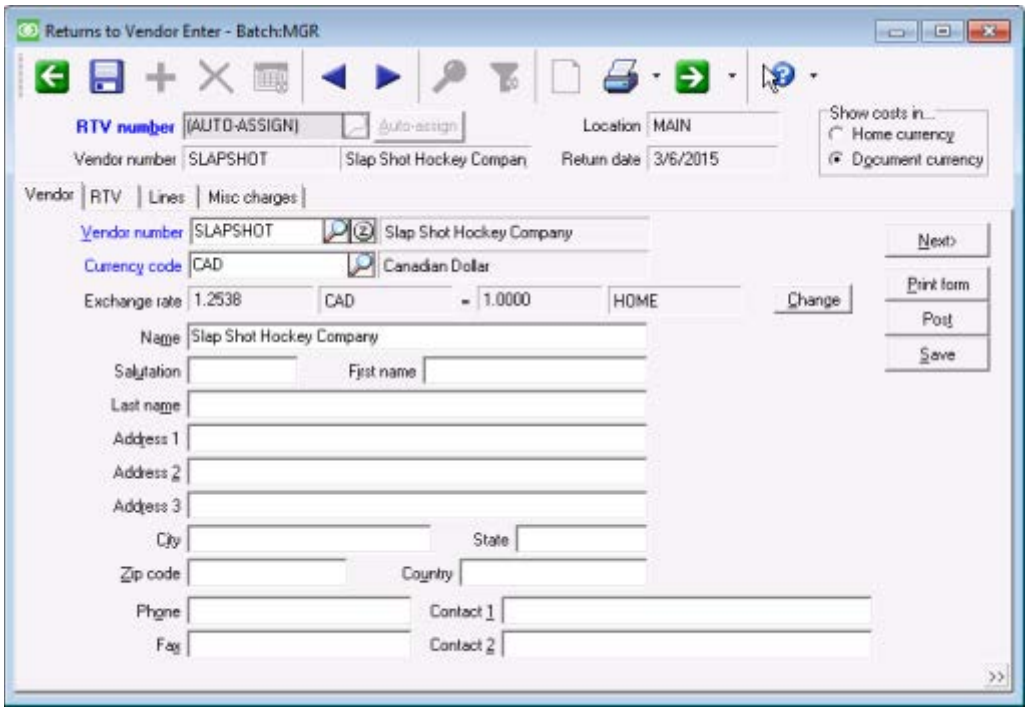
By default, cost values on the **Returns to Vendor Enter** window appear in the **Document currency**, which is determined by the **Currency code** assigned to the RTV. You can view costs in your home currency by selecting the **Home currency** option from the Show costs in... area. However, if you select the this option, you will not be able to edit **Credit amount** values for items on the **Lines** tab or **Amount** values for miscellaneous charges on the **Misc charges** tab.




This setting only affects how cost values are displayed on the **Returns to Vendor Enter** window. The **Currency code** assigned to an RTV determines the currency that will be used for the distributions that are created when you post the RTV.

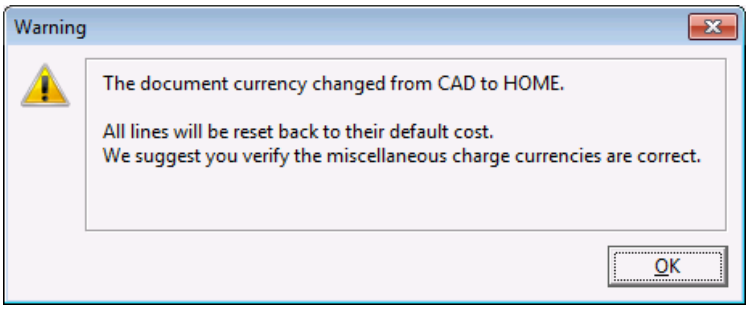
### Vendor Tab

When you enter or look up a **Vendor number** for a purchase request on the Vendor tab of the **Returns to Vendor Enter** window, the vendor's default **Currency code** and the current **Exchange rate** for that currency appear.




If a default currency code is not assigned to the vendor, or you want to use a different currency for the RTV, enter or look up the appropriate **Currency code**.

If you change the **Currency code** for an RTV, a message appears, warning you that the currency has changed and that all lines on the purchase request will be reset to their default cost values.

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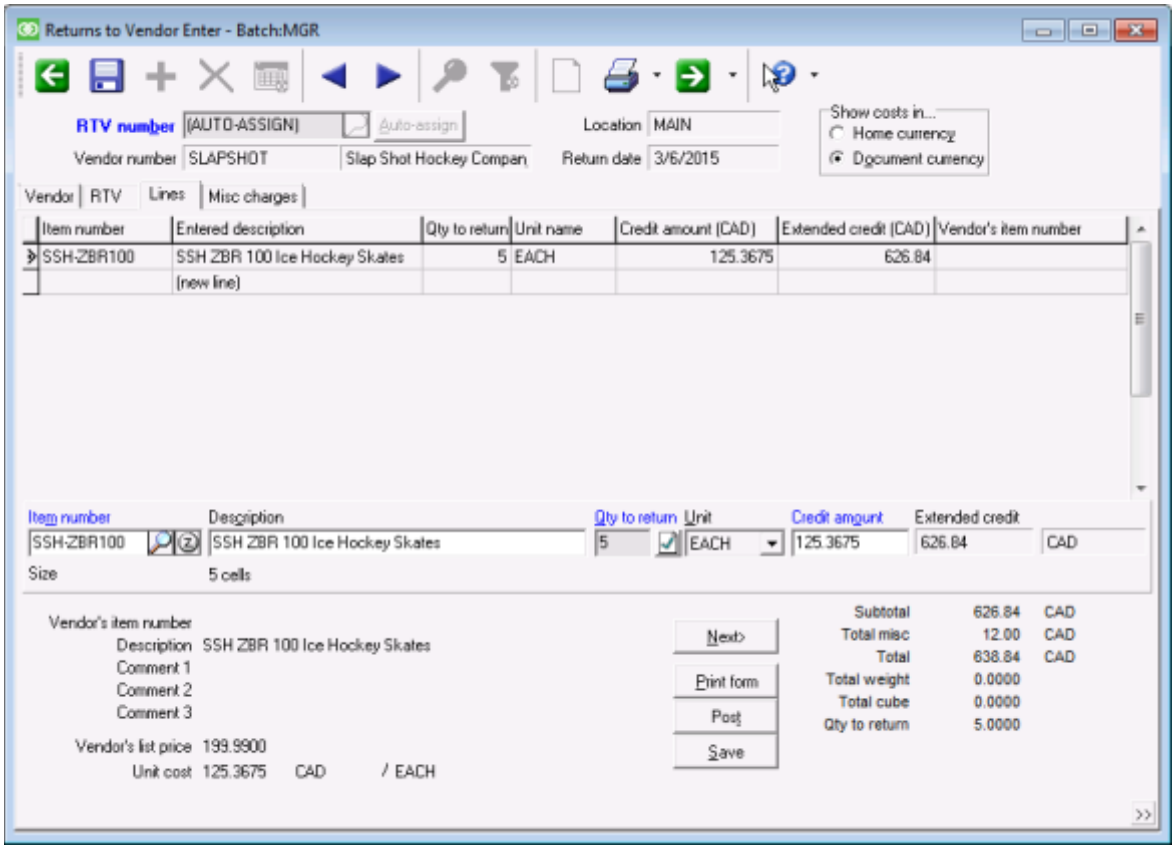
To override the current **Exchange rate** for the currency assigned to the RTV, click the **Change** button and enter the new exchange rate on the **Exchange Rates** dialog.

Once you have posted an RTV, you cannot change the exchange rate(s) for the RTV.

## Lines Tab

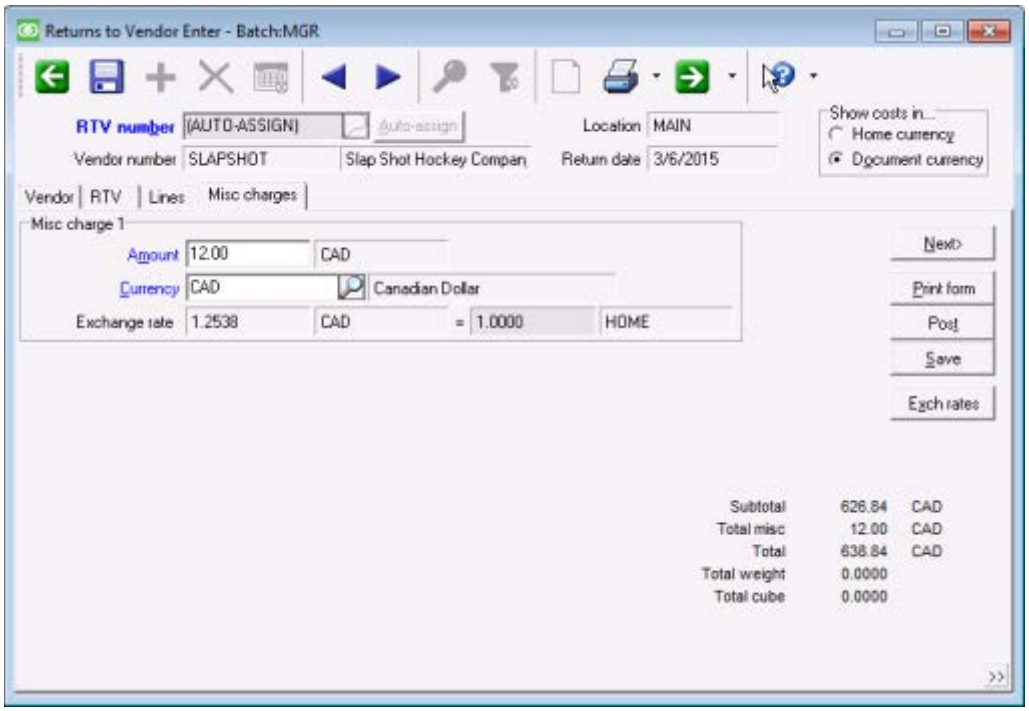
On the **Lines** tab, when you add an item to the RTV, you will specify the Credit amount for the item in the currency assigned to the RTV.




You can only modify the **Credit amount** value for an item on the RTV if the **Document currency** option is selected in the **Show costs in...** area.

## Misc charges Tab

The Misc charges tab allows you to record miscellaneous charges for an RTV, such as shipping or a restocking fee. If a currency code is assigned to a miscellaneous charge (in **Setup > Purchasing > Control**), the **Misc charges** tab displays the **Currency** and the corresponding **Exchange rate**. If a default currency is not assigned to a miscellaneous charge, the miscellaneous charge appears in the currency assigned to the RTV.




The **Amount** you enter for each miscellaneous charge is recorded in the indicated **Currency** unless you select a different one. However, the **Total misc** amount in the totals area of the **Misc charges** tab always displays the total amount of all miscellaneous charges in the currency assigned to the RTV (or your home currency, if the **Home currency** option is selected in the **Show costs...** area).

You can only modify the **Amount** value for a miscellaneous charge if the **Document currency** option is selected in the **Show costs in...** area.

If you want to override the current **Exchange rate** for the currency assigned to the miscellaneous charge, click the **Exch rates** button to display the **Exchange Rates** dialog.

Once you have posted an RTV, you cannot change the exchange rate(s) for the RTV.

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## Multi-currency Purchasing: Vouchering Receivings

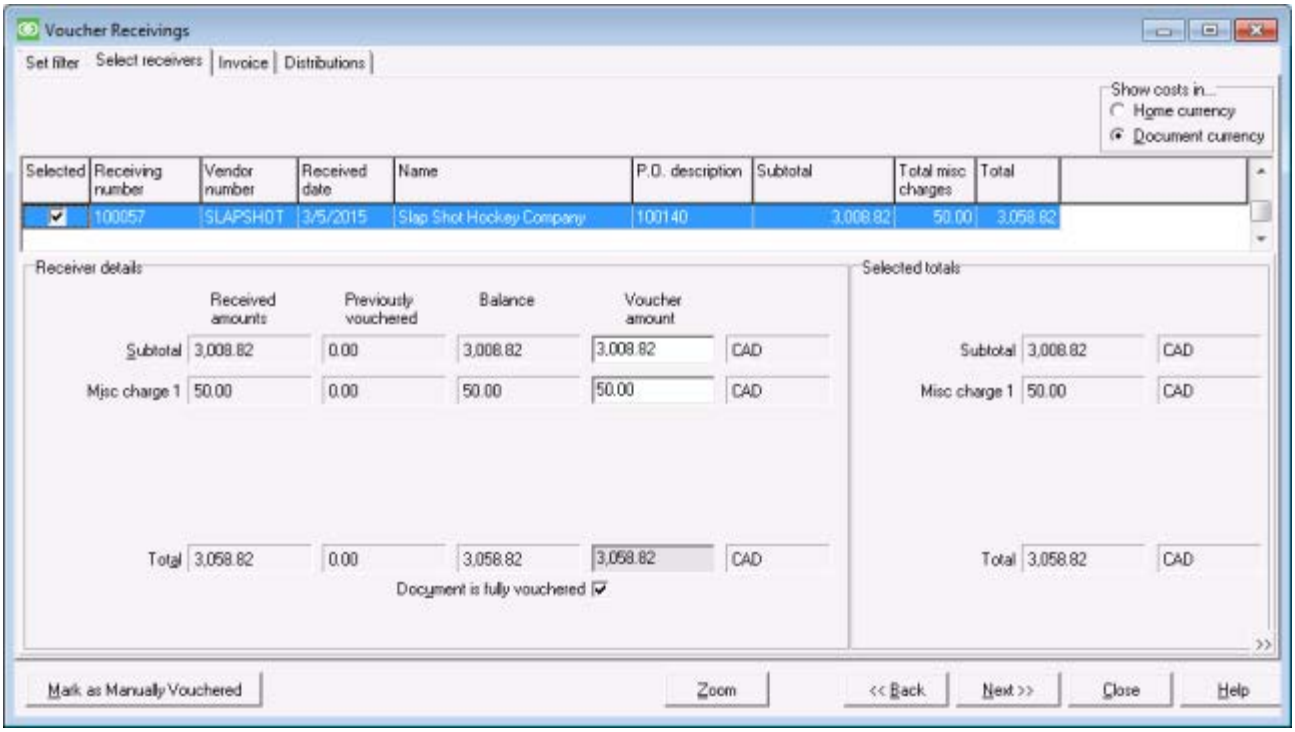
If you have multi-currency purchasing enabled for your company and you are using the **Voucher Receivings** function (**System > Accounting > Voucher Receivings**) to voucher receivings and RTVs to your accounting software, accounts payable transactions will always be created in your home currency. This means that Counterpoint will automatically convert foreign currency amounts you owe your vendors to your home currency during the vouchering process.

By default, subtotals, miscellaneous charges, and totals on the **Select receivers** and **Invoice** tabs of the **Voucher Receivings** window appear in the **Document currency**, which is determined by the **Currency code** assigned to the selected receiver(s). You can view these values in your home currency by selecting the **Home currency** option from the Show costs in... area. If you select this option, you will not be able to edit **Voucher amount** values on the **Select receivers** tab or the **Invoice amount** on the **Invoice** tab.

All values on the **Distributions** tab appear in your home currency, regardless of the **Show costs in...** setting.

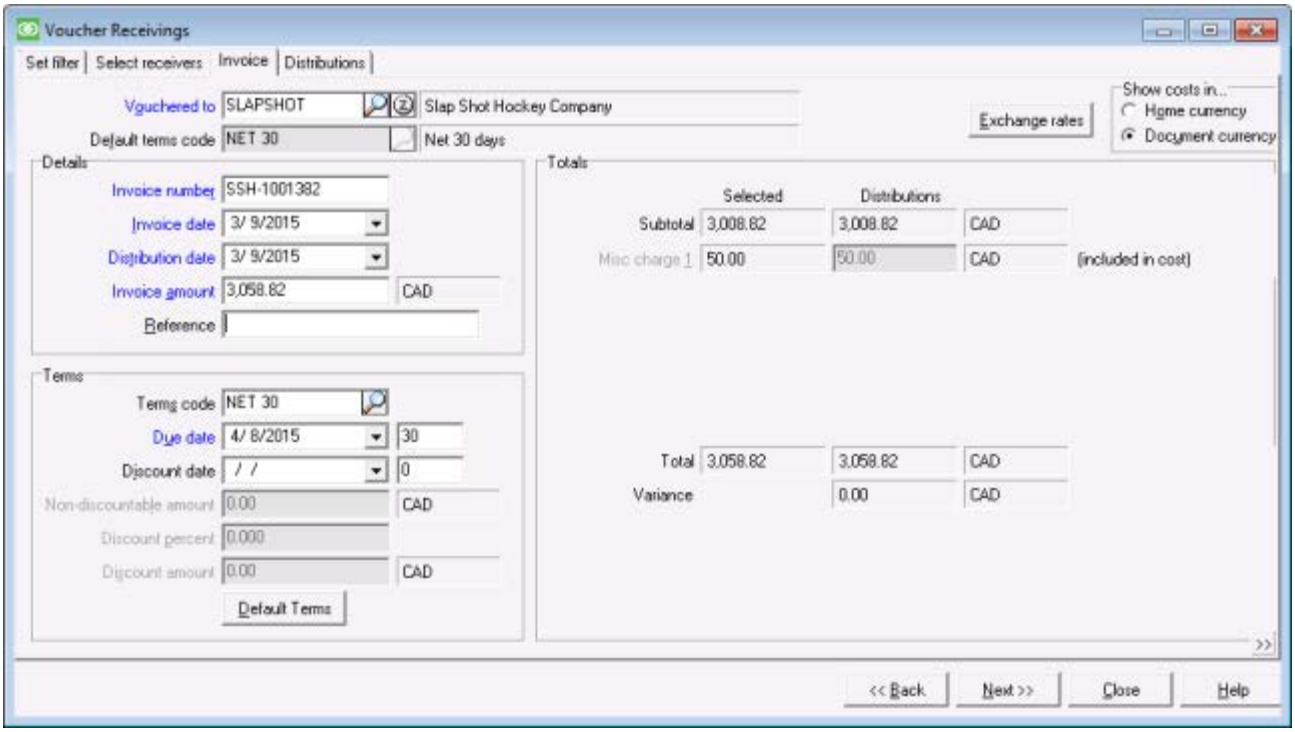
### Select receivers Tab

On the **Select receivers** tab, you can modify the Voucher amount for the selected receiver and for any miscellaneous charges on the receiver in the currency that was assigned to the receiver.



## Invoice Tab

On the **Invoice** tab, you can modify the **Invoice amount** in the currency that was assigned to the receiver to specify the actual amount the vendor is billing you for the items on the receiver.




You can also modify the exchange rate(s) for the voucher, allowing you to account for any exchange rate differences between the posted receiver and the invoice you received from the vendor. To change the effective exchange rate(s) for the voucher, click the **Exchange rates** button and enter the new exchange rate(s) on the **Exchange Rates** dialog.

Exchange rate changes you make on the **Invoice** tab of the **Voucher Receivings** window will not affect the average cost or the B/S inventory value of the items on the selected receiver(s). Instead, exchange rate differences will be recorded as gains or losses in the **Gain/loss account** you specified on the **Accounts Payable** tab of the **Accounting Interface** window (**Setup > System > Accounting Interface**). If you want exchange rate changes to affect the average cost of your inventory, enter and post a purchasing adjustment to modify the exchange rate for a receiver before you voucher it.

Selecting the **Home currency** option on the **Invoice** tab will display the **Gain/loss amount** for the voucher, which indicates the amount that is gained or loss in the conversion from the currency assigned to the receiver to your home currency. This amount will be distributed to the **Gain/loss account** you specified on **Accounts Payable** tab of the **Accounting Interface** window.

Modifying the exchange rate(s) for the voucher can also affect the **Variance** amount, which indicates the difference between the total amount of the receiver and the specified **Invoice amount**.

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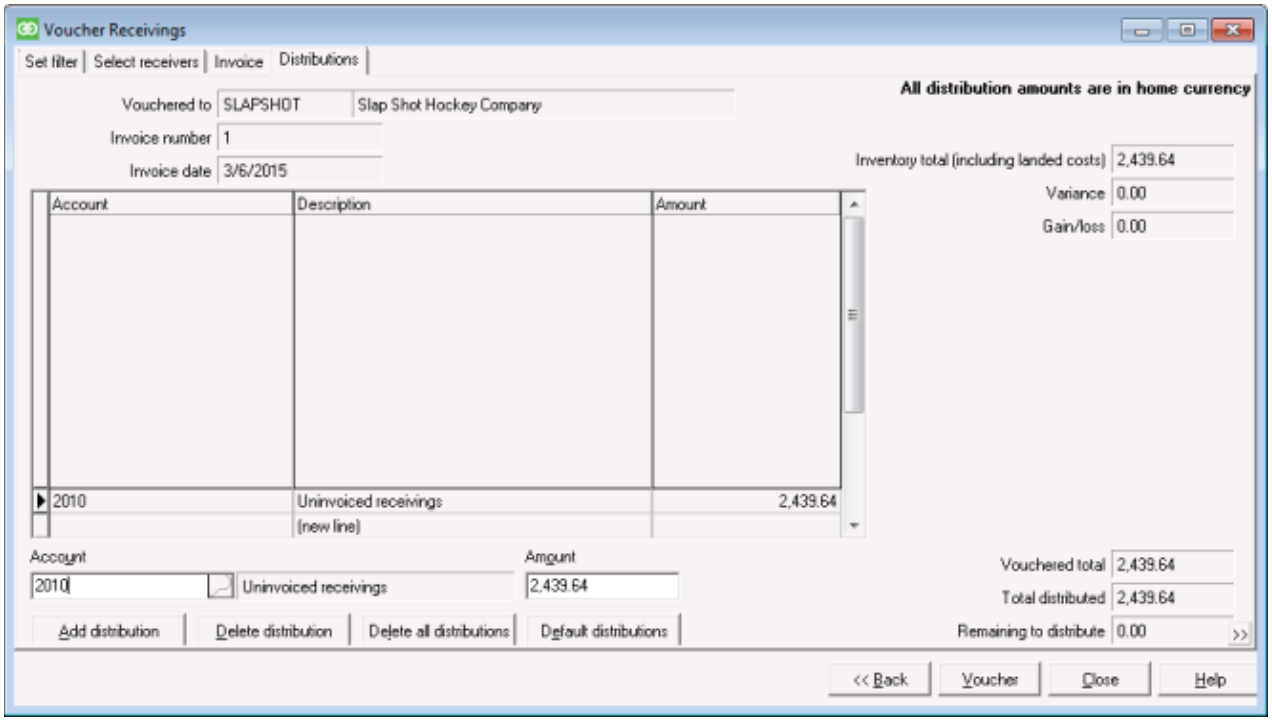
### Distributions Tab

Unlike the **Select receivers** and **Invoice** tabs, the Distributions tab displays all amounts in your home currency.

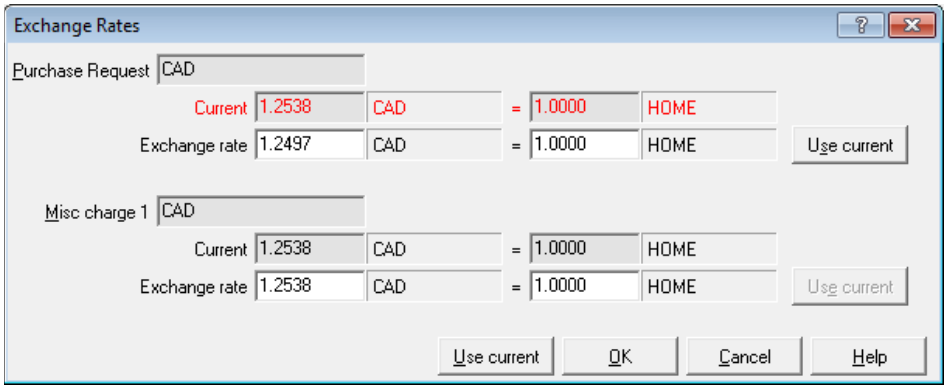



If you use the **Default distributions** button to create distributions for invoices automatically, you may also need to manually create a distribution to your **Gain/loss account** to account for any **Gain/loss** amount that may have resulted from the conversion of foreign currency into your home currency.

## Exchange Rates

If you are using multi-currency purchasing, the **Exchange Rates** dialog allows you to override the current exchange rate for the currency code assigned to a Purchasing document, as well as the current exchange rates for the currency codes assigned to any applicable miscellaneous charges. The exchange rate assigned to the document appears first on the **Exchange Rates** dialog, followed by the exchange rate for each applicable miscellaneous charge.

You can modify the exchange rate(s) on a purchase request, purchasing adjustment, return to vendor (RTV), or receiver without a corresponding purchase order, but you cannot edit the exchange rate(s) on a receiver that was created from a purchase order.




To override an exchange rate, enter new exchange rate values in the corresponding field(s). When an exchange rate is different from the current exchange rate assigned to the indicated currency code, the **Current exchange** rate values appear in red.

To apply the current exchange rate for the indicated currency code to the document or to a miscellaneous charge, click the corresponding **Use current** button.

Click the **Use current** button at the bottom of the dialog to apply the current exchange rate for the indicated currency code(s) to the document and to all miscellaneous charges.

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# Value-added Tax in Purchasing

NCR Counterpoint now allows for the inclusion of tax in Purchasing transactions, which allows merchants to comply with the regulatory requirements of countries that use value-added tax (VAT) or a similar tax system.

With this enhancement, Counterpoint can calculate and display tax amounts on Purchasing documents, including purchase requests (and the resulting purchase orders), receivers, purchasing adjustments, and returns to vendors (RTVs). If you have configured Counterpoint to interface with your accounting software, tax amounts are also included when you voucher receivers that include it.

Purchasing tax is not calculated for quick receivings transactions (**Purchasing > Quick Receivings > Enter**).

When you have configured this feature, each Purchasing document can be assigned a tax code, which determine the amount of tax the vendor will collect for the merchandise you are purchasing (or the amount of tax that will be refunded to you by the vendor, if you are processing an RTV). If a tax code is not assigned to a Purchasing document, no tax will be calculated for that transaction.

You can change the amount of tax on a Purchasing document by changing the tax code assigned to the document, changing the taxable status of individual lines on the document, or by overriding the total tax amount for the document.

When you post Purchasing documents that include tax, the appropriate amounts are distributed to the tax accrual account you have defined for your company and the Purchasing tax account assigned to each tax authority, which is different from the account used for Point of Sale transactions.

Counterpoint does not distinguish between "recoverable" purchasing tax (i.e., VAT a merchant pays to a vendor that is "recovered" when an item is sold a customer) and "irrecoverable" purchasing tax (i.e., VAT that cannot be recovered from customers that are simply expenses the merchant must bear). Thus, purchasing tax never affects inventory costs.

This feature is fully compatible with multi-currency in purchasing, allowing you to view and enter tax amounts on Purchasing documents in foreign currencies.

Distributions for purchasing tax amount are always in your home currency.

Configuring VAT in Purchasing

Purchase Requests

Receivings

Purchasing Adjustments

Returns to Vendors

Vouchering Receivings

Combined Tax History Report

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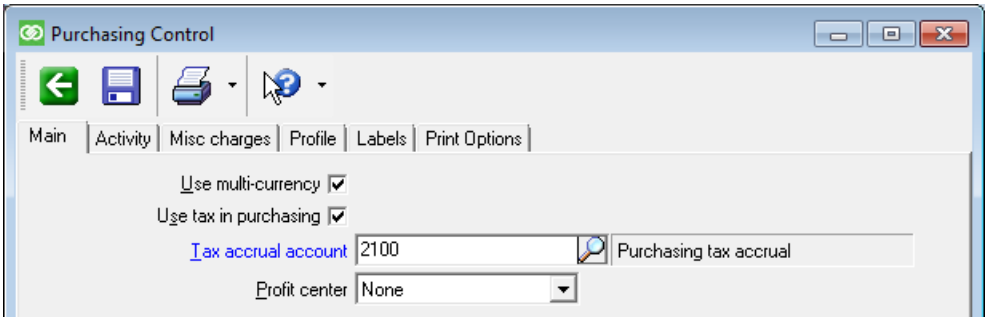
# Configuring Value-added Tax in Purchasing

This topic details the process of configuring NCR Counterpoint to support value-added tax in Purchasing, allowing you to record and track the amount of tax you owe your vendors on Purchasing documents.

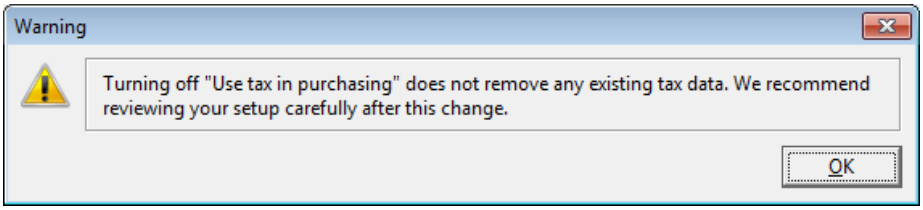
## Enabling Value-added Tax in Purchasing

To enable the calculation of tax on Purchasing documents, select the Use tax in purchasing check box on the **Main** tab of the **Purchasing Control** window (**Setup > Purchasing Control**).




You must also specify a **Tax accrual account** (along with the appropriate **Profit center**, if you are using profit centers) to track distributions for tax amounts you owe your vendors.

To disable the calculation of tax on Purchasing documents, clear the **Use tax in purchasing** check box. When you clear this check box, a message appears, alerting you that tax data will not be removed from existing Purchasing documents.




## Defining Value-Added Tax Codes

If the same regulations govern the calculation of tax for Purchasing transactions and Point of Sale transactions for you, you can use the same tax codes, tax authorities, and tax rules in both areas of Counterpoint. However, if you require different tax rules for Purchasing transactions, due to regional regulations that apply to your vendors or your stocking locations, you will need to define new tax codes, tax authorities, and tax rules to calculate the appropriate amount of tax on Purchasing documents.

For example, in certain Canadian provinces, both the Provincial Sales Tax (PST) and the Goods and Services Tax (GST) are value-added taxes that are collected by vendors (i.e., input taxes) and from customers (i.e., output taxes), so the same tax rules can apply to Purchasing transactions and to Point of Sale transactions. However, in other Canadian provinces (including British Columbia, Manitobia, and Saskatchewan), PST is not a value-added tax, requiring different tax codes for Purchasing transactions and Point of Sale transactions.

You may also need to define separate tax rules for "zero-rated" items, which differ from "exempt" items. Typically, exempt items are not subject to tax at all, which means that merchants do not collect tax from customers, do not pay tax to vendors, and cannot claim any tax credit for materials used to make exempt items. Zero-rated items, however, are items for which the applicable tax rate is 0%, which means that merchants do not collect tax from customers, but may still be able to claim an Input Tax Credit for tax paid to vendors.

Use the **Tax Authorities** window (**Setup > System > Tax Authorities**) to define the necessary tax authorities and tax rules, and then assign those tax authorities to the appropriate tax codes using the **Tax Codes** window (**Setup > System > Tax Codes**). You will assign these tax codes to your vendors or stocking locations to determine how tax will be calculated on Purchasing documents for those vendors or locations.

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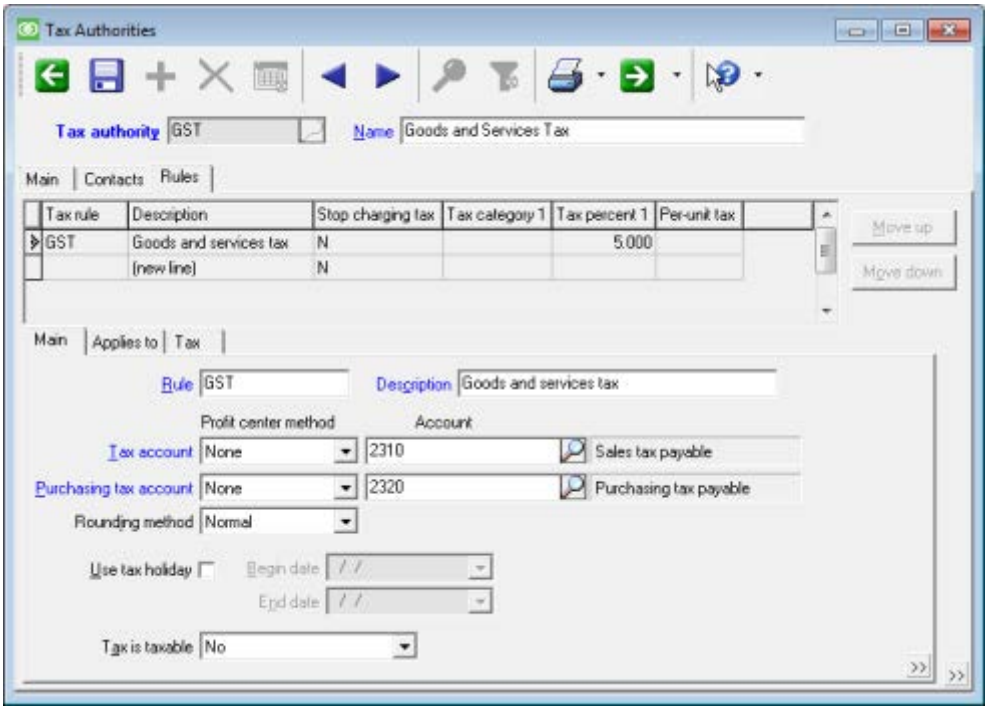
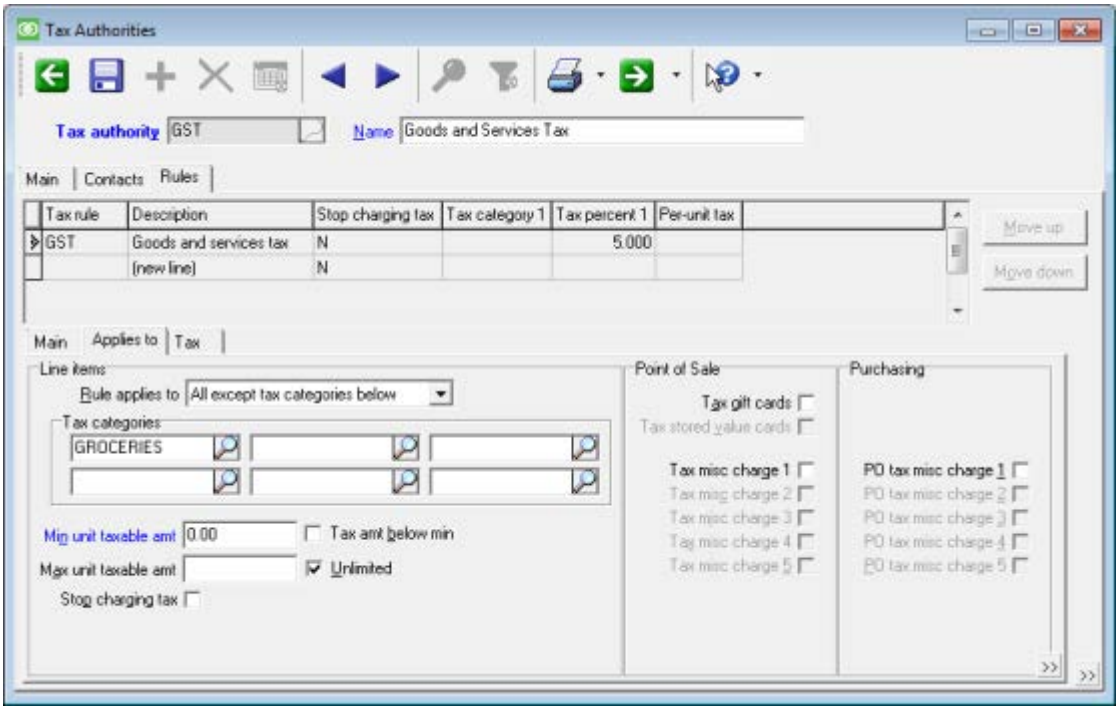
For each tax rule in a tax authority, you must specify the Purchasing tax account (and the corresponding **Profit center method**, if you are using profit centers) on the **Main** sub-tab of the **Rules** tab on the **Tax Authorities** window to track distributions of value-added tax amounts you pay for Purchasing transactions.

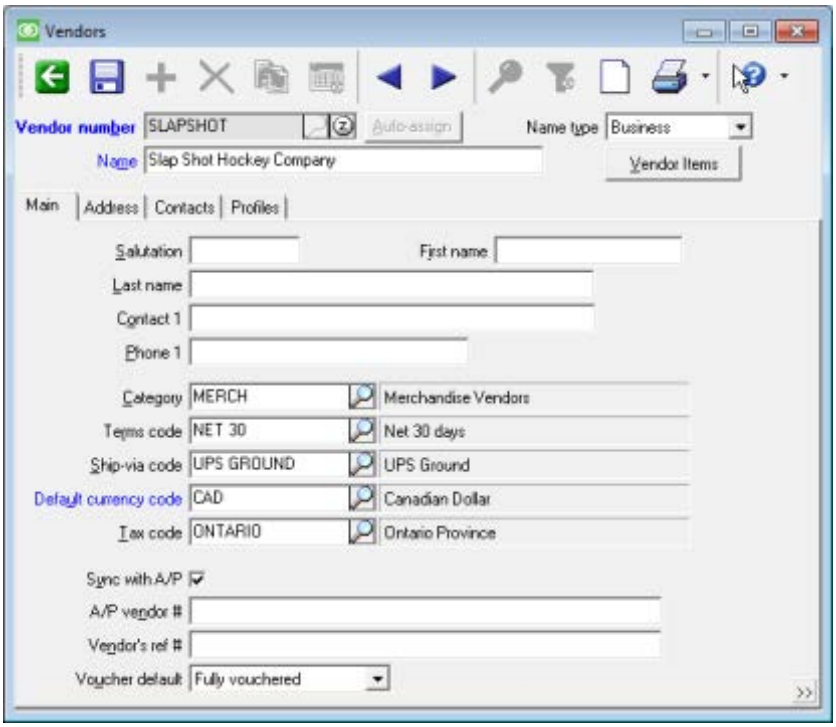



You should also select the appropriate PO tax misc charge check boxes on the **Applies to** sub-tab of the **Rules** tab to specify the miscellaneous charges the tax rule should calculate tax for on Purchasing documents, if any.

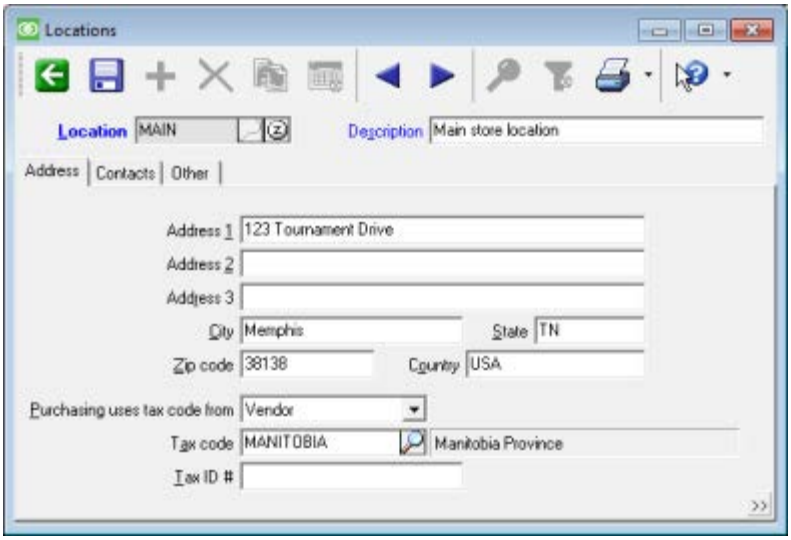


## Assigning Tax Codes to Vendors and Locations

Once you have defined the necessary tax codes to assess value-added tax on Purchasing documents, you can assign the appropriate **Tax code** to each vendor that collects tax on the **Main** tab of the **Vendors** window (**Purchasing > Vendors**). By default, when you create a Purchasing document for a vendor, Counterpoint uses the tax code assigned to the vendor to calculate the appropriate amount of tax for the Purchasing document.




You can also assign a Tax code to each of your stocking locations on the **Address** tab of the **Locations** window (**Setup > Inventory > Locations**).




If you want to use the tax code assigned to a location by default on Purchasing documents for the location, select **Location** from the **Purchasing uses tax code from** list box.

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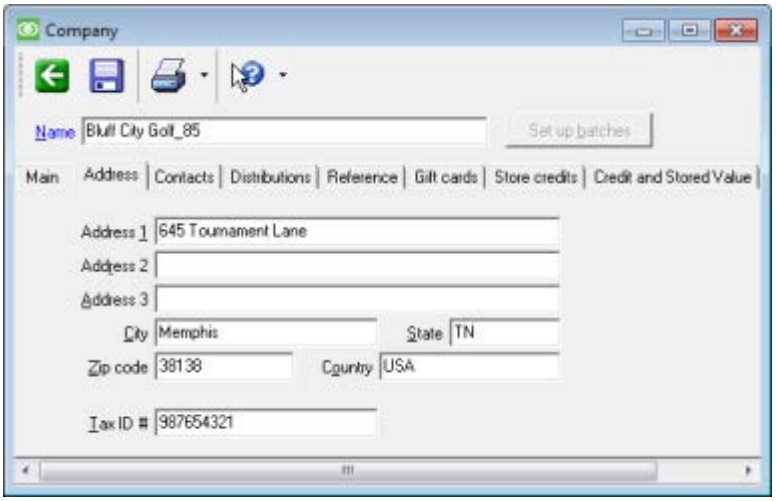
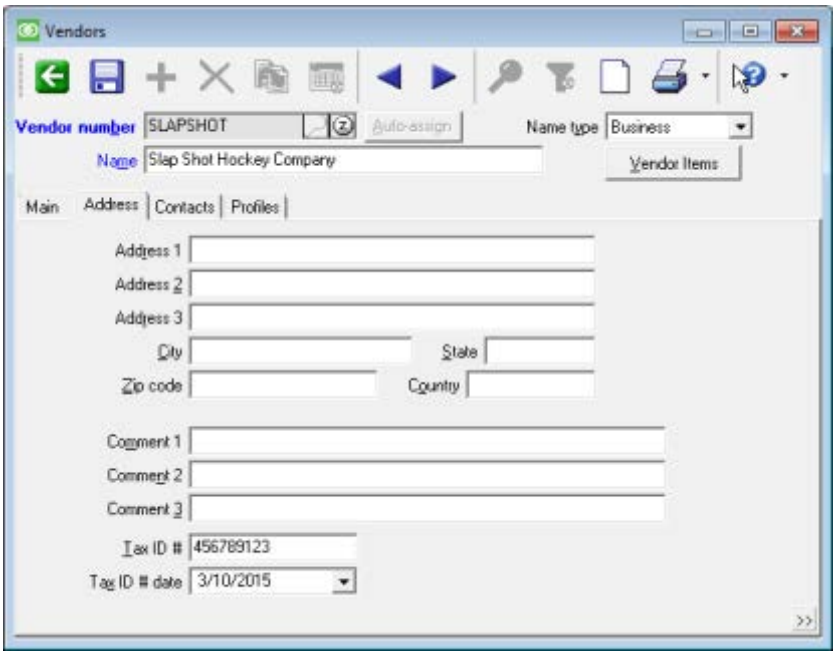
## Assigning Tax Identification Numbers

If you are required to track registered tax identification numbers, Counterpoint allows you to record them for your company, stores, stocking locations, and vendors. Tax ID numbers are stored with each Purchasing document, allowing you to recall them for auditing purposes.

Enter your the tax identification number for your company in the Tax ID # field on the **Address** tab of the **Company** window (**Setup > System > Company**). By default, your company **Tax ID #** value will be used for all of your stores and locations, unless you assign a different value to individual stores or locations.




If you need to track tax identification numbers for your vendors, enter a Tax ID # value for each vendor on the **Address** tab of the **Vendors** window (**Purchasing > Vendors**).




The **Tax ID #** date field tracks the effective date for the vendor's **Tax ID #** value. By default, this field is set to the date on which you record the **Tax ID #** for a vendor, but you can change it, if necessary.

The **Tax ID #** and **Tax ID # date** field appear on the **Vendors** window only if the **Use tax in purchasing** check box is selected on the **Main** tab of the **Purchasing Control** window (**Setup > Purchasing > Control**).

To track separate tax identification numbers for individual stores or stocking locations, enter a **Tax ID #** value for the store or the location on the **Contacts** tab of the **Stores** window (**Setup > Point of Sale > Stores**) or **Address** tab of the **Locations** window (**Setup > Inventory > Locations**).

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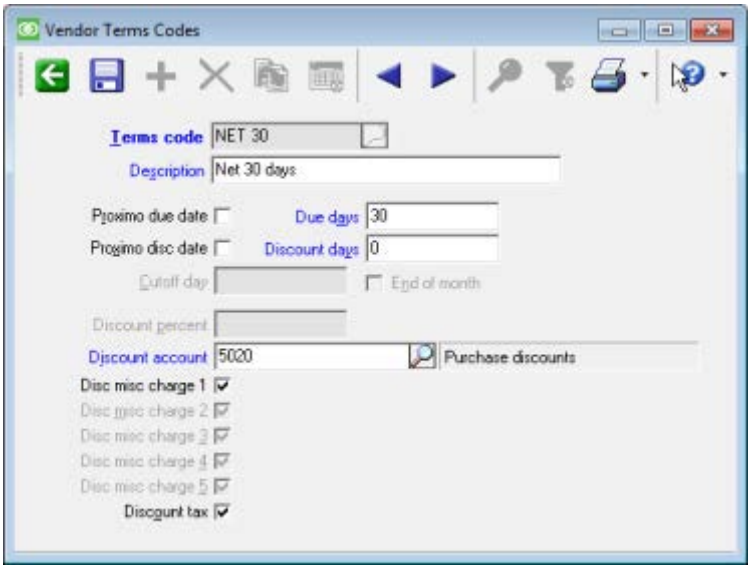
### Designating VAT as Discountable

If the tax you pay to your vendors is subject to vendor discounts, select the Discount tax check box for each applicable vendor terms code on the **Vendor Terms Codes** window (**Setup > Purchasing > Terms Codes**).




When you use the **Voucher Receivings** function (**System > Accounting > Voucher Receivings**) to voucher a receiver from a vendor with a terms code that includes this setting, Counterpoint will calculate and apply the appropriate discount to the tax amount on the receiver.

## Value-added Tax: Purchase Requests

If you are using value-added tax in purchasing, NCR Counterpoint will calculate tax on purchase requests for which a **Tax code** is specified. This topic details the changes you will see on the **Purchase Requests Enter** window (**Purchasing > Purchase Requests > Enter**) when you are using value-added tax in purchasing.

Tax is not calculated for purchase requests that are automatically created from drop-ship orders. To calculate and apply tax to a drop-ship purchase request, edit the purchase request before posting it. If you do not edit a drop-ship purchase request before it is posted, tax will be calculated and applied automatically to the receiver when you receive the resulting purchase order.

### Vendor Tab

On the **Vendor** tab of the **Purchase Requests Enter** window, the **Vendor tax ID #** field indicates the tax identification number assigned to the vendor.

### Ship-to Tab

The **Ship-to** tab displays **Your Tax ID #**, which is the **Tax ID #** assigned to the location specified on the purchase request or to your company, if a **Tax ID #** is not assigned to the location.

Also, if you select the **Allocated** check box on this tab and choose to generate **Separate** purchase requests for the locations in the specified **Location group**, a tax code cannot be assigned to the allocated/separate purchase requests. To calculate tax for allocated/separate purchase requests, you must first post the purchase requests, and then use the **Change Purchase Orders** window (**Purchasing > Purchase Orders > Change Purchase Orders)** to apply the appropriate **Tax code** to the resulting purchase orders.

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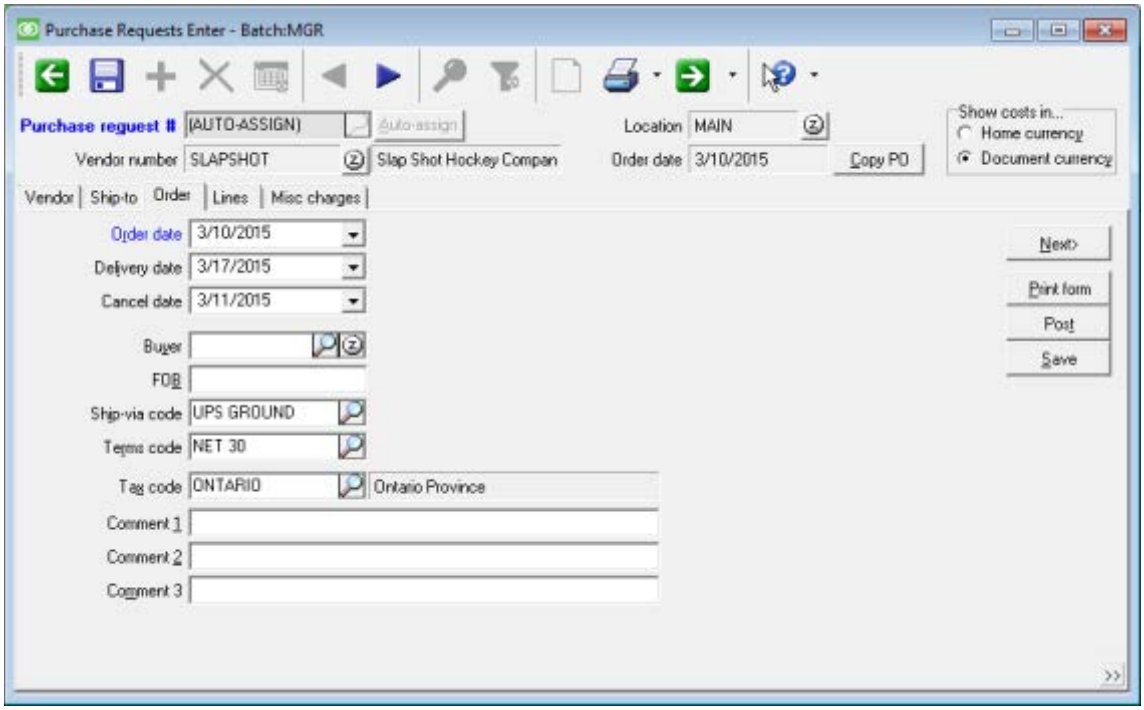
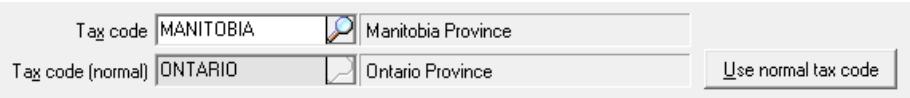
## Order Tab

The **Order** tab displays the default Tax code for the purchase request, if applicable, which is either the tax code assigned to the vendor or the location, depending on your configuration.




If a tax code is not assigned to the vendor or the location, the **Tax code** field will be blank, which means that Counterpoint will not calculate tax for the purchase request.

You can enter or look up a different **Tax code** to override the default tax code for the purchase request. If you change the default**Tax code**, the Tax code (normal) field appears, indicating the tax code that would normally apply to the purchase request.




Click the **Use normal tax code** button to revert to the default **Tax code** for the purchase request.

After you post a purchase request, you can change the tax code on the resulting purchase order (**Purchasing > Purchase Orders > Change**) or on the corresponding receiver (**Purchasing > Receivings > Enter**) to recalculate the tax for the purchase. However, you cannot change the tax code for a purchase once you have posted the receiver.

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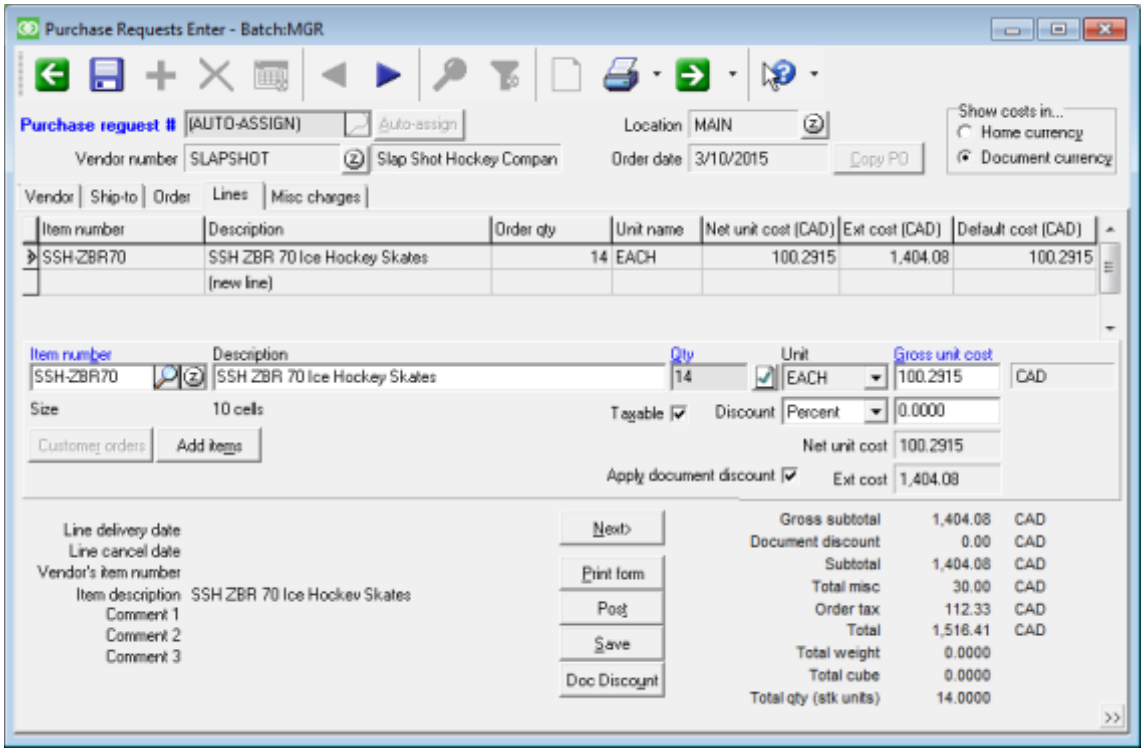
## Lines Tab

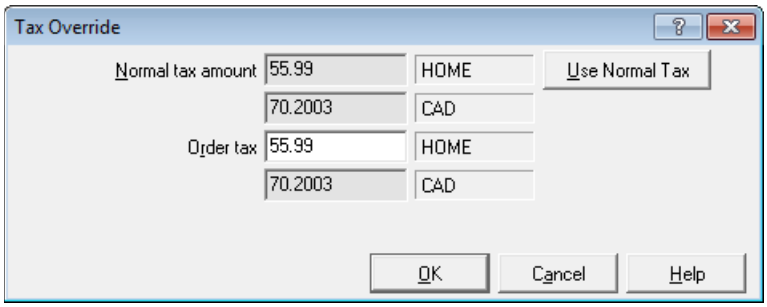
As you add items to a purchase request on the Lines tab, Counterpoint uses the tax rules in the tax code assigned to the purchase request to calculate the amount of tax you owe the vendor for each line. The **Order tax** field displays the total amount of tax you owe the vendor for all of the items on the purchase request.




If you are using multi-currency purchasing, the **Order tax** total appears in the currency assigned to the purchase request or your home currency, depending the option you select from the **Show costs in...** area. However, when you post a purchase request, tax distributions are always in your home currency.

If a line on the purchase request should not be subject to tax, select the line and clear the **Taxable** check box to remove the line from the tax calculation. When you save the line, the **Order tax** value is updated to display the new tax total for the purchase request.

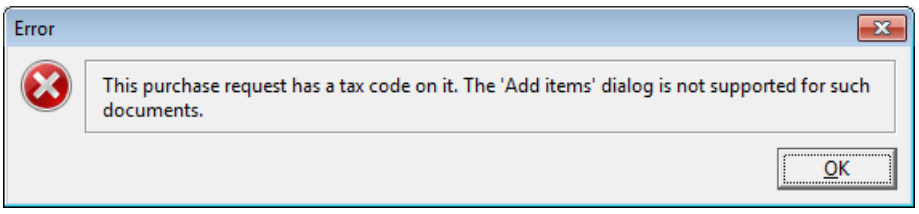
If you want to override the calculated tax total for the purchase request, click the **Order tax** field on the **Lines** tab and enter a new **Order tax** value on the Tax Override dialog.




Click the **Use Normal Tax** button on the **Tax Override** dialog to revert to the **Normal tax amount** for the purchase request.

If you are using multi-currency purchasing, the values on the **Tax Override** dialog appear in your home currency and the currency assigned to the purchase request.

The **Add items** button on the **Lines** tab—which allows you to add multiple items to a purchase request simultaneously—is not available if a**Tax code** is assigned to the purchase request.An error message appears if you click this button when a foreign currency is assigned to a purchase request.

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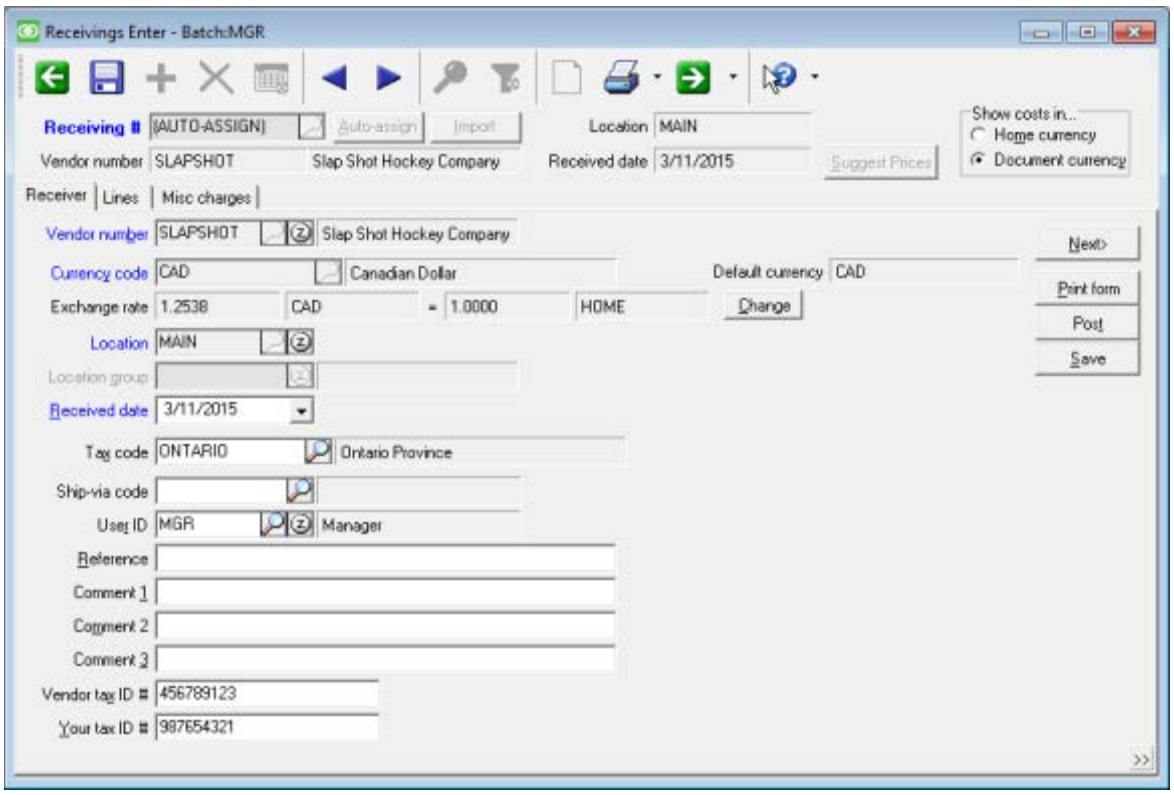
# Value-added Tax: Receivings

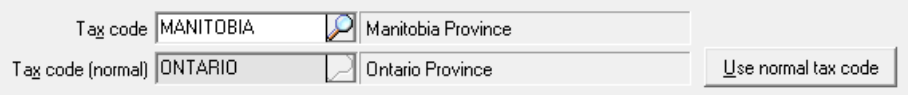
If you are using value-added tax in purchasing, NCR Counterpoint will calculate tax on receivers for which a **Tax code** is specified. This topic details the changes you will see on the **Receivings Enter** window (**Purchasing > Receivings > Enter**) when you are using value-added tax in purchasing.

## Receiver Tab

If you are receiving a purchase order, the **Tax code** assigned to the purchase order appears on the Receiver tab of the **Receivings Enter** window, along with the **Vendor tax ID #** for the vendor and **Your tax ID #**. If you are receiving without a purchase order, the default **Tax code** for the receiver is the tax code that is assigned to the vendor or the location, depending on your configuration.




In either case, you can enter or look up a different **Tax code** to override the default tax code for the receiver. If you change the default **Tax code**, the Tax code (normal) field appears, indicating the tax code that would normally apply to the receiver.




Click the **Use normal tax code** button to revert to the default **Tax code** for the purchase request.

You cannot change the tax code for a purchase once you have posted the receiver.

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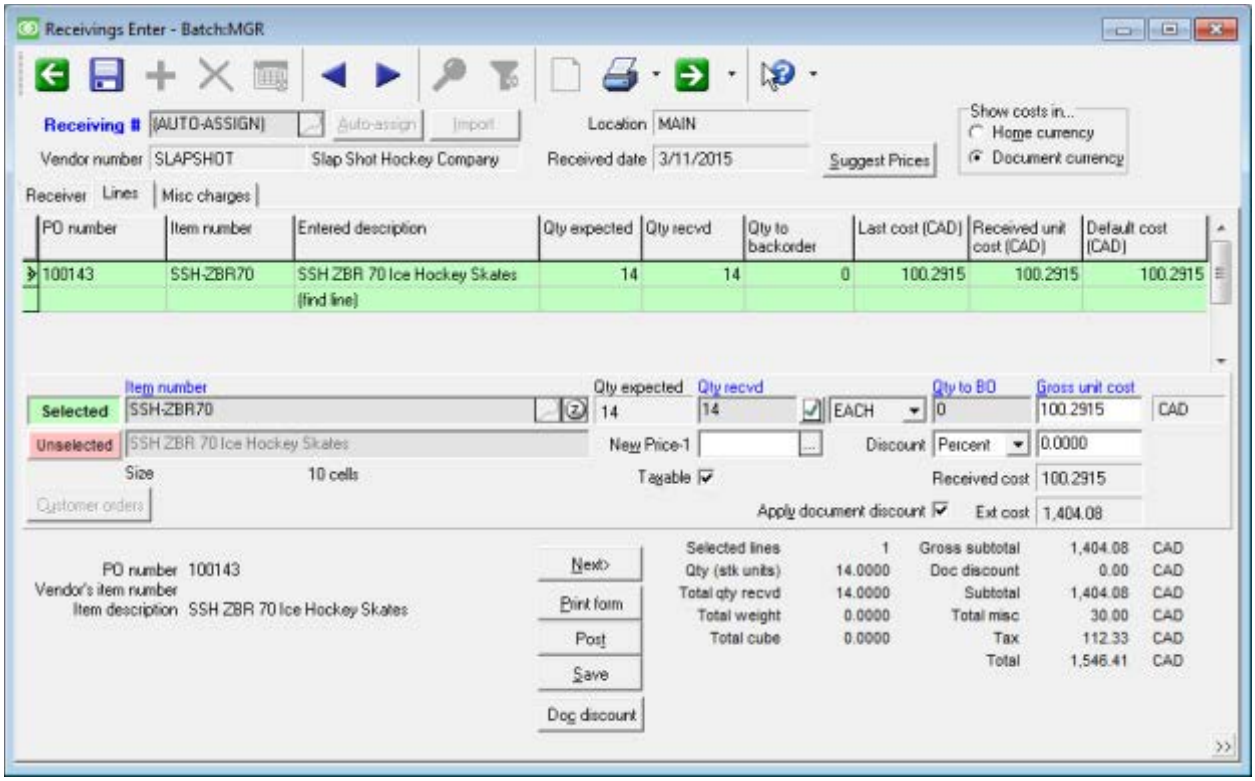
## Lines Tab

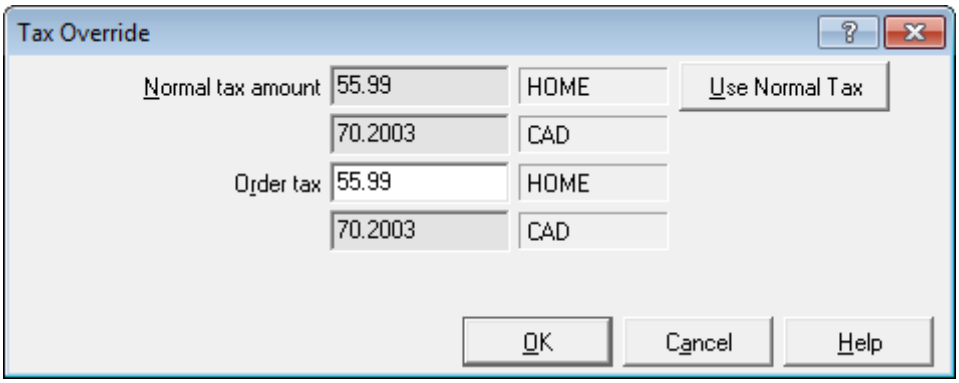
On the Lines tab, the **Tax** field displays the total amount of tax you owe the vendor for the items on the receiver, as calculated by the tax rules in the tax code assigned to the receiver. If you add lines to the receiver, Counterpoint calculates the amount of tax you owe the vendor for each new line and updates the **Tax** total accordingly.




If you are using multi-currency purchasing, the **Tax** total appears in the currency assigned to the receiver or your home currency, depending the option you select from the **Show costs in...** area. However, when you post a receiver, tax distributions are always in your home currency.

If a line on the receiver should not be subject to tax, select the line and clear the **Taxable** check box to remove the line from the tax calculation. When you save the line, the **Tax** value is updated to display the new tax total for the receiver.

To override the calculated tax total for the receiver, click the **Tax** field on the **Lines** tab and enter a new **Order tax** value on the Tax Override dialog.




Click the **Use Normal Tax** button on the **Tax Override** dialog to revert to the **Normal tax amount** for the receiver.

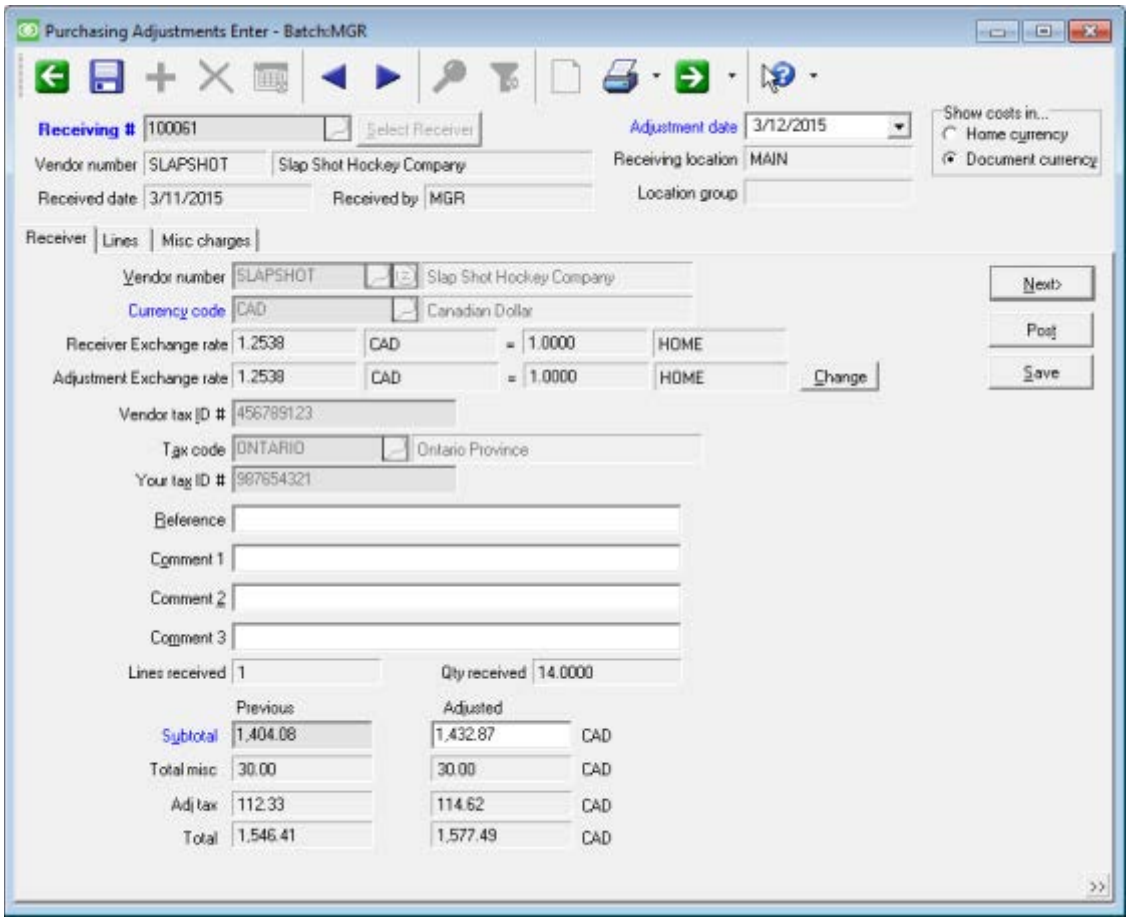
If you are using multi-currency purchasing, the values on the **Tax Override** dialog appear in your home currency and the currency assigned to the receiver.

# Value-added Tax: Purchasing Adjustments

If you are using value-added tax in purchasing, NCR Counterpoint will adjust the tax on a receiver for which a **Tax code** is specified when you enter a purchasing adjustment for the receiver. This topic details the changes you will see on the **Purchasing Adjustments Enter** window (**Purchasing > Adjustments > Enter**) when you are using value-added tax in purchasing.

## Receiver Tab

When you select a receiver to adjust, the **Receiver** tab of the **Purchasing Adjustments Enter** window displays the **Tax code** that was assigned to the selected receiver, along with the **Vendor tax ID #** and **Your tax ID #**.




If you adjust the **Subtotal** for the receiver on the **Receiver** tab, the **Adj tax** total for the receiver is recalculated automatically, based on the indicated **Tax code**.

If you are using multi-currency purchasing, the **Adj tax** value and other totals on this tab appear in the currency assigned to the receiver you are adjusting or your home currency, depending on the option you select from the **Show costs in...** area. However, when you post a purchasing adjustment, tax distributions are always in your home currency.

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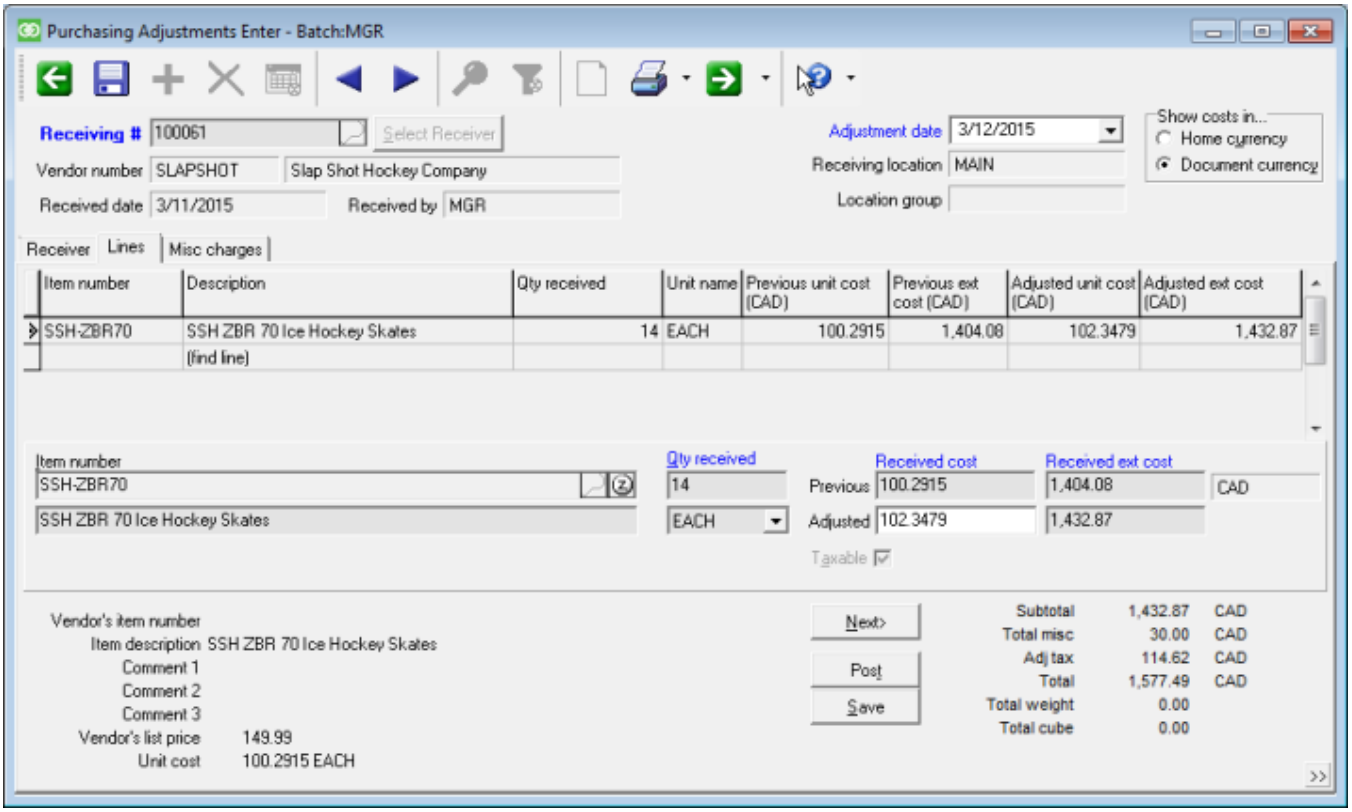
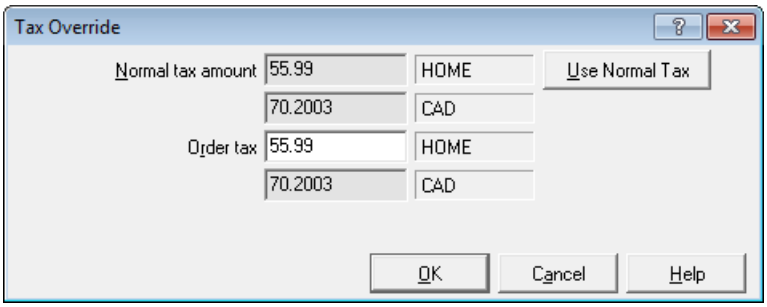
## Lines Tab

On the Lines tab, if you adjust the **Received cost** for items on the selected receiver, the **Adj tax** total is recalculated automatically.




If you are using multi-currency purchasing, the **Adj tax** value and other totals on this tab appear in the currency assigned to the receiver you are adjusting or your home currency, depending on the option you select from the **Show costs in...** area. However, when you post a purchasing adjustment, tax distributions are always in your home currency.

To override the adjusted tax total, click the **Adj tax** field on the **Lines** tab and enter a new **Order tax** value on the Tax Override dialog.




Click the **Use Normal Tax** button on the **Tax Override** dialog to revert to the **Normal tax amount** for the adjustment.

If you are using multi-currency purchasing, the values on the **Tax Override** dialog appear in your home currency and the currency assigned to the receiver you are adjusting.

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# Value-added Tax: Returns to Vendors

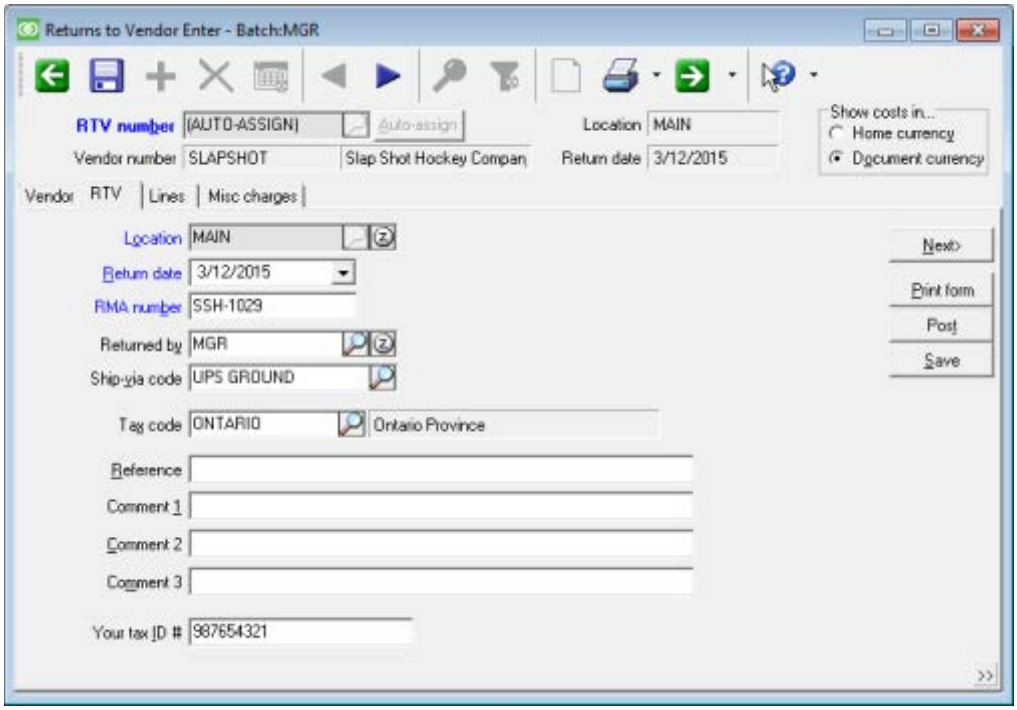
If you are using value-added tax in purchasing, NCR Counterpoint will calculate tax on returns to vendors (RTVs) for which a **Tax code** is specified. This topic details the changes you will see on the **Returns to Vendor Enter** window (**Purchasing > Returns to Vendor > Enter**) when you are using value-added tax in purchasing.

## Vendor Tab

On the **Vendor** tab of the **Returns to Vendor Enter** window, the **Vendor tax ID #** field indicates the tax identification number assigned to the vendor.

## RTV Tab

The RTV tab displays the default **Tax code** for the RTV, if applicable, which is either the tax code assigned to the vendor or the location, depending on your configuration, along with **Your tax ID #**.




If a tax code is not assigned to the vendor or the location, the **Tax code** field will be blank, which means that Counterpoint will not calculate tax for the RTV.

You can enter or look up a different **Tax code** to override the default tax code for the RTV. If you change the default**Tax code**, the Tax code (normal) field appears, indicating the tax code that would normally apply to the RTV.

Click the **Use normal tax code** button to revert to the default **Tax code** for the RTV.

You cannot change the tax code for an RTV once you have posted it.

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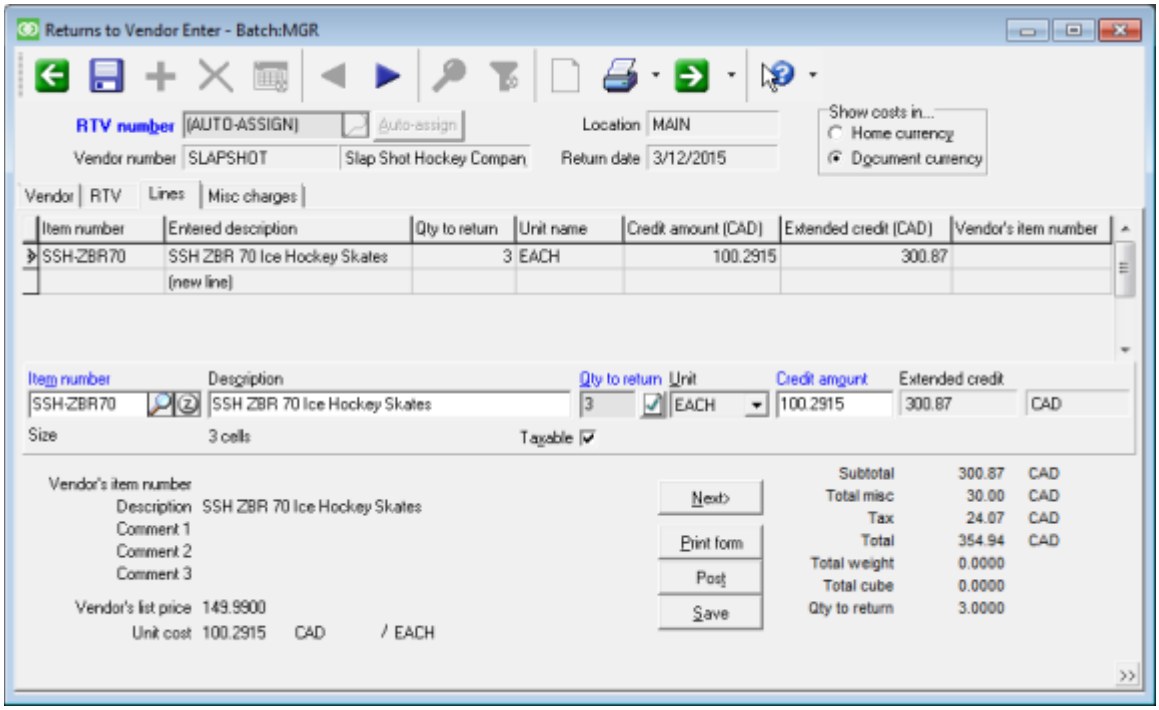
## Lines Tab

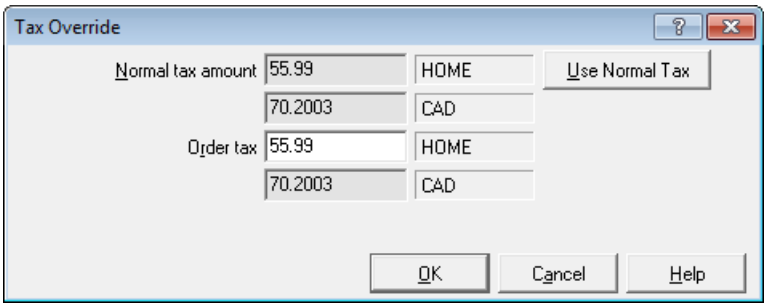
As you add items to an RTV on the Lines tab, Counterpoint uses the tax rules in the tax code assigned to the RTV to calculate the amount of tax the vendor owes you for each line. The **Tax** field displays the total amount of tax for all of the items on the RTV.




If you are using multi-currency purchasing, the **Tax** value and other totals appear in the currency assigned to the RTV or your home currency, depending the option you select from the **Show costs in...** area. However, when you post an RTV, tax distributions are always in your home currency.

If a line on the RTV should not be subject to tax, select the line and clear the **Taxable** check box to remove the line from the tax calculation. When you save the line, the **Tax** value is updated to display the new tax total for the RTV.

If you want to override the calculated tax total for the RTV, click the **Tax** field on the **Lines** tab and enter a new **Order tax** value on the Tax Override dialog.




Click the **Use Normal Tax** button on the **Tax Override** dialog to revert to the **Normal tax amount** for the RTV.

If you are using multi-currency purchasing, the values on the **Tax Override** dialog appear in your home currency and the currency assigned to the RTV.

## Value-added Tax: Vouchering Receivings

If you are using value-added tax in purchasing, and you are using the **Voucher Receivings** function (**System > Accounting > Voucher Receivings**) to voucher receivings and RTVs to your accounting software, purchasing tax will be included in voucher totals for receivers and RTVs that include a **Tax code**.

If you are using multi-currency purchasing, **Tax** amounts and other values on the **Select receivers** and **Invoice** tabs of the **Voucher Receivings** window appear in the currency assigned to the selected receiver(s) or your home currency, depending the option you select from the **Show costs in...** area. However, all values on the **Distributions** tab appear in your home currency, regardless of the **Show costs in...** setting.

Counterpoint does not distinguish purchasing tax from other amounts in voucher totals.

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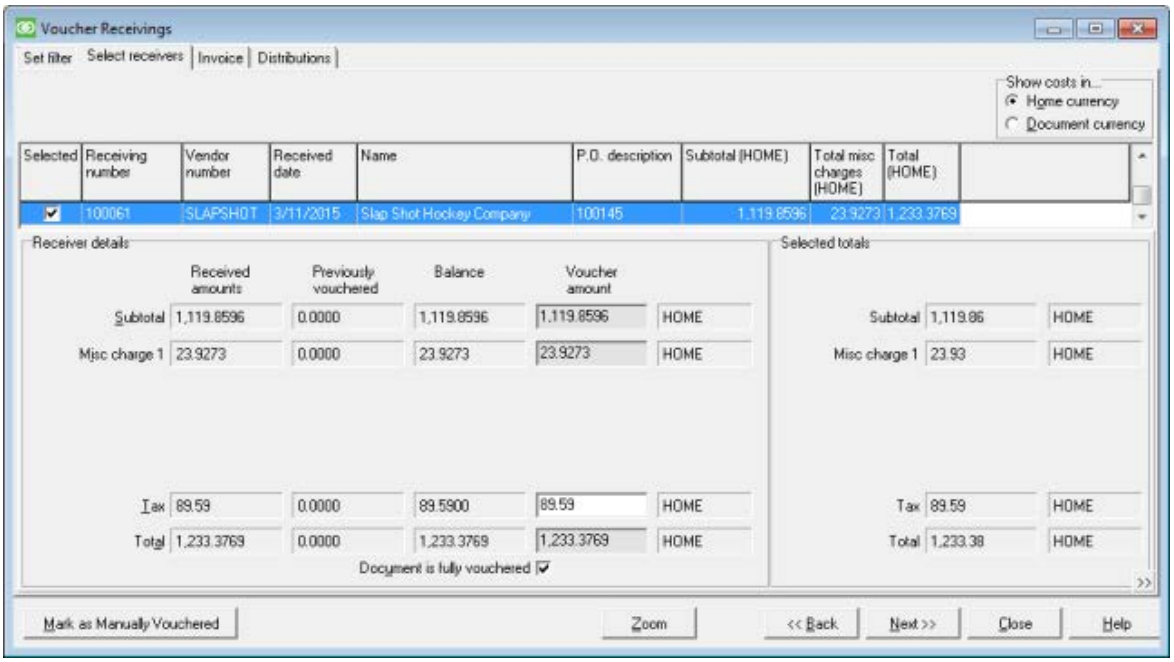
## Select receivers Tab

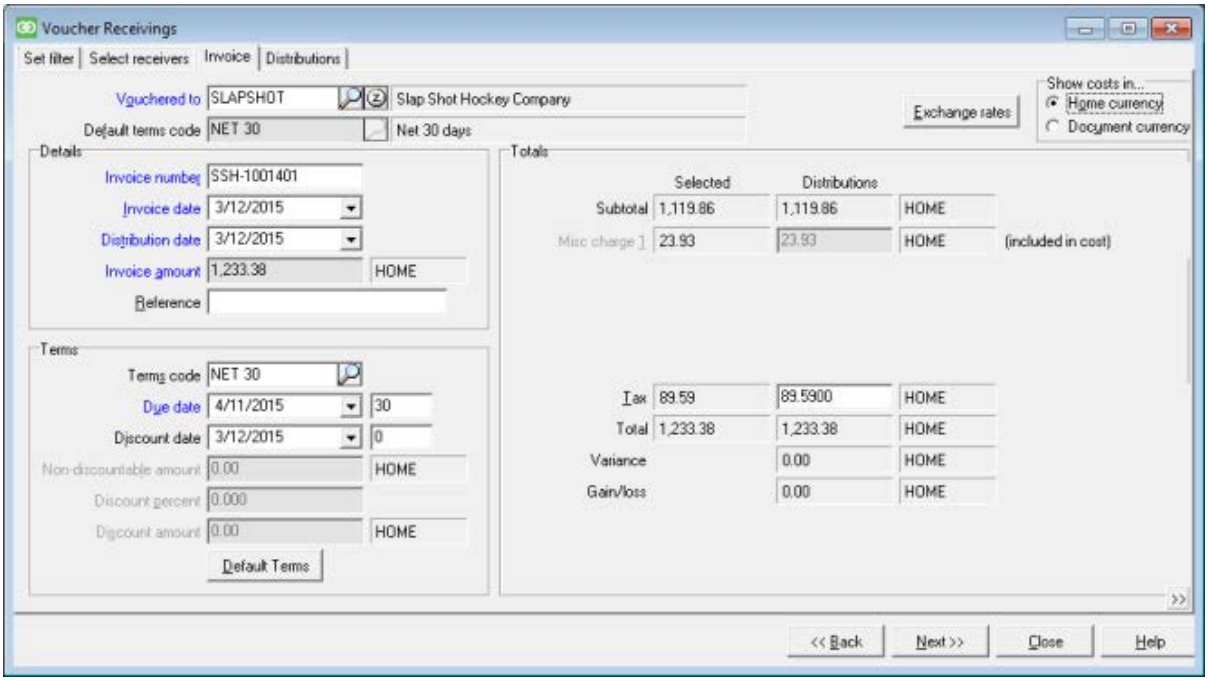
The Select receivers tab displays the total amount of tax on the selected receiver (in the **Received amounts** column), the amount of tax that has already been vouchered for the receiver (in the **Previously vouchered** column), and the amount of tax you still owe for the receiver (in the **Balance** column). In the **Voucher amount** column, you can specify the amount of tax you want to voucher, which is set to the balance due by default.




If you are using multi-currency purchasing, you can only modify the **Voucher amount** for tax if you select the **Home currency** option from the **Show costs in...** area.

## Invoice Tab

On the Invoice tab, you can modify the **Tax** amount to specify the actual amount of tax you were invoiced for the selected receiver(s).




If you change the **Tax** amount for the invoice, the difference between the specified value and the amount of tax on the selected receiver(s) is indicated in the **Variance** field.

If you are using multi-currency purchasing, you can only modify the **Tax** value if you select the **Home currency** option from the **Show costs in...** area.

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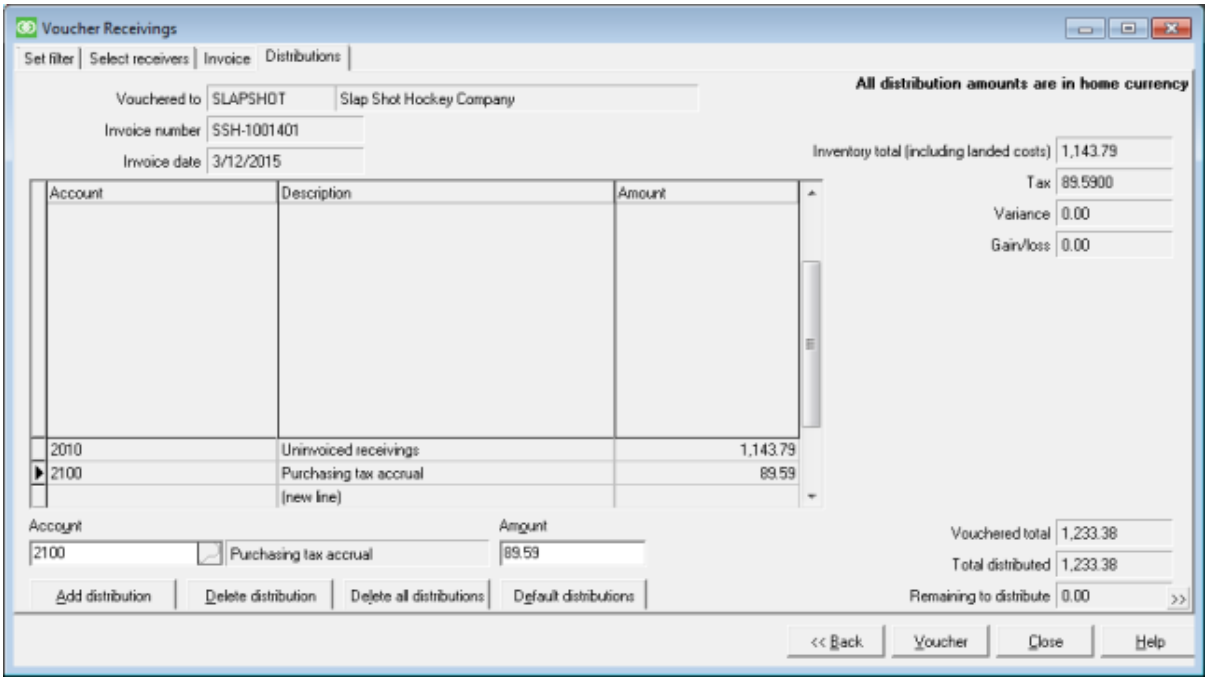
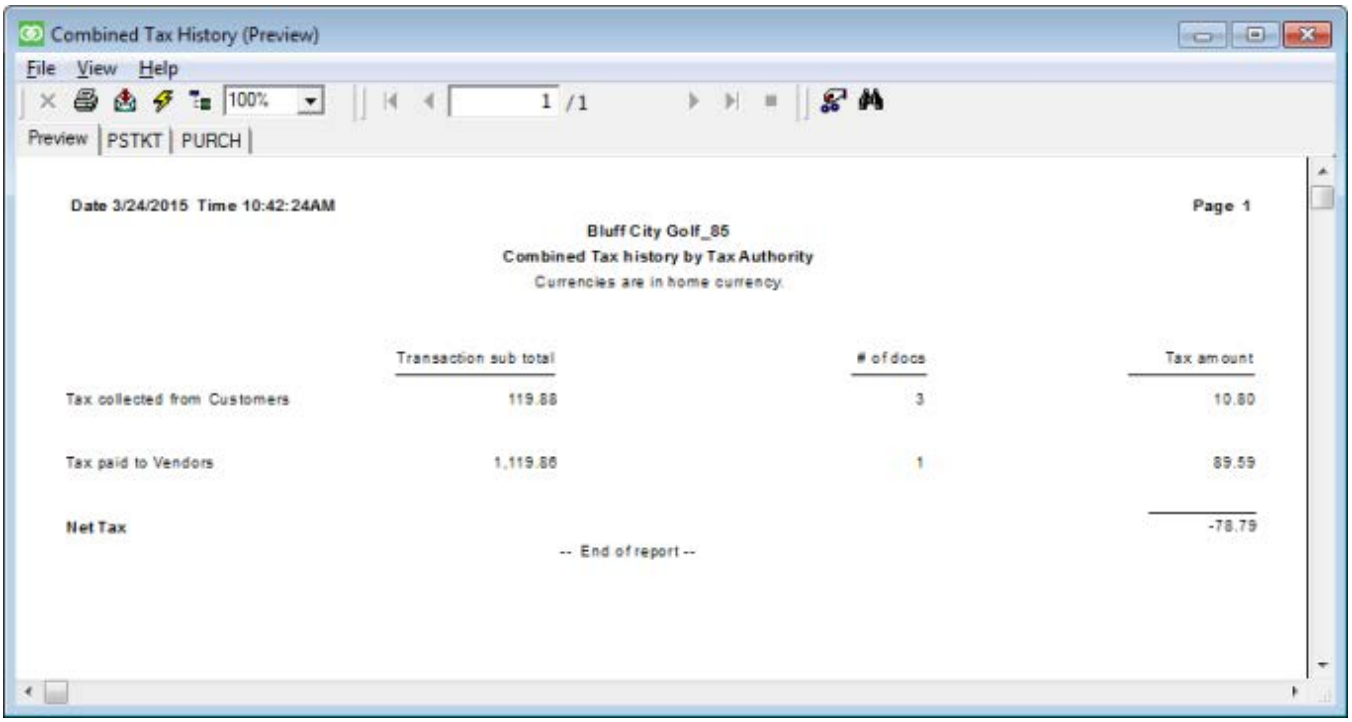
### Distributions Tab

The **Distributions** tab displays the amount of **Tax** on the selected receiver(s), along with the corresponding distribution to your **Purchasing tax accrual** account. You can modify the **Amount** for the purchasing tax distribution, if necessary.




## Combined Tax History Report

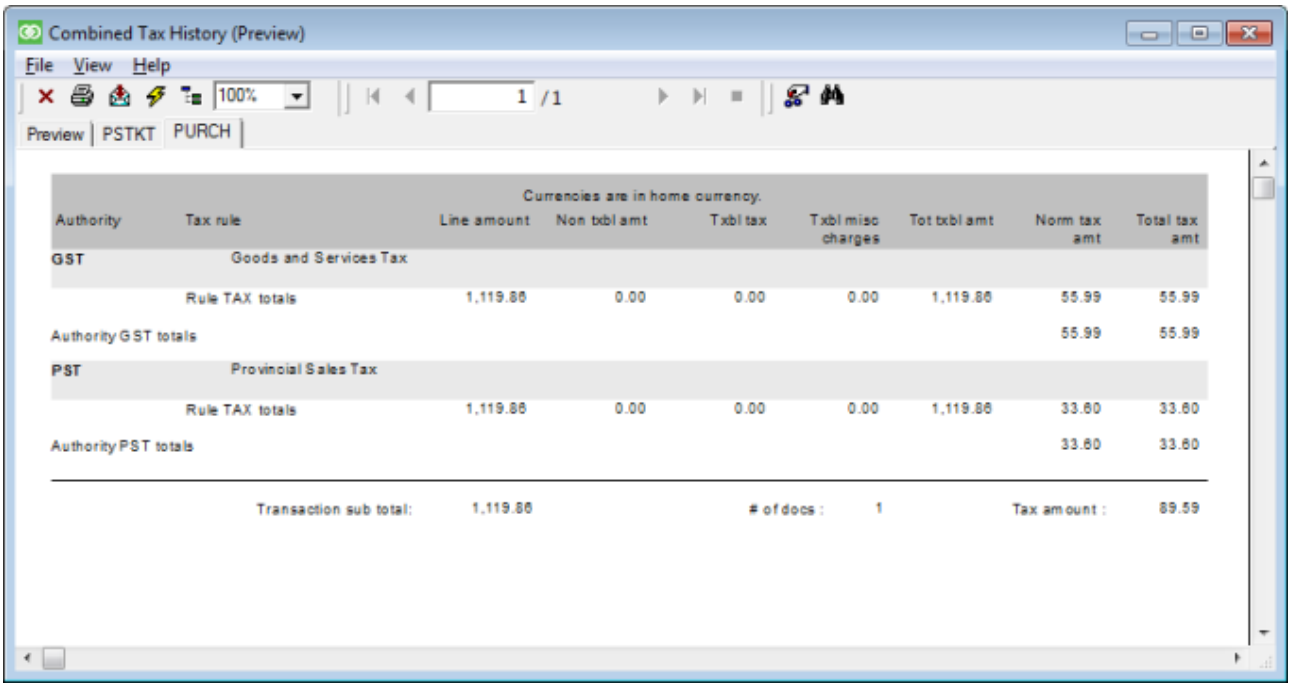
This version of NCR Counterpoint includes the Combined Tax History report, which provides a combined view of taxes you collected from your customers (for Point of Sale transactions) and taxes you paid to your vendors (for purchasing transactions).



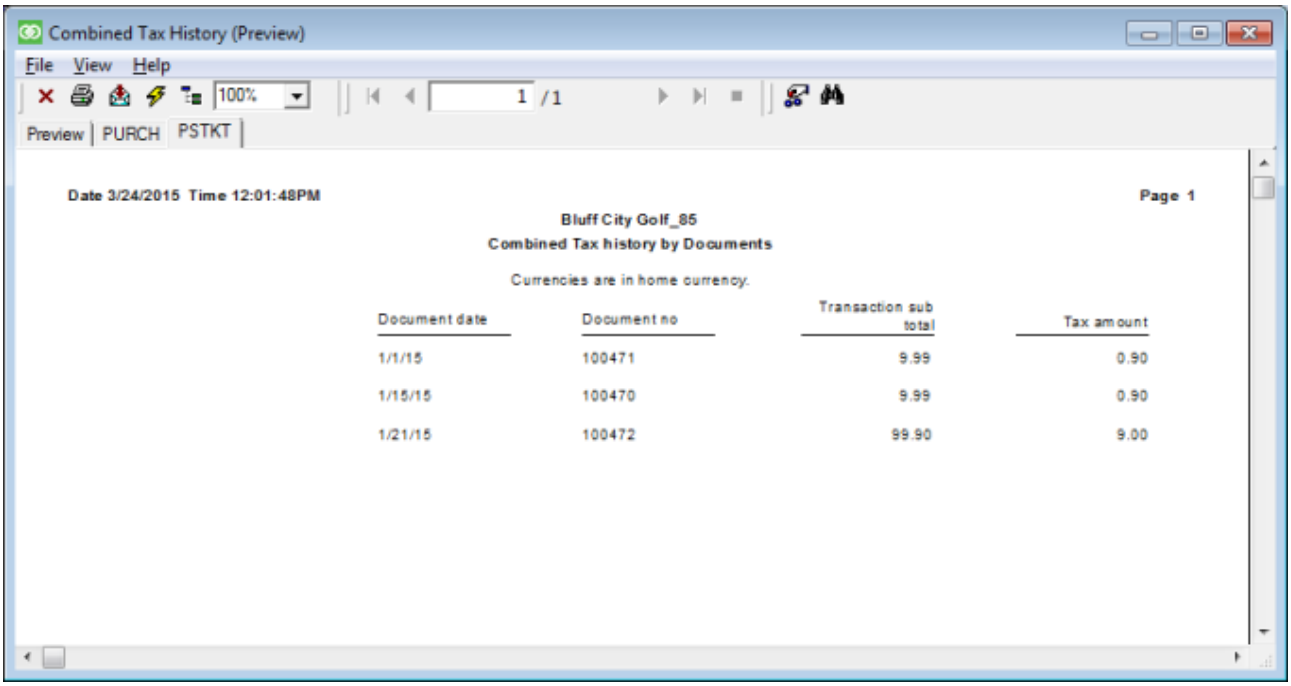

This report is available only if the **Use tax in purchasing** check box is selected on the **Purchasing Control** window (**Setup > Purchasing > Control**).

On the **Combined Tax History** window (**System > Reports > Combined Tax Hist**), you can select one of the following **Report** options:

- The **Combined Tax History by Tax Authority** option groups Point of Sale tax or Purchasing tax by tax authority when you double-click **Tax collected from Customers** or Tax paid to Vendors, respectively, on the **Preview** tab.

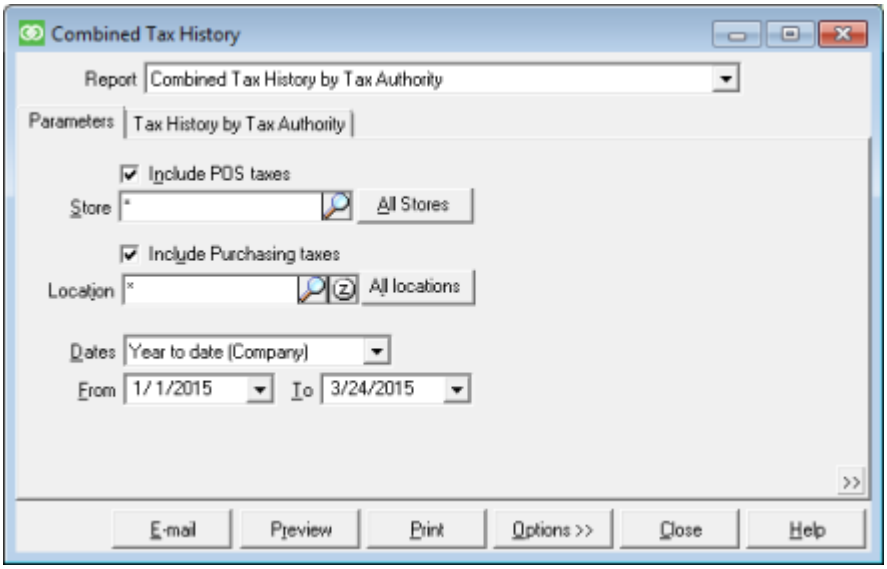



- The **Combined Tax History by Documents** option groups Point of Sale tax or Purchasing tax by document when you double-click Tax collected from Customers or **Tax paid to Vendors** on the **Preview** tab.



### Parameters Tab

The Parameters tab allows you to choose whether you want to include Point of Sale taxes or Purchasing tax on the COMBINED TAX HISTORY report, as well as to specify the store, location, and date range for the report.



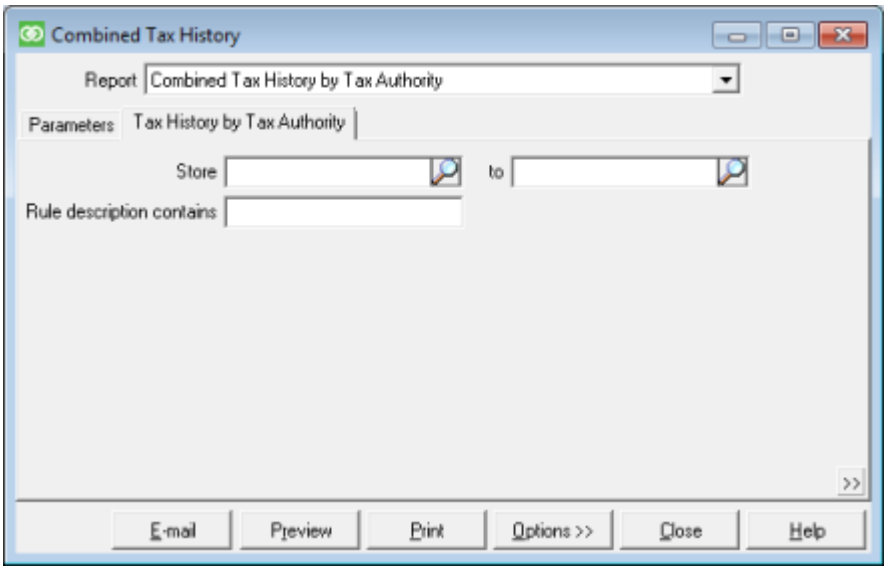

Select the **Include POS** taxes check box to include taxes you collected from customers for Point of Sale transactions on the COMBINED TAX HISTORY report, and then specify the **Store** for the report or click the **All Stores** button to include Point of Sale transactions from all your stores.

Select the **Include Purchasing taxes** check box to include taxes you paid to vendors for Purchasing transactions on the report, and then specify the **Location** for the report or click the **All locations** button to include Purchasing transactions for all locations.

Select a pre-defined date range from the **Dates** list box, or use the **From** and **To** fields to specify the data range for the report.

### Tax History by Tax Authority Tab

Use the Tax History by Tax Authority tab to define filtering criteria to limit the transactions that appear on the report.




You can customize the fields on the **Tax History by Tax Authority** tab, as usual.

# Ecommerce

## Drop Shipping NCR Retail Online Orders

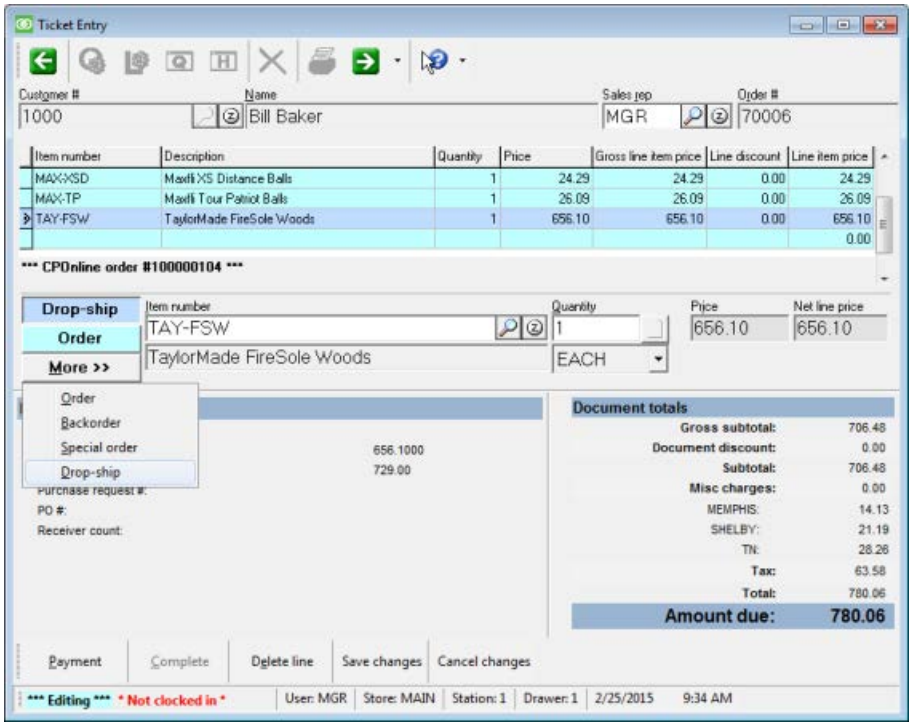
In this version of NCR Counterpoint, you can designate lines on orders that originated in an NCR Retail Online store as **Drop-ship** lines and have those items shipped directly from your vendors to your online customers.

Orders imported from NCR Counterpoint Online (CPOnline) cannot be drop shipped.

To drop ship NCR Retail Online orders, you must first configure your store to allow drop shipments, authorize users to create drop-ship lines and process drop-ship purchasing documents, define a drop-ship clearing account, assign the default batch for drop-ship purchasing documents, specify the next sequential purchase request number, and assign primary vendors to your items.

Refer to Drop-ship orders: Setting up drop-ship orders in the NCR Counterpoint online help for more information about configuring Counterpoint to process drop-ship order lines.

In **Ticket Entry** or **Touchscreen Ticket Entry**, when you edit an order that has been imported from NCR Retail Online (NRO) via **Ecommerce > Ecommerce Import**, you can change one or more lines on the order to Drop-ship lines.




When you save the edited eCommerce order, Counterpoint automatically creates a drop-ship purchase request for each primary vendor from whom items are to be drop shipped. You can then review and post the drop-ship purchase request, which creates the corresponding drop-ship purchase order for the vendor, who will ship the item(s) to the customer. When the vendor notifies you the item has shipped, you can receive the corresponding purchase order, creating a release ticket for the item(s) and completing the drop-ship process.

Refer to the Drop-ship orders topics in the NCR Counterpoint online help for more information about processing drop-ship orders.

Once you have changed one or more lines on an imported eCommerce order to **Drop-ship** lines, you can still edit the order in **Ticket Entry**. However, you cannot modify or delete a drop-ship order line that has been moved to a drop-ship purchase order (i.e., for which the corresponding drop-ship purchase request has been posted). Only drop-ship order lines that are still on unposted drop-ship purchase requests can be edited.

Shipping charges for eCommerce orders are imported into Counterpoint as miscellaneous charges, as usual. However, because they represent the amount the customer is charged for shipping, miscellaneous charges are not carried over to drop-ship purchase requests that are created when you change lines on an eCommerce order to **Drop-ship** lines. To record the amount a vendor charges you to drop-ship items, you must enter miscellaneous charges on the drop-ship purchase request or the corresponding drop-ship receiver.

If you need to change the amount a customer is charged to drop-ship an eCommerce order, you must edit the **Misc charges** amount for the order before you post the corresponding drop-ship purchase requests.

Ordinarily, drop-ship items must be paid for in full when they are ordered. However, because eCommerce orders are not designated as drop-ship orders when they are imported into Counterpoint, final payments for eCommerce order lines that are changed to **Drop-ship** lines are not authorized until the corresponding drop-ship receiver is posted.

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# System

## Automatic File Sync when Registering Workstations

In this version, when you register a workstation—using the **Workstations** window in NCR Counterpoint (**Setup > System > Workstations**) or the NCR Counterpoint Management Console (**Start > Programs > NCR Counterpoint > Utilities > Management Console**)—File Sync automatically synchronizes the workstation with the company configuration directory on the associated site server (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1\TopLevel\MyCompany\Configuration**). This enhancement ensures that each workstation has the latest data dictionary settings, custom reports, item and customer images, and other configuration files immediately upon registration.

## Changing the Default Timeout for Data Aggregation

By default, NCR Counterpoint's data aggregation tasks—which summarize the necessary sales history data for the Dashboard, forecast data for forecast-driven replenishment, and transaction log data for the Point of Sale Exceptions report—stop processing after 15 minutes of activity. In this version, you can change the default timeout setting for data aggregation tasks. This enhancement allows data aggregation tasks to run for a longer period of time, which is particularly useful during the initial aggregation of existing data.

Follow these steps to change the default timeout setting for data aggregation tasks:

1. Open the **AggSumarization.xml** file in the **\Bin** subdirectory of your Counterpoint installation directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1\Bin**).
2. Find the following entry in the **<parameters>** section:

   ```
   <param name="AggRuntimeMinutes" value="15"/>
   ```

3. Change the parameter **value** to the number of minutes you want the aggregation tasks to run each time they are scheduled. For example, to allow the aggregation tasks to run for an hour, change the **value** to **"60"** (as indicated below).

   ```
   <param name="AggRuntimeMinutes" value="60"/>
   ```

⚠ The **AggRuntimeMinutes** parameter must be set to a number of minutes that is less than the time interval specified for data aggregation tasks in the **Set interval** field on the **Data Aggregation** tab of the NCR Counterpoint Management Console utility (**Start > NCR Counterpoint > Utilities > Management Console**). For example, if the **Set interval** value is set to **1 hour**, the **AggRuntimeMinutes** parameter must be set to **59** minutes or less.

In a Multi-Site environment, change this parameter on your Hub server and on each of your remote servers.

4. Save your changes and restart CPServices on your server.

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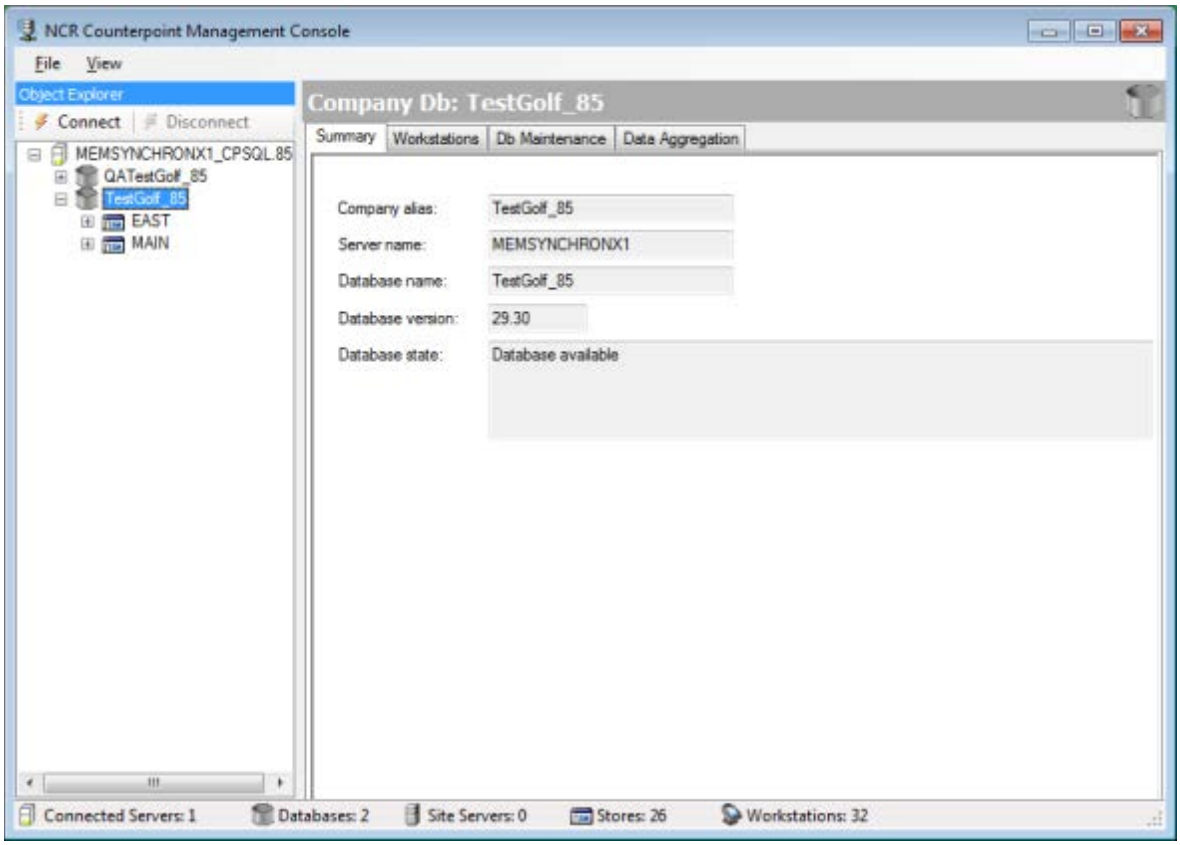
# Company Db View in Management Console

In this version, the NCR Counterpoint Management Console (**Start > Programs > NCR Counterpoint > Utilities > Management Console**) includes the Company Db view, which allows you to review and manage each of your NCR Counterpoint company databases. The **Company Db** view includes a **Summary** tab that displays general information about a company database, along with the **Workstations**, **Db Maintenance**, and **Data Aggregation** tabs that previously appeared on the **Server** view.




These tabs have been removed from the **Server** view, which now includes only the **Summary**, **Communication Status**, and **Mail** tabs.

To display the **Company Db** view, double-click the server icon (which replaces the icon) in the **Object Explorer**, and then click the icon for the company database you want to manage.

## Summary

The **Summary** tab displays general information about the company database, including the **Company alias**, **Database name**, and **Database version** for the database. This tab also includes the new **Database state** field, which indicates whether the company database is available and its current status (e.g., undergoing maintenance).

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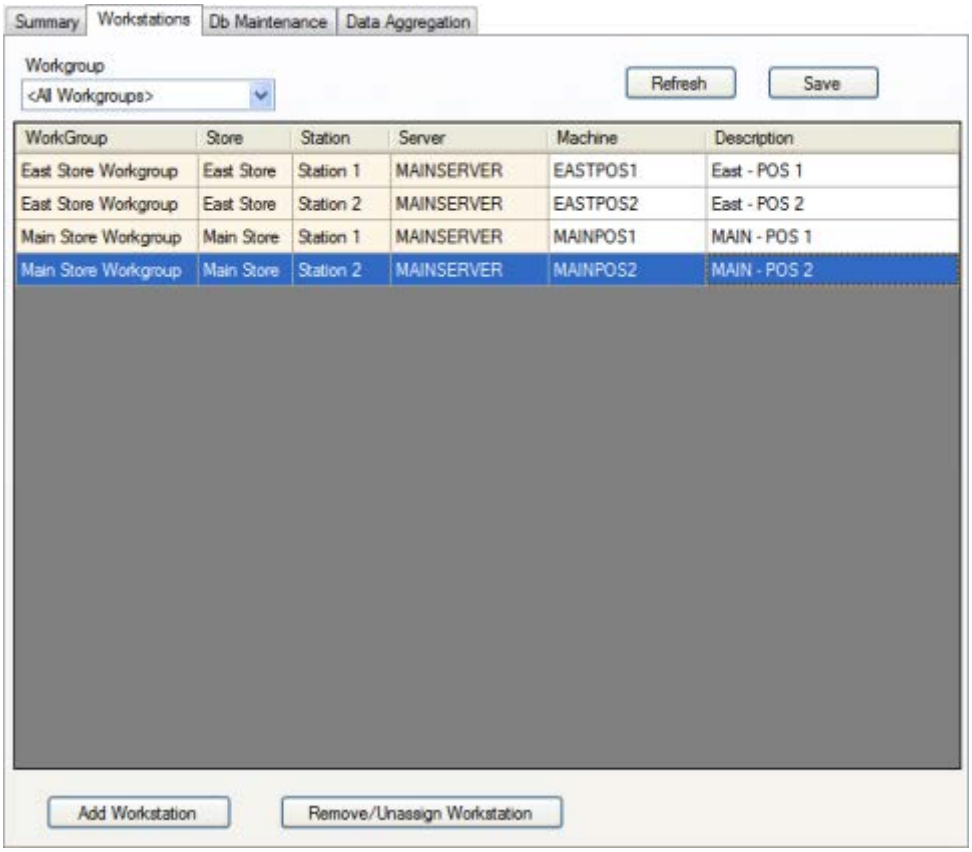
## Workstations

The Workstations tab displays the Point of Sale stations that have been created for the company and the workstations that have been assigned to them, sorted by **Workgroup**. This tab also allows you to register a workstation, assigning it to a particular Point of Sale station, or remove a workstation from the company, disassociating it from its assigned Point of Sale station.




This tab is identical to the **Workstations** tab that previously appeared on the **Server** view.

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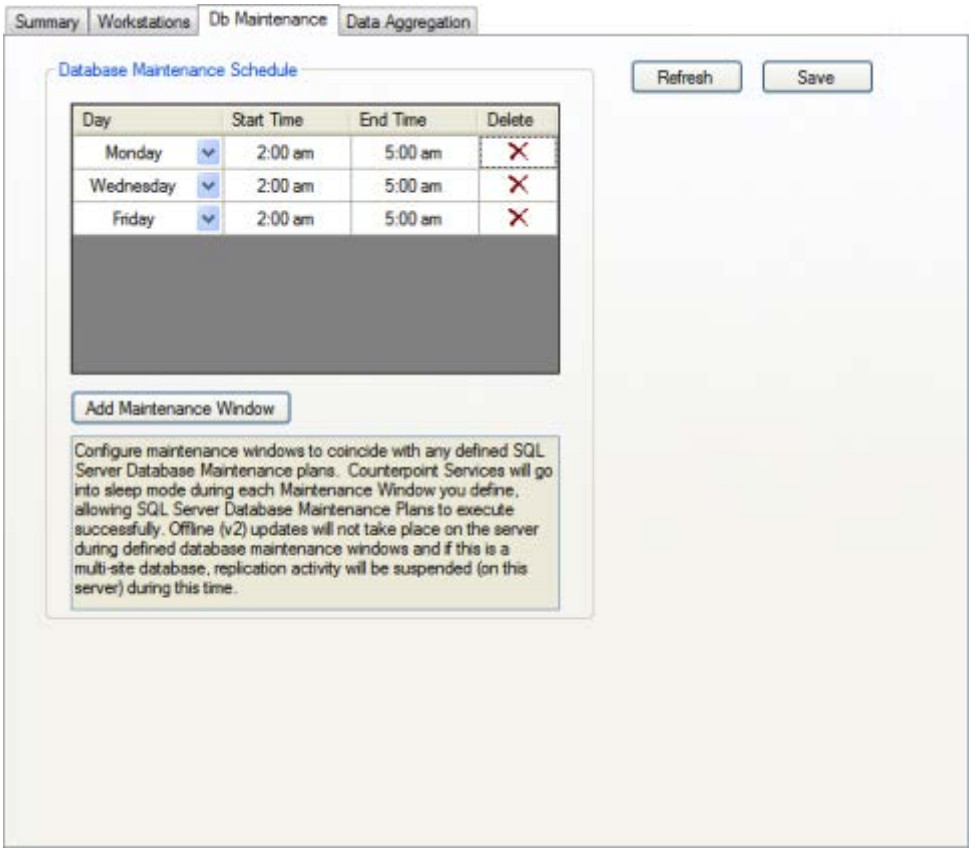
## Db Maintenance

The Db Maintenance tab allows you to define a daily maintenance schedule for the company database, during which the NCR Counterpoint Service (CPServices) will suspend all operations, allowing you to perform any SQL Server maintenance functions that require access to your database.




This tab is identical to the **Maintenance** tab that previously appeared on the **Server** view.

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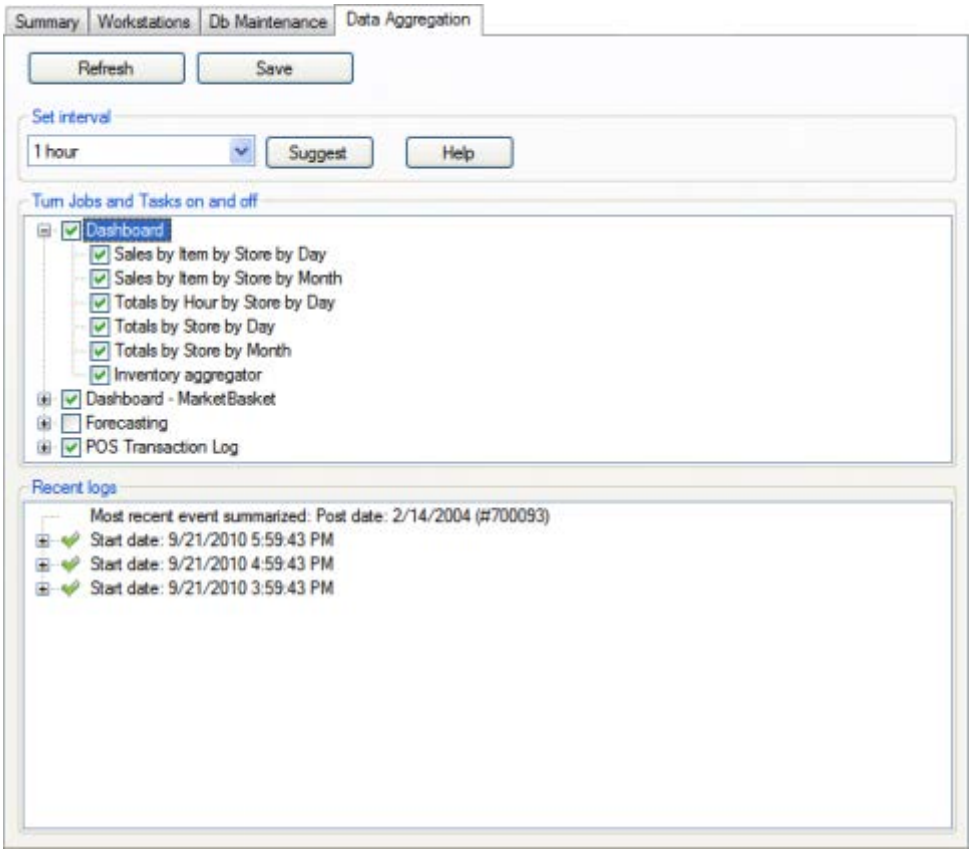
## Data Aggregation

The **Data Aggregation** tab allows you to schedule NCR Counterpoint's various data aggregations tasks, which summarize the necessary sales history data for the Dashboard, forecast-driven replenishment, and transaction log data for the POINT OF SALE EXCEPTIONS report.




This tab is identical to the **Data Aggregation** tab that previously appeared on the **Server** view.

# Default File Sync Schedule Updated

In this version, the default File Sync schedule has been updated to synchronize remote servers in a Multi-Site environment with the Hub server at 1:00 AM, and then synchronize all of the workstations registered to each remote server at 3:00 AM. This enhancement allows data dictionary settings, custom reports, updated item or customer images, and other configuration changes to be fully synchronized throughout a Multi-Site environment overnight.

You can still use the NCR Counterpoint Management Console (**Start > Programs > NCR Counterpoint > Utilities > Management Console**) to initiate File Sync requests for remote server and workstations on demand.

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# Hosted Online Help

The NCR Counterpoint online help—including the NCR Counterpoint V8.5 Installation Guide, Update Guide, and Release Notes—is now hosted at www.ncrcounterpointhelp.com.

To allow your Counterpoint server(s) and workstations to access the NCR Counterpoint online help, configure your network firewall(s) to allow outbound traffic to **ncrcounterpointhelp.com** via port 80.

If you have configured your network to prevent your Counterpoint server or workstation(s) from accessing the Internet, you may install the online help locally by following these steps:

1. If you are a merchant, log in to the NCR Counterpoint User Portal at https://userportal.counterpointpos.com and browse to the **Support > NCR Counterpoint > Software Documentation** page.

   If you are an NCR Counterpoint Retail Partner, log in to the NCR Counterpoint Partner Portal at https://retailchannel.radiantsystems.com and browse to the **Technical Services > Software Documentation** page.

2. Click the **download** link for the **NCR Counterpoint V8.5 Online Help** under **NCR Counterpoint V8.5 Documentation** to download the online help.
3. Copy the **V85_CounterpointHelp.zip** file to the Counterpoint installation directory on your server or workstation (e.g., **C:\\Program Files (x86)\Radiant Systems\Counterpoint\CPSQL.1**) and extract the archive.

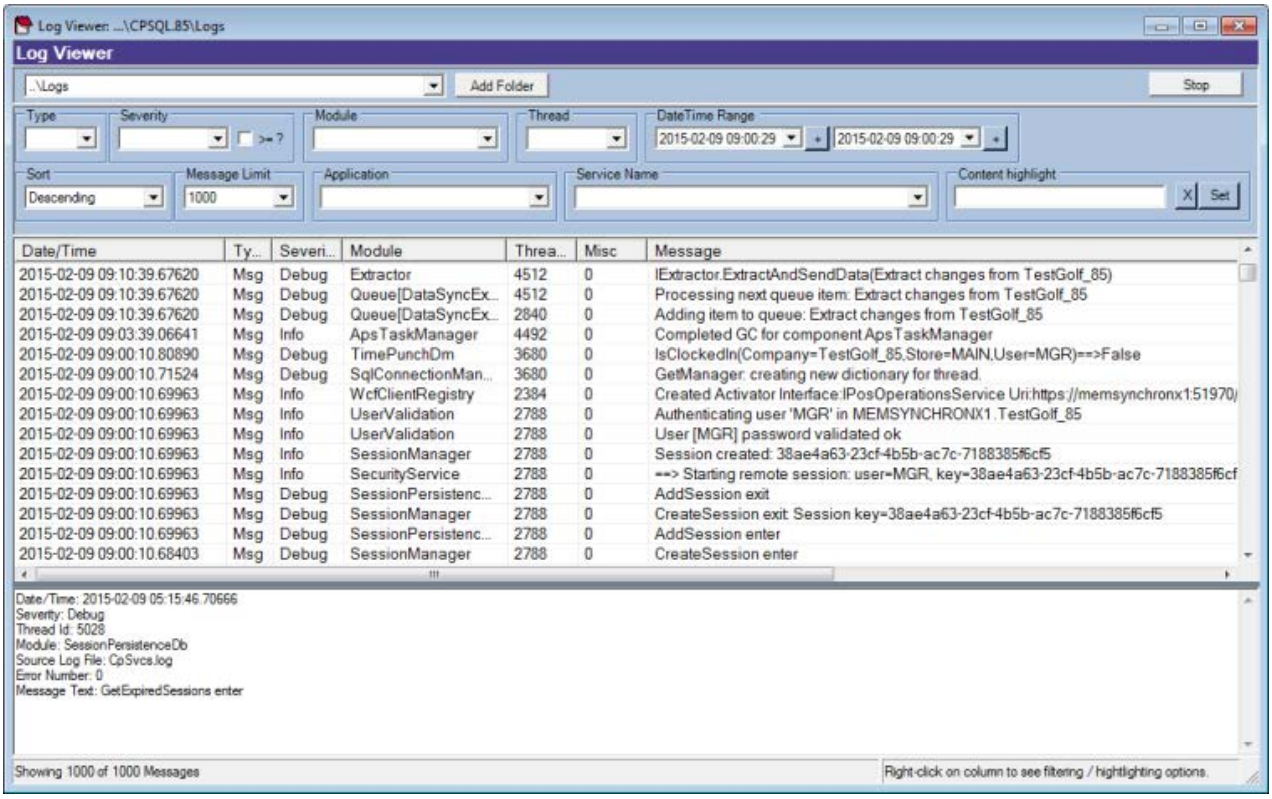
Repeat these steps for each of your server(s) and workstation(s).

If you install the online help locally, you should follow these steps periodically to ensure that your local online help to include the latest content and revisions.

# Log Viewer Enhancements

In this version, the Log Viewer utility (**Start > Programs > NCR Counterpoint > Utilities > Log Viewer**)—which allows you to review activity logs for CPServices—includes several enhancements that are designed to improve the utility's overall usability.

The title bar of the Log Viewer window now include the path and name of the directory that contains the log files you are currently viewing. Also, logs are automatically refreshed and displayed in the **Log Viewer** window when you start the utility; you are no longer required to click the **Start** button to display log entries. Further, the default width of the **Message** column has been increased to display more text.

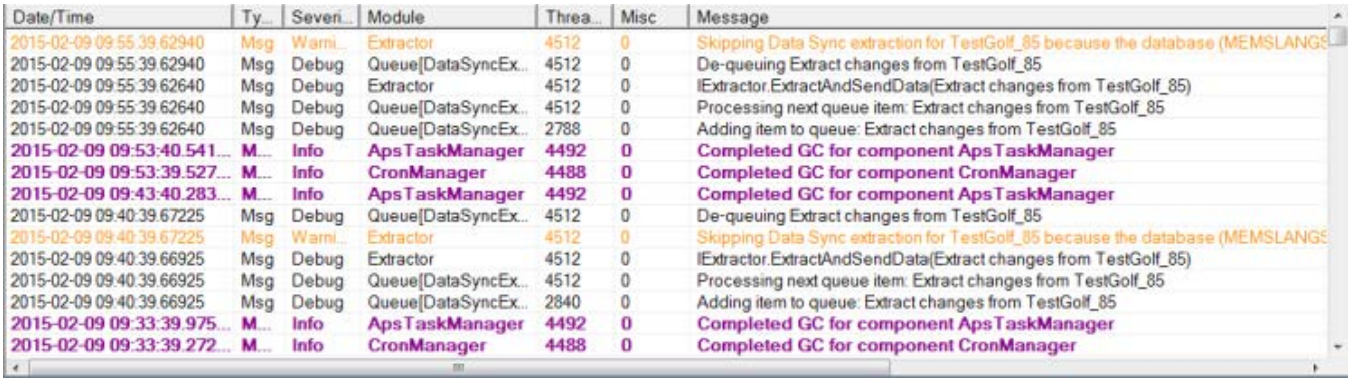



In addition to these minor improvements, the Log Viewer utility includes two significant functional enhancements.

## Message Content Highlighting

You can now quickly distinguish log entries based on their message content by entering a specific word or text string in the Content highlight field and clicking the **Set** button.

All log entries whose **Message** value includes the text you specified are highlighted in bold, purple text, allowing you to easily spot those log entries.

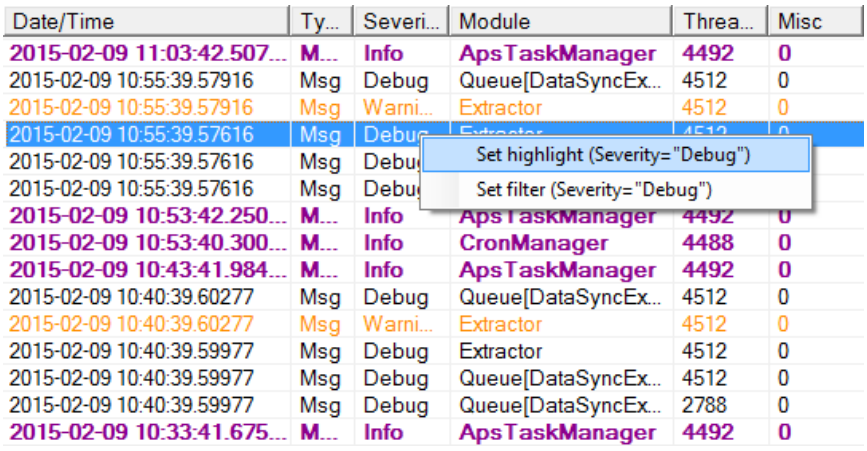


| Date/Time | Ty... | Severi... | Module | Threa... | Misc | Message |
|---|---|---|---|---|---|---|
| 2015-02-09 09:55:39.62940 | Msg | Warni... | Extractor | 4512 | 0 | Skipping Data Sync extraction for TestGolf_85 because the database (MEMSLANGS |
| 2015-02-09 09:55:39.62940 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | De-queuing Extract changes from TestGolf_85 |
| 2015-02-09 09:55:39.62640 | Msg | Debug | Extractor | 4512 | 0 | IExtractor.ExtractAndSendData(Extract changes from TestGolf_85) |
| 2015-02-09 09:55:39.62640 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | Processing next queue item: Extract changes from TestGolf_85 |
| 2015-02-09 09:55:39.62640 | Msg | Debug | Queue[DataSyncEx... | 2788 | 0 | Adding item to queue: Extract changes from TestGolf_85 |
| **2015-02-09 09:53:40.541...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** | **Completed GC for component ApsTaskManager** |
| **2015-02-09 09:53:39.527...** | **M...** | **Info** | **CronManager** | **4488** | **0** | **Completed GC for component CronManager** |
| **2015-02-09 09:43:40.283...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** | **Completed GC for component ApsTaskManager** |
| 2015-02-09 09:40:39.67225 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | De-queuing Extract changes from TestGolf_85 |
| 2015-02-09 09:40:39.67225 | Msg | Warni... | Extractor | 4512 | 0 | Skipping Data Sync extraction for TestGolf_85 because the database (MEMSLANGS |
| 2015-02-09 09:40:39.66925 | Msg | Debug | Extractor | 4512 | 0 | IExtractor.ExtractAndSendData(Extract changes from TestGolf_85) |
| 2015-02-09 09:40:39.66925 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | Processing next queue item: Extract changes from TestGolf_85 |
| 2015-02-09 09:40:39.66925 | Msg | Debug | Queue[DataSyncEx... | 2840 | 0 | Adding item to queue: Extract changes from TestGolf_85 |
| **2015-02-09 09:33:39.975...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** | **Completed GC for component ApsTaskManager** |
| **2015-02-09 09:33:39.272...** | **M...** | **Info** | **CronManager** | **4488** | **0** | **Completed GC for component CronManager** |

To stop highlighting log entries that include the specified content, click the X button next to the **Content highlight** field.

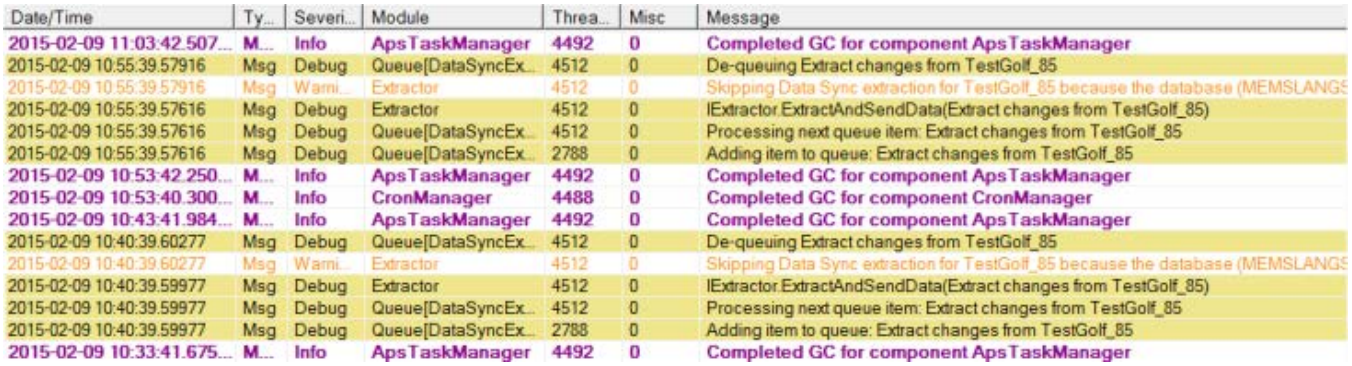
## Dynamic Filtering and Highlighting

You can now dynamically filter and highlight log entries by **Severity**, **Module**, or **Thread** number by right-clicking a log entry in the appropriate column and selecting **Set highlight** or **Set filter** from the right-click menu.




| Date/Time | Ty... | Severi... | Module | Threa... | Misc |
|---|---|---|---|---|---|
| **2015-02-09 11:03:42.507...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** |
| 2015-02-09 10:55:39.57916 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 |
| 2015-02-09 10:55:39.57916 | Msg | Warni... | Extractor | 4512 | 0 |
| 2015-02-09 10:55:39.57616 | Msg | Debug | Extractor | 4512 | 0 |
| 2015-02-09 10:55:39.57616 | Msg | Debug | | | |
| 2015-02-09 10:55:39.57616 | Msg | Debug | | | |
| **2015-02-09 10:53:42.250...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** |
| **2015-02-09 10:53:40.300...** | **M...** | **Info** | **CronManager** | **4488** | **0** |
| **2015-02-09 10:43:41.984...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** |
| 2015-02-09 10:40:39.60277 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 |
| 2015-02-09 10:40:39.60277 | Msg | Warni... | Extractor | 4512 | 0 |
| 2015-02-09 10:40:39.59977 | Msg | Debug | Extractor | 4512 | 0 |
| 2015-02-09 10:40:39.59977 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 |
| 2015-02-09 10:40:39.59977 | Msg | Debug | Queue[DataSyncEx... | 2788 | 0 |
| **2015-02-09 10:33:41.675...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** |

If you select **Set highlight**, all log entries whose **Severity**, **Module**, or **Thread** value match the selected entry are highlighted in yellow.



| Date/Time | Ty... | Severi... | Module | Threa... | Misc | Message |
|---|---|---|---|---|---|---|
| **2015-02-09 11:03:42.507...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** | **Completed GC for component ApsTaskManager** |
| 2015-02-09 10:55:39.57916 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | De-queuing Extract changes from TestGolf_85 |
| 2015-02-09 10:55:39.57916 | Msg | Warni... | Extractor | 4512 | 0 | Skipping Data Sync extraction for TestGolf_85 because the database (MEMSLANGS |
| 2015-02-09 10:55:39.57616 | Msg | Debug | Extractor | 4512 | 0 | IExtractor.ExtractAndSendData(Extract changes from TestGolf_85) |
| 2015-02-09 10:55:39.57616 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | Processing next queue item: Extract changes from TestGolf_85 |
| 2015-02-09 10:55:39.57616 | Msg | Debug | Queue[DataSyncEx... | 2788 | 0 | Adding item to queue: Extract changes from TestGolf_85 |
| **2015-02-09 10:53:42.250...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** | **Completed GC for component ApsTaskManager** |
| **2015-02-09 10:53:40.300...** | **M...** | **Info** | **CronManager** | **4488** | **0** | **Completed GC for component CronManager** |
| **2015-02-09 10:43:41.984...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** | **Completed GC for component ApsTaskManager** |
| 2015-02-09 10:40:39.60277 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | De-queuing Extract changes from TestGolf_85 |
| 2015-02-09 10:40:39.60277 | Msg | Warni... | Extractor | 4512 | 0 | Skipping Data Sync extraction for TestGolf_85 because the database (MEMSLANGS |
| 2015-02-09 10:40:39.59977 | Msg | Debug | Extractor | 4512 | 0 | IExtractor.ExtractAndSendData(Extract changes from TestGolf_85) |
| 2015-02-09 10:40:39.59977 | Msg | Debug | Queue[DataSyncEx... | 4512 | 0 | Processing next queue item: Extract changes from TestGolf_85 |
| 2015-02-09 10:40:39.59977 | Msg | Debug | Queue[DataSyncEx... | 2788 | 0 | Adding item to queue: Extract changes from TestGolf_85 |
| **2015-02-09 10:33:41.675...** | **M...** | **Info** | **ApsTaskManager** | **4492** | **0** | **Completed GC for component ApsTaskManager** |

If you select **Set filter**, the **Log Viewer** window is refreshed to display only those log entries whose **Severity**, **Module**, or **Thread** value match the selected entry.

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To remove the current highlight or filter, right-click a log entry and select **Remove current highlight** or **Remove current filter**.

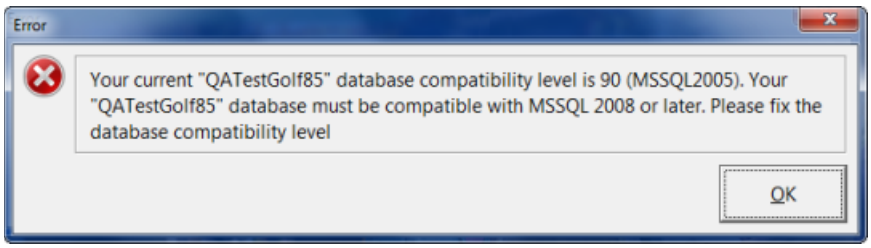
# Microsoft SQL Server 2005/2008 Support Discontinued

Support for Microsoft SQL Server 2005 and SQL Server 2008 has been discontinued in NCR Counterpoint V8.5, as outlined below.

## SQL Server 2005

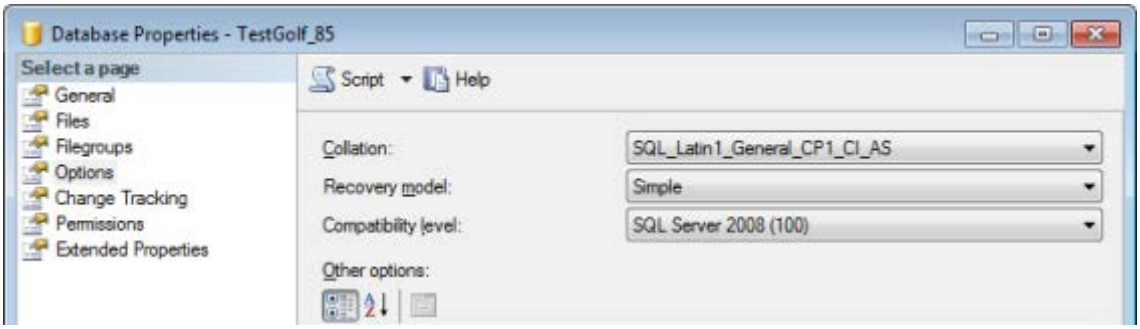
If you are using SQL Server 2005, you must upgrade to SQL Server 2008 R2 or SQL Server 2012 before updating to NCR Counterpoint V8.5.

If you do not do so, the compatibility level of your Counterpoint database will not be set automatically during the update process. If you attempt to log in to a Counterpoint database with the wrong compatibility level, a message appears, alerting you that you must update the database compatibility level.




Follow these steps to correct the database compatibility level for your Counterpoint database, if necessary:

1. From the Windows **Start** menu, select **Programs > Microsoft SQL Server 2008 R2/2012 > SQL Server Management Studio** to start Microsoft SQL Server Management Studio.
2. On the **Connect to Server** dialog, enter the **Login** ID and **Password** for a SQL server login with sysadmin rights to your Counterpoint database, and click **Connect**.
3. In the **Object Explorer** tree, expand the **Databases** folder, right-click your Counterpoint database, select **Properties**, and then select the **Options** page on the **Database Properties** window.
4. If you have upgraded from SQL Server 2005 to SQL Server 2008 R2, select **SQL Server 2008 (100)** from the Compatibility level list box.




If you have upgraded from SQL Server 2005 to SQL Server 2012, select **SQL Server 2012 (110)** from the **Compatibility level** list box.

5. Click **OK** to save your changes and close the **Database Properties** dialog.
6. Quit SQL Server Management Studio.

## SQL Server 2008

SQL Server 2008 has not been certified and is not officially supported for use with NCR Counterpoint V8.5. If you are using SQL Server 2008, Counterpoint may continue to operate after you update to V8.5, but we strongly recommend upgrading to SQL Server 2008 R2 or SQL Server 2012.

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# Microsoft SQL Server 2012 Support

NCR Counterpoint V8.5 has been certified for use with Microsoft SQL Server 2012.

If you upgrade to SQL Server 2012 from a previous version, you must use SQL Server Management Studio (**Start > All Programs > Microsoft SQL Server 2012 > SQL Server Management Studio**) to grant the **NT AUTHORITY\SYSTEM** login **sysadmin** rights to your server. To do this, open the **Security > Logins** folder in the **Object Explorer** tree, double-click the **NT AUTHORITY\SYSTEM** login, select the **Server Roles** page on the **Login Properties** window, select the **sysadmin** check box, and click **OK**.

If you are running SQL Server 2012 on Microsoft Windows 8.1, your Windows login must also have **sysadmin** rights to your server.

You will also need the SQL Server 2012 Shard Management Objects (SMO) and CLR Types, which you can install by running the **CPSQLPrerequisites.exe** installer that is included with the NCR Counterpoint V8.5 **Complete** and **Update** images.

If you install SQL Server 2012, you will be unable to use Counterpoint's Data Migration utility and any of Counterpoint's export accounting interfaces.

# Resources and Locks Moved to the Counterpoint Database

Previously, NCR Counterpoint relied on a third-party database program, DBISAM, to store resources and locks. In this version, resources and locks have been moved to the NCR Counterpoint database, where they are managed by the Microsoft SQL Server Database Engine directly. This enhancement provides increased stability and reliability, while ensuring that inactive resources and locks that may have been "orphaned" by an unexpected software termination are removed automatically.

# Sample File Sync Configuration Files

This version of NCR Counterpoint includes two sample File Sync configuration files to illustrate appropriate synchronization settings for workstations and servers. The **FileSyncConfig_SampleClient.xml** files includes sample configuration settings for offline workstations and Multi-Site remote servers, while the **FileSyncConfig_SampleServer.xml** file outlines a sample configuration for a standalone server, WAN server, or Multi-Site Hub server.

You can find the sample File Sync configuration files in the **\Bin** subdirectory of your Counterpoint installation directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1\Bin**).

# Single-Line Security Log Format

Previously, log entries for login attempts, changes to user accounts, changes to store and station settings, and other security-related events were recorded in a multi-line format to the **SECURITY.LOG** file in the Counterpoint installation directory (or the **SECURITY_MACHINENAME.LOG** file for each workstation in a WAN). In this version, **SECURITY.LOG** entries appear in a single-line, comma-separated format, which allows for easier integration into a centralized logging environment.

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# Translating Text Elements into Other Languages

This version allows merchants to translate most displayed text elements in NCR Counterpoint—including field and button labels, window titles, menu items, report titles, report column labels, message text, and other user interface elements—into languages other than English and have the translated text appear throughout the software.

Translation is accomplished through a series of portable object (**.po**) files that contain the default values for all translatable text elements in Counterpoint. Once these files have been generated, they can be translated into different languages by a variety of translation tools or sent to a third-party translation service. When the translation process is complete, the translated **.po** files must be compiled into machine object (**.mo**) files, which Counterpoint uses to display the translated text elements.

NCR Counterpoint does not currently support translation into unicode languages.

In general, the following text elements in Counterpoint can be translated:

- Field labels
- Window and dialog titles
- Toolbar items
- Message dialog text and button labels
- Report titles, columns, and labels
- Label columns
- Touchscreen codes
- Lookup mapping

Areas that cannot currently be translated include:

- Work Center
- Device Management
- RDLC Editor
- Other Counterpoint utilities
- Online help text
- Hard-coded text elements

The following topics outline the process of translating text elements in Counterpoint, including installing the necessary translation components, creating portable object files, compiling translated files into machine object files, and modifying the Counterpoint application shortcut to display translated text.

In a Multi-Site environment, you must create and maintain your translation (**.po** and **.mo**) files at the Hub site, so you should perform the following procedures on your Hub server (or a workstation connected to your Hub server). Translation files will automatically be sent to Remote servers (and offline workstations, if you are using Offline Ticket Entry) during file synchronization.

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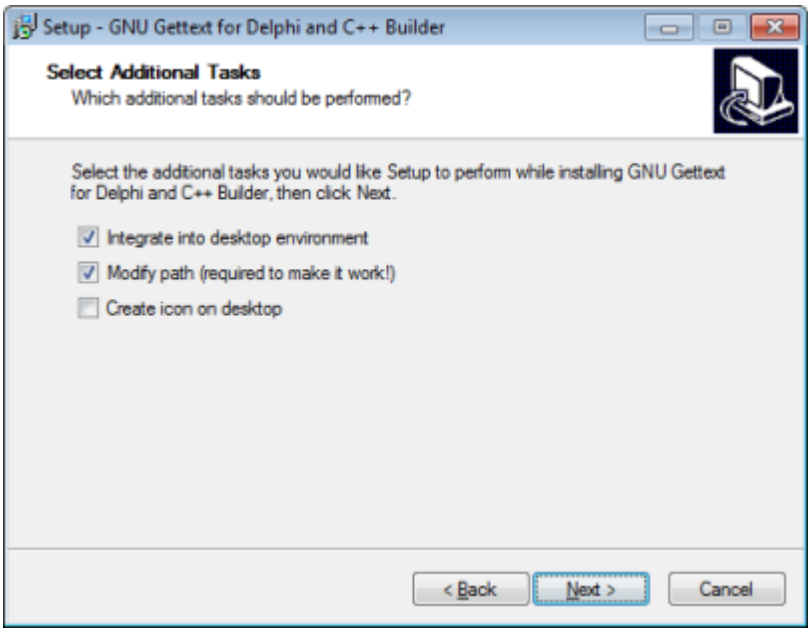
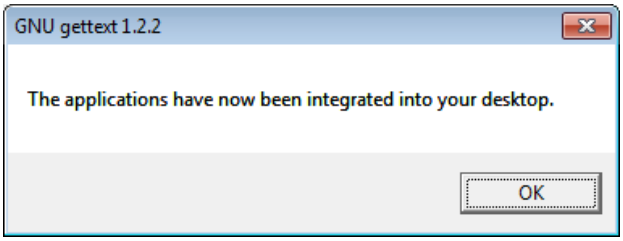
## Install Translation Components

Follow these steps to install the **Gettext** command and other components that are necessary for translation:

1. After you have updated your NCR Counterpoint system to V8.5, browse to the **\Bin** directory of your Counterpoint installation directory (e.g., **C:\Program Files (x86)\Radiant Systems\Counterpoint\CPSQL.1\Bin**) and double-click the **dxgettext-1.2.2.exe** file to start the GNU Gettext for Delphi and C++ Builder installer.
2. On the **Welcome** dialog, click **Next**.
3. On the **Select Destination Location** dialog, click **Next** to accept the default installation directory.
4. On the **Select Start Menu Folder** dialog, select the **Don't create a Start Menu folder** check box, and then click **Next**.
5. On the Select Additional Tasks dialog, leave the **Integrate into desktop environment** and **Modify path (required to make it work)** check boxes selected, clear the **Create icon on desktop** check box, and then click **Next**.




6. Click **Next** on the **Ready to Install** to dialog to begin the installation.
7. When the installation is complete, a message appears, indicating that the necessary applications have been installed. Click **OK** to close the message.

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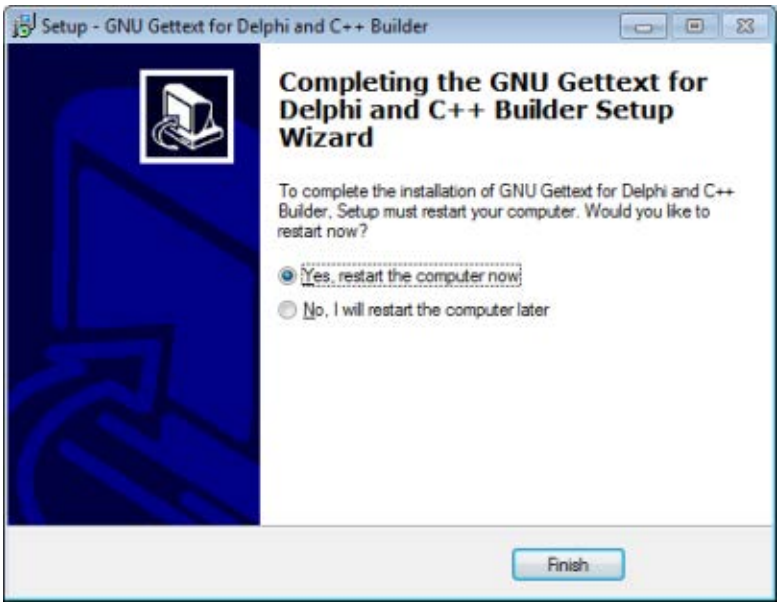
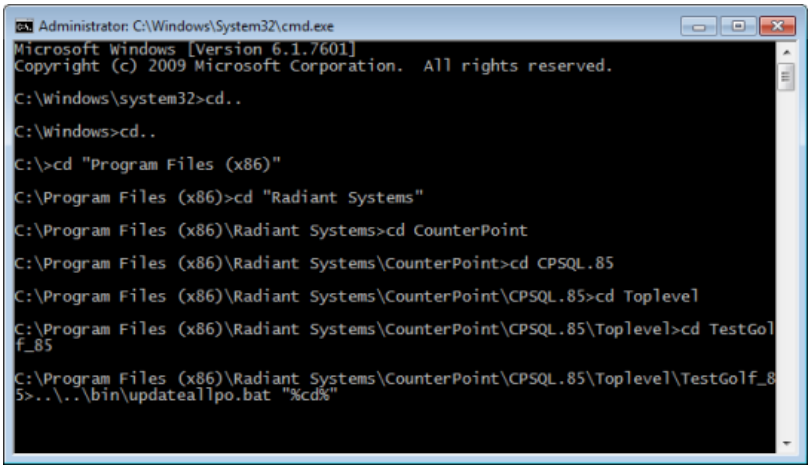
8. On the Completing the GNU Gettext for Delphi and C++ Builder Setup Wizard dialog, select the **Yes, restart the computer now option** and click **Finish** to restart your computer.




## Create Portable Object Files for Translation

Once you have installed **Gettext** and the other necessary components, folllow these steps to create the necessary portable object (**.po**) files for the translatable text elements in NCR Counterpoint:

1. Click the **Start** button and type **cmd** in the search field.
2. Right-click **cmd.exe** and click **Run as Administrator** to open a command prompt.




3. Browse to your company directory in your Counterpoint installation directory (e.g., **C:\Program Files (x86)\Radiant Systems\Counterpoint\CPSQL.1\Toplevel\MyCompany**).
4. Type the following command and press **[Enter]**:

   **..\..\bin\updateallpo.bat "%cd%"**

This process creates the following **.po** files in the **\Toplevel\System\Dictionary\Locale** directory of your Counterpoint installation directory:

- **Columns.po**
- **default.po**
- **Indexes.po**
- **Messages.po**
- **reports.po**
- **Tables.po**

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When the batch file is finished, you can send these **.po** files in a translation tool or send them to the third-party translation service of your choice to have them translated into the appropriate language.

If you have already customized any of the text elements in Counterpoint via the Data Dictionary, Text Dictionary, Menu Editor, or Toolbar Editor, the batch file will incorporate your custom text into the generated **.po** files.

## Copy and Compile Translated Files

When the translation process is complete and you have received the updated **.po** files from your translation service, follow these steps to copy the translated files into the appropriate directory and compile them into machine object (**.mo**) files that Counterpoint will use:

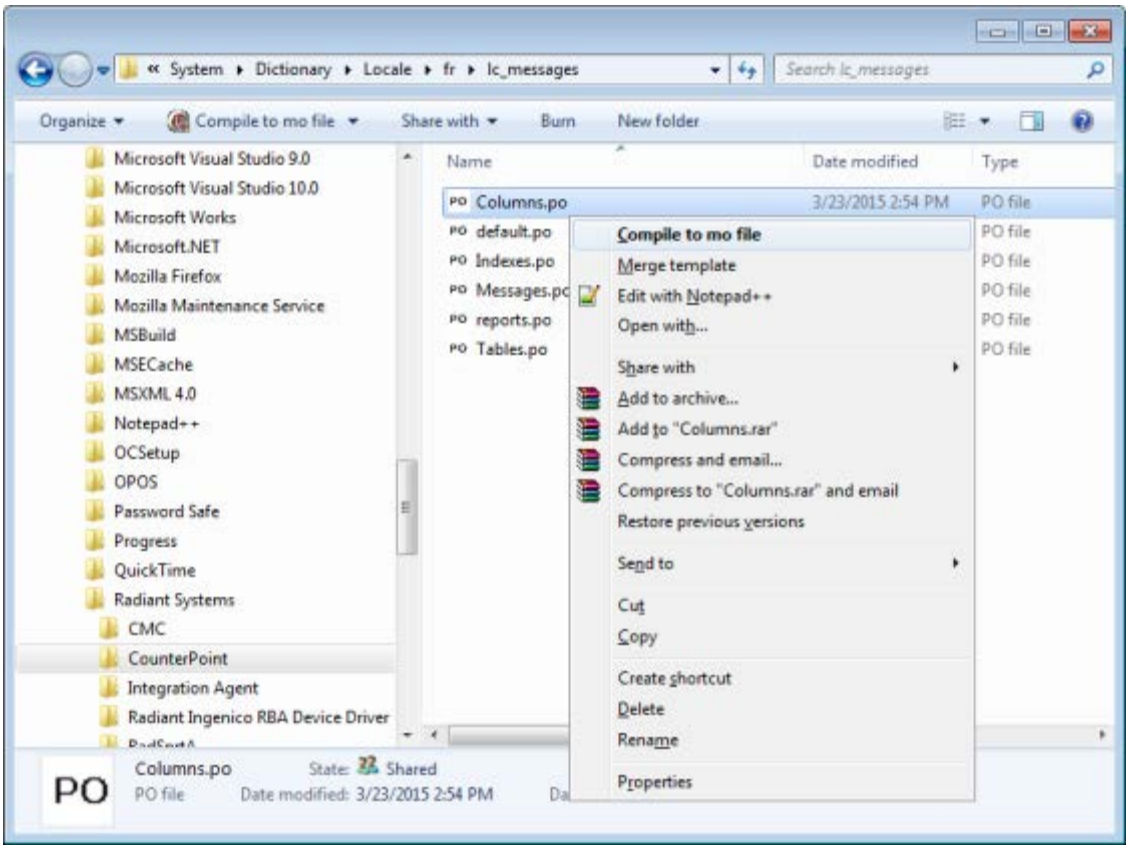
1. Browse to the **\Toplevel\System\Dictionary\Locale** directory of your Counterpoint installation directory.

If you are managing multiple companies and you want to maintain different translation files for a particular company, browse to the **\Configuration\Dictionary\Locale** subdirectory of the corresponding company directory (e.g., **C:\Program Files (x86)\Radiant Systems\Counterpoint\CPSQL.1\Toplevel\MyCompany**) instead of the **\Toplevel\System\Dictinoary\Locale** directory, and then complete the remaining steps. The translated files will apply only to the specified company, just like any other customization.

2. Create a new language directory for the translated files. We recommend using an abbreviation to identify the language into which the files were translated. For example, you might create a **\fr** directory for French, a **\sp** directory for Spanish, and so forth).
3. Create a directory named **lc_messages** in the language directory you created (e.g., **\fr\lc_messages**), and then copy the translated **.po** files into this directory.

By default, the untranslated (i.e., English) versions of the **.po** files are stored in the **\en\lc_messages** directory, which was created automatically.

4. Browse to the **\lc_messages** directory you created, right-click the first **.po** file in the list (i.e., **Columns.po**), and select Compile to mo file to create the corresponding **.mo** file, which will allow Counterpoint to display the translated text.



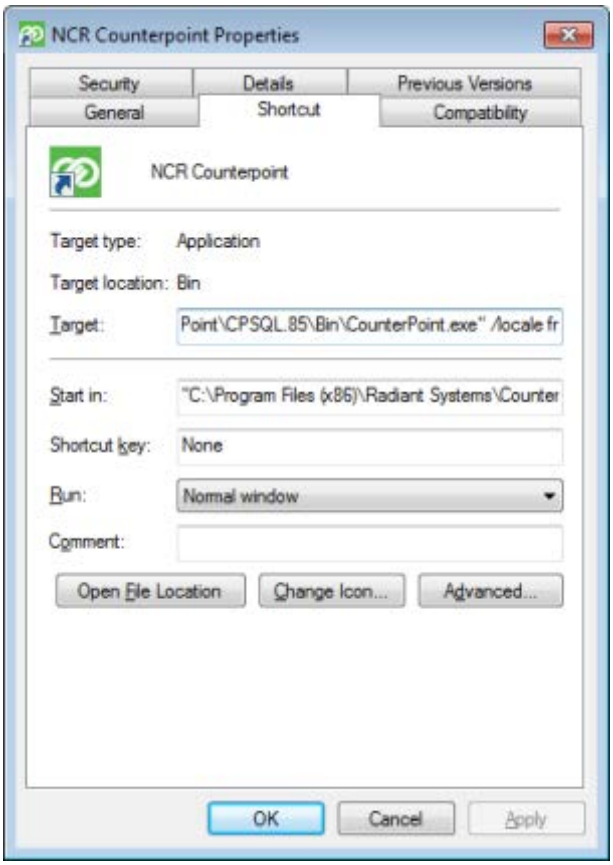

Repeat this step for each translated **.po** file.

Each time the content of a **.po** file changes, you must recompile the file to update the corresponding **.mo** file. If you modify or revise a translation file, your changes will not appear in Counterpoint until you right-click the **.po** file and select **Complie to mo file** again.

## Modify the NCR Counterpoint Shortcut

Once your translated **.po** files are in place and you have compiled them into **.mo** files, follow these steps to configure NCR Counterpoint to use your translated files instead of the default (i.e., English) files:

1. Right-click the **NCR Counterpoint** shortcut in the **Start > Programs** menu and select **Properties**.
2. On the Shortcut tab, add the **/locale** *[dir]* parameter to the end of the command in the**Target** field, where ***[dir]*** is the language directory that contains your translated files.




   For example, if your translated files are in the **\fr** directory, add **/locale fr** to the **Target** field.

3. Click **OK** to save your changes.

When you start NCR Counterpoint using the modified shortcut, the translated text appears throughout the software. If you support multiple languages, you can create a shortcut for each language you support on each workstation, or you can configure different workstations to display different translation files (e.g., one workstation might display French text, while another displays English text).

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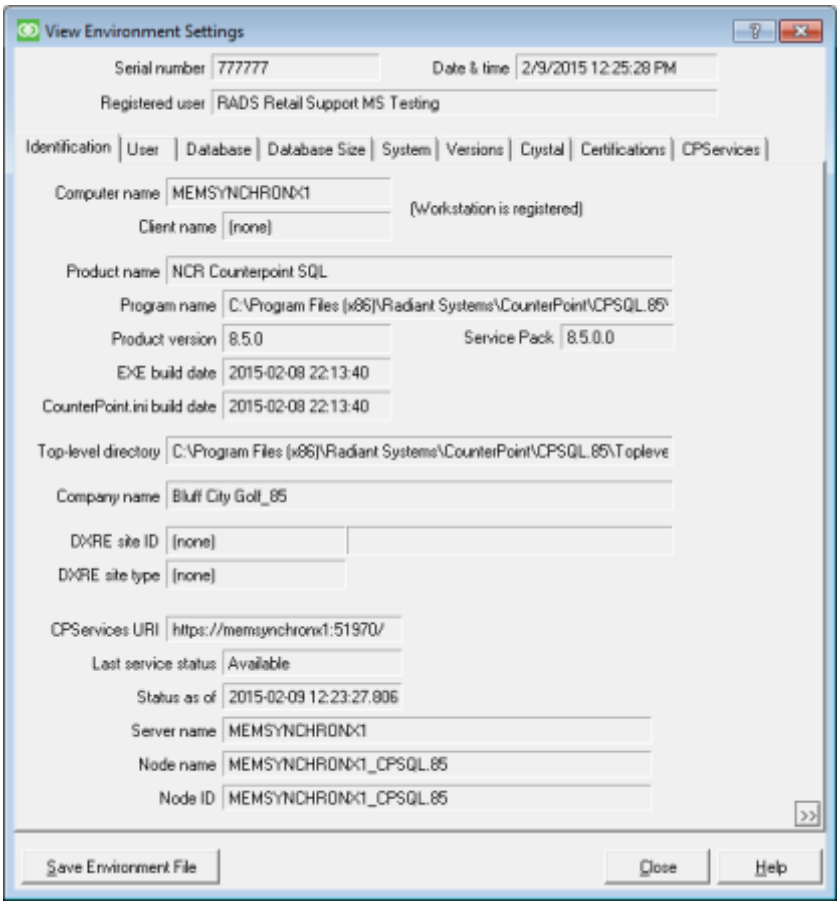
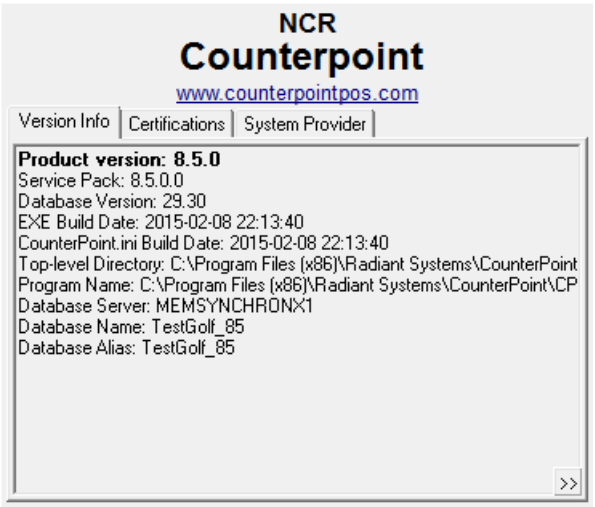
# Viewing Service Pack Level

In this version, the View Environment Settings window (**System > Views > Environment Settings**) displays the current Service Pack level of your NCR Counterpoint installation, allowing you to quickly determine which Service Pack (if any) is installed.




The current Service Pack level also appears on the Version Info tab of the **About NCR Counterpoint** dialog (**Help > About Counterpoint**).




## Windows 8.1 and Windows Server 2012 R2 Support

Microsoft Windows 8.1 and Windows Server 2012 R2 are now certified and supported for use with NCR Counterpoint.

If you update existing NCR Counterpoint workstations or servers to Windows 8.1 or Windows Server 2012 R2 and you are using Microsoft SQL Server 2008 R2, you must also download and install Service Pack 2 for SQL Server 2008 R2 on your SQL server.

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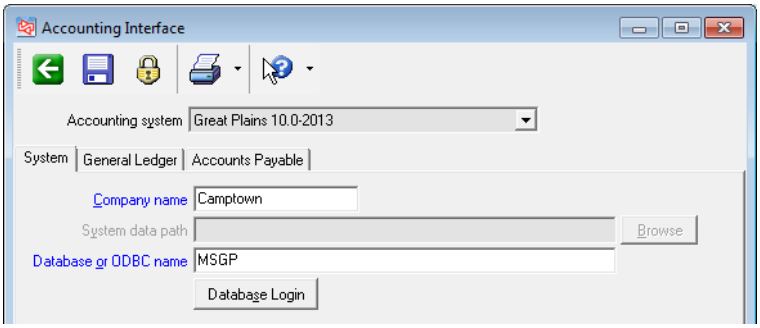
# Accounting

## Microsoft Dynamics GP 2013

This Service Pack includes a direct interface to Microsoft Dynamics GP 2013 (formerly Great Plains), allowing you to transfer distributions and voucher receivings to your General Ledger and Accounts Payable modules. You can also use this interface to import accounts from your General Ledger into Counterpoint and to exchange vendor information between Accounts Payable and Counterpoint.

Direct interfaces to Microsoft Dynamics GP v9, v10, and 2010 R2 are still supported.

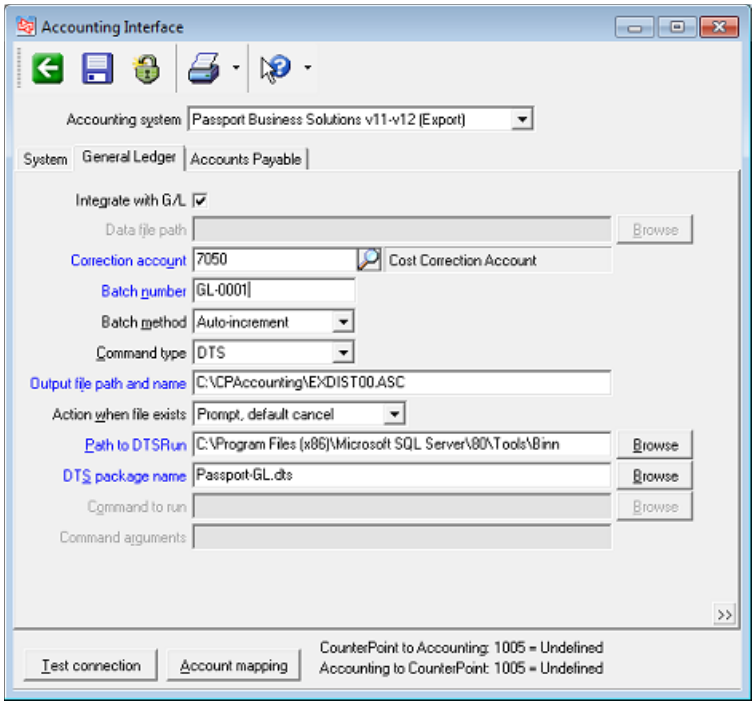



Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using accounting interfaces.

## Passport v12 Export Interface

This Service Pack includes an export accounting interface for Passport Business Solutions v12, which allows you to transfer distributions and voucher receivings using a pre-defined Data Transformation Services (DTS) package.

The export interfaces for Passport v11 is still supported.




Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using export interfaces.

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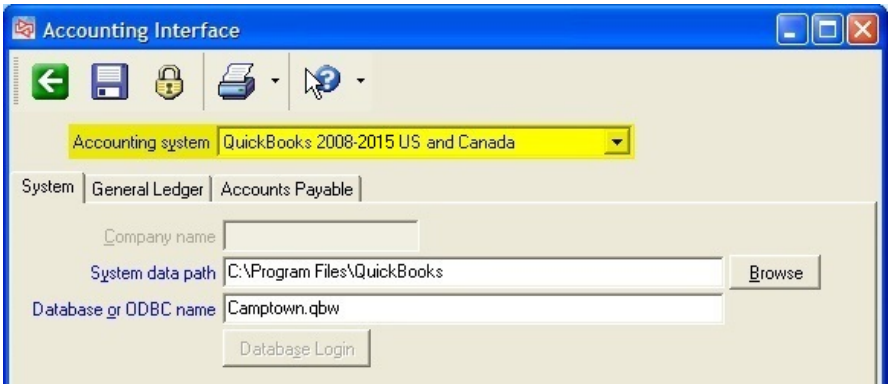
# QuickBooks 2015 Direct Interface

This Service Pack includes a direct interface to QuickBooks 2015, allowing you to transfer distributions and voucher receivings to your General Ledger and Accounts Payable modules. You can also use this interface to import accounts from your General Ledger into Counterpoint and to exchange vendor information between Accounts Payable and Counterpoint.

Direct interfaces to QuickBooks 2003 through 2014 are still supported.




The QuickBooks 2015 accounting interface requires QuickBooks Foundation Classes (QBFC) 8.0 or later. To install QBFC 8.0, browse to the **\Bin** subdirectory of your Counterpoint workstation directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1 - Station**), double-click the **QBFC8_0Installer.exe** file, and follow the on-screen instructions.

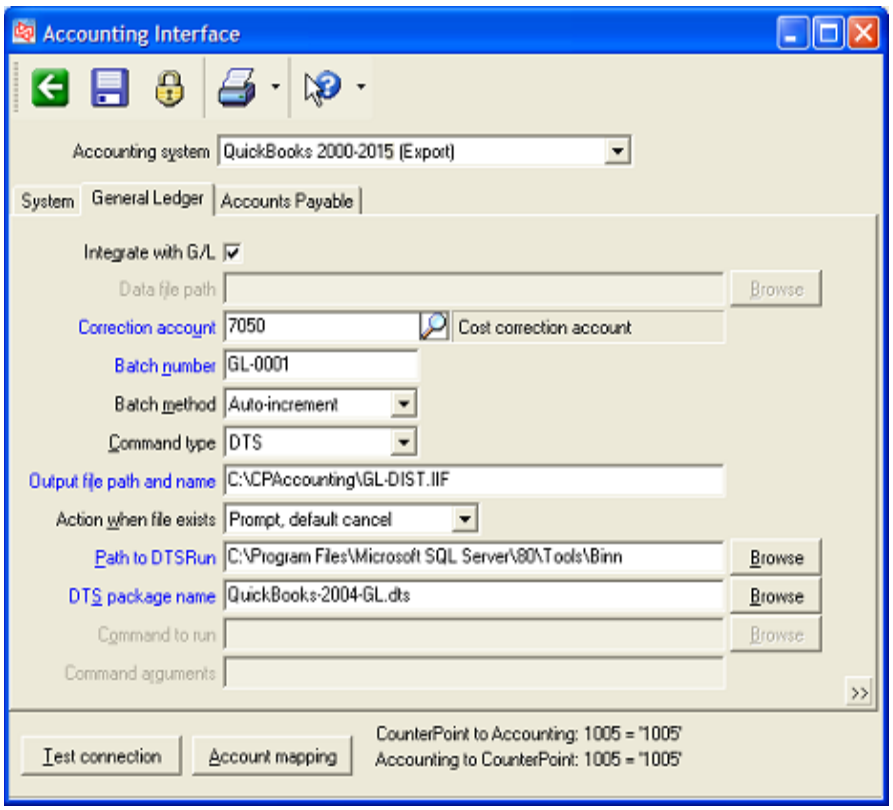
If you are using Counterpoint on a standalone server/workstation, you will find the **QBFC8_0Installer.exe** file in the **\Bin** subdirectory of your Counterpoint server directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1**).

Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using accounting interfaces.

# QuickBooks 2015 Export Interface

This Service Pack includes an export accounting interface for QuickBooks 2015, which allows you to transfer distributions and voucher receivings using a pre-defined Data Transformation Services (DTS) package.

Export interfaces for QuickBooks 2000 through 2015 are still supported.




Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using export interfaces.

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# QuickBooks 2014 Direct Interface

This Service Pack includes a direct interface to QuickBooks 2014, allowing you to transfer distributions and voucher receivings to your General Ledger and Accounts Payable modules. You can also use this interface to import accounts from your General Ledger into Counterpoint and to exchange vendor information between Accounts Payable and Counterpoint.

Direct interfaces to QuickBooks 2003 through 2013 are still supported.

The QuickBooks 2014 accounting interface requires QuickBooks Foundation Classes (QBFC) 8.0 or later. To install QBFC 8.0, browse to the **\Bin** subdirectory of your Counterpoint workstation directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1 - Station**), double-click the **QBFC8_0Installer.exe** file, and follow the on-screen instructions.

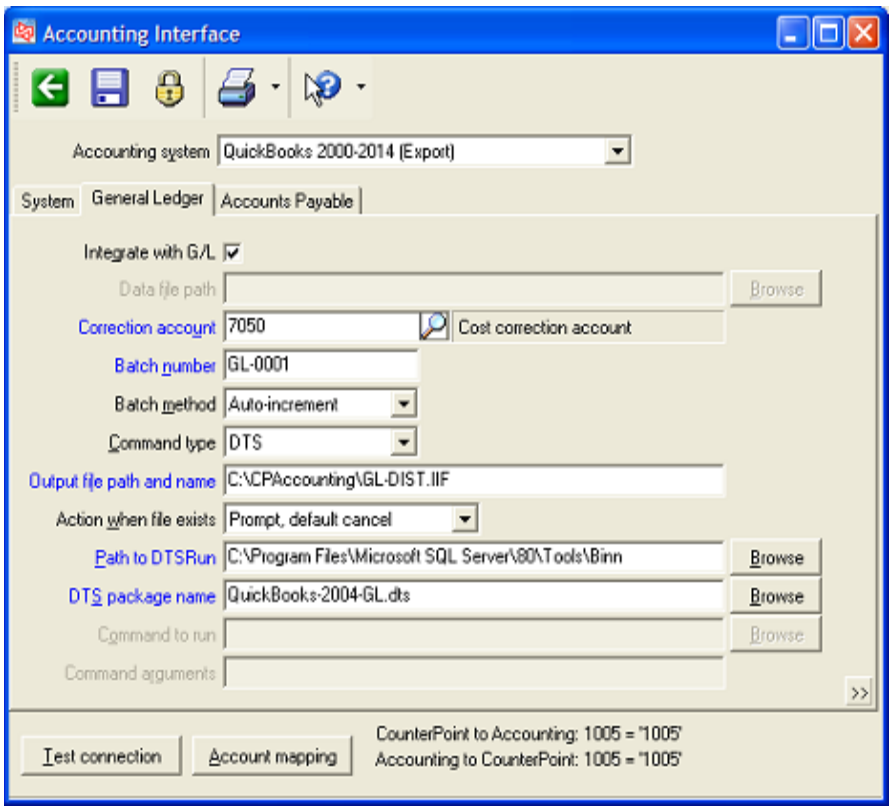
If you are using Counterpoint on a standalone server/workstation, you will find the **QBFC8_0Installer.exe** file in the **\Bin** subdirectory of your Counterpoint server directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1**).

Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using accounting interfaces.

# QuickBooks 2014 Export Interface

This Service Pack includes an export accounting interface for QuickBooks 2014, which allows you to transfer distributions and voucher receivings using a pre-defined Data Transformation Services (DTS) package.

Export interfaces for QuickBooks 2000 through 2013 are still supported.




Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using export interfaces.

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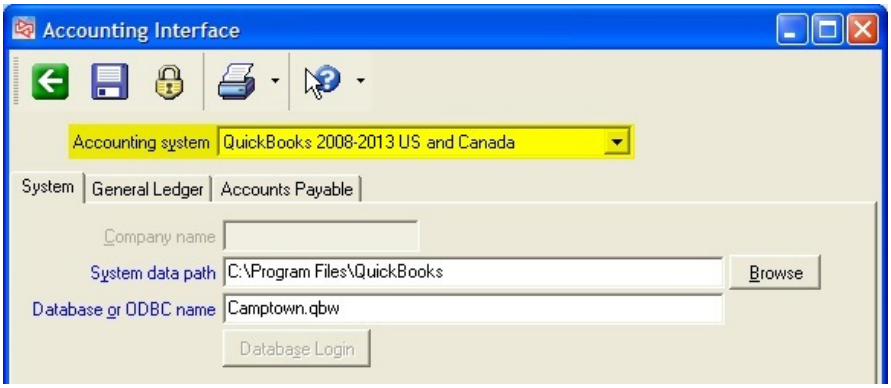
# QuickBooks 2013 Direct Interface

This Service Pack includes a direct interface to QuickBooks 2013, allowing you to transfer distributions and voucher receivings to your General Ledger and Accounts Payable modules. You can also use this interface to import accounts from your General Ledger into Counterpoint and to exchange vendor information between Accounts Payable and Counterpoint.

Direct interfaces to QuickBooks 2003 through 2012 are still supported.




The QuickBooks 2013 accounting interface requires QuickBooks Foundation Classes (QBFC) 8.0 or later. To install QBFC 8.0, browse to the **\Bin** subdirectory of your Counterpoint workstation directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1 - Station**), double-click the **QBFC8_0Installer.exe** file, and follow the on-screen instructions.

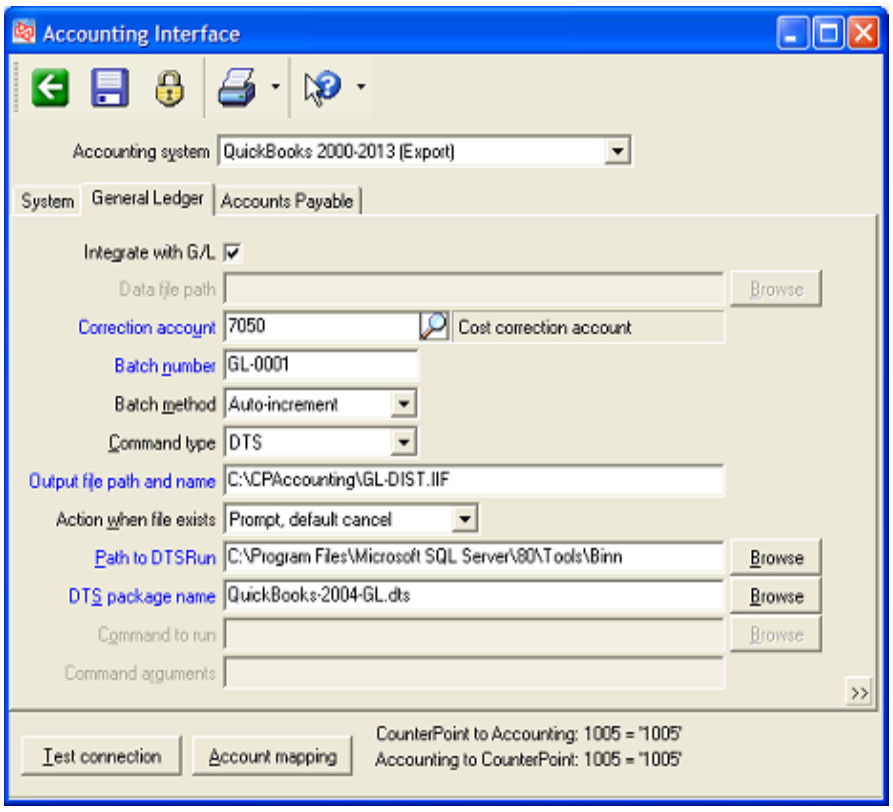
If you are using Counterpoint on a standalone server/workstation, you will find the **QBFC8_0Installer.exe** file in the **\Bin** subdirectory of your Counterpoint server directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1**).

Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using accounting interfaces.

# QuickBooks 2013 Export Interface

This Service Pack includes an export accounting interface for QuickBooks 2013, which allows you to transfer distributions and voucher receivings using a pre-defined Data Transformation Services (DTS) package.

Export interfaces for QuickBooks 2000 through 2012 are still supported.




Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using export interfaces.

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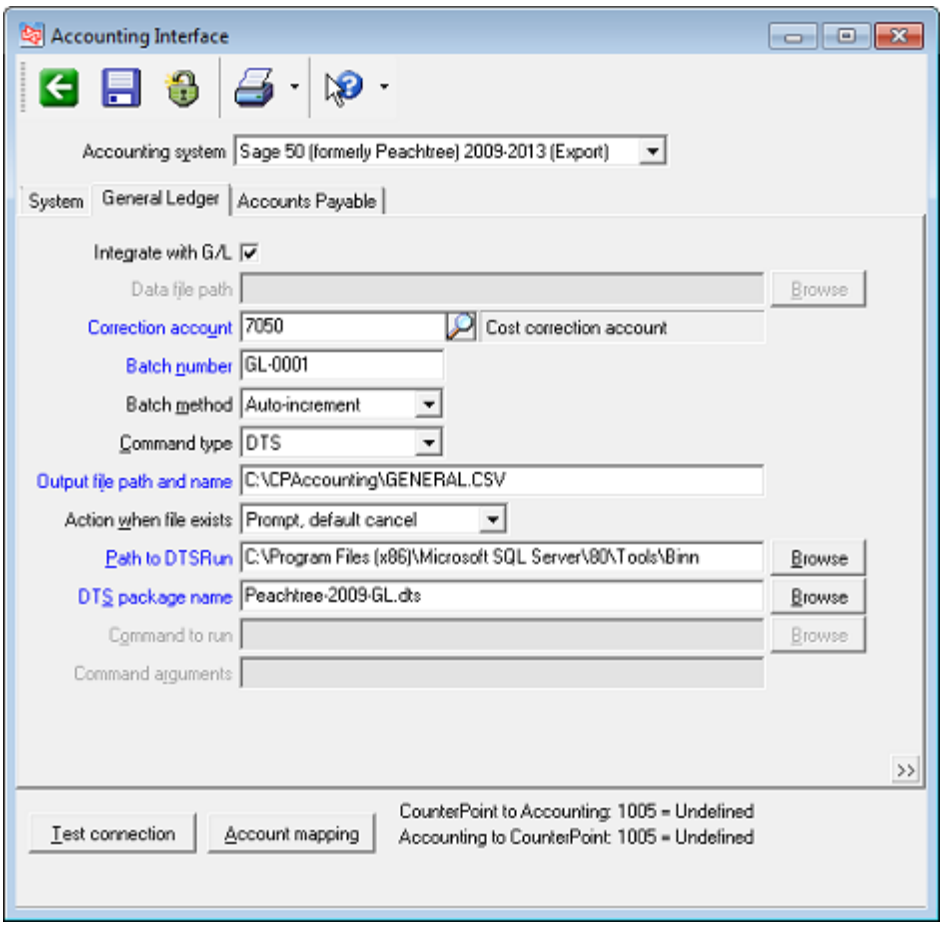
# Sage 50 2013 Export Interface

This Service Pack includes an export accounting interface for Sage 50 2013 (formerly Peachtree), which allows you to transfer distributions and voucher receivings using a pre-defined Data Transformation Services (DTS) package.

Export interfaces for Peachtree 2005 through 2012 are still supported.




The **Accounting system** option for Peachtree 2005-2008 has been changed to **Sage 50 (formerly Peachtree) 2005-2008 (Export)**.

Refer to the Accounting Interface topics in the Counterpoint online help for more information about setting up and using export interfaces.

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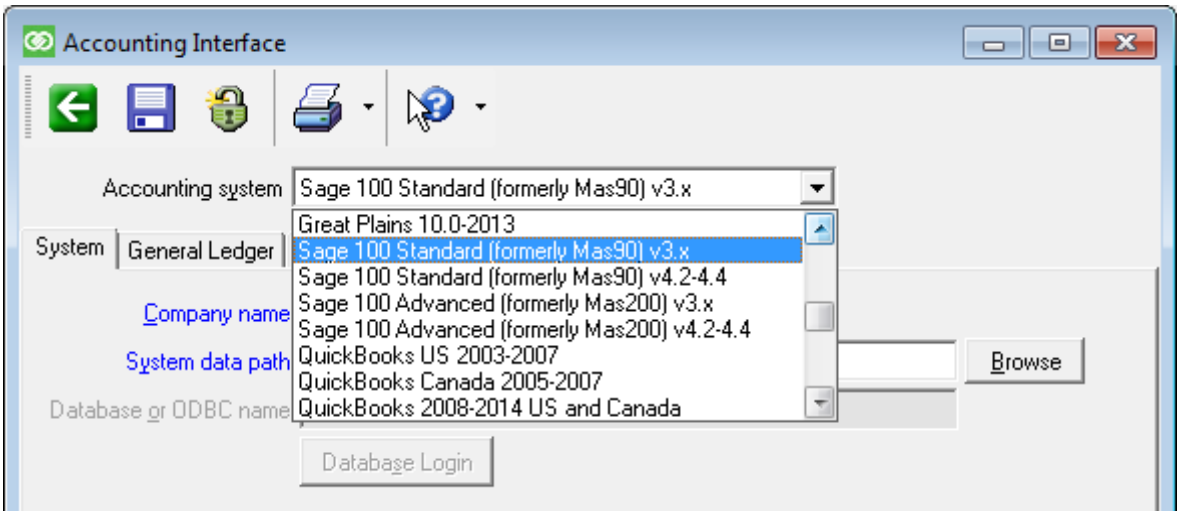
# Sage Accounting Software Renamed

The Accounting system list box on the **Accounting Interface** window (**Setup > System > Accounting Interface**) includes the following renamed Sage accounting software:




- Sage 50 (formerly Peachtree)
- Sage 100 Standard (formerly Mas90)
- Sage 100 Advanced (formerly Mas200)
- Sage 300 (formerly Accpac)
- Sage 100 Fund Accounting (formerly MIP Fund Accounting)

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# Credit Cards

## Chase Paymentech Canada Support

This version of NCR Counterpoint allows you to process Canadian debit and credit card transactions through Chase Paymentech Canada via the Tender Retail platform.

Chase Paymentech does not support check processing, EBT food stamps, address verification and card identification services, or stored value cards. In addition, only Retail merchants can process transactions through Chase Paymentech Canada.

To process Canadian debit and credit card transactions through Chase Paymentech Canada, you must obtain an Ingenico iPP320 Secure PIN Entry Device (SPED) from Chase. Credit and debit transactions will be transmitted directly to Chase from the SPED via the Internet, bypassing Counterpoint's normal authorization and settlement process.

You must also obtain a **Store ID** for each store that will process debit and credit card transactions through Chase Paymentech Canada.

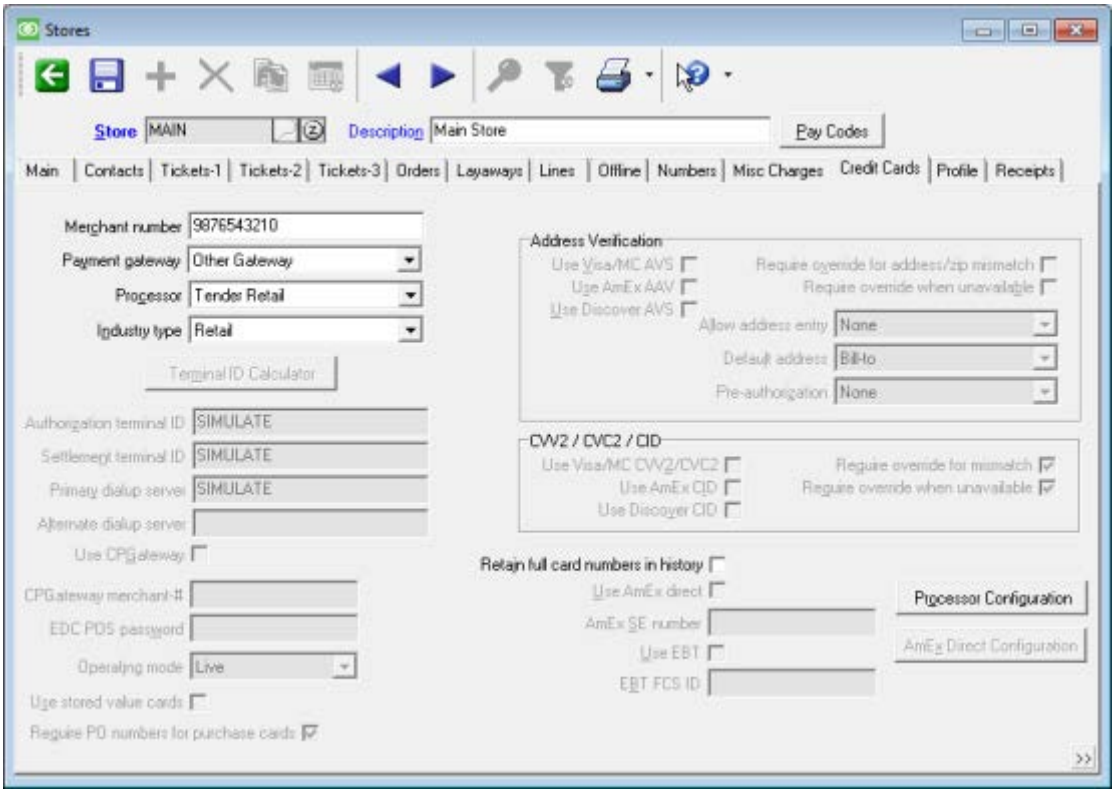
Because transactions processed through Chase Paymentech Canada are not settled through Counterpoint, they will not appear on the PRE-SETTLEMENT LIST, SETTLEMENT HISTORY, and SETTLEMENT JOURNAL reports.

You must purchase and register the Credit Cards Option to process Canadian debit and credit card transactions through Chase Paymentech Canada.

### Configuring a Store to Use Chase Paymentech Canada

Follow these steps to configure a store to process debit and credit card transactions through Chase Paymentech Canada:

1. Select **Setup > Point of Sale > Stores** from the Counterpoint main menu to display the **Stores** window.
2. Enter or look up the **Store** you want to configure, and then select the Credit Cards tab.




3. Enter the **Store ID** provided to you by Chase Paymentech Canada in the **Merchant number** field.
4. Select **Tender Retail** from the **Processor** list box.
5. Click the button to save your changes.

Repeat steps 2 through 5 for each store you want to configure to process debit and credit cards through Chase Paymentech Canada.

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## Installing Merchant Connect Multi

Follow these steps to install the Merchant Connect Multi software on your workstation, allowing your Ingenico iPP320 SPED to connect to Chase Paymentech Canada:

1. Browse to the **\Bin\MCM** directory in the Counterpoint directory on the workstation to which the iPP320 SPED is connected (e.g., **C:\Program Files (x86)\Radiant Systems\Counterpoint\CPSQL.1 - Station\Bin\MCM**).
2. Extract the **MCM_EMV_Installation_kit_4_2_15_build96.zip** to a temporary directory on your workstation.
3. Browse to the directory to which you extracted the **MCM_EMV_Installation_kit_4_2_15_build96.zip** file and double-click **Setup.exe** to start the Merchant Connect Multi Setup Wizard.
4. Click **Next** on the **Welcome** dialog, click **Next** on the **Select Installation Folder** dialog to accept the default installation directory, and then click **Install** to install the Merchant Connect Multi software for the iPP320.
5. When the installation is complete, click **Finish** to close the Merchant Connect Multi Setup Wizard.
6. Return to the **\Bin\MCM** directory in your workstation's Counterpoint directory and extract the **MCM_Update_4_2_16_build.zip** file to a temporary directory.
7. Copy the contents of the directory to which you extracted the **MCM_Update_4_2_16_build.zip** file to the **C:\MerchantConnectMulti** directory on your workstation, replacing all duplicate files.
8. Return to the **\Bin\MCM** directory in your workstation's Counterpoint directory, extract the **MCM_DLL_EMV_Std_Call_4_2_16_build183.zip** file to a temporary directory, and then copy the contents of that directory to the **C:\MerchantConnectMulti** directory, replacing all duplicate files.
9. Copy the **\cctag_paymentech_Radiant_442** file in the **\Bin\MCM** directory in your workstation's Counterpoint directory to the **C:\MerchantConnectMulti** directory.

Repeat these steps on each workstation to which you are going to connect an Ingenico iPP320 SPED.

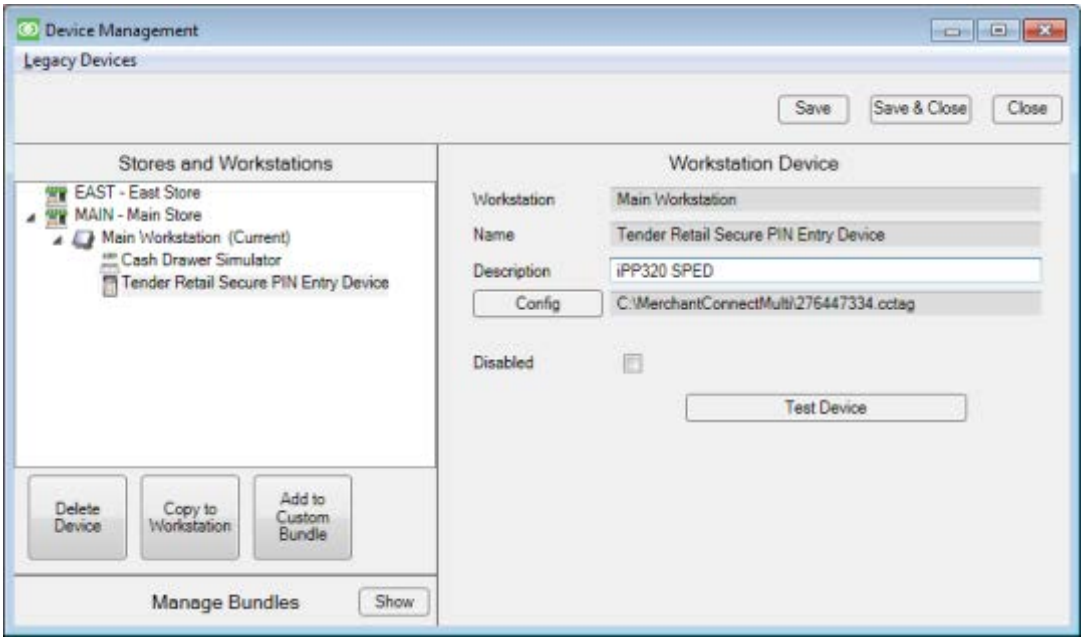
## Configuring an Ingenico iPP320 SPED

Follow these steps to configure an Ingenico iPP320 SPED for use with Chase Paymentech Canada:

1. Connect the iPP320 SPED to your workstation.
2. Select **Setup > Point of Sale > Devices** from the Counterpoint main menu to display the **Device Management** window.

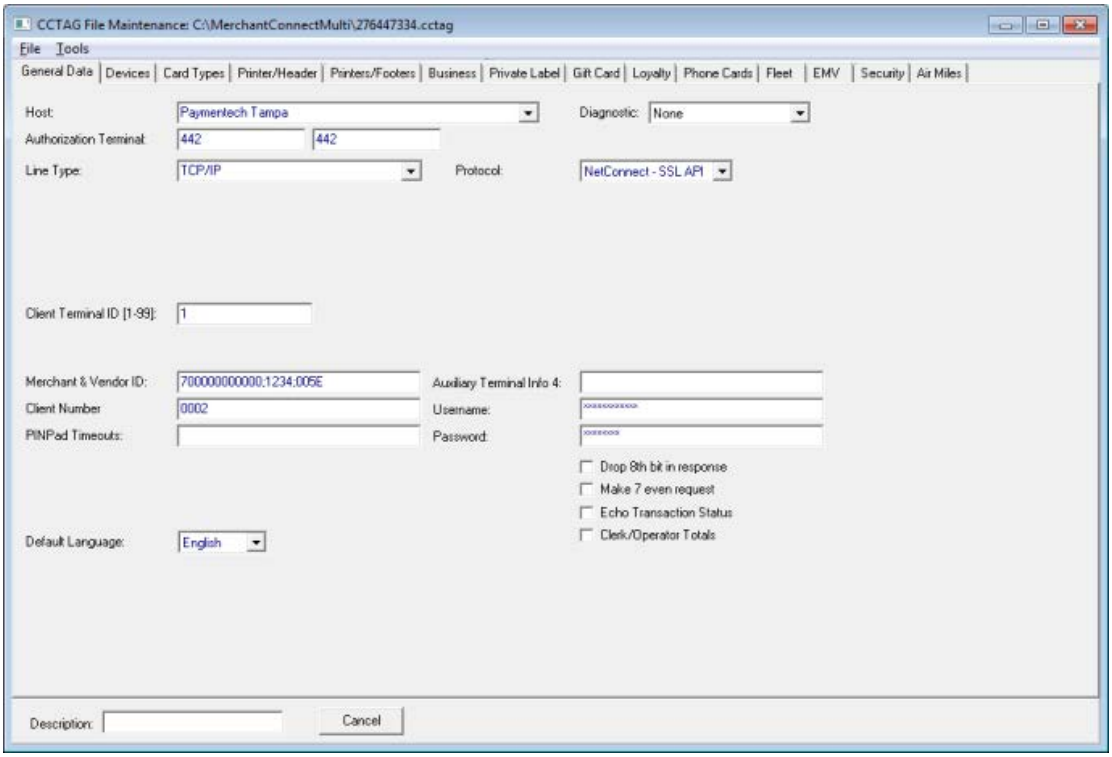
Your store and workstation(s) must be configured to use the Device Management framework.

3. In the **Stores and Workstations** tree, expand your store, click the workstation to which the iPP320 SPED is connected, and click the **Add a Device** button.
4. Select **PinPads** and select **Tender Retail Secure PIN Entry Device**.
5. Select the device from the **Stores and Workstations** tree to display the Workstation Device settings.




6. Enter a **Description** for the device.

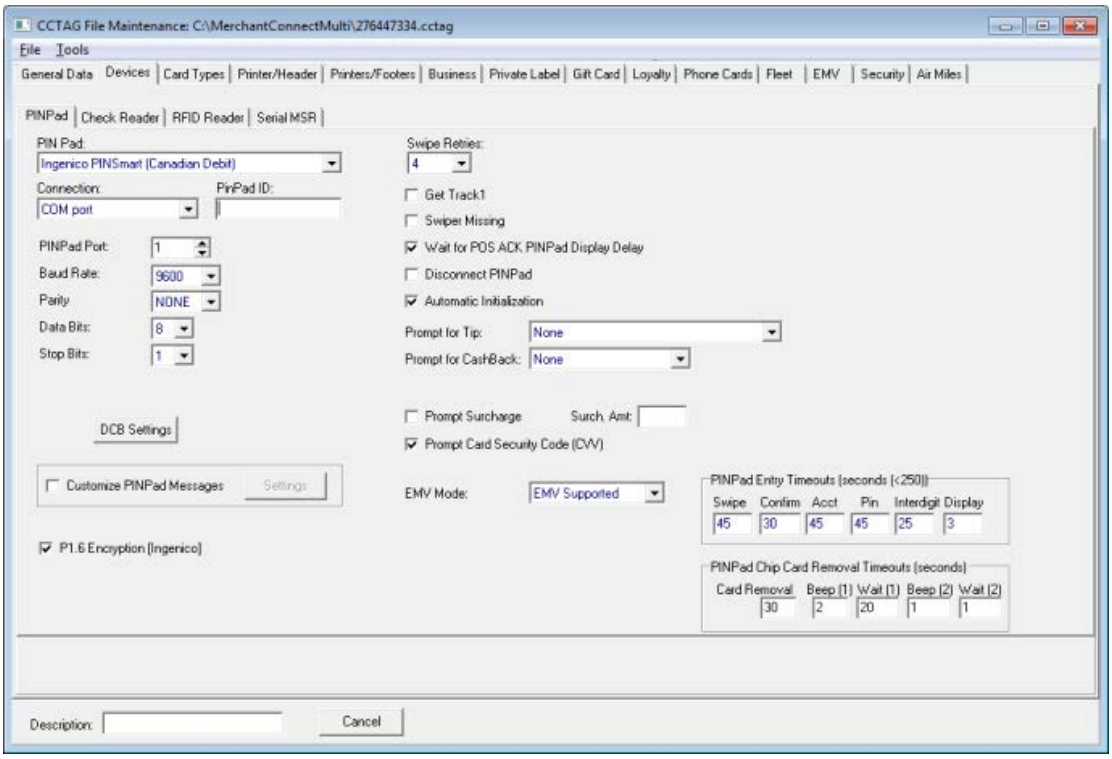
7. Click the **Config** button to display the CCTAG File Maintenance window.



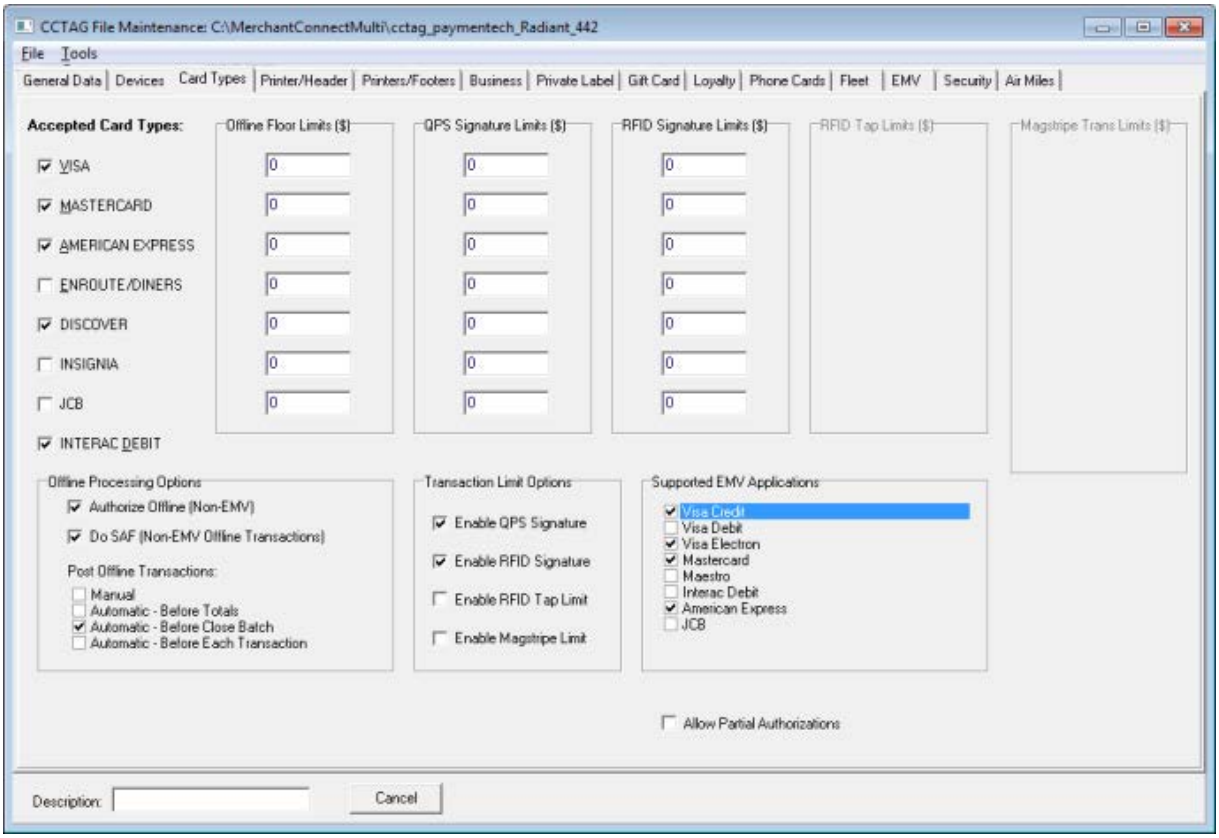

8. On the **General Data** tab, enter a **Client Terminal ID** for the workstation.

Each workstation must have a unique **Client Terminal ID** value between 1 and 99.

9. In the **Merchant & Vendor ID** field, enter the Merchant ID and Vendor ID values provided to you by Chase Paymentech Canada, followed by the value **005E**, separated by semicolons (e.g., **700000000000;1234;005E**)
10. Enter the **Username** and **Password** provided to you by Chase Paymentech Canada.
11. Click the Devices tab and make sure the **Ingenico PINSmart (Canadian Debit)** option is selected in the **PIN Pad** list box.



12. Enter the COM port to which the iPP320 is connected in the **PINPad Port** field.
13. Make sure the **Wait for POS ACK PINPad Display Delay** check box is selected.
14. Make sure the **Automatic Initialization** check box is selected.
15. Click the Card Types tab and select the check box for each card type your store accepts under **Accepted Card Types**.




16. Under **Transaction Limit Options**, select the **Enable QPS Signature** and **Enable RFID Signature** check boxes if you require signatures for swiped cards and EMV (i.e., Chip and PIN) cards, respectively.
17. Under **Supported EMV Applications**, select the check box for each card type for which you accept EMV cards.
18. Select **Save** from the **File** menu to save your changes.
19. Close the **CCTAG File Maintenance** window to return to the **Device Management** window.

Repeat steps 3 through 19 for each workstation to which an iPP320 SPED is connected.

20. Click the **Save & Close** button on the **Device Management** window.

## Configuring Form Groups for Use with Chase Paymentech Canada

Once you have configured your iPP320 SPEDs, use the **Form Groups** window (**Setup > Point of Sale > Form Groups**) to update your **TICKET** form group to include the **TRSalesDraft1English.rdlc**, **TRReceipt1English.rdlc**, **TRSalesDraft1French.rdlc**, and **TRReceipt1French.rdlc** forms.

You should also update the **CDFAILPMT** form group to include the **TRSalesDraft1English.rdlc** and **TRSalesDraft1French.rdlc** forms.

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# Ingenico iSC250 P2PE Manual Credit Card Entry

If you are using an Ingenico iSC250 payment terminal with NCR Secure Pay, you can configure NCR Counterpoint to support manually-entered credit and debit card transactions through NCR Secure Pay when point-to-point encryption (P2PE) is enabled.

Once you have completed the steps outlined below, you will be able to use your Ingenico iSC250 payment terminal(s) to enter P2PE-compliant credit card data when a card is unreadable or unavailable for any reason. For example, customers can enter card data manually to complete payments at the point of sale. In addition, you can manually enter "card on file" data to associate with your customer records.

Counterpoint does not support manual entry of gift cards and stored value cards (SVCs) with an iSC250.

Your iSC250 payment terminal(s) must be updated to firmware version 12.02 or later and must be configured for use with NCR Secure Pay P2PE to support manual entry of credit and debit card transactions.

## Configuring P2PE Manual Credit Card Entry

First, you must configure NCR Counterpoint to use point-to-point encryption only when it is available, which will allow users to enter credit card numbers manually when an iSC250 payment terminal is not connected or is otherwise unavailable, and specify whether you want to require the entry of a CVV/CID number for each manual transaction.

Follow these steps to configure Counterpoint to allow the manual entry of credit card numbers when P2PE is not available:

1. From the main menu, select **Setup > Point of Sale > Stores** to display the **Stores** window.
2. On the **Main** tab, select **Require P2PE When Available** from the **Required encryption level** list box.
3. Save your changes and close the **Stores** window.
4. From the main menu, select **Setup > Point of Sale > Devices** to display the **Device Management** window, and then double-click your store in the **Stores and Workstations** tree.
5. Double-click a workstation to which an iSC250 payment terminal is connected.
6. Click the **Ingenico iSC250 Pay Terminal** device entry and select the **CVV Required for Manual Entry on Device** check box to require a CVV/CID number for each credit or debit card number that is entered manually.

Repeat steps 5 and 6 for each workstation with an iSC250 payment terminal.

7. Click **Save & Close** to save your changes and close the D**evice Management** window.

## Entering Card Data Manually at the Point of Sale

When you are processing a ticket in **Ticket Entry** or **Touchscreen Ticket Entry**, if a customer's credit card is unreadable, the customer can use the iSC250 to manually enter the necessary card data, which will be encrypted and tokenized by NCR Secure Pay.

Follow these steps if a customer's credit card is unreadable at the point of sale:

1. Instruct the customer to tap the **Enter Card** button on the iSC250 screen.
2. Instruct the customer to enter his or her card number using the iSC250 keypad, and then press the **Enter** key.
3. Instruct the customer to enter the expiration date for the card—in **MMYY** format—using the iSC250 keypad, and then press the **Enter** key.
4. Instruct the customer to enter the Card Verification Value/Card Identification (CVV/CID) number for the card using the iSC250 keypad, and then press **Enter**.

The customer is prompted for the CVV/CID number only if the **CVV Required for Manual Entry on Device** check box is selected for the iSC250 in **Device Management**.

5. Complete the ticket normally.

The customer name for manually-entered transactions will be set to **ENTERED MANUALLY** by default.

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## Entering a Customer Card Manually

You can use an iSC250 to manually enter a "card on file" for a customer, which will be encrypted and tokenized by NCR Secure Pay. The card on file can then be used for future transactions, without requiring the customer to provide the card number again.

Follow these steps to manually enter a P2PE-compliant “card on file” for a customer:

1. From the NCR Counterpoint main menu, select **Customers > Customers** to display the **Customers** window.
2. Enter or look up the customer for whom you want to enter a "card on file."
3. Tap the **Enter Card** button on the iSC250 screen.
4. Enter the customer’s card number using the iSC250 keypad, and then press the **Enter** key.
5. Enter the expiration date for the card—in **MMYY** format—using the iSC250 keypad, and the press the **Enter** key.
6. Enter the Card Verification Value/Card Identification (CVV/CID) number for the card using the iSC250 keypad, and then press **Enter**.

The customer is prompted for the CVV/CID number only if the **CVV Required for Manual Entry on Device** check box is selected for the iSC250 in **Device Management**.

7. Select the **Payment** tab on the **Customers** window.
8. In the **Credit Cards** section, enter or look up the appropriate **Card pay code**.
9. Save your changes and close the **Customers** window.

The customer name for manually-entered card on file transactions will be set to **ENTERED MANUALLY** by default.

# MasterCard Terminal Identification Compliance

To ensure compliance with MasterCard terminal identification requirements, each credit card transaction processed for Retail merchants through NCR Secure Pay or NCR Counterpoint Gateway (CPGateway) includes station ID and lane ID values to identify the Counterpoint workstation on which the transaction originated.

No configuration changes are required to enable this enhancement; all transactions automatically include these identifying values.

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# NCR Secure Pay Support

NCR Counterpoint allows merchants to securely process credit, debit, and gift cards through NCR Secure Pay, which supports point-to-point encryption of card data (with optional hardware, available from NCR), enhances security through the tokenization of credit card numbers, and offers a Web-based settlement interface.

Before you can begin using NCR Secure Pay to process transactions, you must sign up for NCR Secure Pay and configure NCR Counterpoint to use Secure Pay. You must also configure your network to allow the necessary outbound traffic to NCR Secure Pay servers. You may also need to configure your payment terminals and MSRs for use with the Device Management framework to take advantage of point-to-point encryption (P2PE).

Refer to the NCR Secure Pay online help for more information about signing up for and configuring NCR Secure Pay for use with NCR Counterpoint.

## NCR Secure Pay and NCR Counterpoint Gateway

Counterpoint allows you to use NCR Secure Pay and NCR Counterpoint Gateway (CPGateway) at different stores simultaneously. However, because encrypted card numbers are not stored in the Counterpoint database for stores that are using NCR Secure Pay, stores that are configured to use CPGateway cannot access payment data for transactions that originated in NCR Secure Pay stores.

This limitation imposes certain restrictions on how NCR Secure Pay stores and CPGateway stores can interact. Specifically, you cannot perform the following actions at a store that is configured to use CPGateway:

- Automatically process a validated return for a ticket with a credit card payment that originated at an NCR Secure Pay store.

To complete a validated return at a CPGateway store for a sale that originated at an NCR Secure Pay store, you must re-swipe the original card or manually enter payment information for the refund.

- Release an order or layaway for which final payment was specified at an NCR Secure Pay store.
- Automatically accept a deposit for an order or layaway using the account for which the final payment was specified at an NCR Secure Pay store.

You can accept a deposit for an order or layaway by re-swiping the original card or manually entering payment information for the deposit.

- Use credit cards on file for customer records that were created at an NCR Secure Pay store.

Payment data for transactions that originated at a CPGateway store can be accessed at NCR Secure Pay stores that share the same company database, so these restrictions do not apply to tickets, orders, or layaways created a stores using CPGateway.

# Point-to-point Encryption of Card Data

When used with a certified magnetic stripe reader (MSR) or payment terminal, NCR Secure Pay and NCR Counterpoint support point-to-point encryption (P2PE) of credit card and debit card data. Point-to-point encryption, also known as end-to-end encryption, ensures that card numbers, expiration dates, and debit card PINs are encrypted at the point of entry (e.g., the card swipe). Because encrypted card data can only be decrypted by NCR Secure Pay, unencrypted card data is never stored or accessible in your Counterpoint environment.

P2PE requires a certified MSR for the encryption of card swipe data or a certified payment terminal for the encryption of card swipes, manually-entered card numbers, and debit card PINs.

The following MSRs and payment terminals support P2PE with NCR Counterpoint and NCR Secure Pay:

- MagTek Magnesafe Mini MSR
- Ingenico iSC250 Payment Terminal

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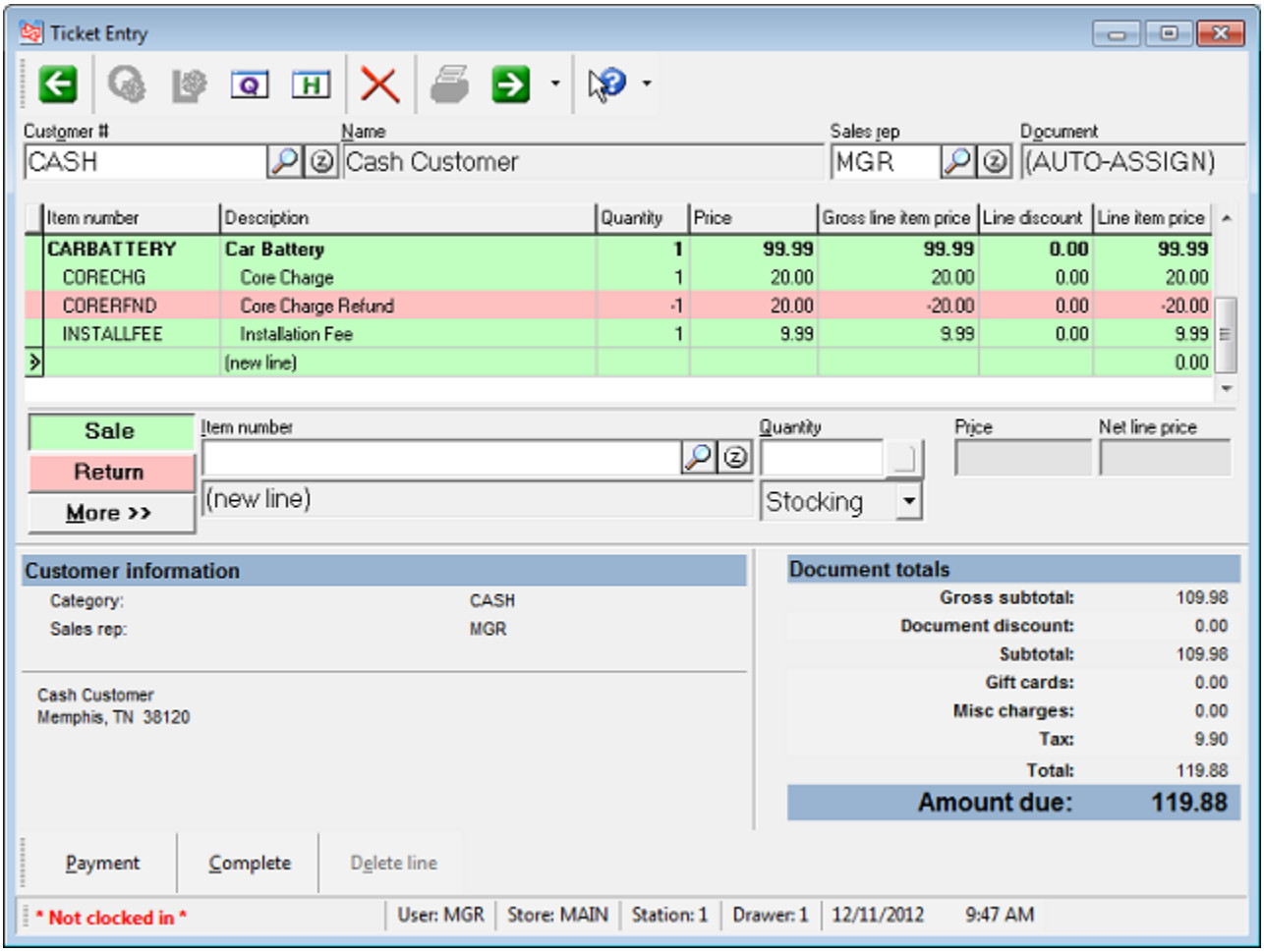
# Kits/Bills of Material

## Grouped Tag-along Item Kits

NCR Counterpoint now allows you to define and sell grouped tag-along item kits. As with tag-along item kits, the components of a grouped tag-along item kit "tag along" with the parent item when you sell it, but are priced independently of the parent item. Also, you can define prompts for each component of a grouped tag-along item kit to allow users to decide, at the time of the sale, whether to add the component to the ticket.

However, the components of a grouped tag-along item kit do not appear as individual lines when they are added to a ticket. Instead, all of the kit's components are grouped together below the parent item, allowing you to easily determine which items belong to the kit.




You cannot modify the components of a grouped tag-along item kit or substitute other items for them once they are added to a ticket. However, you can remove a component of a grouped tag-along item kit from a ticket if the component is not designated as **Required**.

Deleting a required component of a grouped tag-along item kit from a ticket deletes the entire kit.

Sales of grouped tag-along item kits are tracked by parent item and by component item, for inclusion on relevant sales reports. Further, accounting and cost distributions are generated for the parent item and for all component items of a grouped tag-along item kit.

You must purchase and register the Kits/Bills of Material Option to use this feature.

Defining a grouped tag-along item kit

Selling a grouped tag-along item kit

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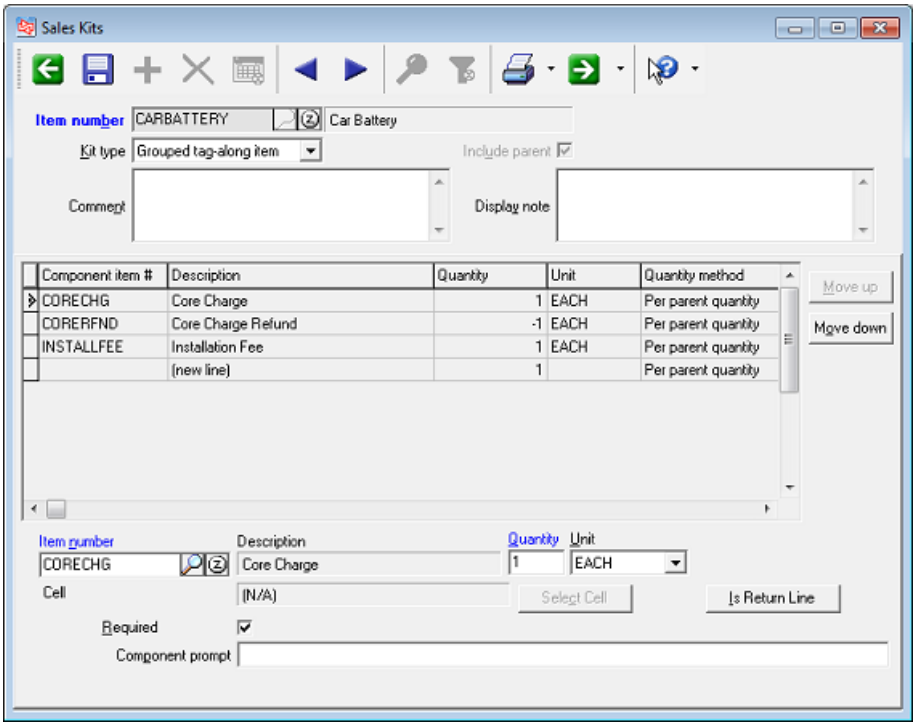
## Defining a Grouped Tag-along Item Kit

Follow these steps to define a grouped tag-along item kit:

1. From the main menu, select **Inventory > Sales Kits** to display the Sales Kits window.




2. Enter or look up the **Item number** for the kit's parent item.

Any item can be the parent of a grouped tag-along item kit, regardless of its **Item type** or **Tracking method**.

3. Select **Grouped tag-along item** from the **Kit type** list box.

The **Include parent** check box is selected by default and cannot be cleared. This means that the parent item will always appear on the ticket when you sell a grouped tag-along item kit.

4. Enter any remarks you want to make about the kit in the **Comments** field.
5. If you would like to display a note or other reminder when the kit is sold, enter the text to display in the **Display note** field. The **Display note** text appears when a user adds the kit to a line in **Ticket Entry** or **Touchscreen Ticket Entry**.
6. Enter or look up the **Item number** of a component item you want to include in the kit.

You can include an item with any **Tracking method** as a component of a grouped tag-along item kit. If the item you specify is gridded, the **Grid Dimensions** dialog appears, requiring you to specify the grid dimensions of the component.

You can change the grid dimensions for a gridded component by clicking the **Select Cell** button and selecting different dimensions on the **Grid Dimensions** dialog.

You can also include an item that is the parent of another grouped tag-along item kit, allowing you to embed, or "nest," one grouped tag-along item kit inside another. However, you cannot designate the parent of a tag-along item kit or a miscellaneous kit as a component of a grouped tag-along item kit.

7. Enter the **Quantity** of the component to add to the ticket for each parent item sold, and then select the **Unit** for the component item.
8. Click the **Is Return Line** button if you want the component to appear as a return line when you sell the kit, changing its quantity to a negative value.

Refer to Including Return Lines in Tag-along Kits for more information about the **Is Return Line** setting.

9. Select the **Required** check box to indicate that the component must be included with the kit. If you remove (i.e., delete) a component with this setting from a ticket, the entire kit is removed.
10. To define a confirmation prompt for the component, enter the prompt text in the **Component prompt** field.

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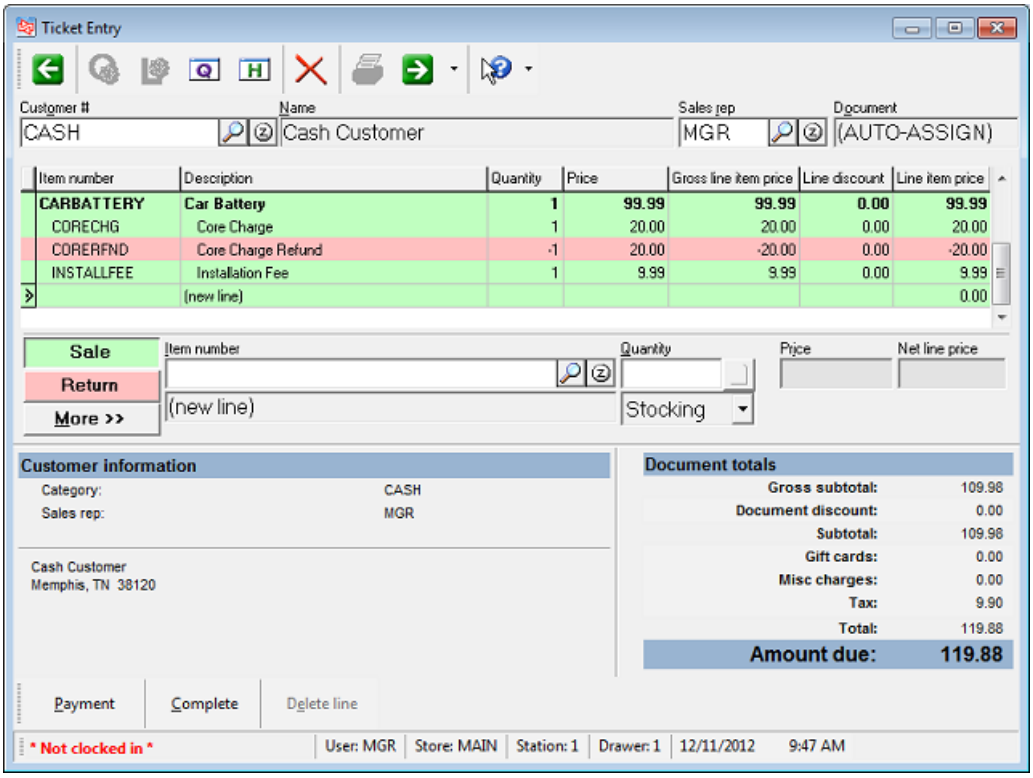
When a user adds the kit's parent item to a ticket, this text appears in a confirmation dialog, allowing the user to decide whether to add the component to the ticket. Components without a **Component prompt** are automatically added to the ticket when a user sells the parent item.

Repeat steps 6 through 10 for each component you want to add to the kit.

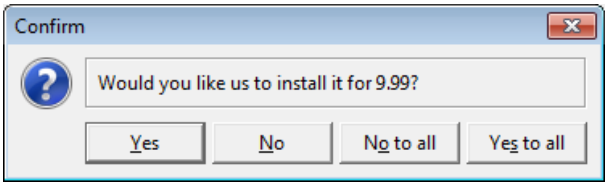
11. If necessary, select each component and use the **Move up** and **Move down** buttons to change the order of the component items. The order in which the components appear is the order in which they will appear on the ticket when the kit is sold.
12. When you have finished adding components to the grouped tag-along item kit, click the button to save your changes.

## Selling a Grouped Tag-along Item Kit

To sell a grouped tag-along item kit in Ticket Entry or **Touchscreen Ticket Entry**, enter or look up the **Item number** of its parent item.

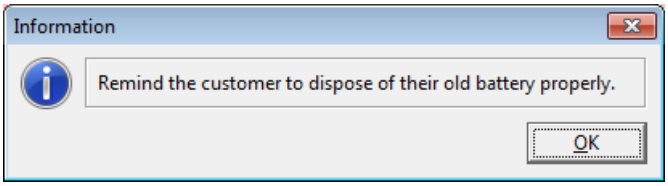



When you sell a grouped tag-along item, a confirmation dialog appears for each component with a **Component prompt** value. Click **Yes** to add the component item to the ticket, **No** to skip the component, **No to all** to skip all components with prompts, or **Yes to all** to add all components with prompts.




The parent item is added to the ticket automatically, along with each component item for which no **Component prompt** value is defined.

If a **Display note** is defined for the kit, it appears in an Information dialog after all of the component items have been added to the ticket. Click **OK** to close the display note.

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## Removing a component from a grouped tag-along item kit

You cannot modify or substitute components of a grouped tag-along item kit. However, you can remove a component by clicking the component item and selecting **Delete line** from the **Line** menu.

If the component is required (i.e., the **Required** check box is selected for the component), the entire kit is removed from the ticket when you delete the component.

## Grouped tag-along kits on receipts

When you print a receipt that includes a grouped tag-along item kit, the parent item appears on the receipt, followed by each component item, as illustrated in this sample receipt.

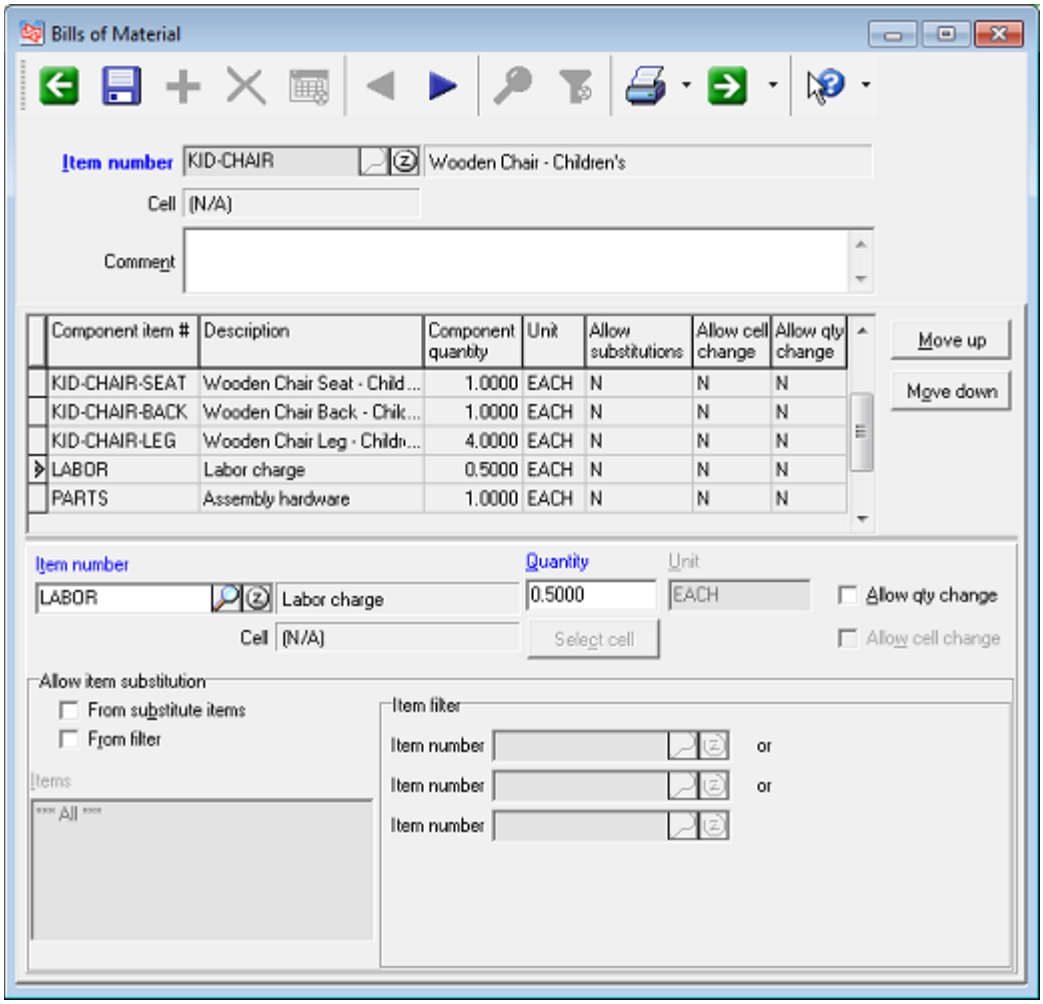
```
                Main Store
            542 Tournament Drive
                P.O. Box 542
             Memphis, TN   38018
                (901) 555-1234


Ticket# 100462                          User: MGR
12/11/2012      12:41 pm              Station: 1
-----------------------------------------------
Item #              Qty     Price          Total
Description
-----------------------------------------------
CARBATTERY            1    99.99          99.99
Car Battery
  CORECHG               1                 20.00
  Core Charge
  CORERFND             -1                -20.00
  Core Charge Refund
  INSTALLFEE            1                  9.99
  Installation Fee
                                        ---------
Subtotal                                  109.98
Tax                                         9.90
                                       ----------
Total                                     119.88
                                      ==========
```

# Including Non-inventory and Service Items in Bills of Material

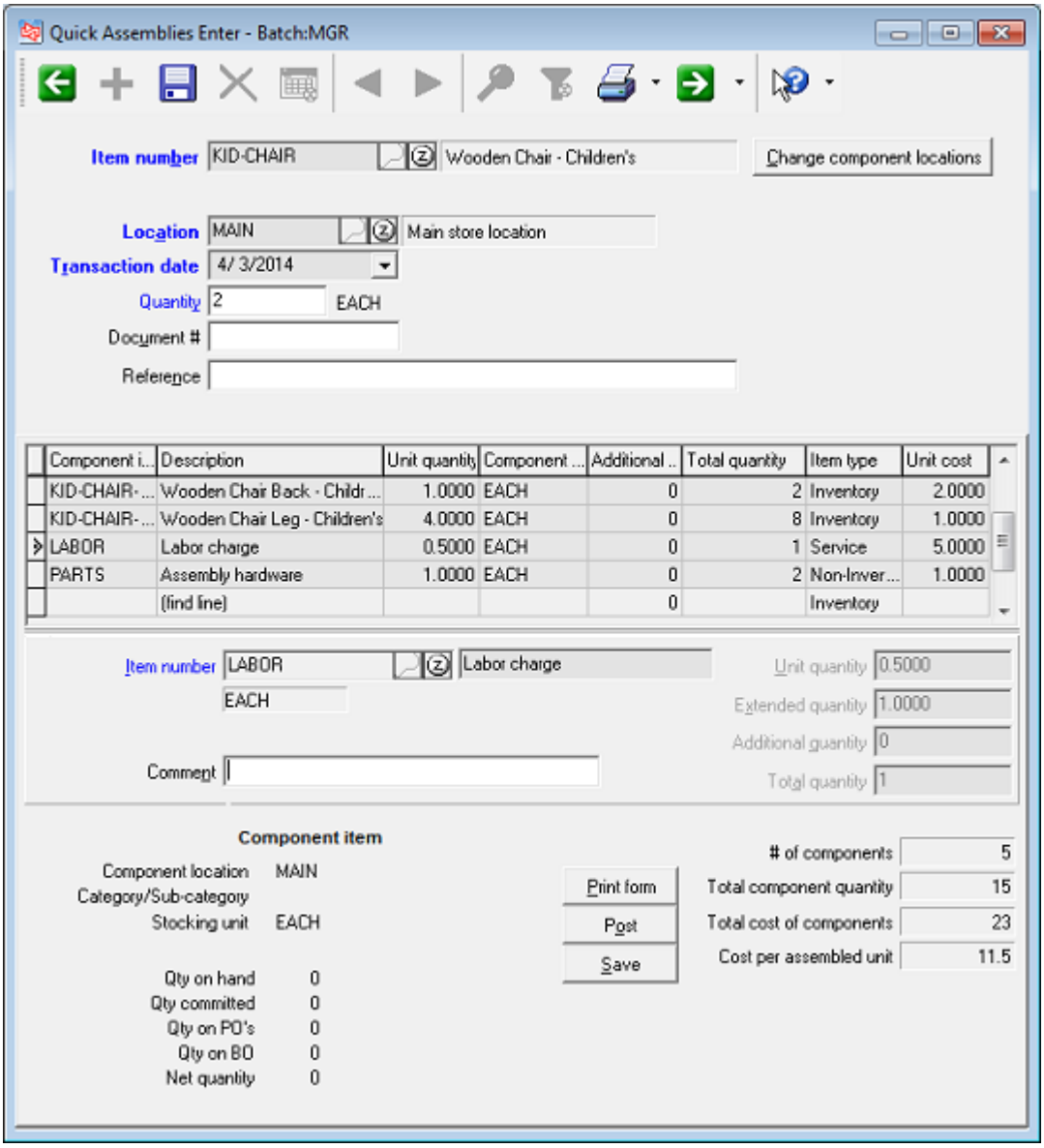
You can now include **Non-inventory** and **Service** items in bills of material and quick assembly transactions. This enhancement allows you to easily add labor, service charges, assembly materials (e.g., nuts, bolts, glue, or packaging), or other miscellaneous items to a bill of material and include their cost in the assembly of finished goods.

To add a **Non-inventory** or **Service** item to the list of components in a bill of material, enter or look up its **Item number** on the on the Bills of Material window (**Inventory > Bills of Material**), and then enter the default **Quantity** of the component that is required to assemble of unit of the parent item.




Just like any other component, you can allow users to change the default quantity for the component during assembly by selecting the **Allow qty change** check box.

When you use the Quick Assemblies window (**Inventory > Quick Assemblies > Enter**) to create a quick assembly transaction, any **Non-inventory** and **Service** items in the bill of material you select are included automatically, along with the other components of the finished good.




You can use the **Column designer** to add the **Item type** and **Unit cost** columns to the component table on the **Quick Assemblies** window.

By default, Counterpoint uses the **Standard cost** specified on the **Inventory** window (**Inventory > Inventory**) as the **Unit cost** for **Non-inventory** and **Service** items. However, if the **Standard cost** is **0** (or NULL) for a **Non-inventory** or **Service** item, Counterpoint uses the corresponding **COS%** value to calculate the **Unit cost** of the component as a percentage of the price of the finished good.

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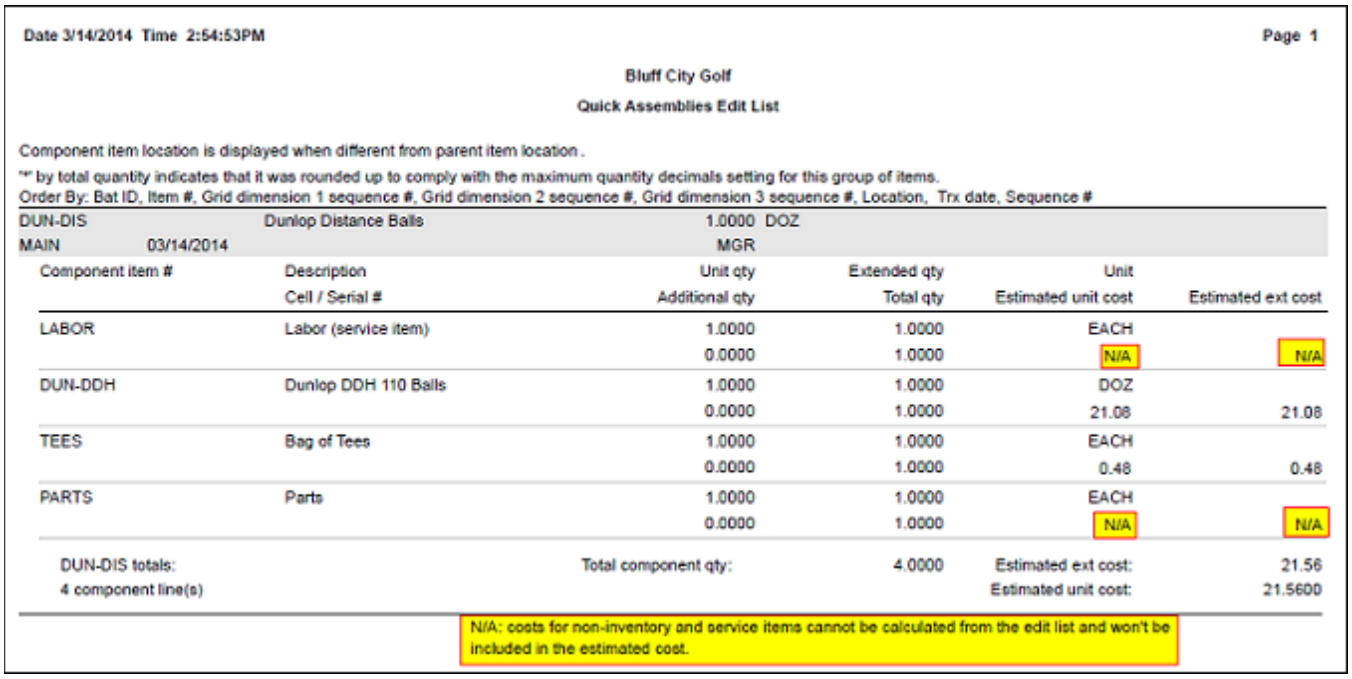
The total cost of all **Non-inventory** and **Service** components is included in the **B/S inventory** account distributions that are created when you post a quick assembly transaction. In addition, Counterpoint creates a balancing distribution in the **Misc item expense** account for the total cost of all **Non-inventory** and **Service** components.

The cost of **Non-inventory** and **Service** items cannot be displayed on the Quick Assembly Edit List (**Inventory > Quick Assemblies > Edit List**) and won't be included in the **Estimated unit cost** of the finished good.



Date 3/14/2014 Time 2:54:53PM Page 1

Bluff City Golf

Quick Assemblies Edit List

Component item location is displayed when different from parent item location.
"*" by total quantity indicates that it was rounded up to comply with the maximum quantity decimals setting for this group of items.
Order By: Bat ID, Item #, Grid dimension 1 sequence #, Grid dimension 2 sequence #, Grid dimension 3 sequence #, Location, Trx date, Sequence #

DUN-DIS Dunlop Distance Balls 1.0000 DOZ
MAIN 03/14/2014 MGR

| Component item # | Description / Cell / Serial # | Unit qty / Additional qty | Extended qty / Total qty | Unit / Estimated unit cost | Estimated ext cost |
|---|---|---|---|---|---|
| LABOR | Labor (service item) | 1.0000 | 1.0000 | EACH | |
| | | 0.0000 | 1.0000 | N/A | N/A |
| DUN-DDH | Dunlop DDH 110 Balls | 1.0000 | 1.0000 | DOZ | |
| | | 0.0000 | 1.0000 | 21.08 | 21.08 |
| TEES | Bag of Tees | 1.0000 | 1.0000 | EACH | |
| | | 0.0000 | 1.0000 | 0.48 | 0.48 |
| PARTS | Parts | 1.0000 | 1.0000 | EACH | |
| | | 0.0000 | 1.0000 | N/A | N/A |

DUN-DIS totals: Total component qty: 4.0000 Estimated ext cost: 21.56
4 component line(s) Estimated unit cost: 21.5600

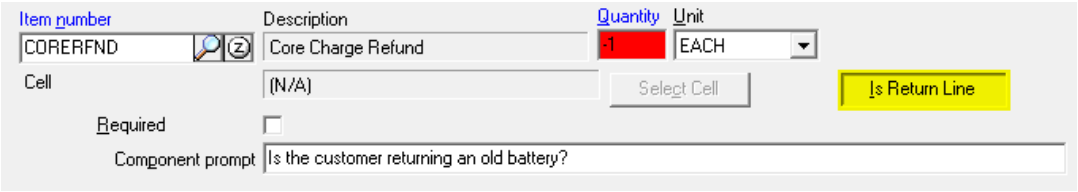
N/A: costs for non-inventory and service items cannot be calculated from the edit list and won't be included in the estimated cost.

# Including Return Lines in Tag-along Kits

NCR Counterpoint now allows you to include return lines in tag-along item kits and grouped tag-along item kits.

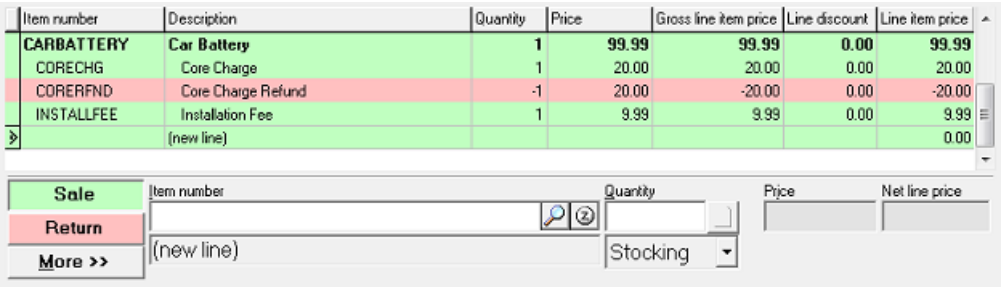
For example, an auto parts dealer that levies a "core charge" as part of a car battery kit could include an optional return line to refund the core charge for customers who exchange their old batteries.

To designate a component of a tag-along item kit or grouped tag-along item kit as a return line, select the component item and click the **Is Return Line** button on the **Sales Kits** window (**Inventory > Sales Kits**). The component's **Quantity** changes to a negative value and is highlighted in red to indicate that the component represents a return line.




To make the return line optional, enter an appropriate confirmation prompt in the **Component prompt** field.

When you sell a tag-along item kit or grouped tag-along item kit that includes a return line component in **Ticket Entry** or **Touchscreen Ticket Entry**, the component is added to the ticket as a **Return** line.



| Item number | Description | Quantity | Price | Gross line item price | Line discount | Line item price |
|---|---|---|---|---|---|---|
| CARBATTERY | Car Battery | 1 | 99.99 | 99.99 | 0.00 | 99.99 |
| CORECHG | Core Charge | 1 | 20.00 | 20.00 | 0.00 | 20.00 |
| CORERFND | Core Charge Refund | -1 | 20.00 | -20.00 | 0.00 | -20.00 |
| INSTALLFEE | Installation Fee | 1 | 9.99 | 9.99 | 0.00 | 9.99 |
| | (new line) | | | | | 0.00 |



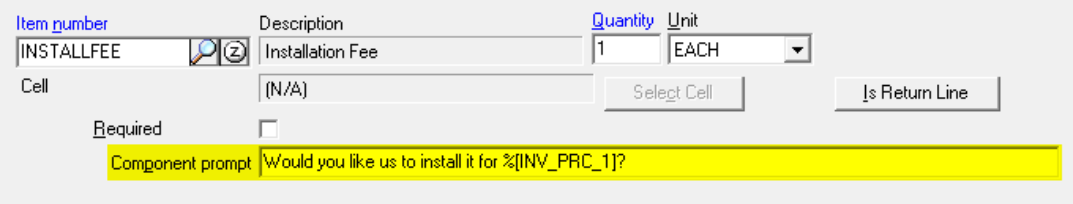
If you return the parent item of a kit that includes a return line component, that component is added to the ticket as a **Sale** line.

# Using Field Names in Kit Component Prompts

You can now include field names from the **VI_INV_PRC** view in component prompts for tag-along item kits and grouped tag-along item kits. This feature allows you to display the field's current value in the confirmation dialog for a kit component.

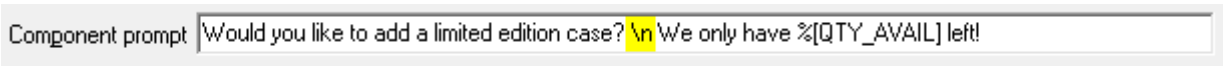
For example, you could include the **INV_PRC_1** field in a component prompt to display the component's current price when a user sells the kit's parent item, or the **QTY_AVAIL** field to indicate how many of the component are left.

To insert a field name in a component prompt, enter **%[*FIELDNAME*]** in the **Component prompt** field, where ***FIELDNAME*** is the name of the field.

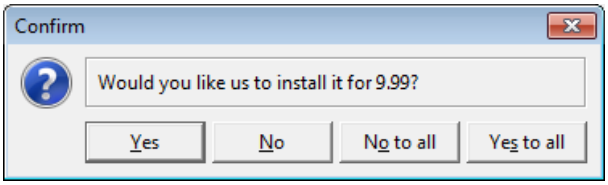



To see all of the field names that are available for use in kit component prompts, open the **VI_INV_PRC** view in the SQL Script Utility or another SQL editor.

You can also include **\n** in a Component prompt value to insert a line break in the confirmation prompt text.




When Counterpoint displays the confirmation dialog for a component, the current value of each included field appears in place of the specified field name.

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# Multi-Site Option

## Autosubscribe Removed from Multi-Site Configuration Editor

In this version of NCR Counterpoint, the **Autosubscribe** check box has been removed from the **Subscriptions** tab of the **Multi-Site Configuration Editor** utility (**Start > Programs > NCR Counterpoint > Utilities > Multi-Site > Multi-Site Configuration Editor**).

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# Offline Ticket Entry Option

## Compression of DataSync Packages

In this version of NCR Counterpoint, all DataSync packages—including full extracts, incremental extracts, and rebuilds—are compressed on the server before being transferred to an offline workstation, and then expanded on the workstation before being applied to the offline database. This enhancement conserves network bandwidth, particularly in Offline Ticket Entry environments with a large number of offline workstations.

## Rebuilding Multiple Offline Workstations Simultaneously

By default, when you use the NCR Counterpoint Management Console (**Start > NCR Counterpoint > Utilities > Management Console**) to start the rebuild process for multiple offline workstations, the database initialization package is downloaded to each workstation in turn. In this version, you can configure CPServices to download the database initialization package to multiple workstations simultaneously, reducing the time required to rebuild multiple offline workstations considerably, particularly in large Offline Ticket Entry environments.

Follow these steps to allow multiple offline workstations to be rebuilt simultaneously:

1. Open the **CpSvcs.exe.config** file in the **\Bin** subdirectory of your Counterpoint installation directory (e.g., **C:\Program Files\Radiant Systems\Counterpoint\CPSQL.1\Bin**).
2. Find the following entry in the **<appSettings>** section:

   ```
   <add key="ConcurrentRebuilds" value="1" />
   ```

3. Change the **value** to the number of station rebuilds you want to allow your Counterpoint server to process simultaneously. For example, to allow three workstations to be rebuilt simultaneously, change the **value** to **"3"** (as indicated below).

   ```
   <add key="ConcurrentRebuilds" value="3" />
   ```

The number of workstations that can actually be rebuilt simultaneously will be limited by your server's available bandwidth.

4. Save your changes and restart CPServices on your server.

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# Hardware

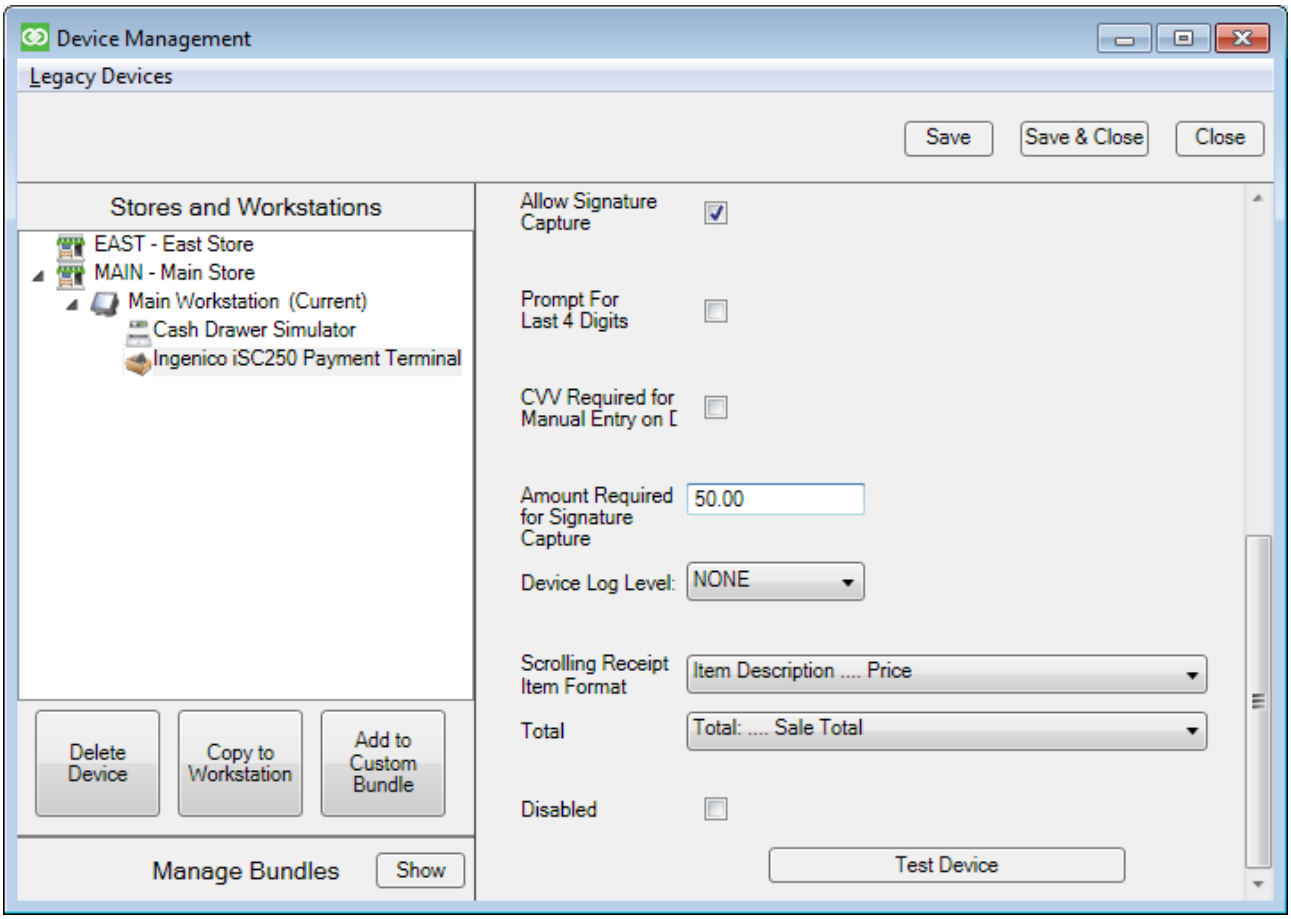
## Ingenico iSC250 Signature Threshold

In this version of NCR Counterpoint, you can define a signature threshold for your iSC250 payment terminal(s), which specifies the minimum dollar amount for which your store requires a signature. With this setting, customers will be prompted to provide a signature on the iSC250 only if the total amount due for a ticket equals or exceeds the signature threshold you specified.

This feature is only supported with Ingenico iSC250 payment terminals; signatures threshold cannot be defined for other payment terminals.

Follow these steps to define a signature threshold for an iSC250 payment terminal:

1. Select **Setup > Point of Sale > Devices** to display the **Device Management** window.
2. In the **Stores and Workstations** tree, select your store, and then select the workstation to which the iSC250 is connected.
3. Select the **Ingenico iSC250 Payment Terminal** device to display the device settings in the **Workstation Device** area of the **Device Management** window.
4. Enter the signature threshold for the iSC250 in the Amount Required for Signature Capture field.




5. Click the **Save** button to save your changes.

Repeat steps 2 through 5 for each of your iSC250 payment terminals.

In **Ticket Entry** or **Touchscreen Ticket Entry**, if the total amount due for a ticket is lower than the **Amount Required for Signature Capture** value you defined, the customer will not be prompted for a signature on the iSC250.

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# Customization

## Default Image Format for Custom Image Fields

Previously, when you selected an image for a custom image field in NCR Counterpoint, the **Open** dialog box automatically filtered the available images to bitmap (**.bmp**) files only. If the image you wanted to select was a different file type, you were required to select the appropriate format from the **Files of type** list box.

In this version, the default **Files of type** setting for custom image fields has been changed to **All**, allowing you to easily browse images in all supported formats, including bitmap (**.bmp** and **.dib**), JPEG (**.jpg**, **.jpeg**, and **.jpe**), and Portable Network Graphics (**.png**) files.

## New Custom Stored Procedure Calls

This version of NCR Counterpoint includes new stored procedure calls that allow you to trigger custom stored procedures to apply database functions or perform special actions before or after specific events.

Counterpoint calls the **BEFORE_PS_TE_DELETE_DOC** stored procedure, if you have defined one, immediately before a ticket, order, hold, quote, or other Point of Sale document is deleted from the database. Counterpoint also calls the **AFTER_PS_TE_DELETE_DOC** stored procedure immediately after a Point of Sale document is deleted from the database.

In addition, Counterpoint now calls the **AFTER_PS_TE_SAVE_DOC** stored procedure, if one has been defined, immediately after a ticket or other Point of Sale document is saved, instead of the **USER_AFTER_PS_TE_SAVE_DOC** stored procedure. Similarly, Counterpoint now calls the **AFTER_PS_TE_VOID_DOC** stored procedure immediately after a ticket or other Point of Sale document is voided, instead of the **USER_AFTER_PS_TE_VOID_DOC** stored procedure.

If you are updating from a previous version of NCR Counterpoint and you have been using custom **USER_AFTER_PS_TE_SAVE_DOC** or **USER_AFTER_PS_TE_VOID_DOC** stored procedures, you must change their names to **AFTER_PS_TE_SAVE_DOC** and **AFTER_PS_TE_VOID_DOC**, respectively.

You can disable custom stored procedures by clearing the **Enable customizations** check box on the **User Interface** tab of the **User Preferences** window (**Setup > System User Preferences**).

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