# FRONTIER

## COMPUTER OPERATOR REFERENCE GUIDE



This document outlines the steps to use the common features of Frontier's Interface.





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#### Introduction

Frontier is a browser-based application that is the next generation of Equity. It ensures system stability and allows for new features to be built in. This Reference Guide covers an overview of the browser-based application, logging on and accessing instructions and enhancements to the Toolbar Settings, Customization, Print Output Queue, Job Management, Security and Late Deal Claim.

#### Logging On

The following section outlines how to access Frontier from a Desktop, RF Gun and Employee Facing Device (EFD), signon, add the URL as a desktop icon and get remote access.

Remote access includes accessing Frontier from outside your store.

#### **Accessing Frontier From a Desktop**

- 1. Open an Internet Browser. Use either IE (10 or higher), Chrome (version 56 or higher), Safari (12 or higher) or Edge (83 or higher).
  - Type the URL to access the Frontier application: https://XXXX-frontier.ctr.cantire.com/ (where XXXX is your 4digit store number).
  - Press Enter.
- 2. The Frontier Sign On screen displays:



#### Adding the URL as a Desktop Icon

**Note:** This may vary depending on OS or browser used. If the user needs specific workstation names, the recommendation is to create multiple shortcuts where each has a variation of the workstation name – for multiple user sessions.

- 1. From a Desktop Computer:
- Right click on the **Desktop**.

2. A drop down menu displays:



- Click on **New** from the drop down menu.
- **3.** A sub-menu displays:



- Click on **Shortcut** from the sub-menu.
- 4. The Create Shortcut window displays:

What item wou	ld you like to	create a sho	rtcut for?		
This wizard helps yo computers, or Intern	u to create shortc et addresses.	uts to local or ne	twork programs,	files, folders,	
Type the location of	the item:				
				Browse	
Click Next to continu	ue.				

- Type the **URL** in the Type the location of the item field.
- Click on the **Next** button.

5. The What would you like to name the shortcut? prompt displays:

Create Shortcut	
What would you like to name the shor	tcut?
Type a name for this shortcut:	
New Internet Shortcut	
Click Finish to create the shortcut.	
	Finish Cancel

- > Type **Frontier** in the Type a name for this shortcut field.
- Click on the **Finish** button.
- 6. The Frontier shortcut displays on the desktop.

#### Signing On from a Desktop

The Sign on screen looks slightly different (unused fields have been removed) however signing on to the system remains the same.

**Note:** Users must first be set up in the CT Identity (CTID).

1. From the Frontier Sign On screen:



- Click in the User/Utilisateur field.
- Type your **Username**.
- Click in the Password/Mot de passe field.
- Type your **Password**.
- Press the Enter key.

Generic users (such as Inquiry users) will continue to use the same log on they used in the previous system.

**Note:** Username format in Frontier is: 0123.johnsmith. The Store number is pre-populated for you.

**Important:** Passwords are case sensitive. After five attempts, you are locked out of your account. To unlock your account, contact your CTID System Administrator.

2. The Frontier Master Menu displays:



**Recommended Operating Procedure:** You must wait until the Master Menu displays before typing. Any commands typed before the Master Menu displays are not logged into Frontier.

## **Toolbar Settings and Customization**

#### Navigating the Toolbar

1. From the Master Menu screen:

													<b>≜</b>
QPADEV0007			C	AN	AD	IAN	IT	IF	E			970	12/22/17
GMNR001	м	A	S	Т	Ε	R		М	Ε	N	U		12:29:29

- Click on the arrow icon.
- 2. The toolbar displays:

Ō	6	\$	10002	¢										•
QPADE	EV0007				CANA	ADI	AN	TI	RE			970	12/22/	17
GMNR	001			M A	S T	Ε	R	Μ	E	N	U		12:29:2	29

- Click on the desired icon to perform an action
- ▶ Click on the **arrow** icon to close the toolbar.

You can hover your mouse over the icon to get a description.	You can copy/paste using keyboard shortcuts:					
<ul> <li>Copy selected text.</li> <li>Paste Next.</li> <li>Change settings such as display, picture, colour, etc.</li> <li>Work with macros (create or delete or run).</li> <li>Customize keyboard mapping.</li> <li>File upload.</li> <li>Display Pop-up Keypad.</li> </ul>	<ol> <li>Highlight the desired text using the cursor.</li> <li>Press the Ctrl + C keys to copy text.</li> <li>Press the Ctrl + V keys to paste text.</li> </ol>					

**Note:** Changes that are made to settings, macros and keyboard maps are saved under the User Profile in use and are in effect on any computer signed on to Frontier under that profile. The settings associated with your User Profile are in effect after signing on.

#### Customization

The Settings icon on the toolbar allows the user to change the appearance of certain elements in Frontier such as cursor shape and font colour, displaying rulers on screens and customizing sounds. Any changes made to the settings, macros and keyboard maps are saved under the user profile and are in effect on any computer signed in under that profile. The settings are in effect after signing on.

#### Accessing the Settings Window

You can access the Settings Window from any screen in Frontier by clicking on Settings 🖸 icon in the toolbar:

Settings	x	
Cursor	Shape:	
Rule Line	Underline     Block	
Viewing	Blink:	
Product Pictures / Webshop	⊖ Yes ● No	
Pictures Screens	Shape Change in Insert:	
Colour Mapping	● Yes ○ No	
Sound		
Popup Keypads		
Import Settings		
Export Settings	Defaults Help	
	Save	

#### **Changing the Cursor Appearance**

You can customize the cursor to display a different shape, turn blinking on or off and change the shape in Insert mode.Follow these steps to change the cursor settings:

**1.** From the Settings window:



- Click on **Cursor** from the list.
- 2. The Cursor window displays:

or	Shape:		
Line	Underline O Block		
ving	Blink:		
luct Pictures /	O Yes		
ishop	No		
ires Screens	Shape Change in Insert:		
ur Mapping	Yes		
	⊖ No		
nd		J	
up Keypads			
ort Settings			
ort Settings			

- Click on the **radio** button to select your options.
- Click on the **Save** button to save the settings.

The following chart outlines the cursor options:

Shape	Blink	Shape Change in Insert
<ul> <li>Underline</li> <li>Block</li> </ul>	<ul> <li>On (Displays a blinking cursor)</li> <li>Off (Displays a non-blinking cursor)</li> </ul>	<ul> <li>Yes (The cursor changes shape when the keyboard is in insert mode).</li> <li>Note: The keyboard goes into insert mode when you press the insert key on the keyboard. INS displays at the bottom of the screen and the cursor changes to ahalf block</li> <li>icon.</li> <li>No (The cursor does not change shape when the keyboard is in insert mode).</li> </ul>

#### **Displaying/Hiding the Cursor Position**

The default setting in Frontier is to display the cursor position at the bottom right corner of the screen. This is expressed as a row/column number. Imagine the screen as a grid; each space on the screen is a cell in that grid. This determines the row and column number. For example, if 02/02 displays, it means the cursor is in row 2, column 2. The cursor position is handy ifyou are having trouble seeing the cursor on the screen. Follow these steps to display and hide the cursor position:

1. From the screen you are working on:

EQZI	UD1R				Inven	tory Man	ager Inqu	iry		St	ore #	: 961
42-	0204		6 L	32CM	TFAL AI	RGRP FRY	Str/CTC:		A Can	order		HOM ST
Str	/Dsc:	8/	07/15		42-0209	Bin	Ret:		0 Dsp	: 01		A: I
Reg			84.99	Ret	OH:		T Tdy				end:	1.00
Pro			24.99	Whse	• OH:		Reserv	ė:		Turns		3.6
				Shri			WTD			GMROI		238.9
Reg			49.09	Reg							ne :	41420
			20.26				16 Reg				rve:	414XX
		00	D% (		00:		16 Pro		26			
Reg	GP% :		42.24	Plac	ing00:		15 Reg			Ord p		
	GP% :		18.92			16/07/17	15 Pro		124		1 :	
		16	/07/21			0/00/00	14 Reg			Min pa	ck :	
		16	/07/08			0/00/00	14 Pro		128	Std pa	ck :	240
Rcd			1 2		Dte :	16/09/09	NxtDeal:		35 + S	SL:	0 E:	10
									10		12	
				0				0	0		0	
							12 1	20	15	12	15	
P	R			P	Ρ	P P		SP	P	SP		SP
		8		6			10 5	13	13	8	32	
F 2	. 9 2	. 8	2.5	2.9	3.4	5.0 4	.4 4.0	3.5	3.1	5.1	5.3	7.1
	* 13P	est		0 131	P reg:		3P pro:	89	13P	CAMPS:	11	9 ****
F 3 = 1	Exit	F 7	=Sales	histo	pry F8	=Locatio	n Details	F 9 :	=Messa	ge to F	loor	
F10:	=Subs/	rel	ated p	rd F	11=Disp	lay open	orders	F12=1	Previo	us F2	4=Mor	e keys
												02/02
												C. L. O.L.

- ▶ Click on the **Settings** ♀ icon on the toolbar.
- 2. From the Settings window.
- Click on **Viewing** from the list.

3. The Viewing window displays:

Settings		
Cursor Rule Line	Row/Column Indicator on OIA: Yes O No	
Product Pictures / Webshop		
Pictures Screens Colour Mapping Sound		
Popup Keypads		
Export Settings	Defaults	Help

- Click on the radio button beside On or Off under Row/Column Indicator on OIA depending on whether you
  wantto display the cursor position or not.
- Click on the **Save** button to save the settings.

#### **Changing Ruler Settings**

The ruler is a line that you can display on the screen that follows the cursor. Under Rule Line you can choose a verticalruler, horizontal ruler, or both (crosshair). By default, the ruler does not display. Follow these steps to adjust the Ruler settings:

- **1.** From the Settings window:
  - Click on **Rule Line** from the list.
- 2. The Rule Line window displays:

Settings		
Settings Cursor Rule Line Viewing Product Pictures / Webshop Pictures Screens Colour Mapping Sound Popup Keypads Import Settings Export Settings	Rule Line: ○ On ● Off Rule Line Style: ○ Horizontal ○ Vertical ● Crosshair	Defaults
		Save

- Click on the **radio** button to select your options.
- Click on the **Save** button to save the settings.

#### **Ruler Options**

There are three ruler options:

Ho	rizo	ont	al									
EQZI	UD1R				Inve	tory Man	ager In	quiry		Sto	re #:	961
42-6	0204		6 L	32CM	TFAL A	RGRP FRY	Str/CT		A Can o	order		HOM ST
	/Dsc:	8/	07/15	Rel:	42-0201	Bin	Ret:		0 Dsp:	01		A: 1
Reg			84.99				T Tdy					1.00
Pro			24.99	Whse				rve:				3.6
										GMROI		238.9
Reg			49.09	Reg						Finelin		41420
			20.26				16 R	eg :				14XX
		.00	DX 0				16 P	ro :	26			
Reg	GPX		42.24		ing00:		15 R	eg :				
	GP%		18.92			16/07/17	15 P	ro :	124			
		16	/07/21			0/00/00	14 R	eg :				
		16	/07/08			0/00/00	14 P	ro :	128	Std pac		240
Rcd	Qty		12	NxtA	Dte :	16/09/09	NxtDea		335 + 55	5 L :	0 E :	10
								8 8				
R								0	0 0			
P		4			3		12	1 2	0 15	12	15	
	1	P		Р		P P	P	SP	P	SP	P	SP
		8		6	8		10	5 1	3 13	8	32	3
F 2.	. 9	Z . 8	2.5	2.9	3.4	5.0 4	4 4.	0 3.	5 3.1	5.1	5.3	7.1
	* 13P	est		0 13P	reg:		3P pro:	8	9 13P (	CAMPS:	119	
F 3 = 1	Exit	F 7	=Sales	histo	ry Fi	=Locatio	n Detai	ls F	9=Messal	ge to Fl	001	
F10:	=Subs/	/rel	ated p	rd F	11=Dis	olay open	orders	F12	=Previou	15 F24	=More	keys

#### Vertical

EQZI	JD1R				Inve	ntory	lana	ger Inqui	iry				961
42-6	204		6 L	32CM	TFAL A	IRGRP H	FRY			Can o	der		HOM ST
Str		8/07,	/15	Rel:	42-020	9 8	3 i n	Ret:	9 (	Dsp:	01		A : 1
Reg		84	4.9	9 Ret		2	Т	Tdy			5 Tre		1.00
Pro		2.	4.9	9. Whse			9						3.6
					ink :						GMROI		238.9
Reg		49	9.0	9 Reg				PTD					41420
Pro		2 (	0.2	6 S/O		(	)	16 Reg			ils cur		14XX
Env		00 D%		0 Pro		(	)	16 Pro			in OP		
Reg	GP% :	43	2.2	4 Plac	cing00:	(		15 Reg			ord pt		
Pro	GP% :	18	8.9	2 Lst		16/07	17	15 Pro		24	Stk Lvl		
Lst		16/01	7/2	1 Due	dte :	0/00/	00	14 Reg			lin pac		
Lst		16/01	7/0	8 ETA		0/00,	00	14 Pro		28	Std pac		240
Rcd	Qty			2 Nxt	ADte :	16/09/	09	NxtDeal:	33	5 + SSI		0 E:	10
R									0				
P				3			1		20				
P		F		P					SP		SP		SP
С				6									
F 2.		. 8	2.5	2.9	3.4	5.0		4 4.0	3.5		5.1	5.3	
***		est:		0 131	P reg:		13		89		MPS:	119	****
F3=8	Exit	F7=Sa	ale	s histo	огу Б	8=Locat	tion	Details	F 9 = 1	lessage	to Fl	001	
F10=	=Subs/	relate	e d	prd I	F11=Dis	play op	pen	orders	F12=P1	eviou	5 F24	=More	e keys

#### Crosshair

EQZI	JD1R				Inver	tory Man	ager Inqu	iry		tore #:	961
42-1	8204		5 L	32CM	TFAL AI	RGRP FRY		A / A Ca	an order		HOM ST
Str		8/07	15 F	el: ·	42-0205		Ret:	9 0 0	sp: 01		A : 1
Reg		84	4.99	Ret						rend:	1.00
Pro		24	4.99	Whse							3.6
				Shrin	nk :				GMROI		238.9
Reg		4 9	9.09	Reg			PTD				41420
		26	.26				16 Reg				414XX
		00 D%					16 P. o	: 20		P :	
Reg	GP% :	43	2.24	Plac	ing00:		15 Reg			pt :	
	GP% :	11	8.92			16/07/17	15 Pro				
		16/01	1/21	Due (	dte :	0/00/00	14 Reg			ack :	
		16/01	1/08	ETA		0/00/00	14 Pro	: 124	Std p	ack :	240
	Qty			NxtAI	Dte :	16/09/09	NxtDeal:	335		0 E :	10
								ø			
P	1	4	1	3	3	1	12 1	20	15 12	15	1
P	P	1		P				SP	P SP		SP
				6			10 5			32	
			2.5	2.9	3.4	5.0 4	.4 4.0	3.5	8.1 5.1	5.3	
			6	13P	reg:			89 1	P CAMPS:	115	9 ****
F 3 = 1	Exit	F7=Sa	ales	histor	ry F8	=Locatio	n Details	F9=Me	sage to	Floor	
F10:	=Subs/	relate	ed pr	d F	11=Disp	lay open	orders	F12=Pres	ious F	24=More	e keys

#### **Adding/Removing Product Pictures**

Product pictures can be added to screens that display product information such as the Inquiry or Analyze screens. The product pictures display automatically unless the settings are adjusted. Follow these steps to add or remove product pictures:

To adjust product pictures:

- **1.** From the Settings window:
  - Click on **Product Pictures** from the list.
- 2. The Product Pictures window displays:

Line	<ul> <li>Show pictures</li> <li>Overlay mode</li> </ul>		○ Pop-up mode	
ving	Opacity: Size:	○ Small	O Madium	
duct Pictures / oshop	Location:	0		O
ures Screens				
our Mapping	Timeout:	0		
nd			Webshop Popup	
up Keypads	Size:	Small	O Medium	Large
ort Settings				
ort Settings				Defaults

- Click in the Show Pictures checkbox to select your options.
- Click on the **radio** button to select your preferred options.
- Click on the **Save** button to save the settings.
- Click on **Pictures' Screens** from the list on the Settings window.

Product pictures automatically display on the following screens:

- Inventory Manager Inquiry
- Floor Inquiry
- Analyze Suggested Regular Orders
- Analyze Promo Stock Levels
- Analyze Suggested Seasonal Orders
- Analyze Suggested Placing Orders
- Analyze Quantity On Hand
- Store Analysis Maintenance
- Analyze Product Strategy
- RF Receiving
- 3. The Pictures' Screens window displays:

Cursor	Z EQZUD1R	Inventory Manager Inquiry	
Rule Line	Z EQLKD1R	Floor Inquiry	
tale Ente	ESCXD1R	Analyze Suggested Regular Orders	
Viewing	ESJSDFR	Analyze Promo Stock Levels	
Product Pictures /	ERXDDFR	Analyze Suggested Seasonal Orders	
Nebshop	EQR1DFR	Analyze Suggested Placing Orders	
Pictures Screens	Z EQUGE1R	Adjust Quantity On Hand	
	✓ Y326R021	Store Analysis Maintenance	
Colour Mapping	Z ETUTDFR	Analyze Product Strategy (AIM)	
Sound	VR064	RF Receiving	
Popup Keypads			
mport Settings			
Export Settings			
			Defaults Help

Click the checkboxes beside the screen name to uncheck any screens that you do not want to display product pictures.

OR

- Click the **checkboxes** to check any screens that you do want to display product pictures.
- Click on the **Save** button to save the settings.

**Note:** If the product picture is unavailable for a specific product, a message Image not available displays.

**Note:** Changes to all settings (not just picture settings) are saved with the user profile and are in effect on any computer where that user signs on. Clearing the browser history has no effect on a user's settings.

	Picture Display Options
Show Pictures	Click the Show Pictures checkbox to display a picture of the product on screens that display product information. Uncheck the checkbox if you do not want product pictures to display.
Overlay Mode	<ul> <li>Click on the radio button beside Overlay mode to display product pictures as part of the screen. The product picture automatically changes when a new product displays:</li> </ul>
	Store #:       961         order       F/C:       HOM ST         :       01       A:       I         S       Trend:       1.00         Turns       :       3.6         GMROI       :       238.9         Fineline       :       41420         Sls       curve:       414XX
Pop-up Mode	<ul> <li>Click on the radio button beside Pop-up mode to display a product picture in a separate window:</li> </ul>
	Note: You can move the picture anywhere on the screen. The picture in the window does not change when you display a new product
	the window does not change when you display a new product.
Opacity	<ul> <li>Click and drag the <b>Opacity slider</b> to choose the transparency of the product picture. The very left is the most transparent and the very right is opaque (least transparent).</li> </ul>
	Minimum Opacity Maximum Opacity
	1 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4

Size	<ul> <li>Click on the radio button beside Small, Medium or Large to select the picture size.</li> </ul>
	Small
	Store #:       961         order       F/C:       HOM ST         :       01       A:       I         S       Trend:       1.00         Turns       :       3.6         GMROI       :       238.9         Fineline :       41420         Sls       curve:
	Medium
	Store #:       961         order       F/C:       HOM ST         :       01       A:         S       Trend:       1.00         Turns       :       3.6         GMROI       :       238.9         Fineline       :       41420         Sls       curve:       414XX
	Large
	Store #: 961 order F/C: 01 S Trend: Turns : GMROI : Fineline : Sls curve: 414XX
Location	<ul> <li>Click on the radio button that corresponds with the area of the screen you want the product picture to display; top left corner, top right corner, bottom left corner or bottom right corner.</li> </ul>
	<b>Note</b> : Once the picture displays, you can click and drag it to a different spot on the screen.
Timeout	<ul> <li>Click and drag the Timeout slider to choose how long the picture displays before disappearing. If the slider is to the very left, the picture displays permanently. If the slider is to the very right, the picture no longer displays after 15 seconds.</li> </ul>

#### **Changing the Text and Screen Colour**

The text and screen colours can be customized in Frontier. Follow these steps to change the text and screen colours.

- **1.** From the Settings window:
- Click on Colour Mapping from the list.
- 2. The Colour Mapping window displays:

Settings				×
Cursor	Field text:		Preview:	
Rule Line	Blue		Sample text	
Viewing	Green	•	Sample text	
Product Pictures /	Red	<b>.</b>	Sample text	
Pictures Screens	Turquoise	<b>-</b> -	Sample text	
Colour Mapping	White	<b>-</b> •	Sample text	
Sound	Yellow		Sample text	
Popup Keypads	Pink	<b>•</b> •	Sample text	
Import Settings	Screen:	<b>•</b> ••		
Export Settings		_		
				Defaults Help
				Save

Click on the **drop down** to select your colours for the text.

Note: This option allows you to swap the text colours

- Click on the Screen drop down to select a screen colour.
- Click on the **Save** button to save the settings.

**Note:** Changes to all settings (not just colour settings) are saved with the user profile and are in effect on any computer where that user signs on. Clearing the browser history has no effect on a user's settings.

#### **Changing the Sound Settings**

System sound settings can be customized in Frontier. Follow these steps to change the sound settings:

- **1.** From the Settings window:
- Click on **Sound** from the list.
- 2. The Sound window displays:



- Click on the radio button(s) to select your preferred options.
- Click on the **Clicker and Alarm** drop down menus to see the sound options.
- Click on the **Play** button to hear the sounds.
- Click on the **Save** button to save the settings.

The following chart outlines the system sound options:

Mute	Clicker	Alarm
<ul> <li>On: Does not play anysystem sounds.</li> <li>Off: Plays sounds for alldefined system events.</li> </ul>	<ul> <li>Normal: Plays the clicker sound every time a validkey is pressed on the keyboard.</li> <li>Error: Plays the error sound if an invalid key is pressed.</li> <li>Off: Does not play any sound when a valid or invalid key is pressed.</li> </ul>	<ul> <li>On: Plays the beep wherever a program specifiesthat there should be a beep.</li> <li>Off: Does not play the beep where a programspecifies there should be a beep.</li> </ul>

#### **Changing the Pop-up Keypad Settings**

A pop-up keypad is a small window with buttons that allow you to perform certain actions. For example, if you are working on a laptop where the keyboard does not have a Field+ key, you can still press Field+ by displaying the pop-up keypad and clicking the **Field+** button in the keypad window.

**Note:** To display the pop-up keypad, right click on any screen in Frontier or click on the **Pop-up Keypad** icon on the Frontier toolbar. You can move the keypad anywhere by clicking and dragging it to another part of the screen. Depending on your settings, the keypad may close automatically when clicking a button on the keypad. If "sticky popup keypad" is **On**, click the X to close it. If "stick popup keypad" is **Off**, click a button or press any key to close it.

Follow these steps to change the pop-up keypad settings:

- **1.** From the Settings window:
- Click on **Popup Keypads** from the list.
- 2. The Popup Keypads window displays:

ursor	Current keypad:	Stick	y Popup Keypad:	Pads:	
ule Line	Rows: 3 V Columns: 2 V	0	On Off	2 🗸	
iewing	Select action:	Type:	Macros 🕶	Name:	test 🕶
roduct Pictures /					
/ebshop	Page Up Enter				
ictures Screens	Page Down Field+				
olour Mapping	Attention Field-				
ound	Pad 1 O Pad 2				
opup Keypads					
nport Settings					
xport Settings					Defaul

- Click on the **drop down menus** and/or **radio** buttons to select the desired options.
- Click on the **Save** button to save your settings.

The following chart outlines the pop-up keypad settings:

Change the layout and behaviour of	Change the layout and behaviour of the keypad:							
Current Keypad	<ul> <li>Rows: Select how manyrows of buttons you want in the pop-up keypad.</li> <li>Columns: Select how many columns of buttonsyou want in the pop-up keypad.</li> </ul>							
Sticky Pop-up Keypad	On: The pop-up keypaddisplays until manually closed. Off: The pop-up keypadautomatically closes when you click on a button on the keypad.							
Pads	The total number of pop-up keypads that you want to have.							

Change the buttons in the keypad:	
Туре	<ul> <li>Macros: Executes the macros selected under theName field.</li> <li>Functions: Executes the functions under theName field.</li> </ul>
Name	<ul> <li>Choose the macros or function that you want toexecute:         <ul> <li>If you select Macros in the Type drop down, the Name drop down displays the macros that you can assign.</li> </ul> </li> <li>If you select Functions in the Type drop down, the Name drop down displays the functions thatyou can assign.</li> <li>Click on the button you want to assign the actionto:         <ul> <li>If you click on a button that has an action already assigned, the existing action is replaced by the one you selected and the name on the button changes accordingly. If you click on a blank button, the action isassigned, and the name displays on the button.</li> </ul></li></ul>
Pads	The total number of pop-up keypads thatyou want to have.

#### **Copying/Pasting**

The copy/paste functions allow you to copy and paste information from Frontier to another program and copy numbers from a list and paste them into other screens in Frontier.

#### **Single Numbers**

Follow the steps below if you need to remember a number on a screen to type on another screen such as an invoicenumber.

1. From the screen you are working on:

EQUSDFR		Work with 1	Invoices		Store #: 970
Show only invo Position to fa	oice # acility				
Type options,	press Ente	er. 1=Work with	n packs 2=	=Work with	products
4=Delete invo	oice 5=W	.w. invoice with	some ticket	ts missing	6=Print invoice
8=Print tick	ets 10=Po	ost to inventory	11=Export	t to Store	analysis
	Invoice		Warehouse/	Invoice	
Opt Invoice#	Date	B.O.L.#	Depot	Status	Facility
1730544	16/10/25	000000004116639	9	On truck	970
1730545	16/10/25	000000004117385	9	On truck	970
1734318	16/10/26	000000004119090	9	On truck	970
1737764	16/10/27	000000004121346	9	On truck	970
1737766	16/10/27	000000004121348	9	On truck	970
1737769	16/10/27	000000004121351	9	On truck	970
1738444	16/10/28	000000003496912		On truck	970
1738734	16/10/28	000000004110841	9	On truck	970
1741609	16/10/28	000000004123744	9	On truck	970
1741610	16/10/28	00000004123745	9	On truck	970 +
F3=Exit F6	=Add invoid	ce F8=Ww.stoo	k movement	F12=Pro	evious

- Click and drag the **cursor** around the number that you want to copy.
- > Press the **Ctrl + C** keys simultaneously to copy the number.

OR

Click on the **Copy** icon on the toolbar.

2. From the screen that you want to paste the number in:

- Click the **field** where you want to paste the number.
- > Press the **Ctrl + V** keys simultaneously to paste the number.

#### **Copying/Pasting a Section or Screen**

Follow these steps to copy and paste selected text or a screen from Frontier and paste it elsewhere such as an email ordocument, or even another screen within Frontier.

**1.** From the screen you want to copy text:

	▲
EQLKD1R Floor Inquiry	3/29/17 9:02:57 Str: 961
42-0204 6 32Cm Tfal Airgrip Frypa	an
Str/CTC: A / A Can order Str/Dsc: 8	3/07/15 Dsp: 01 Prc chg : 14/02/18
Price On hand/on order	Sales Location
Regular : 84.99 RetailOH : 11	Today 0 Retail : <mark>063R10</mark>
Whse OH : 0	Reserve: 0 :
Surchrg : .00 Total OH : 11	WTD : 0 :
Shrink : 1-	PTD : 0 Whse :
Hold code:	YTD : 4 BinRet: 9 0
Reg 00: 0	LstSale: 17/02/01 Order point/pack
Env fee : .00 Promo 00: 0	Promo Min OP : 1
PST/GST : N / Y Pla 00: 0	LstDeal: 306 Ord pt: 1
Rain check : Y S/O 00: 0	QtySold: 0 Stk lvl : 2
Sub/related prd Lst ord : 17/02/19	DealStr: 17/02/02 Min pack: 6
RelPrd: 42-0209 Str due : 0/00/00	DealEnd: 17/02/09 Std pack: 270
: ETA : 0/00/00	Bonus :
: NxtADte : 17/03/23	Comments
Auto : F/C : HOM ST	
Sugg : Lst rcd : 16/12/15	
Store: Rcd qty: 6	
Recode: Inv sts :	
F3=Exit F7=Lost sales F8=Location [	etails F9=Promo information
F10=Subs/related prd F11=Display open	orders F12=Previous F24=More keys
	01//0
	21/40

- Click and drag the **cursor** around the text that you want to copy. You can also select the entire screen area. OR
  - Press and hold down the Shift key.
  - Press the arrow key that corresponds to the direction you want to select text. The selection box expands in the direction of the arrow key you press.
  - Press the Shift key and the arrow key that corresponds to the direction you want increase the size of theselection area simultaneously.

To change your selection:

Click anywhere outside the selected area to make the highlighting disappear so you can start over.

OR

- Hover the cursor anywhere at any edge or corner of the selected area to display a double arrow icon or in themiddle of the selected area to display a cross arrow icon.
- Drag the arrow with your mouse or press the Shift key and the arrow key that corresponds to the direction youwant to move the selection.

2. A white box displays around the selected text:

n 🗈 🌣 🖽 📾 💠 🗰	•
EQLKD1R Floor Inquiry 12/22/17	13:08:24 Str: 970
43-2119 6 KA GOURMET ATT PACK	
Str/CTC: A / A Can order Str/Dsc: 6/05/26 Dsp: 02 Prc	chg : 16/01/11
Price On hand/on order Sales	Location
Regular : 229.99 RetailOH : 5 Today 0	Retail : <mark>070L02</mark>
Promo : 179.99 Whse OH : 0 Reserve: 0	: WU108D
Surchrg : .00 Total OH : 5 WTD : 0	:
Shrink : 5 PTD : 0	Whse :
Hold code: YTD : 5	BinRet: 4 0
Reg 00: 0 LstSale: 17/09/06	Order point/pack
Env fee : .00 Promo 00: 0 Promo	Min OP : 0
PST/GST : N / Y Pla 00: 0 LstDeal: 143	Ord pt: 1
Rain check : Y S/O 00: 0 QtySold: 0	Stk 1v1 : 2
Sub/related prd Lst ord : 17/10/20 DealStr: 17/10/20	Min pack: 2
RelPrd: 43-2170 Str due : 0/00/00 DealEnd: 17/11/09	Std pack: 72
: ETA : 0/00/00 Bonus :	
: NxtADte : 17/11/23Comm	ents
Auto : F/C : HOM ST	
Sugg : Lst rcd : 17/10/10	
Store: Rcd qty: 4	
Recode: Inv sts :	
F3=Exit F7=Lost sales F8=Location Details F9=Promo i	nformation
F10=Subs/related prd F11=Display open orders F12=Previo	us F24=More keys
	24/80
	24/80

Press the **Ctrl + C** keys simultaneously.

OR

- Click on the **Copy** icon on the toolbar.
- 3. From the program you want to paste the information in:
  - Click on the screen in the area you want to paste the information.
  - Press on the **Ctrl + V** keys simultaneously.
- OR
  - Click on the **Paste** button in the program you are using.

Note: The appearance of the Paste button varies depending on the program you are using.

4. The text displays in the selected program:

**Note:** When pasting, the font does not line up the way it does on the Frontier screen. To adjust this, change the font to LucidaConsole or Courier New. You can also remove the space between lines and reduce the font size.

EQLKD1R 43-2119 6 KA	Floor Inquiry	12/22/17	13:08:24 Str: 970
	and an Ctr /Deet	6 /05 /26 Dans 02 Dag	ha . 16 (01 /11
SUP/CIC: A / A Can	order Str/DSC:	0/05/20 DSp: 02 Prc c	ng : 10/01/11
Price	On hand/on order	Sales	Location
Regular : 229.99	RetailOH : 5	Today 0	Retail : 070L02
Promo · 179 99	Whse OH · 0	Reserve: 0	• WU108D
Surchra 00	Total OH : 5	WTD · 0	
purchig	Chujuk 5		where
	SHEINK . J	PTD . 0	wrise .
	Hold code:	YID : 5	BinRet: 4 0
	Reg 00: 0	LstSale: 17/09/06	Order point/pack
Env fee : .00	Promo OO: 0	Promo	Min OP : 0
PST/GST : N / Y	Pla 00: 0	IstDeal: 143	Ord pt: 1
Pain check V	5/0 00: 0	Otysold: 0	Stk IVI · 2
Sub (nolated and	1  ct and $17/10/20$	$D_{00} = \frac{17}{10} \frac{17}{10}$	Min pack: 2
Sub/related pru	LSL 0ru . 1//10/20	DealS(1, 1//10/20	MIII PACK. Z
Reipra: 43-21/0	Str due : 0/00/00	DealEnd: 1//11/09	Std pack: 72
:	ETA : 0/00/00	Bonus :	
:	NxtADte : 17/11/23	Comme	nts
Auto ·	E/C HOM ST	1	
Suga	1 st rcd $\cdot 17/10/10$	I	
Store	Ped aty:		
store.	KCU QLY . 4		
Recode:	INV STS :		
F3=Exit F7=Lost	sales F8=Location	Details F9=Promo in	formation
F10=Subs/related p	rd F11=Display open	orders F12=Previou	s F24=More keys
1 F			

#### **Option Numbers**

Follow these steps if you are working with many items in a list and you want to type the same option number besideother items:

**1.** From the screen with the list you want to adjust:

ETUH	IEFR	Work with User-created Reference Fields	Store #:	970
Posi	tion to Re	ference Field .		
Type 2=Ch	e options,	press Enter.		
2-01	lange desci	iption +-belete /-kename		
Opt	Reference			
	Field	Description		
4	\$39.99	\$39.99		
4	016	016		
4	0800613	0800613		
4	111155	111ISS		
4	1121ISS	1121ISS		
4	112ISS	112ISS		
4	1140ISS	1140ISS		
4	115ISS	115ISS		
4	117ISS	117ISS		
4	1200690	1200690		
4	124ISS	124ISS		
4	125188	125ISS		+
F 3 = E	xit F6=Ad	d F12=Previous		

- > Type the **option number** beside each item in the list.
- Select the **numbers**.
- Press the **Ctrl + C** keys simultaneously.
- Press the Page Down key.
- Insert the **cursor** in the first Opt field.
- Press the **Ctrl + V** keys simultaneously.
- 2. The numbers are pasted in the Opt fields.

#### **List of Numbers for Store Analysis**

Follow these steps to copy information from an Excel spreadsheet into the Store Analysis - Enter Keys screen in Frontier.

**1.** From the Excel Spreadsheet:



- Use the cursor to select all **columns of numbers**.
- Press the **Ctrl + C** keys simultaneously.

#### OR

- Click on the **Copy** button on the Excel ribbon.
- 1. From the Frontier Master Menu:
- > Type menu options **22/01/01**.
- Press the **Ente**r key after typing each option.

2. The Store Analysis - Enter Keys screen displays:

Y326R035	STORE	ANALYSIS	- ENTER	Date: 4/11/18				
						1	1me: <u>11:1</u>	7:45
Product	Product	Product	Product	Product	Product	Product	Product	Product
		ě						
0	0		0	0			0	
0	0		0	0		0	0	6
0	0		6	0	0		0	
0	0	0	0	0	0	0	0	e
0	0	8	0	0	0	0	0	e
0	0		0	0	0		0	e
0	0		0	0	0			e
0	θ		0	0			0	e
	0							
0	0		0	0	0		0	
	0				0			

- > Press the **Ctrl + V** keys simultaneously.
- 3. The fields populate with the pasted information:

Y326R035 STORE ANALYSIS - ENTER KEYS TEST						D	ate: 3/0 ime: 08:2	6/17
Product	Product	Product	Product	Product	Product	Product	Product	Product
0041732	0041733	0051841	0051854	0051919	0051940	0051949	0051967	0051971
0051974	0052043	0052046	0052130	0052330	0052332	0053049	0053949	0054049
0062016	0062041	0062042	0062043	0062044	0062049	0062051	0062056	0062060
0062063	0062116	0062144	0062149	0062221	0062222	0062245	0062330	0062344
0062466	0062665	0063049	0063249	0071515	0072019	0072063	0072065	0072066
0072140	0072150	0072151	0072227	0072236	0072244	0072248	0072354	0073616
0088400	0088401	0088402	0088405	0088598	0089107	0089304	0089305	0089327
0089333	0089385	0089389	0089390	0089679	0089687	0089690	0089692	0089823
0089833	0089852	0089875	0089885	0089890	0089915	0089931	0089939	0211003
0211005	0211006	0211009	0211010	0211011	0211012	0220219	0220242	0220408
0228086	0340746	0354535	0398542	0398569	0398584	0398587	0430053	0436999
0438973	0438974	0452111	0460105	0461030	0462467	0462468	0462469	0462481
0462482	0462493	0462494	0462495	0462503	0462507	0462508	0462514	0462528
0462533	0462813	0462856	0462864	0462903	0462909	0462911	0462912	0462920
0462921	0462922	0462923	0462929	0462930	0462935	0462937	0462951	0462955
0462960	0462962	0462963	0462964	0462969	0462971	0462973	0462974	0462 +
F 3 =	Exit EN	TER=Conti	nue					

**Important:** If you copy more than 16 rows of numbers, only the first 16 rows from the Excel spreadsheet are pasted. If there are more copied product numbers to be pasted, press the **Page Down** key to display the next page of input fields. Press the **Ctrl + D** keys simultaneously or click on the **Paste Next** icon in the toolbar. Repeat the steps until allnumbers are pasted. If the sound settings are set to play system sounds, the system notifies via a Paste Incomplete sound if all the copied content cannot be pasted in the input field and notifies via a Paste Complete sound once all numbers are pasted.

### **Keyboard Shortcuts**

A keyboard shortcut allows certain keys or a combination of keys to execute a selected function: For example, you can set up the **Ctrl+G** keys to execute a macro.

Default Keyboard Shortcuts: Use the Ctrl + C keys to copy selected text to the clip board. Override a default shortcut with another function if you wish. If you select a key or combination of keys that already have an assigned shortcut, a message displays to tell you what is currently assigned. If you have overridden a default shortcut, you can always turn itback on. Click **ON** beside the default shortcut. This puts the default back into effect and deletes the custom shortcut that you created to override the default shortcut.

Once keyboard shortcuts are mapped, they are saved to your user profile and are available on any computer you log onto.

#### How to Create a Keyboard Shortcut

Follow the steps to create a custom keyboard shortcut:

- **1.** From any screen in Frontier:
  - ▶ Click on the **Customize keyboard map** icon.
- 2. The Keyboard Mapping window displays:

Keyboard Mapping						×
ESC F1	F2 F3 F4 F	5 F7 F6 F8	5 F9	F10 F11 F12	Prt Sik Pause	
· 1 2	3 4 5 6	7 8 9 Y U I	0 0 P		Ins Hm Pg Up NL Del End Pg Dn 7	/ * -
Caps Lock A S			; ;	· · ·		5 6 +
Ctrl	At		Alt	Ctrl		0 . Enter
List of custom shortcuts	Action Type	Action Name		- List of default shortcuts Shortcut	Action Name	
Empty list				←	Cursor Left	• ON OFF
					Cursor Right Cursor Up	ON OFF     ON OFF
				Ţ	Cursor Down	ON OFF
				CTRL	Backspace Reset	ON OFF     ON OFF
				CTRL + ←	Move Mark Left	• ON • OFF .
			L		Save	Defaults Close

Click on the key or combination of keys you want to assign as a keyboard shortcut.

**Note:** The system hides all keys that cannot be used in combination with the one selected. This is to prevent selecting a combination that is not available either because there is a default/custom shortcut assigned to those keys or because it has aspecific function in the browser program or operating system.

3. The Select a Key-Action pop-up displays:

Select a Key-Action					
Keys: CTRL(L) + S	Туре:	Macros 🕶	Name:	Macro 1 🗸	Assign action

- Click on the **Type** drop down menu and select Macros or Functions depending on the shortcut you are creating.
- Click on the Name drop down menu to display the list of macros and functions that can be assigned to theselected key(s).
- Click on the Assign action button.
- Click on the **Save** button.

**Note:** Keyboard shortcuts are active after clicking on the **Save** button. They are in effect on any Frontier screen where you aresigned on.

#### **Keyboard Shortcut Examples**

The following examples show how to set up keyboard shortcuts for macros and functions and how to override and restore a default shortcut.

#### Example 1: Macros

The following example shows how to create a keyboard shortcut that runs a macro when pressing on the **Ctrl** + **S** keyssimultaneously.

- 1. From the Keyboard Mapping window:
  - Click on the left **Ctrl** key on the keyboard map.
  - Click on the **S** key on the keyboard map.
- 2. The Select a Key-Action column displays:
  - Click on the **Type** drop down menu and select Macros.
  - Click on the Name drop down menu and select the macro to assign to the selected keys.
  - Click on the **Assign action** button.

3. The keyboard shortcut displays in the List of custom shortcuts list:

List of custom shortc	uts		
Shortcut	Action Type	Action Name	
CTRL(L) + S	Macros	Macro 1	â

- Click on the **Save** button.
- 4. The keyboard shortcut is active.

#### **Example 2: Functions**

The following example shows how to set up a keyboard so that the \* key on the numeric keypad executes F4.

**1.** From the Keyboard Mapping window:

- Click on the \* key on the keyboard map.
- Click on the **Type** drop down menu and select Functions.
- Click on the Name drop down menu and select Program Function Key 4.
- Click on the **Assign action** button.

2. The keyboard shortcut displays in the List of custom shortcuts:

Shortcut	Action Type	Action Name	
CTRL(L) + S	Macros	Macro 1	â
NUM *	Functions	Program Function Key 4	â

- Click on the **Save** button.
- **3.** The keyboard shortcut is active.

#### **Example 3: Overriding a Default Shortcut**

The following example shows how to override a default shortcut:

- **1.** From the Keyboard Mapping window:
  - Click on the **Ctrl** key on the keyboard map.
- 2. The Select a Key-Action pop-up displays with a Warning message to advise you the selected key combination is assigned to another function:



- Click on the **Type** drop down menu and select Macros.
- Click on the Name drop down menu and select the appropriate macro.
- Click on the Assign action button.
- 3. The keyboard shortcut displays in the List of custom shortcuts:



The default shortcut is turned OFF and greyed out. Turning it back ON deletes the custom shortcut that currently overrides it.

- Click on the **Save** button.
- 4. The keyboard shortcut is active.

#### **Example 4: Reinstating a Default Shortcut**

The following example shows how to reinstate a default shortcut that was overridden by a custom shortcut:

**1.** From the Keyboard Mapping window:

• Scroll down to the greyed-out shortcut that you wish to reinstate in the List of default shortcuts box and click the radio button beside ON.

OR

- Click on the Delete icon beside the custom shortcut in the List of custom shortcuts box.
- Click on the **Save** button.
- 2. The custom shortcut assigned to this key is deleted and the default shortcut is active again and no longer greyedout.

#### **Recommended Shortcuts for Laptop Users**

If you use a laptop and you do not have an external numeric keypad, it is recommended that you add the followingkeyboard shortcuts:

Кеу	Function
/	Field + (Enter)
\	Field -

#### **Other Recommended Shortcuts - Set to your Own Preferences**

Кеу	Function	Comments
/ (On numeric keypad)	F2	Used for Order Now in APO
* (On numeric keypad)	F7	Used for moving back one product on the Order Analyze screens
. (On numeric keypad)	F4	<ul> <li>Used for scheduling future orders on regular orders</li> </ul>
Home	F15	Needed on some screens to get to F10
End	F10	<ul> <li>Used for changing APO promo levels at a glance</li> </ul>

#### **Chromebook Users**

If you use a Chromebook to access the Frontier system, we recommend that you set the following shortcuts for F23 (Shift+F11) and F24 (Shift+F12).

Кеу	Function	Comments
Shift + F11	F23	<ul> <li>Needed on some Frontier screens to access additional functions</li> </ul>
Shift + F12	F24	<ul> <li>Needed on some Frontier screens to access additional functions</li> </ul>
# Tablet/Mobile Functionality

One advantage of Frontier now being a web-based solution is that it is available on a variety of mobile devices. Frontier has been tested and works best on iOS and Android devices using Safari or Chrome web browsers.

Minimum Support Device	Minimum Operating System Requirement*
▶ iPad	▶ iOS 11 or higher
▶ iPhone	• iOS 11 or higher
Android Tablet	<ul> <li>Android version 7 or higher</li> </ul>
<ul> <li>Android Smartphone</li> </ul>	<ul> <li>Android version 7 or higher</li> </ul>

\*Frontier may also work on devices other than the above, however you may experience impaired functionality.

**TIP**: Frontier displays the best on an iPad or Tablet in portrait mode.

#### Connectivity

You must connect to a Wifi network that has access to your Store's Frontier system. Example: the 20Dealer08 network withinyour Store. Outside your Store you need to use Global Protect to connect. Refer to the Global Protect User Guide to set up this access.

#### **Key Features**

There are three soft keypad views:

- 1. 123 Numeric Keypad Makes product number entry faster
- 2. FXX Function Key Keypad Allows access to all available Function Keys
- ABC Native Keyboard Displays the keyboard available on your device to allow numbers, letters and other characters.

# FRONTIER COMPUTER OPERATOR QUICK REFERENCE

These keypads can be displayed or hidden depending on your preferences or the task being performed:



#### **Features**

#### **Function Keys Keypad**



Scroll left and right to display all 24 Function keys, plus other common page navigation keys.

#### Numeric Keypad

·	·	Ins	Del	F-
•	7	8	9	
PgUp	4	5	6	F+
PgDn	1	2	3	Enter
Spa	ce	0		

> Drag anywhere on the screen by tapping and holding anywhere on the keypad.

# FRONTIER COMPUTER OPERATOR QUICK REFERENCE

#### **Product Pictures**



When you have product pictures turned on, you can move the picture window anywhere on the screen to allow it to be visible with the various keypads open.



• Frontier displays both in portrait and landscape mode and auto-fits to your device's screen (Portrait mode is recommended so that less of the screen will be hidden when the virtual keyboard is displayed).

#### **Physical Keyboard**

Bluetooth and other external keyboards are supported to give you a full physical keyboard.

# FRONTIER COMPUTER OPERATOR QUICK REFERENCE

#### **PDF Viewing**



> PDFs of your reports can be accessed on mobile devices allowing you to either view, save or send.

**Note:** The CSV and TXT reports are also available however you may need to download additional applications to view them on yourdevice. This may differ by device.

## **Floor Inquiry Screen**

The Floor Inquiry screen menu option 01/02 provides a lot of information about the products and their availability at your Store. Understanding this screen is essential for providing customer service. This document takes you through how to readthe Inquiry Screen and some of the functionality on the screen.

#### **Understanding the Floor Inquiry Screen**

Familiarize yourself with the features of the Floor Inquiry screen below:

**Note:** F1 = Help – It is available on this screen (as it is for most Frontier screens) to learn more about specific fields. To use this feature, move your cursor to the field you want to learn more about and press the **F1** key and an information box displays.



- A. Product Number Type the product number in this field to search for information of products.
- B. Product Status
  - a. Store Status Identifies the status of the product at your Store.A=Active which means your Store carries the product.
     I=Inactive which means your Store has ordered it before but no longer carries it N=Non-stock which means the product is new and your Store has not ordered it yet or your Store does not carry theproduct due to Store size or market.
  - b. Corporate Status Identifies the status of the product at your

Store.A=Active indicates this product is available for ordering.

S=Seasonally Discontinued indicates the Corporation is not currently carrying this product.

F=Fully Discontinued indicates the Corporation is no longer carrying this product. A Store is not able to order theseproducts, even if it has inventory in the Store.

T=Temporarily Discontinued indicates the product is temporarily unavailable.

X=Not Stocked by the Corporation indicates it is not a Corporate product and the Store has obtained it locally or it is notavailable for sale.





# FRONTIER COMPUTER OPERATOR REFERENCE GUIDE

- C. Price Information Regular Price is the standard price of the product. If there is a price beside the Promo Price, the product is on sale.
- D. On Hand Displays the quantity of product you have at your Store

RetailOH – The quantity on hand of the product.

A letter following the number is called an Enhanced Reserved Inventory (ERI) code. The quantity reserved may not be included in the total RetailOH.

D = a quantity of this product is used for display.

Q = a quantity of this product is in quarantine.

@ = a quantity is reserved for an Online order.

O = a quantity is reserved for other reasons.

S = a quantity of the product is a substitute product.

Location – List the location(s) where the product can be located on the retail floor and warehouse. The primary location name is highlighted. Press F8 on each location to provide additional information about the BinCap (or how many of each product can be stored at each location). **BinRet** – The first number shows how many of the product can fit on all locations of the retail floor; the second number shows how many of the product can fit in all locations of the warehouse.

- E. Environmental Fees Government mandated extra fee on certain products that must be collected when the product is purchased (ex. Motor Oil).
- F. Rain Check Indicates if a Rain Check can be issued for this product if it is sold out. Y – Yes, you can issue a Rain Check. N – No, you cannot issue a Rain Check.
- **G.** Substitutes and Related Products Displays similar products the customer may be interested in if the current product is unavailable.
- H. Order Dates These fields indicate the estimated date you can expect to receive the next shipment, which can be helpful whenspeaking with customers who want products that are currently not available.

Note: These dates are not 100% accurate.

Lst Order – The date the product was last ordered (YY/MM/DD).

Str due – The most probable date (YY/MM/DD) the products will arrive at your Store.

- I. Product Picture Displays picture of the product.
- J. On Order Information When a product is On Order these fields indicate the order type and quantity.
  - a. Reg Order Total number of units on order for all Regular Orders for this product.
    - b. Promo Order Total number of units on order for all Promotional Orders for this product.
    - c. Placing Order Total number of units on order for all Seasonal Set-up and Placing Deals for this product.
- K. Standing Orders Total number of units placed on Standing Order (Back Order) by Home Office because the requested quantity was not available when the order was placed.







#### **F Keys**

F7 = Lost Sales – A function that records when a product was wanted by a customer but was not in stock. This information is sent to the person responsible for ordering. Speak with your manager to see if your Store uses this function.

F8 = Location Details – Used to display All Locations for the product selected. From here you can also display F8=Last Known Locations when locating products without a Location.

F10 = Substitutes and Related Products – Displays similar products the customer may be interested in if the current product is

unavailable.F14 = Send Message to Office – Use this function when you would like to send a message to the office regarding a specific

#### product.

You can request; 1=Inventory Audit, 2=Order Request or 4=Message (such as "Damaged"). Speak with your manager to see if your Store uses this function.

F17 = Remote Store Inquiry – This function checks inventory levels of the product selected at other Stores in your area. This is used when an item in your Store is not in stock and you would like to locate it at another Store for a customer.

F18 =Frontier Search – This function allows you to search for products in your Store when you do not know the product number. You can search by; product description, product name, UPC and product number.

Other Funct	ion Keus
F2=Where used	F4=Display warranty information
F13=Display comments	F14=Send request to office
F15=Additional product info	F16=Manager inquiry
F17=Remote store inquiry	F18=Product alpha search
F19=Select product by class	F20=Select product by fineline
F21=Select product by number F23=Display adjustment history	F22=Select product by UPC #

## Search

This document introduces you to Frontier Search. The Frontier search screen appears by default and has more information than the traditional Alpha search, but you can use either one of those product look-up options.

#### Accessing Frontier Search

1. From the 01/01 or 01/02 screen:

ē		\$		100	•							
EQLKI	DIR			Flo	or Ing	uiry		6/15/20	09:33:44	Str:	521	
83-1	524	0 S	TK,SM	DEK	3.3. 5	RL						
Str/		/ A Ca	n ord		Str/D		3/07/05 Ds		chg : 16/	04/04		
Price					on ord							
Regu	lar :	54.9	9 Ret					e		842R	03	
Pros	o :	43.9	9 Whs									
Surch	hrg :	. 0	8 Tot					: 0				
								: 0				
				d cod								
			Reg	00								
Env		. 0	0 Pro									
PST/		N / Y		00				: 349	Ord pt			
Rain							QtySold	: 0				
Sub/		d prd			: 19/1	0/13		: 19/11/28				
RelP					: 0/0	0/00	DealEnd	: 19/12/05				
					1 0/0	0/00						
Auto					: HOH							
Sugg					: 19/1	0/23						
Store			Rcd									
Reco												
F3=E:	xit I		sale		8 = L o c a		Details	E9=Promo i	nformatio	n		
F10=	Subs/r	elated	prd	F11=D	isplay	open	orders	F12=Previo	us F24:	More ke	y s	
											100	
								1		02	/02	

Press F18.



2. The Frontier Search screen displays:

FRONTIER SEARCH	Search by Keyword	Enter product n	ame, descript	ion, product	number or UPC	(barcode)	Q		Classic View 🥥	ENG/	?
Search Results								0	Search Results	100	• 414
	Product Number	Product Name	Price	On Hand 🔻	Deal Indicator	Loyalty Bonus	Subst./Reserve	Status	Location		
\$									Rem per page 100	0 of 0	< >

- Search by keyword or product number. Searches can include; product name, description, product number or UPC code.
- **3.** The search results display:

FRONTIER SEA	RCH	Search by Ke	eyword • hoc	key stick				Q	C	llassic View 🍋 ENG/FR
Product Class	Search Result	ts							<b>1277</b> Sea	arch Results
74 Auto parts (859)	C	Product Number	<ul> <li>Product Name</li> </ul>	Price	Deal Indicator	Loyalty Bonus	On Hand	Subst./ Reserve	Status Locat	ion
<ul> <li>83 Hockey &amp; skatin (411)</li> <li>95 Outside purchas (1)</li> <li>More</li> </ul>	L	83-0197-4	D OD GOAL	\$14.99					N/A	Display on Floor Inquiry.
<b>Fineline</b> 12287 Fma - auto safe (4)	J	83-1694-4	GLSTK, WARR CR4 SR L	\$99.99	1362				N/A	Display on Floor Inquiry
50409 Christmas decor (1     65401 Intermediate co (2     65402 Junior composit (1	i7)	83-8308-4	STK.SHW T1000 JRL*SH	\$24.99	318				N/A	Display on Floor Inquiry
65404 Senior composit (8 More	35)	83-8406-0	<u>STK.BR VLT PRO SR,L</u>	\$199.99	1362				N/A	Display on Floor Inquiry
On Sale		83-8407-8	STK.BR VLT PRO SR.R	\$199.99	1362				N/F	Display on Floor Inquiry
Store Status / Corp Status		83-8442-2	STK. BR VOLT JR, L	\$64.99	1362				N/A	Display on Floor Inquiry.
N/F (884)		83-8443-0	STK. BR VOLT JR. R	\$64.99	1362				N/F	Display on Floor Inquiry
On Hand		83-8449-8	<u>STK, BR VOLT INT, L</u>	\$69.99	1362				N/A	Display on Floor Inquiry

- A. Search for Products.
- B. Filter by Product Class, Fineline, On Sale, Product Status or On Hand to narrow results.
- C. Sort the results by clicking on the column Header.
- D. Select your product by clicking on the **Product Description** link.
- E. Display your product on the Inquiry screen by clicking on the **Display on Inquiry Screen** link.





4. The Product Details page displays:

FRONTIER SEARCH	Search by Keyword	ption, product number or UPC (barcode) Q	
	Bauer Vapor Volt Pro Con 83-8406 Show all products within fineline \$199.99 Last deal: In-Store Promotion Rainchecks Product Features On Hand: On Order: Con Orde	nposite Hockey Stick, Senio Warranty \$ 30 Days \$ No repair \$ 90	r, Left Status 20/01/18 N/T

- A. Access the traditional Alpha Search capability using the **Classic View** toggle.
- B. Change the Language option from English to French.
- C. Click on the View on canadiantire.ca link to display the item on the Canadian Tire website.





# **Progress Bar**

The Work with Active Jobs Screen provides an estimate of job completion time, which means you can determine whether to wait for tasks to complete or move on to another task.

#### Accessing the Progress Bar

1. Go to menu option 03/08/02. The Work With Active Jobs screen displays:

		Work With Active	Jobs		5/14/2	S0521 20 09:40:42
Active Positi	jobs: 2 on to job ntions press Enter					
2=Ch	ange 4=End					
		Current		Status	B	<u> </u>
Opt	Subsystem/Job AMS	User	Pty	ETA	Date 🔺	Time▲
-	AMSMON	QPGMR	5	RUN	5/12/2	21:03:56
	DIMEMT	QPGMR	5	RUN	5/12/2	21:03:56
F3=Exi	t F5=Refresh F7=Find	d F8=Repeat find	F10=S	Services St	atus F12	2=Cancel
F16=Re	sequence F17=Top F14	8=Bottom				

- All jobs currently running are listed.
- The Time column shows the time the job started to run. For jobs that just started, the ETA column will say RUN until an ETA has been calculated.

**Note:** The first time a job is run on your system, it will not show an ETA. On subsequent runs, the ETA is calculated by taking an average of the last 5 times the job was run. No ETA is shown when the job takes 1 minute or less. Once the expected time of completion is known, this shows how much time remains for the job to finish. For monitor jobs (e.g. AMSMON), this will always say RUN.





# System Monitoring (Health Monitor)

The Frontier Health Monitor screen is where you check to see if there is a problem. For services with a red light, you must call the Retail Systems Service Desk (RSSD).

#### **Accessing the Health Monitor Screen**

**1.** Go to menu option 03/08/02 and press the **F10** key. The Health Monitor Screen displays:

FRONTI	ER HEAL	TH MONITOR				If any of these services are red, contact RSSD.
	Status	Service	Severity	info	Last updated	
	8	Flash drive for backup in USB port	Critical	<b>(i)</b>	2021-06-31 10:51:38	Test
	8	Frontier Desktop / RF Gun	Critical	<b>(i)</b>	2021-05-31 15:04:17	
_	8	POS	Critical	<b>(i)</b>	2021-05-31 15:04:17	
	8	Inbound / Outbound messaging	Critical	<b>(i)</b>	2021-05-31 15:04:17	
_	8	Frontier Job Manager (JQM)	Critical	<b>(i)</b>	2021-05-31 15:04:17	
	8	EFD Online Orders / Hybris	Critical	<b>(i)</b>	2021-05-31 15:04:17	
	8	EFD Product Toolbox / EUC	Medium	()	2021-05-31 15:04:17	
	8	Signage	Medium	()	2021-05-31 15:04:17	
	8	Costar	Medium	<b>(i)</b>	2021-05-31 15:04:17	
	8	Printers (CUPS)	Medium	()	2021-05-31 15:04:17	
	8	Price Verifier	Low	<b>(i)</b>	2021-05-31 15:04:17	
	8	Frontier Search	Low	()	2021-05-31 15:04:17	
			Discoge (5% full) 29 GB of 400 GB used			

- ▶ Click on the i icon.
- 2. Additional information about the system component displays:



Call RSSD at 1-866-899-3025 for further assistance if any of the stoplights are red.





## File Upload

This function allows you to upload files for use with certain functions such as the Inventory audit file prepared by a third party company counting the Store's inventory (WISFIL) or upload the Webshop file. Follow these steps to upload WISFIL.

## WISFIL Upload (Admin users only)

If the Store is undergoing a Dealer changeover, an outside company (RGIS or Western Inventory) performs an inventory count and prepares a file with the quantities to apply to the inventory audit batch that was created for the changeover. Follow these steps to upload this file.

- **1.** From any screen in Frontier:
  - Click on the File Upload icon on the toolbar.
- 2. The File Upload window displays:

File Upload	×
WISFIL Upload	Browse: Choose a file
Information	Upload
	Close

- Click on the **Choose a file** button under Browse.
- Navigate to the WISFIL file that is saved to your computer and open it.
- Click on the **Upload** button.
- 3. The file uploads to the server where it can be subsequently imported (Menu option 14/07) into the audit batchcreated for the changeover.





## Using Webshop

When there is a Webshop special, the Excel file can be uploaded into Frontier so that it displays details about the special, such as the price, on screens that display product information (Floor Inquiry, Manager Inquiry, Store AnalysisMaintenance, Analyze Regular Order, etc.).

**Note:** The Webshop file is emailed weekly. Save it to a folder on your computer before performing the file upload.

#### **Enabling the Webshop Information Pop-up**

Follow these steps when you receive a new Webshop file that you want to consider when analyzing products on Inquiryor Order Analysis screens.

- 1. From any screen in Frontier:
- Click on the File Upload icon in the toolbar.
- 2. The File Upload window displays:

File Upload	×
WISFIL Upload Webshop Information	Browse: Choose a file Upload
	Close

Click on Webshop Information from the list.





3. The Webshop Information window displays:

File Upload	×
WISFIL Upload Webshop	Browse: Choose a file
Information	Select XLS Sheet to Use: O Eastern Promotions Western Promotions Enable Webshop Information Popup: On Off
	Delete
	Close

- Click on the **Choose a file** button under Browse.
- Navigate to the Excel file that you received with the Webshop specials and open it.
- Click on the Eastern Promotions or Western Promotions radio button under Select XLS Sheet to use dependingon if your Store is considered an Eastern or Western Store.
- Click on the **On** radio button under Enable Webshop Information Pop-up.
- Click on the **Save** button.
- 4. A pop-up automatically displays with details about the special on Inquiry and Order Analysis screens that you display for products in the Webshop special.

**Note:** The pop-up window automatically displays at the bottom right corner of the screen but can be dragged to another part of the screen. For more information on using the Webshop tools, refer to the Using Excel Tools section.

#### Disabling the Webshop Information Pop-up

**Note:** The Webshop pop-up continues to display the items until a new Webshop file is uploaded or the pop-up is disabled. For example, if you load week 15 items but forget to load week 16, week 15 items continue to display until you load week 17 or you delete the file or disable webshop popups.





Follow these steps to disable the Webshop pop-up when the Webshop special is over so that it no longer displays on the Inquiry or Order Analysis screens:

- **1.** From any screen in Frontier:
- Click on the File Upload icon in the toolbar.
- 2. The WISFIL Upload window displays:

File Upload	×
WISFIL Upload Webshop Information	Browse: Choose a file Upload
	Close

- Click on Webshop Information from the list.
- 3. The Webshop Information window displays:



- Click on the **Off** radio button under Enable Webshop Information Pop-up.
- Click on the **Save** button.
- 4. The Webshop details no longer display.





## Split Screen

The Split screen feature (Shift + ESC + 1) is not available in Frontier.

You can open sessions in new tabs (click on a **new tab** on the browser toolbar) or you can have another session in a second browser window (and toggle between them using Alt+Tab). Split screen on RF Guns (toggle between multiple screens on the RF Gun): Press **Ctrl + K** or press the **Green dot** button (9200 model guns) or press the **P1** button (9300 model guns) on the top left of the keypad.

**Tip:** To toggle between tabs without using the mouse, use the shortcut **Ctrl + Tab**. The shortcut **Ctrl + Shift + Tab** selects the previous tab.

## F1 Help

The F1 Help feature is available on almost every screen. Follow these steps to access the F1 Help window:

1. From any screen in Frontier:

EQX9DFR	Work with Employees	Store #: 9	970
Position to			
	2=Change 3=Copy 4=Delete 8=Authorities 10=Change PIM		
Opt Last name	First name	Employee ID	
Head Office	Support	HOSUPPORT	
Last Name 0000001	First Name	0000 KOVAC	
Last Name 0000003	First Name	0000 HISCOCK	
Last Name 0000004	First Name	0000 LLOYD	
Last Name 0000005	First Name	0000 PERKINS	
Last Name 0000006	First Name	0000 TILLNER	
Last Name 0000007	First Name	0000 PHIL	
Last Name 0000008	First Name	0000 REYNADO	
Last Name 0000009	First Name	0000 MCCAULEY	
Last Name 0000010	First Name	0000 SRAON	
Last Name 0000011	First Name	0000 FADER	
Last Name 0000012	First Name	0000 WALDIE	
Last Name 0000013	First Name	0000 WOODS	
F3=Exit F6=Add employee	F12=Previous		

- Click the field that you need help with.
- Press the F1 key.



# FRONTIER COMPUTER OPERATOR REFERENCE GUIDE

**2.** The Help pop-up displays:

	r			_
EÓXADEK	Position to (Last Name) - Help	×	Store #: 9	10
Position to .	To move to a particular part of the list, type the first few letters press Enter,	of the employee's last name and then	t name)	
Type options,	OPTIONAL		isplay	
	F2 Extended help F3 Exit help Q F11 Search ind	lex + F12 Previous + F14 Print	201020000-0220	
Upt Last name		Current	Employee ID	
- nead Offi	0000001	Support Sinct Name 0000	KOVAC	
Last Name	0000001	First Name 0000	HISCOCK	
Last Name	0000003	First Name 0000	LLOYD	
Last Name	0000000	First Name 0000	PERKINS	
Last Name	0000005	First Name 0000	TTLINER	
Last Name	0000007	First Name 0000	PHIL	
Last Name	0000008	First Name 0000	REYNADO	
Last Name	0000009	First Name 0000	MCCAULEY	
Last Name	0000010	First Name 0000	SRAON	
Last Name	0000011	First Name 0000	FADER	
Last Name	0000012	First Name 0000	WALDIE	
Last Name	0000013	First Name 0000	WOODS	+
F3=Exit F6=A	dd employee F12=Previous			
Last Name F3=Exit F6=A	0000013 dd employee F12=Previous	First Name 0000	WOODS	
			03/2	0

- Click on the **F3 Exit Help** button to close the pop-up.
- OR
  - Click on the **close**  $\times$  icon.

Contact Retail Systems Service Desk (RSSD) 1-866-899-3025 if you require further assistance.

#### Workstation Management

A workstation is a name used to identify a particular device used to access Frontier. Some workstation name examples include: Paint, Housewares, and Customer Service. Frontier requires a specific workstation name for certain functions.

#### Assigning a Workstation Name and Setting up Frontier Workstations

In Frontier, a workstation name must be assigned for anyone wishing to use the Customer Returns and Signage menusto enable printing. Workstation names need to be defined in advance before the user can access these programs.

The following section outlines the steps to create shortcuts, set up Workstation names for Customer Returns, Signageand Daily Sales Messages and the steps to send messages to Workstations.

#### **Customer Returns**

- **1.** From the Master Menu:
- Type options **06/09**.
- Press the **Enter** key after typing each option.





2. The Work with Customer Returns Workstations screen displays:

EQLI		Work with	Customer Re	turns Workst	ations			97
		5.5"Voucher	11"Voucher	Stocklist				
Opt	Workstation	Printer	Printer	Printer	Stocklist	Group		
	AIBACKPR1	LASBKPRT01	LASBKPRTOT	LASBKPRT01	Customer		Desk	
	AIBACKPRT1	LASBKPRTOT	LASBKPRTOT	LASBKPRTOT	Customer		Desk	
	AIINVENTOR	LASBKPRT01	LASBKPRT01	LASBKPRT01	Customer	Service	Desk	
	AIPARTS1	LASBKPRT01	LASBKPRTOI	LASBKPRTØI	Customer		Desk	
	AIPARTS2	LASBKPRT01	LASBKPRTOI	LASBKPRT01	Customer	Service	Desk	
	AIPARTS3	LASBKPRT01	LASBKPRT01	LASBKPRT01	Customer	Service	Desk	
	AIPARTS4	LASBKPRT01	LASBKPRT01	LASBKPRT01	Customer	Service	Desk	
	AISERVICE1	LASSVC01	LASSVC01	LASSVC01	Customer	Service	Desk	
	AISERVICE2	LASSVC01	LASSVC01	LASSVC01	Customer	Service	Desk	
	AISERVICE3	LASSVC01	LASSVC01	LASSVC01	Customer	Service	Desk	
	AISERVICE4	LASSVC01	LASSVC01	LASSVCOT	Customer	Service	Desk	
	AISHOP1	LASBKPRT01	LASBKPRTOI	LASBKPRT01	Customer		Desk	
	AISVCHGR1	LASBKPRT01	LASBKPRTOI	LASBKPRTOT	Customer		Desk	
	BACKPARTS	LASBKPRT01	LASBKPRT01	LASBKPRT01	Customer		Desk	

- Press the **F6** key.
- 3. The Add/Change Workstations pop-up window displays:

															A	d	d	1	C	ha	a n	g	e	Wor	ks	ta	at	i	o n	S							
W	0	r	k	S	t	a	t		i I	0 1		n	а	m	e																						
5		5	"		۷	c	ι	1	2	h	e		р	r		n	t		r												(?		for	li	t		
				٧	0	U	C	:	1	e I		р	r		n	t	e														(?		for	li	t	)	
S	t	0	С	k	1	i	S	; 1			þ	i	n	t	e	r															(?		for	li	t		
S	t	0	c	k	1	. i	5	. 1		1	5	0	u	p											(		f	fo	r	1	ist	:)					
F	1	2																																			

- Type the **Workstation name** in the Workstation name field.
- Type the **name of the printer where the 5.5**" return vouchers print in the 5.5" voucher printer field.
- Type the name of the printer where the 11" return vouchers (tire and battery warranties) print in the 11" voucher printer field.
- Type the name of the printer where returns Stocklists print in the Stocklist printer field.

**Note:** The same printer can be used for the 5.5" return vouchers, 11" vouchers and the Stocklists.

• Type the **Workstation's stocklist group number** in the Stocklist group field.

**Note:** The number you type in the Stocklist group field determines which returns products are included when printing a CustomerReturns Stocklist. To print the Stocklist, you select a Stocklist group. The list that is created includes all the returns entered on the computers in the selected group. In most cases, Stores will print a single list using option 1 for the Stocklist group for all Workstations.

- Press the Enter key.
- Repeat these steps on all workstations used to process returns.

**Note:** If you created three shortcuts with different workstation names on the Customer Service computer, follow these steps for each of the workstation names entered in each shortcut.



#### Signage

- **1.** From the Master Menu:
  - Type options **30/43**.
  - Press the **Enter** key after typing each option.
- 2. The Work with Signage Workstations screen displays:



- > Press the **F6** key.
- 3. The Work with Signage Workstations screen displays two columns of input fields:

		▲ (?)
ERFUEFR	Work with Signage Workstations	Store #: 970
Opt Workstation	Printer Name	
SIGNAGE1	SGNPRT1	
SIGNAGE2 SIGNAGE3	SGNPRT1	
<u>oronnoco</u>	John Kri	
F12=Previous		

- Type the **Workstation name** in the Workstation field.
- > Type the **Printer name** in the Printer Name field.
- Repeat these steps for each Workstation that is used to print signage. Page down if additional fields are needed.
- Press the **Enter** key.





#### **Daily Sales Messages**

- **1.** From the Master Menu:
  - ▶ Type options **11/51**.
  - Press the **Enter** key after typing each option.
- 2. The Canadian Tire Control File screen displays:



- Type the **Workstation name** in the What Messages Queue Should Daily Sales Send Message to field where messages about Daily Sales processing should be sent (e.g. Computer Operator Workstation).
- > Press the **F5** key to save the change.

**Best Practice**: It is a good idea to assign the Daily Sales Messages to send to the Workstation where the first person would typically sign in. This allows any messages related to Daily Sales to be actioned immediately (i.e. Computer Operator, Dealer etc.).





#### **Setting Up Workstations for Messages**

- **1.** From the Master Menu:
  - Type options **03/04/12**.
  - > Press the **Enter** key after typing each option.
- 2. The Work Station File Maintenance screen displays:

		▲ ②
QPADEV5407	Canadian Tire Corporation	11/21/18
05501R	Work Station File Maintenance	11:44:38
	ADD	
WORK STATION	WORK STATION LOCATION	
		+
Cmd1 - Exit Cmd5 -	Add Cmd6 - Delete	
		10/12

**Note:** If you have never entered Workstations on this screen, it automatically displays with blank fields where you can enter Workstation names. The screen displays ADD at the top to indicate that you are currently in Add mode. If there are Workstationslisted, press the **F5** key to access Add mode.

- > Type the **Workstation name** in the Work Station field.
- Type the **location of the computer** in the Description field.

Note: This is the name that displays when selecting Workstations to send a message to.

- Repeat these steps for each Workstation. Page down if additional fields are needed.
- Press the Enter key.





#### **Accessing a Specific Workstation**

- **1.** From an internet browser:
  - Type the **Frontier URL**.
  - Type **/?workstation=XXX** following the Frontier URL (where XXX is the Workstation name you want to use).
- 2. The Workstation name displays on the Sign On screen:



**Note**: You cannot have two Frontier windows with the same Workstation name signed on at the same time. If you are currently signed on to a Workstation in Frontier and you open a second browser tab with the same Workstation name, the Sign On screendisplays. If you sign on in the second browser tab, the session in the first tab immediately signs off.

## Viewing Who Is Signed On

Frontier allows you to see what Workstation names have been defined in the system and which user is signed on.Follow these steps to access the Work with Workstations screen:

- **1** From the Master Menu:
  - > Type options **59/05**.
  - Press the **Enter** key after typing each option.





2. The Work with Workstations screen displays:

Vorkstation Name	Signed On	First Used	Last Signed On	User Name
CARS	N	2018-11-21 07:44:29	2018-11-21 14:43:05	
PADEV1007	Y	2018-11-21 08:03:40	2018-11-21 08:03:45	DEALER_1
PADEV4269	N	2018-11-21 09:15:02	2018-11-21 09:15:33	
PADEV5407	Y	2018-11-21 11:44:21	2018-11-21 15:30:03	DEALER_1
PADEV7904	Y	2018-11-21 10:10:51	2018-11-21 13:45:49	DEALER_1
PADEV8974	N	2018-11-21 08:27:21	2018-11-21 09:53:49	
2PADEV9083	N	2018-11-21 10:53:25	2018-11-21 11:42:19	

- A. Workstation Name: Displays the name of the defined Workstations.
- **B.** Signed On: Indicates a Y if a user is currently signed on and an N if no user is signed on.
- C. First Used: The first time the user signed on to the Workstation.
- **D.** Last Signed On: The most recent date and time of the last sign on for that Workstation.
- **E.** User Name: The user who is currently signed on if applicable.



### **Print Function**

#### **Working with Print Output**

All reports created in your Store are listed on the Work with Print Output screen. You can display, print, save and deletethem. Follow these steps to access and work with reports generated in your Store:

**1.** From any menu:



- > Press the **F10** key on the keyboard.
- 2. The Work with Print Output screen displays in a new tab in the browser:

	A			Work with Pr	int Output			Sh	ow 25 • entries ?
Repo	rt Name Report ID	U	ser Name	Job	All printers @ show	) hide	yyyy-mm-dd -	yyyy-mm-dd	Filter
	Report Name	Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
	Shipment Contents	EQZQPFR	SHAWN		Yes PRINTER1	1	0.04	2021-05-31 12:40:24	
	Late Deal Delivery Claim Form	LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	
	Dealer Claims Sent to Home Office	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	<b></b>
	Summary Exception Report	EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	<b></b>
	Inventory Receipts List	EQWHPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b>.</b>
	Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b></b>
	Adjust History Report	EQVTPFR	GABBY	ADJHSTPRT	Yes PRINTER1	1	0.04	2021-05-31 10:17:21	<b></b>
	Adjusta-card Maintenance Audit Report	IRTPRT07	TRACY		Yes PRINTER1	1	0.03	2021-05-31 09:43:45	<b></b>
	Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINF00000 7	No	10	0.12	2021-05-31 08:02:13	<b></b>
	Automated IONI Record List	EQGIPFR	QPGMR	EQGIPFR	Yes PRINTER1	1	0.04	2021-05-31 08:02:12	<b></b>
	Min/std Pack Size Maintenance From H.O.	EQQ7PFR	QPGMR	TALK_PM0000050000 7	No	2	0.05	2021-05-31 08:02:11	<b></b>
	Audit Trail For Pricing Discrepancies	PCCTRAP	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:59	<b></b>
	PI.U Audit Count - Additions/changes	IFER030.ADD.CHANG E	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:58	<b></b>
	Showing 126 I	to 150 of 4,893 entries				Previous 1	5 6 7	196 Next	
Prin	t Delete Protect Unprotect							D	Delete by Date

On this screen you can:

- A. Search for a report C. Print a report
- B. View and save a report D. Delete a report



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#### **Searching for a Report**

If many reports are listed on the Work with Print Output screen, you can use the filters to search for a specific report.

**1.** From the Work with Print Output screen:

	— A — E	3 —	c —	D , with Pri	int Outpu		F	G	25 v entries ?
Rep	irt Name Report ID	U	iser Name	Job	All printers	w O hide	yyyy-mm-dd	yyyy-mm-dd	Filter
	Report Name	Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
	Shipment Contents	EQZQPFR	SHAWN		Yes PRINTER1	1	0.04	2021-05-31 12:40:24	<b></b>
	Late Deal Delivery Claim Form	LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	<b></b>
	Dealer Claims Sent to Home Office	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	<b></b>
	Summary Exception Report	EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	<b></b>
	Inventory Receipts List	EQWHPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b></b>
	Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b></b>
	Adjust History Report	EQVTPFR	GABBY	ADJHSTPRT	Yes PRINTER1	1	0.04	2021-05-31 10:17:21	<b>_</b>
0	Adjusta-card Maintenance Audit Report	IRTPRT07	TRACY		Yes PRINTER1	1	0.03	2021-05-31 09:43:45	<b>_</b>
	Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINF00000 7	No	10	0.12	2021-05-31 08:02:13	<b></b>
	Automated IONI Record List	EQGIPFR	QPGMR	EQGIPFR	Yes PRINTER1	1	0.04	2021-05-31 08:02:12	🔜 🔜 😡
	Min/std Pack Size Maintenance From H.O.	EQQ7PFR	QPGMR	TALK_PM0000050000 7	No	2	0.05	2021-05-31 08:02:11	<b>- -</b>
	Audit Trail For Pricing Discrepancies	PCCTRAP	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:59	<b></b>
	PLU Audit Report - Additions/changes	IFER030.ADD.CHANG E	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:58	<b></b>
	Showing 126	to 150 of 4,893 entries				Previous 1	1 5 6 7	196 Next	
Pri	nt Delete Protect Unprotect								Delete by Date

- A. Click the Report Name field and type the **Report name**.
- B. Click the Report ID field and type the Report ID.
- C. Click the User Name field and type the Username.
- D. Click the **Job** field and type the **Job name**.
- E. Click on the Select Printer drop down menu and select the Printer.
- F. Click on the **Date** drop down menu and select the **date**.
- G. Click on the Filter button.
- 2. The filtered reports display:
  - Click on the **Reset** button to clear the filters and display all reports.

Note: The Reset button is a browser button. It is called Reload or Refresh in most browsers.

Note: You can look up a report by using one or more of the filters. You do not have to use all filters to search for a report.





#### **Viewing a Report**

Follow these steps to view a report in PDF, TXT or XLS format.

#### **1.** From the Work with Print Output screen:

Work with Print Output												
Repo	rt Name Report ID	L	Iser Name	Job	All printers 🛛 🕏 sho	w 🔿 hide	yyyy-mm-dd	yyyy-mm-dd	Filter			
	Report Name	Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link			
	Shipment Contents	EQZQPFR	SHAWN		Yes PRINTER1	1	0.04	2021-05-31 12:40:24	<b></b>			
	Late Deal Delivery Claim Form	LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	<b>-</b>			
	Dealer Claims Sent to Home Office	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	<b>-</b>			
	Summary Exception Report	EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	<b></b>			
	Inventory Receipts List	EQWHPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12				
	Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b></b>			
	Adjust History Report	EQVTPFR	GABBY	ADJHSTPRT	Yes PRINTER1	1	0.04	2021-05-31 10:17:21	<b></b>			
	Adjusta-card Maintenance Audit Report	IRTPRT07	TRACY		Yes PRINTER1	1	0.03	2021-05-31 09:43:45	<b>_</b>			
	Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINF00000 7	No	10	0.12	2021-05-31 08:02:13	<b>-</b>			
	Automated IONI Record List	EQGIPFR	QPGMR	EQGIPFR	Yes PRINTER1	1	0.04	2021-05-31 08:02:12	<b>20 10 10 10 10 10 10 10 10 10 10 10 10 10</b>			
	Min/std Pack Size Maintenance From H.O.	EQQ7PFR	QPGMR	TALK_PM0000050000 7	No	2	0.05	2021-05-31 08:02:11	<b></b>			
	Audit Trail For Pricing Discrepancies	PCCTRAP	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:59	<b></b>			
	PLU Audit Report - Additions/changes	IFER030.ADD.CHANG E	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:58	<b></b>			
	Showing 126	to 150 of 4,893 entries				Previous 1	5 6 7	196 Next				
Prin	t Delete Protect Unprotect								Delete by Da	te		

- Click on the **PDF/TXT/XLS** icon to view a report.
- ▶ If you clicked on PDF, the report displays in a new browser tab.

**Note**: The report contents are the same in every format.





#### Saving a Report

Follow these steps to save a report on your computer as a PDF, Text or Excel file.

#### **1.** From the Work with Print Output screen:

				Work with Pri	int Output			ş	show 25 👻 entries	?
Repo	rt Name Report ID	U	Iser Name	Job	All printers	w 🔿 hide	yyyy-mm-dd	yyyy-mm-dd	Filter	
	Report Name	Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link	
	Shipment Contents	EQZQPFR	SHAWN		Yes PRINTER1	1	0.04	2021-05-31 12:40:24		
•	Late Deal Delivery Claim Form	LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	<b></b>	
	Dealer Claims Sent to Home Office	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	<b></b>	
	Summary Exception Report	EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	<b></b>	
	Inventory Receipts List	EQWHPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12		
	Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b></b>	
	Adjust History Report	EQVTPFR	GABBY	ADJHSTPRT	Yes PRINTER1	1	0.04	2021-05-31 10:17:21		
	Adjusta-card Maintenance Audit Report	IRTPRT07	TRACY		Yes PRINTER1	1	0.03	2021-05-31 09:43:45	<b></b>	
	Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINF00000 7	No	10	0.12	2021-05-31 08:02:13	<b>-</b>	
	Automated IONI Record List	EQGIPFR	QPGMR	EQGIPFR	Yes PRINTER1	1	0.04	2021-05-31 08:02:12	<b>a a a</b>	
	Min/std Pack Size Maintenance From H.O.	EQQ7PFR	QPGMR	TALK_PM0000050000 7	No	2	0.05	2021-05-31 08:02:11	<b></b>	
	Audit Trail For Pricing Discrepancies	PCCTRAP	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:59	📩 🔜 💷	
	PLU Audit Report - Additions/changes	IFER030.ADD.CHANG E	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:58	<b></b>	
	Showing 126	to 150 of 4,893 entries				Previous 1	5 6 7	196 Next		
Prin	t Delete Protect Unprotect								Delete by Da	ate

- Click on the PDF icon beside the report you want to save.
   (If you click TXT or XLS, the "Save As" window appears immediately.)
- The report displays in a new browser tab.
- 2. Press the **Ctrl + S** keys simultaneously.
- 3. The Save As window displays:
  - Navigate to the folder where you want to save the file.
  - Click on the **Save** button.
- 4. The file is saved on your computer.

You can navigate to the folder and open the file instead of displaying it in a browser. The PDF version opens in AdobeReader, the TXT version opens in Notepad and the CSV version opens in Microsoft Excel.

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Note: If you changed your default file associations in Windows, these files may open in different programs.





## **Deleting a Report**

Follow these steps to delete a report.

**1.** From the Work with Print Output screen:

				Work with Pr	int Output			S	how 25 • entries ?
Repo	Int Name Report ID	L	lser Name	dob	All printers 🛛 🛭 💿 she	ow 🔿 hide	yyyy-mm-dd	yyyy-mm-dd	Filter
	Report Name	Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
	Shipment Contents	EQZQPFR	SHAWN		Yes PRINTER1	1	0.04	2021-05-31 12:40:24	<b></b>
•	Late Deal Delivery Claim Form	LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	<b>-</b>
	Dealer Claims Sent to Home Office	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	<b></b>
	Summary Exception Report	EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	📩 🔜 🐵
	Inventory Receipts List	EQWHPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b>_</b>
	Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b></b>
	Adjust History Report	EQVTPFR	GABBY	ADJHSTPRT	Yes PRINTER1	1	0.04	2021-05-31 10:17:21	<b></b>
	Adjusta-card Maintenance Audit Report	IRTPRT07	TRACY		Yes PRINTER1	1	0.03	2021-05-31 09:43:45	<b></b>
	Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINF00000 7	No	10	0.12	2021-05-31 08:02:13	<b></b>
	Automated IONI Record List	EQGIPFR	QPGMR	EQGIPFR	Yes PRINTER1	1	0.04	2021-05-31 08:02:12	<b></b>
	Min/std Pack Size Maintenance From H.O.	EQQ7PFR	QPGMR	TALK_PM0000050000 7	No	2	0.05	2021-05-31 08:02:11	<b></b>
	Audit Trail For Pricing Discrepancies	PCCTRAP	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:59	<b></b>
	PLU Audit Report - Additions/changes	IFER030.ADD.CHANG E	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:58	<b></b>
	Showing 126	to 150 of 4,893 entries				Previous 1	5 6 7	196 Next	
Prin	nt Delete Protect Unprotect								Delete by Date

- Click the checkbox beside the report you want to delete.
- Click on the **Delete** button.

#### To delete all reports in the list:

- Click the checkbox at the top of the list to select all reports.
- Click on the **Delete** button.





2. A Confirmation prompt displays:

				Work with F	Print Output				Show 25 v entries ?
Repo	rt Name Re	Ci hog	User Name	Job	All printers 🔹 🛞 show	r () hide	yyyy-mm-dd	- yyyy-mm-dd	Filter
	Report Name	Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
	Missing Floor Fill Report	missing_floor_fill	DEALER_1	missing_floor_fill	No			2021-03-09 09:49:00	0
	Communicated Orders	EQPOPER	DEALER_1	POSTORD	No	1	0.04	2021-03-05 15:57:09	
	Commandes transmises	EQPOPER	DEALER_QC	POSTORD	No		0.04	2021-03-05 09:05:37	
	Communicated Orders	EQPOPER	DEALER_1	POSTORD	No		0.05	2021-03-05 08 18 26	
	Delete Associated Offerings Summ	ary EQFPPER	QPGMR	EQFLXFR	No			2021-03-05 04:00:03	
D	Delete Associated Offerings Summ	ary EQFPPER	QPGMR			1		2021-03-05 04:00:03	
D	Communicated Orders	EQPCPER	DEALER_1	Confirm d	eleting report files	1	0.04	2021-03-04 14:37:58	
	Communicated Orders	EQPCPER	DEALER_1	Confirm	Cancel	1	0.04	2021-03-04 14:37:45	
D	Summary Exception Report	EXCPTSUM	DEALER_1			1	0.04	2021-03-04 11:57:46	
	Detail Exception Report (Case)	EXCPTDTLCS	DEALER_1	EXCPTDTLCS	Yes SGNPRT2	1	0.04	2021-03-04 11:57:33	
	Detail Exception Report	EXCPTDTL	DEALER_1	EXCPTDTL	Yes SGNPRT2		0.04	2021-03-04 11:57:19	
	Floor Fill Report	INVR044	DEALER_1	PROREQ	No	1	0.04	2021-03-04 11:54 55	
	PLI Exception Report	EUVWPFR	DEALER_1	PLIACTION	No	11	0.16	2021-03-04 11:54:17	
	Calendar File Printout	INVD03	DEALER_1	INVD03	No			2021-03-04 11:51:11	
	List Of Price Tickets Produced	EQAMPER	DEALER_1	TICKETS	No		0.04	2021-03-04 11:44:45	
	Sh	owing 401 to 425 of 441 entries				Previous 1 .	14 15 16 1	7 18 Next	
Prir	t Delete Protect L	Inprotect						Secure out	put Defete by Date

- Click on the **Confirm** button to delete the report.
- OR
  - Click on the **Cancel** button to cancel.

#### **Printing Reports**

Follow these steps to print a report.

**1.** From the Work with Print Output screen:

				Work with Pr	int Output			5	Show 25 • entries ?
Repo	vrt Name Report ID	U.	Jser Name	Job	All printers 🔹 💿 sh	ow O hide	yyyy-mm-dd	yyyy-mm-dd	Filter
	Report Name	Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
	Shipment Contents	EQZQPFR	SHAWN		Yes PRINTER1	1	0.04	2021-05-31 12:40:24	
	Late Deal Delivery Claim Form	LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	<b>-</b>
	Dealer Claims Sent to Home Office	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	<b></b>
	Summary Exception Report	EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	<b>_</b>
	Inventory Receipts List	EQWHPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	
	Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	<b></b>
	Adjust History Report	EQVTPFR	GABBY	ADJHSTPRT	Yes PRINTER1	1	0.04	2021-05-31 10:17:21	
	Adjusta-card Maintenance Audit Report	IRTPRT07	TRACY		Yes PRINTER1	1	0.03	2021-05-31 09:43:45	<b></b>
	Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINF00000 7	No	10	0.12	2021-05-31 08:02:13	<b></b>
	Automated IONI Record List	EQGIPFR	QPGMR	EQGIPFR	Yes PRINTER1	1	0.04	2021-05-31 08:02:12	<b></b>
	Min/std Pack Size Maintenance From H.O.	EQQ7PFR	QPGMR	TALK_PM0000050000 7	No	2	0.05	2021-05-31 08:02:11	<b></b>
	Audit Trail For Pricing Discrepancies	PCCTRAP	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:59	<b></b>
	PLU Audit Report - Additions/changes	IFER030.ADD.CHANG E	QPGMR	TAXPOS0007	No	1	0.04	2021-05-31 05:04:58	<b>-</b>
	Showing 126	to 150 of 4,893 entries				Previous 1	5 6 7	196 Next	
Prir	nt Delete Protect Unprotect								Delete by Date

- Click the checkbox beside the report you want to print.
- Click on the **Print** button.





To print all reports:

- Click the checkbox at the top of the list. All reports are selected.
- Click on the **Print Selected** button.
- 2. A prompt displays to allow you to choose a printer:

HARRING MARKED AND A MARKANING		factor and			an a	-	Constant of the	
Report Name	Report ID	User Name	Job.	AutoP / Printer	Pages	Size (MB)	Date	Link
paul report. SUMMARY	MNGT_603_2_117	QPGMR	RPTINVEVAL	No	1	0.04	2021-05-27 23 10 05	200
paul report. COVERPAGE	MNGT_603_2_117	QPGMR	RPTINVEVAL	No	1	0.04	2021-05-27 23 10:04	
paul report	MNGT_603_2_117	QPGMR	RPTINVEVAL	No	1	0.04	2021-05-27 23 10 04	
Test Inv Eval Report, SUMMARY	MNGT_603_2_115	OPGMR	RPTIN	-	1	0.04	2021-05-27 23:08:14	
Test Inv Eval Report COVERPAGE	MNGT_603_2_115	QPGMR	RPTN Sele	ect printer ×	1	0.04	2021-05-27 23:08:13	
Test inv Eval Report	MNGT_603_2_115	QPGMR.	RPTIN	default	( <b>1</b> )	0.04	2021-05-27 23.08 13	
Fiscal Year End COVERPAGE	MNGT_603_2_114	QPGMR	RPTIN	DTHPRINTER	1	0.04	2021-05-27 23 08 07	
Fiscal Year End: SUMMARY	MNGT_003_2_114	QPGMR	RPTIN	LASRTN01	2	0.06	2021-05-27 23:08:07	
Fiscal Year End	MNGT_603_2_114	QPGMR	RPTM	PRINTER1	25	0.45	2021-05-27 23:08:06	
YEAR END 2020 COVERPAGE	MNGT_603_2_113	QPGMR	RPTIN	SGNPRT1	- 10	0.04	2021-05-27 23:07:26	
YEAR END 2020, SUMMARY	MNGT_603_2_113	QPGMR	RPTI			0.06	2021-05-27 23.07 26	
YEAR END 2020	MNGT_603_2_113	QPGMR	RPTINVEVAL	No	26	0.46	2021-05-27 23 07 25	
INV EVAL REG COST COVERPAGE	MNGT_603_2_112	QPGMR	RPTINVEVAL	No	S16	0.04	2021-05-27 23 05 22	
INV EVAL REG COST SUMMARY	MNGT_603_2_112	QPGMR	RPTINVEVAL	No	2	0.06	2021-05-27 23 05 22	
	MNGT 603 2 112	OPGMR	RPTINVEVAL	No	4	0.08		-

- Click on the **printer** to print the selected report(s).
- **3.** The report(s) print(s).

#### **Changing Settings for a Report**

The following settings can be customized for any report in the system:

- Automatic printing (printer and number of copies and double-sided printing)
- Secure Output





# FRONTIER COMPUTER OPERATOR REFERENCE GUIDE

Only users with access to menu options 59/03 can change the report settings. This would typically only be ComputerOperators, Dealers or Senior Managers.

#### Accessing the Work with Report Settings Screen

- 1. From the Frontier Master Menu:
  - Type options **59/03**.
  - Press the Enter key after each option.
- 2. The Work with Report Settings screen displays:

Frontier reporting system								
Printing Options	A	В	C	D	E	F	G	
Printing Options. Mngt Reports	Printing options							
	Snow 25 • entries			_		SI	Search:	
	Report Name	Report Id	Auto Print	Printer	Secured	Printing	Copies	Ke File
	13p Sales/receipts Report	Y326R183	On	Default	• Off	Off	• 1	
	Adjust History Report	EQVTPFR	Off	Default	• Off	Off	- 1 -	
	Adjusta-card Credit Maintenance Audit Listing	IRTPRT09	On	Default	• Off	Off	· 1	
	Adjusta-card Credit Received - Report	IRTPRT15CreditReceived	On	Default	• Off	Off	· 1 ·	
	Adjusta-card Credit Report By Bill Of Lading Number	IRTPRT13	On	Default	• Off	Off	· 1 ·	
	Adjusta-card Maintenance Audit Report	IRTPRT07	On	Default	• Off	Off	· 1 ·	
	Adjusta-card On Hand Adjustments Audit Listing	IRTPRT08	On	Default	• Off	Off	- 1 -	

- A. Report Name: Displays the name of the Report.
- **B.** Report ID: Displays the ID that the system uses.
- C. Auto Print: Click on the **ON** button to automatically print the Report after it runs.
- **D.** Printer: Click on the Printer drop down menu and select the printer where you want the Report to print.
- E. Secured: Click the ON button so that this report is created on the Work with Secured Print Output screen for certain users. Only users with the appropriateauthority can view these. This setting is found in menu options 59/07/01.
- F. Double Sided Printing: Click on the **ON** button to print the Report double sided or click on the **OFF** button to print single sided.
- G. Copies: Click on the minus or plus icons to select the number of copies you want to print.
- **H.** Keep File: Click on the **ON** button to create an electronic version of the report. Do not set this to OFF for reports that are NOT printed automatically, or you will not get the report in any form.
- I. Printing Options, Mngt Reports: Displays the print settings for Management Reports (10/01).





#### **Automatic Printing**

1. From the Work with Report Settings screen:

- Click on the **Auto Print** drop down menu and select ON beside the report you want to print automatically.
- Click on the **Printer** drop down menu and select the printer name.
- Click on Double-sided printing and select ON if you want reports to print on both sides of the page or OFF if you want reports to print on one side.
- Click on the **Copies** and select the number of copies of the report you want to print.
- 2. The report(s) print automatically on the assigned printer when created in your Store.

Reports that print automatically can also be printed from the Work with Print Output screen if there is a problem with the printer where the report was sent. You can also reprint additional copies from the Work with Print Output screen.

#### **Working with Secure Output**

The Work with Secure Print Output screen is identical to the Work with Print Output screen. Reports only display on this screen when the report and the user who submitted it are set up for secure printing. If the report/user is not set upfor secure printing, it displays on the Work with Print Output screen.

**Note**: Only users set up to view Secure Output have the option to toggle between the Work with Print Output and Work withSecure Output screens. The Output screens for both look the same except for the additional button.

#### Accessing the Work with Secure Output Screen

- **1.** From any menu:
  - > Press the **F10** key.





## 2. The Work with Print Output screen displays:

					Work with Pr	int Output				Show 25 🕶 entries ?
Repo	rt Name	Report ID	I	Jser Name	Job	All printers		yyyy-mm-dd	yyyy-mm-dd	Filter
	Report Name		Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
	Rain Check Detailed Listing		EUQCPFR	DEALER_1	RAINCHKRPT	No	29	0.42	2021-06-01 14:44:51	<b></b>
	Delete Associated Offerings Su	ummary	EQFPPFR	QPGMR	EQFLXFR	No	1	0.03	2021-05-28 04:00:04	<b></b>
	Delete Associated Offerings Su	ummary	EQFPPFR	QPGMR	EQFLXFR	No	1	0.03	2021-05-28 04:00:03	<b>_</b>
	Adjust History Report		EQVTPFR	DEALER_1	ADJHSTPRT	No	368	3.9	2021-05-26 10:51:45	<b>_</b>
	Dollar Gain On Receipt Price D	Diff.	REPORT	DEALER_QC	POSTINGS	No	1	0.02	2021-05-25 15:25:55	<b>_</b>
	O/H Posted But Order Not Fou	nd	REPORT3	DEALER_QC	POSTINGS	No	1	0.03	2021-05-25 15:25:55	<b></b>
	Inventory Transactions		REPORT4	DEALER_QC	POSTINGS	No	1	0.03	2021-05-25 15:25:55	<b></b>
	Liste vérification - ajouts/modifi	ications	IFER030.ADD.CHANG E	DEALER_QC	AIMPRC0512	No	1	0.04	2021-05-25 08:17:52	<b></b>
	Liste vérification - suppressions	5	IFER030.DELETE	DEALER_QC	AIMPRC0512	No	1	0.04	2021-05-25 08:17:52	<b></b>
	Audit Trail For Pricing Discrepa	ancies	PCCTRAP	DEALER_QC	AIMPRC0512	No	1	0.03	2021-05-25 08:17:52	<b></b>
	Étiquettes de prix		ERP7UPR	DEALER_QC	MTICKETS	No	1	0.03	2021-05-25 08:17:51	<b></b>
	Rain Check Detailed Listing		EUQCPFR	DEALER_1	RAINCHKRPT	No	29	0.42	2021-05-21 08:36:44	<b></b>
	Delete Associated Offerings Su	ummary	EQFPPFR	QPGMR	EQFLXFR	No	1	0.03	2021-05-21 04:00:01	<b></b>
	Delete Associated Offerings Su	ummary	EQFPPFR	QPGMR	EQFLXFR	No	1	0.03	2021-05-21 04:00:01	
	Dealer Claims Sent to Home O	Showing 1 to	CDPRT01 0 25 of 442 entries	DEALER 1	TALK DCLAIMST0051	No	Previous 1	0.04	2021.05.20 14:08:58 18 Next	
Prin	t Delete Protect	Unprotect							Secure out	Delete by Date

• Click on the **Secure output** button.

3. The Work with Secure Print Output screen displays the reports set up for secure output:

					Wo	rk with S	Secure Print	Output			Show	25 v entries ?
Report Nan	ne		Report ID	User N	ame	Job	All printers @	🖲 show 🔾 hide	уууу-mm-dd	yyyy-mm-dd		Filter
		Report Na	ame	Report ID	User	Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
						No	data available in table					
				Showing 0 to 0 of 0 entries					Previous	Next		
Print	Delete	Protect	Unprotect								Regular output	Delete by Date

Click on the **Regular output** button to return to the Work with Print Output screen.





#### **Setting up Users for Secure Printing**

Follow these steps to set up users for secure printing:

- **1.** From the Frontier Master Menu:
  - > Type menu options **59/07/03**.
  - > Press the **Enter** key after typing each option.
- 2. The Work with User Profiles screen displays:



- Type **2** in the Opt field beside the Username.
- Press the **Enter** key.
- 3. The Set up User Profile screen displays:



- Type **Y** in the Secure output field.
- Press the Enter key.



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4. The user is now set up for secure printing.

#### **Setting up Reports for Secure Printing**

- **1.** From the Frontier Master Menu:
  - Type menu options **59/03**.
  - Press the **Enter** key after typing each option.
- 2. The Work with Report Settings screen displays:

Frontier reporting system								
O <sup>o</sup> Convert *.dds -> *.templates								
Generate report	Printing options							
e Printing Options	Show 25 + entries					Sea	rch:	
Printing Options. Mngt Reports	Report Name	Report Id	Auto Print	Printer	Secured	Double-sided Printing	Copies	File C
	13p Sales/receipts Report	13PerSalesReceiptsCampsOtherReport	On	Default •	On	Off	1	On
	Adjust History Report	EQVTPFR	Off	Default	Off	Off	• 1	On
	Adjusta-card Credit Maintenance Audit Listing	IRTPRT09	On	Default •	Off	Off	1	On

- Click on the **On** button in the Secured column beside the report name.
- The report is set up for secure printing and will appear on the "Work with Secure Print Output" screen when produced by users who are set up for secure printing. It will appear on the regular "Work with Print Output" screen when produced by users who are not set up for secure printing.





### Job Management

This section explains the following screens you use to manage your jobs:

- Work with Active Jobs
- Work with Job Queue
- Work with All Job Queues
- Work with Submitted Jobs

These screens allow you to see the submitted jobs in your system (these are your batch jobs). The following illustrates theflow of batch jobs:



While a job is still in the job queue, you can change its priority in the queue (move it higher or lower in the queue), you canrelease jobs that are on hold or you can end a job (so that it does not run). Once a job starts to run (becomes active), it no longer displays in the job queue and displays on the Work with Active Jobs screen.

On the Work with Active Jobs screen, you can change a job's priority (to a higher or lower number) or you can end a job before it finishes. To prevent corrupting the data in your database, you cannot end a job that is currently updating the database. If you try to end such a job, a message displays to advise you that the job cannot be ended. When a job ends, any reports generated by the job display on the Work with Print Output screen. To find the reports that were created by a specificjob, simply type the job name in the appropriate search box on the Work with Print Output screen.

Note: Refer to the Work with Print Output User Guide, for information on this screen.

When a job ends, a job log is created in the Job Queue Manager (JQM) service. To find the log for a job, you must sign on to the JQMadministration site where you can search for the log by the job name or the date/time. This is done by Home Office personnelwhen investigating a problem in your Store.




## Work With Active Jobs (03/08/02)

The Work With Active Jobs screen displays all the jobs that are currently running:

		Work with Ac	tive Job	s		S0970
Activ Posit Type 2=C	e jobs: 7 ion to job options, press Ente hange 4=End	er			MM/ 00/ <u>1</u>	<u>Y НН</u> :ММЧ:55
Ont	Subsystem/Job	Current	Ptv	Status	Be	gan Time
ope	AMS	0301	,	214	Duce	- The A
	AMSMON	QPGMR		RUN	1/11/19	18:03:38
	CTCMQ					10.00.00
-	DIMEMT	QPGMR	5	RUN	1/11/19	18:03:38
	V326C27G	DEALER OC	1	RUN	1/14/19	14:24:06
-	ORDINTEGN	OPGMR	9	00:22:44	1/14/19	15:00:05
_	Y326C243	DEALER_1	i	RUN	1/14/19	15:21:05
_	PRTDEAL	DEALER_QC	1	RUN	1/14/19	15:23:19
-	Y326C243	DEALER_1	1	RUN	1/14/19	15:32:58
F 3 = E x	it F5=Refresh F7	=Find F8=Repe	at find	F10=Ser	vices St	atus F12=Cancel
F 1 6 = R	esequence F17=To	p F18=Bottom				

**Note:** QBATCH capacity is 4 jobs that can run in parallel. AMSMON and DIMEMT are monitor jobs that should always be running in the Work with Active Jobs screen.

The following table explains each section of the Work with Active Jobs screen:

Field	Description
Active Jobs	Number of jobs that are currently running. It does not include user sessions.
Position to job	Use this field to find a specific job, if there are many jobs on the screen. Type the first few letters of the job name and press Enter.
Opt	Type 2 to change the job priority or 4 to end the job immediately, for any of the jobs that are currently running.
Subsystem/Job	Jobs are grouped under a given subsystem name. These are headings used to group different types of jobs. There are no actual subsystems.
Current User	Name of the user who submitted the job.
Pty	Job's run priority.
Status/ETA	Displays RUN until an Estimated Time of Arrival (ETA) has been calculated. The first time a job runs on your system, it does not show an ETA for jobs that just started. On subsequent runs, the ETA is calculated by taking an average of the last 5 times the job was run. No ETA is shown when the job takes 1 minute or less. Once the expected time of completion is known, this shows how much time remains for the job to finish. For monitor jobs (e.g. AMSMON), it always displays RUN. If someone uses option 4 to end a job, the status is END until the job no longer displays on the screen.
Began	Date (MM/DD/YY) and time (HH:MM:SS) when the job started running.



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Field	Description
2=Change	Displays the Change Job screen where you can change the job priority. Changing it to a lower number gives it more system resources (compared to other active jobs) so that it may finish a little sooner.
4=End	Allows you to end a job that is in progress. You can only use this for jobs that are not updating the database. If you use this for a job that is updating the database, it will not end the job.
F3=Exit	Returns to the menu.
F5=Refresh	Redisplays the contents of the screen to show the most current information.
F7=Find	Displays the Find a string window where you can search through one of the columns on the screen. Note that the system places the cursor in the "Opt" column beside the matching job. For example, if you wish to find a job on the screen, type a portion of the job name beside String and then type *JOB beside Column.
F8=Repeat find	Repeats the previous find operation.
F10 = Service Status	Displays the Frontier Health Monitor screen where the statuses of all the supporting systems can be monitored. Call RSSD if one of the lights is red.
F12=Cancel	Returns to the previous screen.
F16=Resequence	Allows you to choose which column to use to sort the jobs listed under each subsystem. By default, the jobs are sorted by the job start date/time (from oldest to newest).
	Place the cursor on that column and press <b>F16</b> , to sort the jobs using a different column. A blue arrow ▼ displays in that column to indicate that the jobs in each subsystem are now sorted by that column.
	Place the cursor on that column and press <b>F16</b> to change the sort order (from newest to oldest or oldest to newest). The arrow changes direction <b>A</b> to indicate the change to the sort order.
F17=Top	Returns to the top of the list of jobs.
F18=Bottom	Returns to the bottom of the list of jobs.





## **Change Job**

If you type 2 beside an active job, the Change Job screen displays where the only thing you can change is the job priority (where 1 is highest priority and 9 is the lowest). If you had several jobs running at once and you need one job to finish sooner, you can increase the priority of that job and/or decrease the priority of the others.

Change Job (CH	GJOB)
Type options, press Enter.	
Job name	Name, * 1 Name
Job priority (on JOBQ) 9 Additional Parame	1-9, *SAME ters
Job <u>queue</u> QBATCH Schedule date (MMDDYY) <u></u> . *SAME	Name, *SAME Date, *SAME, *CURRENT, *MONTHSTR, *MONTHEND, *MON, *TUE, *WED, *THU, *FRI, *SAT, *SUN
Schedule time (HHMMSS) <u></u> . *SAME	Time, *SAME, *CURRENT
F3=Exit F12=Cancel	





## Work With Job Queue (03/08/01)

A job queue is essentially a list of jobs waiting to run. The system comes with different job queues with different purposes. Most job queues release one job at a time for processing where the next job in the queue does not start until the previous one has ended. However, job queues QBATCH, AMS and CTCBATCH may release several jobs at a time, depending on the current capacity of the processor. There is a specific menu option that you can use to access the job queues that you use themost. To access any of the other job queues, you need to use the Work With All Job Queues screen.

The following table identifies each job queue by menu option:

Menu Option	Job Queue	Description		
03/08/01	QBATCH	Most jobs submitted for immediate processing go here.		
03/08/03	LBATCH	Certain reports such as the Tax Exempt Report (10/35) and manpowerscheduling reports (19/08 and 19/09) and lengthy jobs such as ADDBINCAP (07/14/04) and DELBINCAP (07/14/07) go here.		
03/08/04	SBATCH	Jobs that may not run at the same time go here (e.g. price changes).		
03/08/06	СТСВАТСН	Jobs that must run in subsystem CTCBATCH go here (e.g. system management or communication jobs).		
03/08/08	NBATCH	Jobs submitted to run at night go here. Jobs in this queue are not run until the job queueis released (which is automatically done every night during Daily Sales processing).		
03/08/09	CBATCH	Daily Sales Processing job (DLYSLSmmdd) goes here.		
03/08/10	SATQUE	Jobs submitted to run on Saturday night go here. Jobs in this queue are not run until the job queue is released (which is automatically done every Saturday night during Daily Sales processing).		
03/08/11	SUNQUE	Jobs submitted to run on Sunday night go here. Jobs in this queue are not run until the job queue is released (which is automatically done every Sunday night during Daily Sales processing).		
03/08/12	RPTQUE	Certain reports such as the period end report go here. Jobs in this queue are not run until the job queue is released (which is automatically done every night during Daily Sales processing).		
The last two menu options do not display job queues but related information.				
03/08/15		Screen lists all available job queues. Displays the number of jobs currently in the queue. Allows you to display the jobs currently waiting in a queue.		
03/08/32		Screen lists all the jobs that you submitted (and which have not yet started to run).		
		<b>Note</b> : In the Equity system, the equivalent screen also lists jobs that are in progress as well as jobs that have ended.		



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The same screen displays for each of these menu options but the name at the top left tells you which job queue you are working with.

			Work	with Job Queue		
•	Queue Posit Type 2=C	OBATCH ion to job ptions, pres nange 4= <u>End</u>	is Enter.	Statu	s: RLS	
	Op t	Job RPTPRDPRF	User USERNAME	<b>TD</b> 0000000000000071142	Priority 1	Status HLD
	F3=Ex	it F12=Can	cel			

Jobs are grouped on the screen by status (RDY, then SCD, then HLD) and within each group they are sorted by priority and job name.





The following table explains each section of the Work With Job Queue screen:

Heading	Description
Queue	Name of the job queue.
Status	Status of the job queue may be RLS (released) or HLD (held). If the job queue is released, the jobs in the queue will be run in the order in which they display in the queue. If the job queue is held, none of the jobs will run. You can hold or release a job queue in menu option 03/08/15, Work with all job queues.
Position to job	Adjust the list to a specific job if there are many jobs in the queue. Type the first few characters of the job name and press <b>Enter</b> . The jobs are now listed alphabetically by job name (no longer grouped by status or priority), starting with the job that most closely matches what you typed. If you typed a symbol (such as *) or a number, it starts with the first job since there are no jobs that start with symbols or numbers.
Opt	For any job listed in the queue, use option 2 to change the job (move it to a different queue or enter/remove a schedule date/time) or use option 4 to end the job (so that it does not run) or use option 6 to release the job if it is on hold.
dof	Name of the job that helps you identify what the job does. In the example above, the job name is RPTPRDPRF which stands for product performance report.
User	Name of the user who submitted the job. If submitted by the system, the name is usually QPGMR.
ID	Job ID number. Every job that runs in the system has a unique number. You may have two jobs with the same name, but the ID is always different.
Priority	Indicates the order in which the jobs are run. You can change the priority to move a specific job higher or lower in the queue. The highest priority is 1 and the lowest is 9.
Status	Job status may be:
	HLD – the job is on hold and must be released before it can run.
	SBT – the job runs according to its position in the queue.
	SCD – the job has a schedule date/time – only after the date/time is reached will it run according to its sequence in the queue.
2=Change	Make some changes (see below) while the job is in the queue and not yet running.
4=End	End the job in the job queue (before it starts) if a job is submitted but you no longer want it to run. A confirmation screen displays when you type a 4 beside a job on the screen. When you end a job, a break message is sent to the workstation from which the job was submitted to notify the user that the job was ended. It also sends a message to the QSYSOPR message queue (03/08/31) that indicates that the job was ended along with the name of the user who ended it.
6=Release	If the job is submitted on hold, it sits in the queue with a status of HLD until you either release the job (option 6) or end the job (option 4).





## **Change Job**

If you enter a 2 beside a job on the Work with Job Queue screen, the Change Job screen displays where you can changethe job priority (in the queue), the job queue and the scheduled date/time.

Change Job (CHGJOB	3)
Type options, press Enter.	
Job name	Name, * Name
Job priority (on JOBQ) 9 Additional Parameters	1-9, *SAME
Job <u>queue</u> <u>QBATCH</u> Schedule date (MMDDYY) <u></u> . <u>*SAME</u>	Name, *SAME Date, *SAME, *CURRENT, *MONTHSTR, *MONTHEND, *MON, *TUE, *WED, *THU, *FRT- *SAT, *SUN
Schedule time (HHMMSS) <u></u> . <u>*SAME</u>	Time, *SAME, *CURRENT
F3=Exit F12=Cancel	

The following table explains each section of the Change Job screen:

Field	Description
Job Name	The name of the job that helps you identify what the job does. In the example above, the job name is RPTPRDPRF which stands for Product Performance report.
User	The name of the user who submitted the job. If the job was submitted automatically by the system, the name is QPGMR.
ID	The job ID number. Every job that runs in the system has a unique number. You may have two jobs with the same name, but the ID is always different.
Job Priority	This indicates the order in which the jobs in the queue will run. You can change the priority to move a specific job higher or lower in the queue. The highest priority is 1 and the lowest is 9.
Job Queue	If you wish to move the job to another job queue, type the name of the queue and press Enter.
Schedule Date	If the job has no schedule date, it runs in the sequence it appears in the queue. If the job has a schedule date (MM/DD/YY), the system ignores the job until the schedule date/time has passed and then it runs in the sequence in which it displays in the queue. If you wish to change the date when a job is scheduled to run, type the date (YYMMDD) and press Enter.
Schedule Time	If you wish to change the time when a job is scheduled to run, type the time (HHMMSS) and press Enter.





Work With All Job Queues (03/08/15)

The Work With All Job Queues screen (03/08/15) lists all the job queues in the system. From this screen, you can workwith any of the job queues in your system.

		Vork with All J	ob Queues		▲ ?
<b>_</b>					
Position to	queue				
Type options	, press Enter.	1			
3=Hold 5=	Work with 6=Re	elease 14=Clea	r		
Opt	Queue name	Capacity	Number of Jobs	Status	
	AMS	10	0	RLS	
	AMSBATCH	1	0	RLS	
	CBATCH	1	1	RLS	
	CTCBATCH	1	0	RLS	
	CTCMQ	10	0	RLS	
	DEFAULT	1	0	RLS	
	LBATCH	1	0	RLS	
	MONITORS	1	0	RLS	
	MQQ	1	0	RLS	
	MQTALKQ	1	0	RLS	
	NBATCH	1	2	HLD	
	OBATCH	4	0	RLS	
	QCTL	1	0	RLS	
	RPTOUE	1	0	HLD	+
F3=Exit F5=	Refresh F12=Ca	ancel F17=Top	F18=Bottom		
					08/08

**Note:** The plus sign at the bottom right corner of the screen indicates there are more job queues that can display on the screenat once.





The following explains each section of the Work With All Job Queues screen:

Field	Description		
Position to Queue	The job queues are listed alphabetically. To start the list with a specific queue, type the first few letters (or just a single letter) and press <b>Enter</b> .		
Opt	For any job queue listed, use option 3 to put the queue on hold, option 5 to display the Work with Job Queue screen, option 6 to release the job queue (if it is on hold) and option 14 to clear the job queue (i.e. end all the jobs in the queue).		
Queue Name	Name of the job queue.		
Capacity	Indicates the maximum number of jobs that a job queue may release at once.		
Number of Jobs	Total number of jobs currently waiting in the queue.		
Status	Job queue status may be RLS or HLD. If it is HLD, none of the jobs in the queue will run until the queue is released. You can release a queue manually using option 6.		
	Some job queues (NBATCH, RPTQUE, SATQUE, SUNQUE, MQQ, MQTALKQ) are normally HLD during the day and released automatically at night during Daily Sales processing. For these job queues, the statusautomatically changes to HLD with the first job submitted to that queue during the day.		
3=Hold	Allows you to put the job queue on hold so that any jobs submitted to that queue will not run until the queue is released.		
5=Work with	Allows you to display the Work with Job Queue screen listing the jobs currently in the queue.		
6=Release	If the queue is on hold, it has a status of HLD until the queue is released.		
14=Clear	Allows you to end ALL the jobs currently in the job queue. When you select this option, a confirmation screen displays. If you press <b>F12</b> to cancel, the previous screen displays, and no jobs are ended. If you press <b>Enter</b> to confirm, all the jobs in the queue are ended.* A break message is sent to the workstation from which the job was submitted to notify the user that the job was ended. It also sends a message to the QSYSOPR message queue (03/08/31) that indicates that the job was ended along with the name of the user who ended it. * Two important jobs (APOSCALC and POSTORD) cannot be ended, even when in the job queue.		
	(APOSCALC is the job that calculates promo orders and POSTORD is the job that transmits your orders to Home Office.)		





The following table explains each section of the Work With Submitted Jobs screen:

Field	Description
Submitted from	Always displays *USER to let you know that these are the jobs that you submitted.
Opt	For any job listed, use option 2 to change the job (move it to a different queue or enter/remove a schedule date/time) or use option 4 to end the job (so that it does not run) or use option 6 to release the job (if it is on hold).
dof	Name of the job that helps you identify what the job does. In the example above, the job name is RPTPRDPRF which stands for Product Performance report.
User	Your Frontier Display name.
Pty	Indicates the order in which the jobs in the queue will run. You can change the priority to move a specific job higher or lower in the queue. The highest priority is 1 and the lowest is 9.
Status	Job status may be:
	HLD – the job is on hold and must be released before it can run
	SBT – the job will run according to its position in the queue
	SCD – the job has a schedule date/time – only after that date/time has been reached will it run according to its sequence in the queue
Schedule Date	Jobs with a status of SCD, this shows the date when the job is scheduled to run (MM/DD/YY).
Schedule Time	Jobs with a status of SCD, this shows the time when the job is scheduled to run (HH:MM:SS).
2=Change	Make some changes (see <b>Error! Reference source not found. Job</b> on page 77), while the job is in the queue and not yet running.
4=End	End a job in the job queue (before it starts) if a job is submitted but you no longer want it to run. The following screen displays when you type a 4 beside a job on the screen.
6=Release	If the job was submitted on hold, it sits in the queue with a status of HLD until you either release the job (option 6) or end the job (option 4).
F3	Returns to the menu.
F5	Refreshes the information on the screen.
F11	Toggles the display between *USER and *JOB. When showing the jobs submitted by the current user (*USER), it shows all the jobs that you submitted, even in other sessions. When showing the jobs submitted by the current job (*JOB), it shows all the jobs that you submitted in the current session.
F12	Returns to the previous screen.
F17	Returns to the top of the list.
F18	Takes you to the bottom of the list.



## Work With Workstations (59/05)

The Work With Workstations screen (59/05) shows you the user currently signed on to your system (along with theworkstation name) and, also shows you all workstation names that have ever been used to sign on to your system.

To see who is signed on right now, click the "Signed On" column heading twice. This sorts the list so that all workstations with a Y under "Signed On" appear at the top of the list.

Note: If the workstation is signed on but the user name is blank, it means the workstation is an EFD (employee facing device).

how 10 🔹 entries				Search:
Workstation Name	Signed On	First Used	Last Signed On	User Name
DSP01	Y	2018-12-13 14:56:07	2018-12-13 16:22:36	DEALER_1
PADEV1091	N	2018-12-13 13:31:32	2018-12-13 13:32:32	
PADEV1218	N	2018-12-13 10:40:50	2018-12-13 11:19:51	
PADEV1703	N	2018-12-13 11:20:08	2018-12-13 12:01:50	
PADEV1962	N	2018-12-13 11:36:09	2018-12-13 13:30:34	
PADEV2301	N	2018-12-13 14:58:38	2018-12-13 14:58:50	
PADEV4883	N	2018-12-13 12:01:59	2018-12-13 12:57:21	
PADEV6090	Y	2018-12-13 12:57:32	2018-12-13 12:57:58	DEALER_QC
PADEV7608	N	2018-12-13 11:27:14	2018-12-13 13:55:48	
PADEV7922	N	2018-12-13 09:56:43	2018-12-13 10:40:39	





### Security and User Maintenance

This section outlines the steps to use common features of Security and User Maintenance in Frontier. Only ADMIN users have access to this.

### **Setting Up A New User**

Follow these instructions to set up the user profile once the user is created in CTID:

- 1. From the Frontier Master Menu:
  - Type menu options **59/07/01**.
  - Press the **Enter** key after typing each option.
- 2. The Work with User Profiles screen displays:

					• ?
		Work with User	Profiles		949
Posi	tion to	(AD Signon)			
Туре	options, press Enter.	2=Set up user 8=Permissions	profile 4=Delet	e user profile	
		User P	rofile		
		Frontier	Initial		
Opt	AD Signon	Display Name	Menu/Option		
	0949.AMS2FR				
	0949.anavolpentesta	ANA	EQ		
	0949.benmetcalfe	BEN	EQ		
	0949.brentbertolo	BRENT	EQ		
	0949.colinellis0	COLIN	EQ		
	0949.cthubuser				
	0949.cynthiatrypid	CYNTHIA	EQ		
	0949.daniellubimcev	DANIEL	EQ		
	0949.DealerDashboard				
	8949.dominicpaquet	DOMINIC	EQ		
	0949.dougwaldie	DOUG	EQ		
F 3 = E	xit F12=Previous				
			+	0 3	/14

- Type **2** in the Opt field beside the user you want to set up a profile for.
- Press the **Enter** key.

**Note:** New user names display after the user is created in CT ID after approximately 30 seconds. If an Active Directory (AD) account has not been used in over a year, the highlighted user is not able to sign on. The AD account must be reactivated before it can be used. If it will not be used again, the account should be deleted.

0949.testshared TESTUSER DF





3. The Set Up User Profile screen displays:

	▲ (?)
Set up User Profile	Store #: 949
Type choices, press Enter.	
AD Signon	
Frontier display name	
Language <u>E</u> (E/F)	
Hide cost on Floor Inquiry Y (Y/N)	
Display date after signing on . <u>N</u> (Y/N)	
Initial menu code/option	
Secure output	
WISFIL upload administrator N (Y/N)	
F3=Exit F6=WW User Permissions F8=Load user template F10=Co	opy user profile
F 1 2 = C a n c e 1	
<b></b>	06/34

> Type a **User Name** in the Frontier display name field.

**Note:** This is not the User Name the user uses to sign on to Frontier. This is the name that displays on Frontier screens and reports.

- Press the Tab key.
- Type **E** in the Language field for the English version of Frontier.

#### OR

- Type **F** in the Language field for the French version of Frontier.
- Press the **Tab** key.
- Type **Y** in the Hide cost on Floor Inquiry field to display product cost when pressing **F15** on the Product Inquiryscreen.

### OR

- Type N in the Hide cost on Floor Inquiry field to hide the product cost when pressing F15 on the Product Inquiryscreen.
- Press the **Tab** key.

• Type Y in the Display date after signing on field to display the Inventory Date screen when the user signs on. OR

- Type **N** in the Display date after signing on field to display the initial menu when the user signs on.
- Press the **Tab** key.

• Type Y in the Secure output field to produce certain reports on the Work with Secure Print output screen. OR

- **•** Type **N** in the Secure output field to produce all reports on the Work with Print Output screen.
- Press the **Tab** key.





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**Note:** Refer to the Work with Print Output and Work with Secure Print Output sections for instructions to display the screens. The Work with Secure Print Output screen only appears for users where you entered a Y in the Secure output field.

**•** Type **Y** in the WISFIL upload administrator field to display WISFIL in the File Upload window.

OR

**•** Type **N** in the WISFIL upload administrator field to hide WISFIL in the File Upload window.

**Note:** WISFIL is only used during a Dealer changeover by the person who uploads the file with the full inventory count. The name of the file is WISFIL (after a third-party inventory company Western Inventory Services). However, the same file is used even if the third-party company performing the count is Retail Grocery Inventory Specialist (RGIS). The default should remain N unless Store is going through a changeover and needs to upload the WISFIL.

Press the **Enter** key.

After creating and setting up a new user profile, you must set the initial menu and specify the menu options the usercan access. There are three ways to set up menu permissions:

- **F8:** Load a user template. Refer to the Loading a User Template section for more information.
- F6: WW User Permissions (Authorizing Individual Menu Options). Refer to the Authorizing Individual Menu Options section for more information.
- **F10:** Copy user profile. Refer to the Copying an Existing User's Permissions section for more information.

### Loading a User Template

Follow these instructions to add a set of menu permissions for a user by loading a user template:

- 1. From the Set up User Profile screen:
  - > Press the F8 key.
- 2. The Select User Template pop-up displays:



- Type **1** in the Opt field beside the appropriate template.
- Press the **Enter** key.







**Note:** Refer to the Default User Templates section for more information on what templates access which menus/options.

3. The Load User Template pop-up displays:



- Press the **Enter** key.
- 4. The menu options of the template are loaded into the list of authorized menu options for the user.
  - Repeat steps 1 to 4 if you want to load options from additional templates. Additional templates cannot be loaded for users where you loaded a TASK or RF template

**Note:** If you load the TASKRET or TASKINQ templates, you cannot load additional templates. If you load these templates but wantthe user to access other menu options, you must delete the user profile and start over.





### **Authorizing Individual Menu Options**

Follow these steps to add menu permissions for a user by selecting menus and menu options individually:

- **1.** From the Set up User Profile screen:
  - Press the F6 key.
- 2. The Work with User Permissions screen displays:



- > Press the **F6** key.
- 3. The Menu Permissions screen displays:



Note: The contents of this screen display all possible options for the Master Menu.

- Type X beside each menu option that you want the user to access.
- Press the Enter key.
- Press the F12 key several times.







4. The Confirm Permissions pop-up displays:



- Type **Y** in the Confirm menu permissions field.
- Press the Enter key.
- 5. The Work with User Permissions screen displays with the authorized menu options:



- Review the menu options to ensure you have provided all the permissions required for the user.
- Type **4** in the Opt field to remove access from any menu option.





**Note:** If there are conflicts, an error message displays at the bottom of the screen. Refer to the Possible Error Messages sectionfor more information on resolving issues.

If you allow access to a menu option that displays a sub-menu, it automatically assigns access to all options in the sub-menu. If you want to restrict access to a certain sub-menu within a parent menu option, you need to do this manually.

#### Assigning Access to Individual Options in a Sub-menu

- 1. From the Menu Permissions screen:
  - Type the **number** in the Enter option field of the menu you want to expand.
  - Press the Enter key.
- **2.** The sub-menu displays:



• Type X beside each sub-menu option that you want to grant user access.

OR

Press the Space bar key and then press the Enter key to delete the X beside any option you do not want the user to have access to.





**Note:** For any sub-menu with only specific options granted access, a yellow asterisk displays beside the appropriate optionnumber on the parent menu. This indicates the user does not have access to all options in the menu.

						▲ ③
		Me	nu	Pe	erm	issions
Type options, press Enter.	X = /	A11	O W	A	ссе	S
*-Partial permission						Initial menu code/option: EQ
	M	A S	т	Ε	R	MENU
X 01 Sales manager menu						X 22 STORE ANALYSIS MENU
X 03 Computer operator menu						X 23 MERCHANDISING MENU
★04 Ordering menu						X 25 APAP menu
X 05 Shipping and receiving	mei	nu				X 26 AIM menu

### **Copying an Existing User's Permissions**

An existing user's permissions can be copied when setting up a new user. This can be done at any time, even for a user profile that is already set up and has existing permissions. When copying an existing user, it replaces ALL permissions for the existing user with those from the selected user. Follow these instructions to add menu permissions for a user bycopying them from an existing user:

**1.** From the Set up User Profile screen:

					▲ ⑦
Set	up User P	rofile	5	tore	#: 949
Type choices, press Enter.					
AD Signon	0949.jeant	remblay			
Frontier display name					
Language	E	(E/F)			
Hide cost on Floor Inquiry	Y	(Y/N)			
Display date after signing on .	N	(Y/N)			
Initial menu code/option	_				
Secure output	N	(Y/N)			
WISFIL upload administrator	N	(Y/N)			
F3=Exit F6=WW User Permissions F12=Cancel F13=Reinstate popup	F8=Load u help	ser template	F10=Copy	user	profile
					06/34

> Press the **F10** key.





2. The Select User Profile pop-up displays with a list of all existing user profiles:

_	Set up User F	Profile	Store	#: 94
Type choices	Select	User Profile		
AD Signon . Frontier dis	Position to	(AD Signon)		
Language .	Type options, press Enter.	1=Select		
Hide cost on			Initial	
Display date	Opt AD Signon	Display Name	Menu/Option	
Initial menu	0949.laurareynhoudt	LAURA	EQ	
Secure outpu	0949.michaelkirkpa	MIKEK	EQ	
WISFIL uploa	0949.mikeaird	MIKEA	EQ	
	0949.mikesteger	MIKES	EQ	
	0949.paulwrightson	PAUL	EQ	
	0949.gsecofr	QSECOFR	EQ	
	0949.returns	RETURN	EC 02	
	0949.rf	RF	DF	
	F12=Previous			
F3=Exit F6=WW	User Permissions F8=Load u	user template	F10=Copy user	profile
F12=Cancel F1	3=Reinstate popup help			

- Type **1** in the Opt field beside the user profile to copy.
- Press the **Enter** key.

### 3. The Copy User Profile pop-up displays:

				▲ (?
		Set up User Profile	Store #:	949
Type choices		Select User Profile		
AD Signon . Frontier dis	Posit	ion to (AD Signon)		
Language . Hide cost on	Тур	Copy User Profile		]
Display date Initial menu Secure outpu	0pt 1	Copy from 0949.laurareynh <u>N</u> (Y/N	)	
WISFIL uploa	-	ATTENTION Existing permissions will be re	placed	
	_	F12=Previous		
	_			
	F 1 2 = P	revious		
F3=Exit F6=WW F12=Cancel F1	User P 3=Reins	ermissions F8=Load user template F10=Copy tate popup help	user pro	file
			1	0/60

- Type **Y** in the Copy from field.
- Press the Enter key.

4. The Select User Profile screen displays, and the existing user's permissions are copied for the new user.



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This table outlines possible errors messages and how to resolve them:

	Possible Error Messages
Invalid initial menu for the permissions. Press F7 to showmissing permissions. Menu Permission Type options, press Enter. *-Partial permission O Sales manager menu O Sales menu O Sa	<ul> <li>Displays if you type X beside options that do not have a parent menu in common or are not compatible with the current initial menu (shown at the top right corner of thescreen). To resolve the error:</li> <li>Press the F7 key.</li> <li>The input field beside the menu options that require an X are highlighted.</li> </ul>
Permission allowed for an unlinked menu OR options inthe hierarchy, not both.	<ul> <li>Displays if you type X beside one or more options in the Master Menu hierarchy and, also beside one or more options in an unlinked menu. This message displays if youtype X beside one or more options in an unlinked menu and you try to load additional permissions from a user template. To resolve the error: <ul> <li>Press the F12 key to exit the Load User Template window.</li> <li>Press the F12 key again to exit the Select User Template window.</li> <li>Press F6 to display the Menu Permissions screenif you do not want the user to have access to an unlinked menu.</li> <li>Remove the X from the options.</li> <li>Press the F6 key to display the Menu Permissionsscreen with the Master Menu options.</li> <li>Select the options in the Master Menu.</li> </ul> </li> <li>OR <ul> <li>Go back to the Set up User Profile screen andpress the F8 key to load a template.</li> </ul> </li> <li>A user may have access to the Master Menu or to an unlinked menu, but not both. To set up a user to view anunlinked menu after signing on and be able to access options from the Master Menu, create custom options in the unlinked menu that copy options from the Master Menu.</li> </ul>



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	Possible Error Messages
Can only give permission to a single unlinked menu.	Displays if you type an <b>X</b> beside one or more options in two or more unlinked menus. You can only set a user upwith access to a single unlinked menu. You need to remove each <b>X</b> that you typed on one of the unlinked menus.
Missing permissions to access sub- menu. Press <b>F7</b> toshow missing permissions.	<ul> <li>Displays if you:</li> <li>Navigate to a sub-menu.</li> <li>Type X beside one or more options.</li> <li>Press the F12 key to return to the previous menu.</li> </ul>
	<ul> <li>AND</li> <li>Press the F12 key again without typing X beside the option that accesses the sub-menu.</li> </ul>

### **Deleting a User**

This section outlines the steps to delete a user profile from Frontier. You may wish to delete a user for the following reasons:

- The user is no longer with the company (i.e. resigned, terminated, or laid off).
- An unchangeable mistake such as a username error or a TASK template loaded for a user that requires additional options.

**Note:** Deleting the user profile in Frontier does not delete it in CT ID. You need to remove the user from CT ID separately.

- **1.** From the Master Menu:
  - Type menu options **59/07/01**.
  - > Press the **Enter** key after typing each option.





2. The Work with User Profiles screen displays:



- > Type 4 in the Opt field beside the User profile you want to delete.
- Press the **Enter** key.
- 3. The Delete User Profile screen displays:



- Press the **Enter** key.
- 4. The Work with User Profiles screen displays, and the User profile is deleted from the Frontier system.





## **Displaying Permissions**

You can review the menu permissions for different user profiles in your Store. You can display and print all the permissions given to a specific user, display and print all users with permissions to specific menus or print all permissions.

**Note:** All reports are created immediately. You can also display the report on the Work with Print Output screen. Refer to the Working with Print Output screen section for more information.

## **Displaying or Printing Permissions by User**

Follow these steps to display and print permissions for a specific user.

- **1.** From the Master Menu:
  - Type menu options **59/07/02**.
  - Press the **Enter** key after typing each option.
- 2. The Display User Permissions screen displays:

	Display User Pe	rmissions		970
Position to	(AD Signon)			
	5=Display			
	User P	rofile		
	Frontier	Initial		
Opt AD Signon	Display Name	Menu/Option		
	PAULS	EQ		
	PHIL	EQ		
	PRATIQUE	EQ		
	PRO	EQ		
	PROMO	EQ		
	QSECOFR	EQ		
	QSYSOPR	EQ		
	RACHELLE	EQ		
	RECEIVE	XX		
	RETURNS	0 6		
	RICK	EQ		
	SARA	EQ		
F3=Exit F11=Search by me	nu F12=Previou	s F14=Print all		
			6	3/14

- Type **5** in the Opt field beside the user whose permissions you want to display.
- Press the **Enter** key.





3. The View User Permissions screen displays with a list of authorized menus and submenu options for the user:



- > Press the **F14** key to print the list.
- 4. The Permission Report (by user) prints:

Store #:	970	Permission Report (by )	user) USERNAME	MM/DD/YY	HH:MM:SS Page: 1
AD Signon * - Partial (	Frontier Display Na permission	Menu ame Code/Option	Menu Description		Parent Menu Code/Option
John.Smith	JOHN	EQ. 05 EQ. 09	Shipping and receiving menu Claims and settlements menu		
** end of rep	port **	EQ 15	Radio frequency functions menu		

### **Displaying or Printing Permissions by Menu**

Follow these steps to display and print permissions for a specific menu:

- **1.** From the Master Menu:
  - Type menu options **59/07/02**.
  - Press the Enter key after typing each option.





2. The Display User Permissions screen displays:

	Display User Pe	rmissions		970
Position to	(AD Signon)			
Type options, press Enter	. 5=Display			
	User P	rofile		
	Frontier	Initial		
Opt AD Signon	Display Name	Menu/Option		
	PAULS	EQ		
	PHIL	EQ		
	PRATIQUE	EQ		
	PRO	EQ		
	PROMO	EQ		
	QSECOFR	EQ		
	QSYSOPR	EQ		
	RACHELLE	EQ		
	RECEIVE	xx		
	RETURNS	0 6		
	RICK	EQ		
	SARA	EQ		
F3=Exit F11=Search by m	enu F12=Previou	s F14=Print all		
			e	3/14

- > Press the **F11** key.
- 3. The View Menu Permissions screen displays:

	Vie	w Menu Permissions	#: 970
Menu Code(?)/Opt	ion . :		
AD Signon *-Partial permis	Frontier Display Name <mark>sion</mark>	Permissions	
F3=Exit F12=Pr	evious F14=Pr	int	
			03/26

- > Type the **code** of the desired menu or menu option in the Menu Code (?)/Option field.
- Press the **Enter** key.

Example: If you want to see which users have access to any or all options in the Product Inventory Menu use code EE.

**Note:** If you do not know the menu code, type a **?**. The Select Menu Code window displays where you can select the appropriatemenu code from a list.





4. The list of all users with permission to access the specified menu or menu options displays:



- Press the **F14** key to print the list.
- 5. The Permission Report (by menu) prints:

Store #:	970	Perm	ission Report (by menui)	USERNAME	MM/DD/YY	HH:MM:SS Page:	1
Menu Code/0	Option .	. EE	PRODUCT INVENTORY MENU				
<u>AD Signon</u> *-Partial p	permissio	Frontier <u>Display Name</u> n	Permissions				
John.Smith Mary.Young		JOHN MARY	All All				
** end of r	report **						

### **Printing All Permissions**

Follow these steps to print a list of all permissions.

- **1.** From the Master Menu:
  - > Type menu options **59/07/02**.
  - > Press the **Enter** key after typing each option.





2. The Display User Permissions screen displays:



- Press the **F14** key.
- 3. The Permission Report (by menu) prints:

Store #:	970	Permission Report (all	users)	D	DEALER_1	1/02/18	11:44:47	Page:	1
AD Signon	Frontier Display Nam	e Menu Code/Option		Menu Description			Parent Menu Co	de/Opt	ion
	ANDREW	EQ 01 EQ 02 EQ 07 EQ 10 EQ 22 EQ 23 EQ 23 EQ 26	Sales ma Product Reports STORE AN MERCHAND AIM menu	inventory menu menu ALYSIS MENU ISING MENU					
	BETTY	EQ 01 * EQ 03 * DD 04 EQ 09 EQ 10 EQ 22 EQ 23 EQ 30 EQ 30	Signage Sales ma Computer Customer Claims a Reports STORE AN MERCHAND Signage Wook wit	menu inager menu i operator menu i returns menu ind settlements me menu ALYSIS MENU IISING MENU menu i Banasctiva Dackb	enu		E	Q 03	
	BOB	EQ 01 EQ 03 EQ 05 EQ 05 EQ 10 EQ 10 EQ 12 EQ 23 EQ 30 PI 20 PJ 02 PJ 03	Sales ma Computer Shipping Claims a Reports Radio fr MERCHAND Signage Locatior Work wit Maintair	in productive Dashb operator menu i operator menu i and receiving me menu equency functions ISING Menu menu History h Proactive Dashb Proactive Trigde	enu enu s menu poard et Class ers				



## Working With User Templates

A user template is a package of menu option permissions. It is a pre-defined set of authorized menu options that maybe granted to a user in a single step.

Frontier comes with many default user templates that work for most users in your Store. All default template namesstart with an asterisk. New user templates can be created by copying an existing template or by creating one from scratch.

### Adding a User Template by Copying Existing

A user template can be set up by copying an existing template. You can still make changes by adding or removingpermissions. Follow these steps to create a new user template by copying an existing template:

- **1.** From the Master Menu:
  - > Type menu options 59/07/05.
  - Press the **Enter** key after typing each option.
- 2. The Work with User Templates screen displays:



- > Type **3** in the Opt field beside the User template you want to copy.
- Press the **Enter** key.





3. The Copy User Template pop-up displays:



- > Type a **template name** in the New user template field.
- > Type a short template description in the Description field (optional).
- > Press the Enter key.
- 4. The new template displays in the list.
  - Type **8** in the Opt field beside the new template.
  - Press the **Enter** key.
- 5. The Work with User Template Permissions screen displays with a list of authorized menu options.
  - Type **4** to remove menu options.
- OR
  - Refer to the Authorize Individual Menu Options section for more information on adding options to the list.

### Adding a User Template from Scratch

If there is no default or custom template that suits the needs of the user, you can create a template from scratch. Follow these steps to create a template from scratch.

- **1.** From the Master Menu:
  - > Type menu options **59/07/05**.
  - Press the Enter key after typing each option.





2. The Work with User Templates screen displays:



- Press the **F6** key.
- **3.** The New User Template pop-up displays:



- > Type a **name** for the template in the User template field.
- > Type a **short template description** in the Description field (optional).
- Press the **Enter** key.
- 4. The new template displays in the list.
  - > Type 8 in the Opt field beside the new template.
  - Press the **Enter** key.
- 5. The Work with User Template Permissions screen displays with no existing permissions in the list.
  - > Refer to Authorizing Individual Menu Options for more information on adding individual menu options.





### **Changing a User Template**

Any custom template descriptions and permissions can be changed but a default template (marked with an asterisk)cannot. When you change a template, the changes are immediately in effect.

**Note:** To change a template name, create a new template with the new name you want by copying it and deleting the oldtemplate.

### **Changing the Template Description**

Follow these steps to change a template description:

- **1.** From the Master Menu:
  - > Type menu options **59/07/05**.
  - Press the **Enter** key after typing each option.
- 2. The Work with User Templates screen displays:



- > Type **2** in the Opt field beside the template you want to change.
- Press the **Enter** key.
- 3. The Change User Template pop-up displays:
  - > Type the **new description** (over the old one) in the Description field.
  - Press the **Enter** key.
- 4. The new description is now in effect.





### **Changing the Template Permissions**

Follow these instructions to change the template permissions:

- **1.** From the Master Menu:
  - > Type menu options **59/07/05**.
  - > Press the **Enter** key after typing each option.
- 2. The Work with User Templates screen displays:



- Type **8** in the Opt field beside the template you want to change.
- Press the **Enter** key.
- 3. The Work with User Template Permissions screen displays with a list of current permissions.
  - > Refer to the Authorizing Individual Menu Options section for more information.

**Note:** The Authorizing Individual Menu Options instructions refer to the Work with User Permissions screen but when workingwith template permissions, the screen that displays is the Work with User Template Permissions.





### **Deleting a User Template**

Any custom templates can be deleted but a default template (marked with an asterisk) cannot. When a template

loaded into a user profile is deleted, the deletion has no effect on the user's permissions. Follow these steps to delete auser template.

Note: The template is simply a package that you can apply to a user.

- **1.** From the Master Menu:
  - Type menu options **59/07/05**.
  - Press the **Enter** key after typing each option.
- 2. The Work with User Templates screen displays:



- Type **4** in the Opt field beside the template you want to delete.
- Press the **Enter** key.
- **3.** The Delete User Template pop-up displays:
  - Type Y in the Delete user template X (where X is the name of the template) field.
  - > Press the Enter key.
- 4. The window closes and the template is removed from the list.





## **Default User Templates**

The following chart lists the default user templates that are built into Frontier, the level of access they have and examples of user roles in Stores that may use these templates.

Template	Level of Access	User Roles
ADMIN	When the user signs on, the Master Menu displays with access to ALLmenu options. Access to some of these options is controlled by an employee PIN.	<ul><li>Dealer</li><li>Computer Operator</li></ul>
AIM	When the user signs on, the Automated In-store Deal Management Menu (AIM) displays. This template includes authorization to access ALLoptions in this menu.	<ul> <li>Inventory Manager</li> </ul>
TASKRET	When the user signs on, the Floor Inquiry screen displays. From this screen, the user can press any of the function keys displayed at the bottom of the screen. The user can also press the ESC key to display apop-up menu with the following options: 01 Floor inquiry 02 Add rain checks 03 Clock in and out 04 Work with customer returns 05 Reprint customer returns vouchers06 Work with signage by product	Customer Service Desk Employees
TASKINQ	07 RF Signage request When the user signs on, the Floor Inquiry screen displays. From this screen, the user can press any of the function keys displayed at the bottom of the screen. The user can also press the ESC key to display apop-up menu with the following options: 01 Floor inquiry 02 Add rain checks 03 Clock in and out 04 Work with signage by product05 RF Signage request Access to some of these options is controlled by an employee PIN.	<ul> <li>General Floor Employees</li> <li>Anybody using the genericInquiry screen</li> </ul>



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INQUIRY	<ul> <li>When the user signs on, the Floor Inquiry screen displays. From this screen, the user can press any of the function keys displayed on the screen.</li> <li>Access to some of these functions is controlled by an employee PIN.</li> <li>Note: This template only gives access to the Inquiry Screen without the option to access the Task menu.</li> </ul>	<ul> <li>General Floor Employees</li> </ul>
ORDER	When the user signs on, the Master Menu displays with the following options: <b>01 Sales manager menu</b> 01/01 Inventory manager's inquiry 01/02 Floor inquiry 01/03 Sales so far today	<ul> <li>Inventory Manager</li> <li>Third Party Ordering Service</li> </ul>
	03 Computer operator menu 03/02 Date control menu 03/02/03 Maintain current date 03/04 Communications menu 03/04/25 Ww orders communicated by MQ 03/08 Operating system commands menu 03/08/02 Work with active jobs 03/08/02 Work with active jobs 03/08/08 Work with nightly job q. "NBATCH" 03/08/10 Work with Saturday night job queue 03/08/11 Work with Sunday night job queue 03/08/31 Display QSYSOPR messages 03/08/33 Work with all printers	
	<ul> <li>04 Ordering menu</li> <li>04/01 Calculate suggested reg. orders</li> <li>04/02 Work with orders</li> <li>04/03 Post orders to communications file</li> <li>04/06 Work with deals</li> <li>04/07 Work with automated promo updates</li> <li>04/08 Promo stock level menu</li> <li>04/08/01 Calc. promo order by cutoff</li> <li>04/08/02 Work with orders by date run</li> <li>04/08/10 Change promo SL parameters</li> <li>04/08/10 Change promo SL parameters</li> <li>04/08/30 Ww promo Analyze exclusion crit.</li> <li>04/08/31 Ww promo automatic posting crit.</li> <li>04/08/32 Ww promo stock level defaulting</li> <li>04/08/33 Ww B2B promo SL multipliers</li> <li>04/10 Ordering parameters menu (ALL)</li> <li>07 Product inventory menu</li> <li>07/01 Work with store product info.</li> <li>07/02 Work with order. product info.</li> <li>07/03 Set prim. supply fac. for products</li> <li>07/34 Work with comments by prod. Group</li> <li>07/35 Work with prepacks</li> </ul>	


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	<ul> <li>10 Reports menu</li> <li>10/01 Work with management reports</li> <li>10/04 Work with reporting options</li> <li>10/23 Print ordering parameter analysis</li> <li>22 Store Analysis menu (ALL)</li> </ul>		
POWERUSER	When the user signs on, the Master Menu displays with access to ALL menu options except 59 (Security Menu).	•	Store Managers Department Managers
RECEIVING	<ul> <li>When the user signs on, the Master Menu displays with the following options:</li> <li>05 Shipping and receiving menu (ALL)</li> <li>09 Claims and settlements menu (ALL)</li> <li>15 Radio frequency functions menu (ALL)</li> <li>This template includes authorization to access all options in these menus. Access to some of these options may be controlled by an employee PIN.</li> </ul>	•	Receiving Manager Adjusting/Shipping/Recei ving Employees
RETURNS	<ul> <li>When the user signs on, the Master Menu displays with the following options:</li> <li>06 Customer returns menu</li> <li>09 Claims and settlements menu</li> <li>This template includes authorization to access all options in these menus. Access to some of these options may be controlled by an employee PIN.</li> </ul>	• (	Customer Service Desk Employees
RF	<ul> <li>When the user signs on, the RF Terminal Options menu displays with the following options:</li> <li>01 Inquiry</li> <li>02 Inventory Audit</li> <li>03 Fill / empty bin</li> <li>04 File maintenance</li> <li>05 Display check digit</li> <li>06 RF Receiving</li> <li>07 Manual receipt</li> <li>08 Fill / from warehouse</li> <li>09 RF Signage request</li> <li>10 RF Fast Find Menu</li> <li>11 Access Logistics RF Menu</li> <li>12 RF receiving (full screen)</li> <li>13 Express</li> <li>14 Manage Containers</li> <li>15 RF ERI</li> <li>Access to some of these options is controlled by an employee PIN.</li> </ul>	•	General Floor Employees Filling Crew



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SIGNAGE	When the user signs on, the Signage menu displays. This template includes authorization to access all options in this menu.	Promo Employees
	Access to some of these options is controlled by an employee PIN.	





### Late Deal Claim

This section outlines the steps to complete a Late Deal Claim. With the Equity system, the Late Deal Claim tool was an external app that you had to purchase and install.

Frontier includes a program that automatically calculates the credit amount that you can claim for late arrival of dealmerchandise. All you need to do is enter the invoice number and truck arrival date. The program automatically lists items eligible for a Late Deal Claim based on the criteria specified in the Returns and Warranty manual. The program checks that the product is:

- Ordered in the on-time window.
- Not in product class 01-08 (tires are not eligible).
- Received on a truck that arrived on or after the deal start date.

For eligible products, the system generates a report that lists the products along with the claim amount. The calculation is (Invoice Cost x (Invoice Quantity - Shortage Claims)) x .10.

**Note**: Late Deal claims program cannot be used for orders submitted in a prior year or for orders submitted more than 180 (even when claims are eligible).

#### Completing a Late Deal Claim

To complete a Late Deal Claim, you must do the following:

- Print the Late Deal Claim Delivery Form.
- Attach it and a copy of the invoice to a completed Adjusta-Card.
- Send the Claim for processing.

Note: To access this menu, users must have the required level of permission set up in the 59 Security Menu.

Follow these steps to complete a Late Deal Claim.

**Note:** Before you begin, you must post the invoice with the late shipment (menu options 05/01/Opt. 10) and process the DealerClaims for that shipment (menu options 15/11/Opt. 2).

**1.** From the Master Menu:

- > Type menu options **15/21** or **09/21**. Both paths navigate you to the Late Deal Claims Menu.
- > Press the Enter key after typing each option.





**2.** The Late Deal Claims screen displays:

DGSLDR27F		Late Dea	Claims	Store #:	999
Enter Enter	invoice# arrival date .		(YYMMDD)		
F3=Exit	F10=Process Req	uest			

- Type the **invoice number** in the Enter invoice# field for the invoice that includes the deal items that were late.
- Press the **Enter** key.
- Type the **arrival date** in the Enter arrival date field which is the date the truck arrived.
- Press the **Enter** key.
- > Press the **F10** key.
- **3.** The system checks the deal file and invoices and identifies the items that were received late, calculates the totals and creates a PDF of the Late Deal Claim Delivery Form.

If there are products in the invoice that are eligible for a Late Deal Claim:

- A print job called DGSLDRRPT submits.
- The job to print the report has been submitted message displays at the bottom of the screen.

If there are <u>no</u> products in the invoice that are eligible for a Late Deal Claim:

• A window displays indicating no records were found.





4. Press the F10 key from any menu to display the Store reports.

5. The Work with Print Output screen displays in a new browser tab:

	Work with Print Output									
Report Name		Report ID		User Name	Job	All printers 💠 💿 show 🔾 hide		yyyy-mm-dd	- yyyy-mm-dd	Filter
	Report Name		Report ID	User Name	Job	AutoP / Printer	Pages	Size (MB)	Date	Link
	Shipment Contents		EQZQPFR	SHAWN		Yes PRINTER1	1	0.04	2021-05-31 12:40:24	
o	Late Deal Delivery Claim Form		LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	<b></b>
	Dealer Claims Sent to Home O	ffice	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	<b>20 20 20</b>
	Summary Exception Report		EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	

- Find the file named Late Deal Claims.
- Click on the **icon** of the format (PDF, TXT or CSV) you want to download.
- 6. The Late Deal Delivery Claim Form displays:

Late Deal Claim Delivery Form Réclamations – retard de livraison										
	Store/Magasin: 999 MM-DD-YYYY									
Invoice Number	Product Number	Purchase Number	e Order Quantity	Deal Number	Deal Year	Invoice Quantity	Claim Quantity	Product Cost	Extended Cost	
Numéro facture	Numéro article	Bon de o Numéro	commande Quantité	Numéro achat	Année achat	Quantité facture	Quantité réclamat.	Coût article	Coût étendu	
1438376	350214	40750	1	322	2016	1	1	\$53.84	\$53.84	
1438376	406928	40834	1	323	2016	1	1	\$53.36	\$53.36	
1438376	350214	40264	1	315	2016	1	1	\$53.36	\$53.36	
1438376	423267	40949	4	325	2016	4	4	\$7.79	\$31.16	
							То	tal:	\$191.72	
Claim/Réclamation:						\$19.17				

**Note:** The report is bilingual for French users.





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