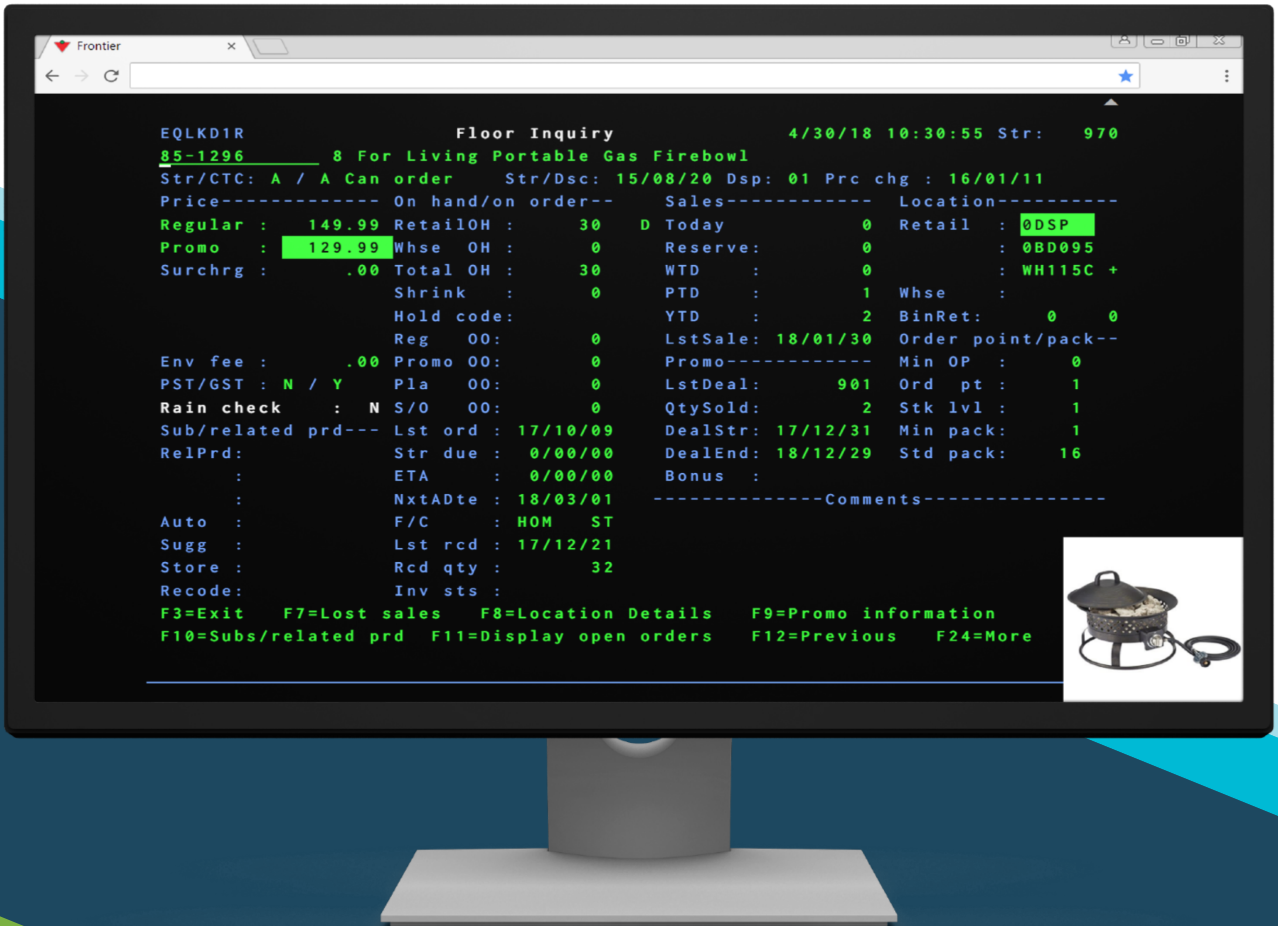
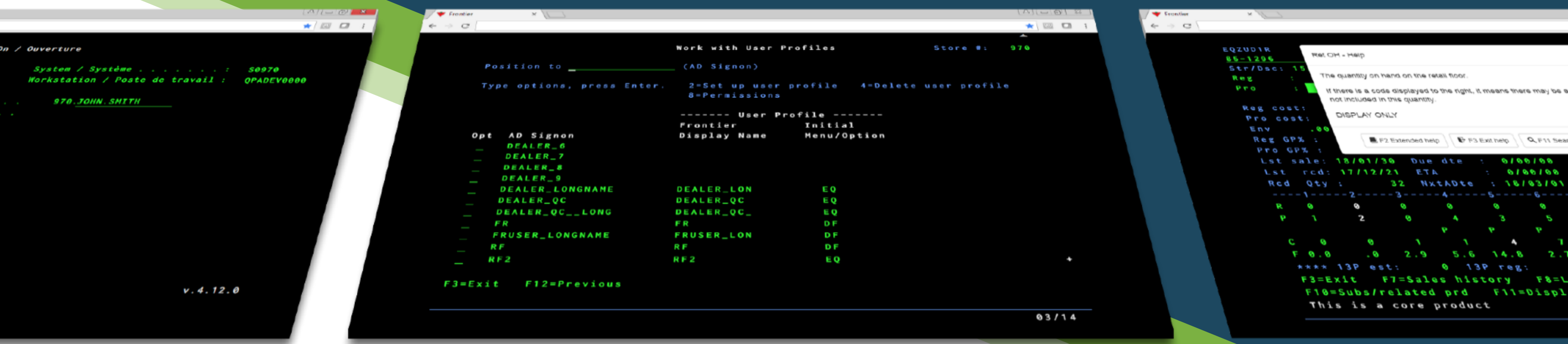
FRONTIER

COMPUTER OPERATOR REFERENCE GUIDE





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

Dealer Development & Learning

CANADIAN TIRE UNIVERSITY

Table of Contents

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 andaccessing 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:

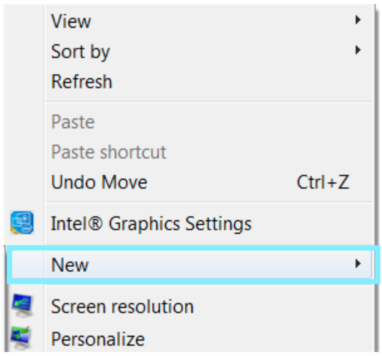
Adding the URL as a Desktop Icon

> **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:

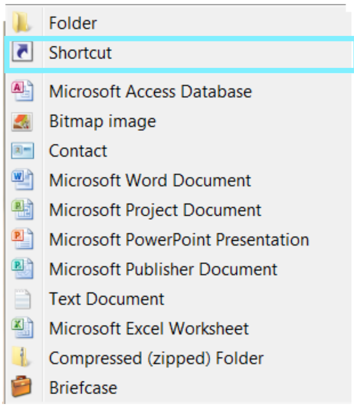
   - Right click on the **Desktop**.

2. A drop down menu displays:



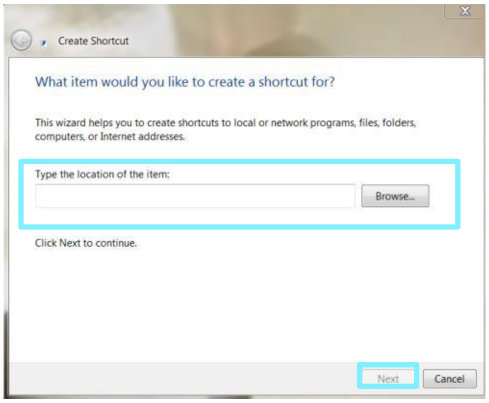
- Click on **New** from the drop down menu.

3. A sub-menu displays:



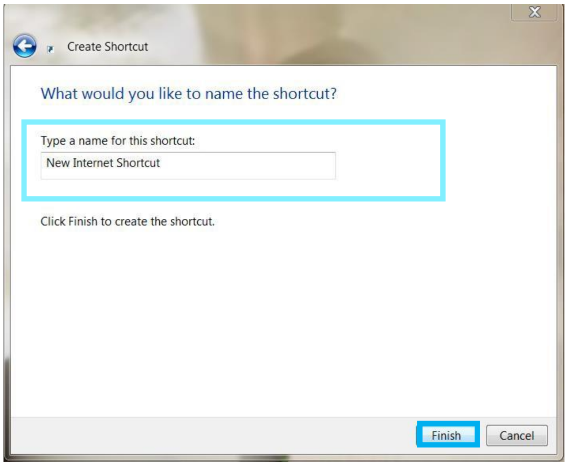
- Click on **Shortcut** from the sub-menu.

4. The Create Shortcut window displays:



- 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:



- 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:

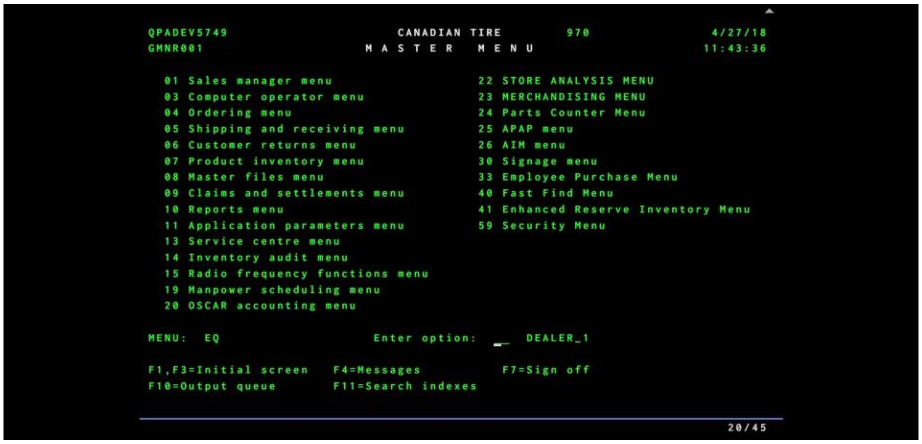
- Click in the **User/Utilisateur** field.
- Type your **Username**.
- Click in the **Password/Mot de passe** field.
- Type your **Password**.
- Press the **Enter** key.

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:

- Click on the **arrow** icon.

2. The toolbar displays:

- 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:
Copy selected text. Paste Next. Change settings such as display, picture, colour, etc. Work with macros (create or delete or run). Customize keyboard mapping. File upload. Display Pop-up Keypad.	1. Highlight the desired text using the cursor. 2. Press the **Ctrl + C** keys to copy text. 3. Press the **Ctrl + V** keys to paste text.

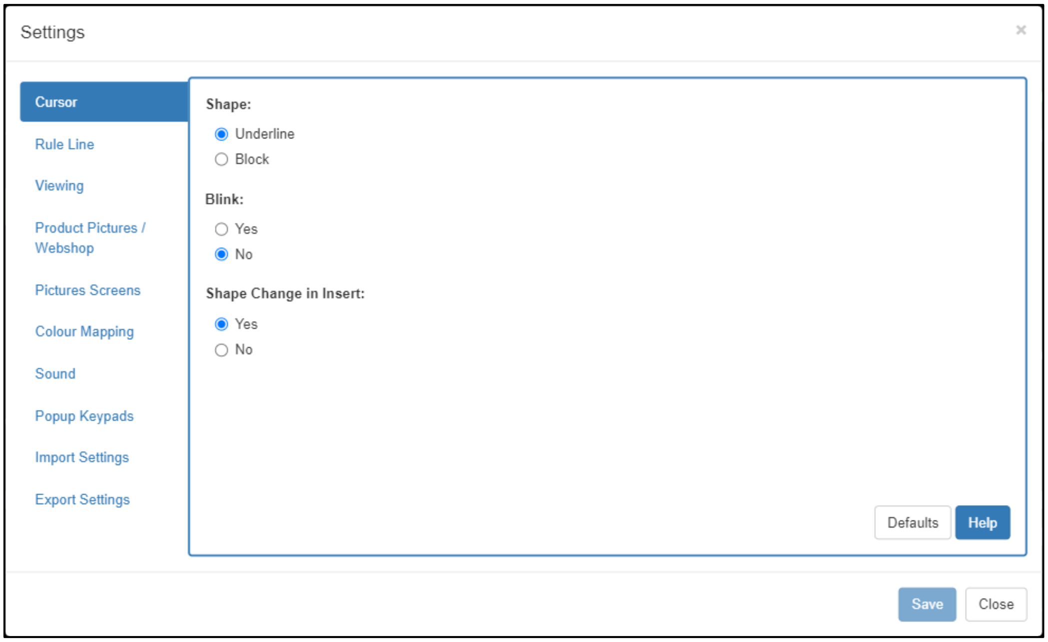
Note: Changes that are made to settings, macros and keyboard maps are saved under the User Profile in use and are in effect on any computer signed on to Frontier under that profile. The settings associated with your User Profile are in effect after signing on.

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

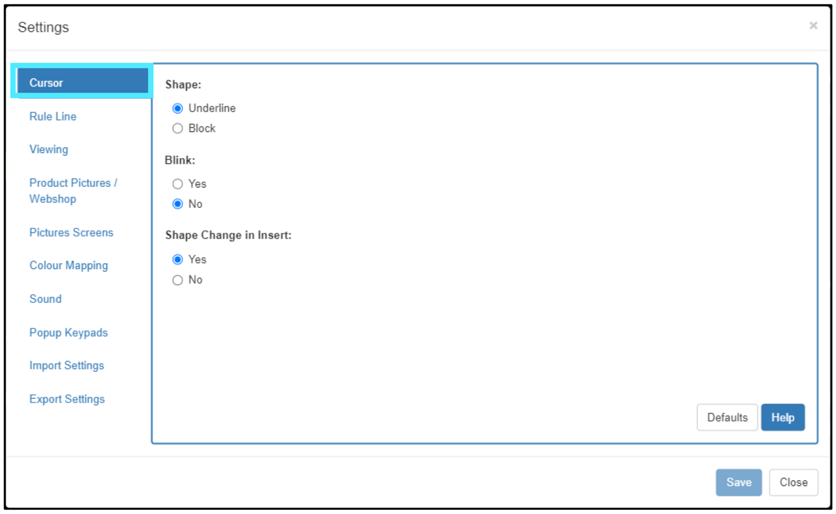
You can access the Settings Window from any screen in Frontier by clicking on Settings icon in the toolbar:



Changing the Cursor Appearance

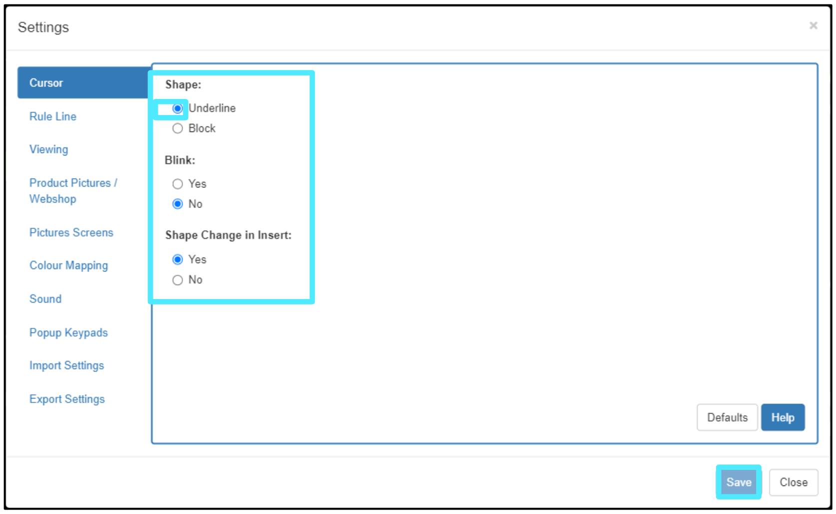
You can customize the cursor to display a different shape, turn blinking on or off and change the shape in Insert mode.Follow these steps to change the cursor settings:

1. From the Settings window:



- Click on **Cursor** from the list.

2. The Cursor window displays:



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

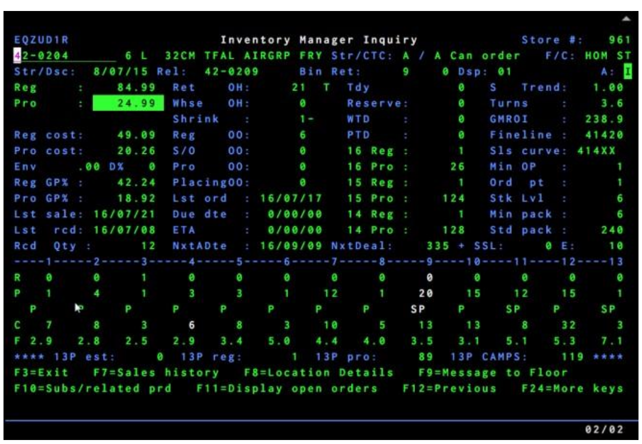
The following chart outlines the cursor options:

Shape	Blink	Shape Change in Insert
• Underline _ • Block █	• On (Displays a blinking cursor) • Off (Displays a non-blinking cursor)	• Yes (The cursor changes shape when the keyboard is in insert mode). **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 ■ icon. • No (The cursor does not change shape whenthe keyboard is in insert mode).

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:

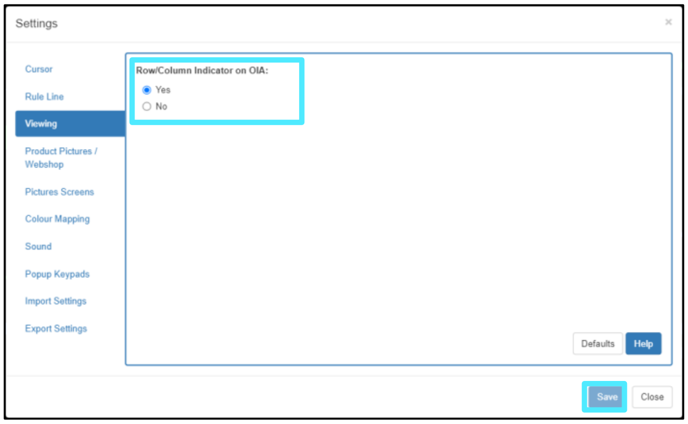


- Click on the **Settings** icon on the toolbar.

2. From the Settings window.

- Click on **Viewing** from the list.

3. The Viewing window displays:



- 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.

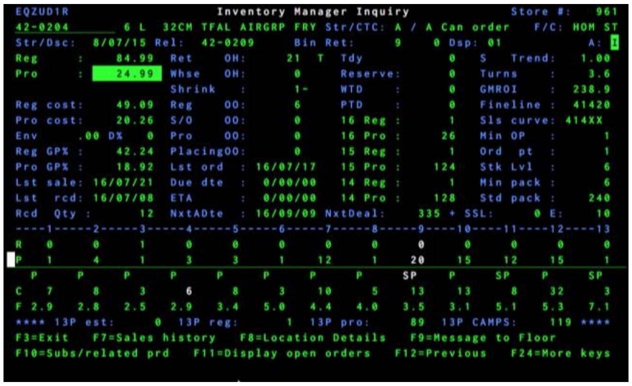
2. The Rule Line window displays:

- 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:

Horizontal



Vertical

Crosshair

Adding/Removing Product Pictures

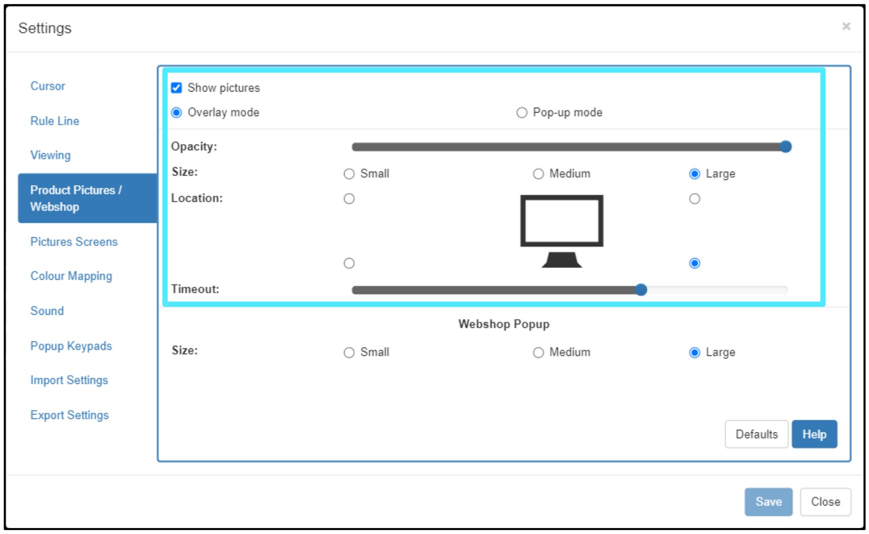
Product pictures can be added to screens that display product information such as the Inquiry or Analyze screens.The product pictures display automatically unless the settings are adjusted. Follow these steps to add or remove product pictures:

To adjust product pictures:

1. From the Settings window:

   - Click on **Product Pictures** from the list.

2. The Product Pictures window displays:

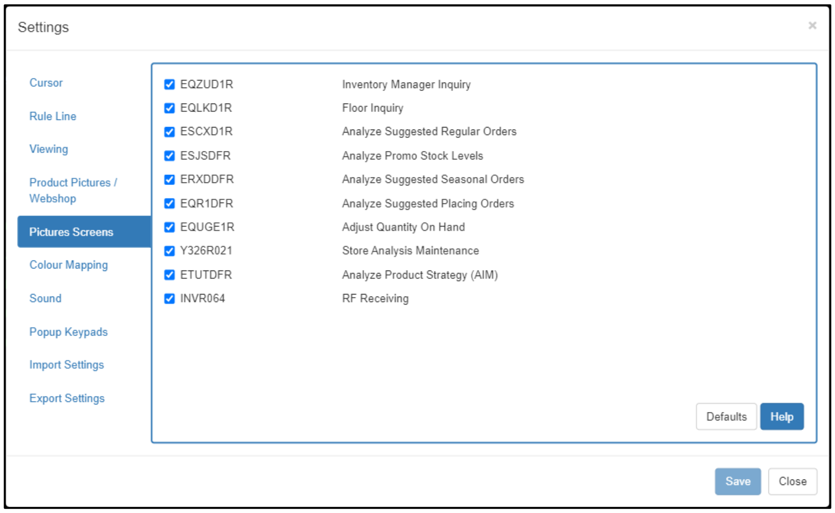


- Click in the **Show Pictures** checkbox to select your options.
- Click on the **radio** button to select your preferred options.
- Click on the **Save** button to save the settings.
- Click on **Pictures' Screens** from the list on the Settings window.

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:



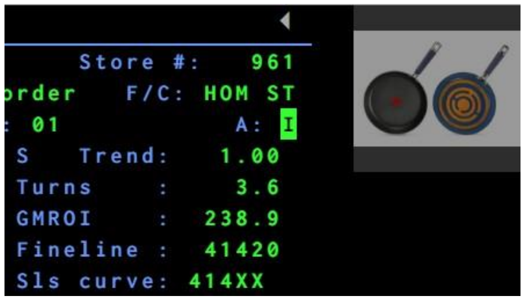
- Click the **checkboxes** beside the screen name to uncheck any screens that you do not want to display product pictures.

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.

<table>
<tr><th colspan="2">Picture Display Options</th></tr>
<tr><td>Show Pictures</td><td>
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.
</td></tr>
<tr><td>Overlay Mode</td><td>
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:


</td></tr>
<tr><td>Pop-up Mode</td><td>
Click on the radio button beside Pop-up mode to display a product picture in a separate window:


Note: You can move the picture anywhere on the screen. The picture in the window does not change when you display a new product.
</td></tr>
<tr><td>Opacity</td><td>
Click and drag the Opacity slider to choose the transparency of the product picture. The very left is the most transparent and the very right is opaque (least transparent).
Minimum Opacity

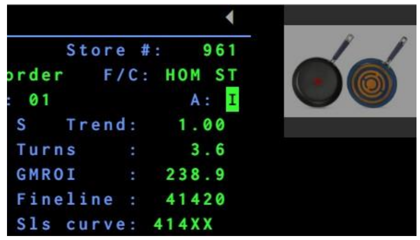

Maximum Opacity


</td></tr>
</table>

<table>
<tr><td>Size</td><td>

- Click on the **radio** button beside Small, Medium or Large to select the picture size.

Small



Medium

Large

</td></tr>
<tr><td>Location</td><td>

- 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.

Note: Once the picture displays, you can click and drag it to a different spot on the screen.

</td></tr>
<tr><td>Timeout</td><td>

- 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.

</td></tr>
</table>

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:

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

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.

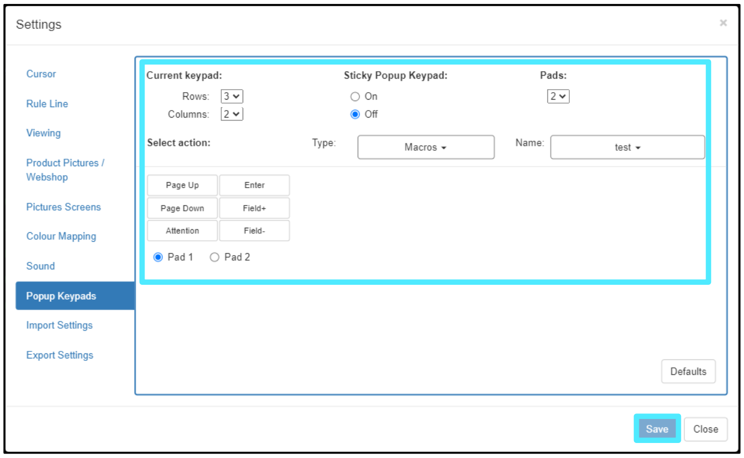
Note: To display the pop-up keypad, right click on any screen in Frontier or click on the **Pop-up Keypad** icon on the Frontier toolbar. You can move the keypad anywhere by clicking and dragging it to another part of the screen. Depending on your settings,the keypad may close automatically when clicking 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:



- 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 the keypad:	
Current Keypad	**Rows**: Select how manyrows of buttons you want in the pop-up keypad. **Columns**: Select how many columns of buttonsyou want in the pop-up keypad.
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:	
Type	▸ **Macros**: Executes the macros selected under theName field. ▸ **Functions**: Executes the functions under theName field.
Name	▸ Choose the macros or function that you want toexecute: ○ If you select Macros in the Type drop down,the Name drop down displays the macros that you can assign. ▸ If you select Functions in the Type drop down, the Name drop down displays the functions thatyou can assign. ▸ Click on the button you want to assign the actionto: ○ 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.
Pads	▸ The total number of pop-up keypads thatyou want to have.

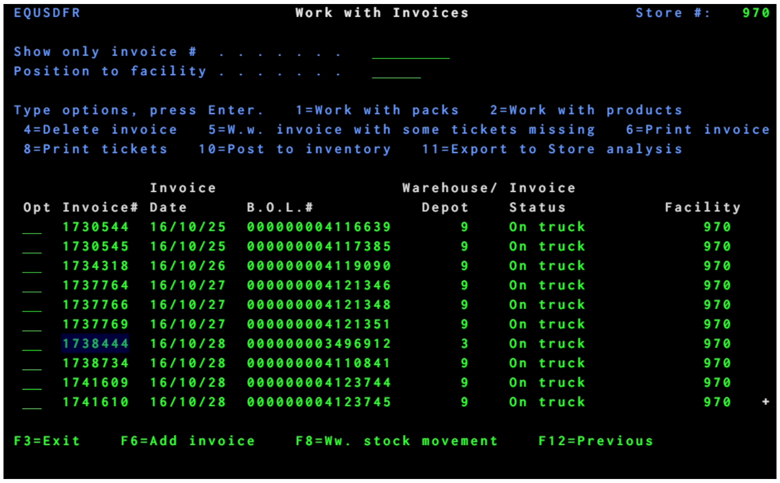
Copying/Pasting

The copy/paste functions allow you to copy and paste information from Frontier to another program and copy numbersfrom 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:



- 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:

- 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 thedirection 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:

- 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:

```
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  : 070L02
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   OO:      0    LstSale: 17/09/06  Order point/pack--
Env fee :     .00 Promo OO:      0    Promo-----------  Min OP  :    0
PST/GST : N / Y   Pla   OO:      0    LstDeal:     143  Ord  pt :    1
Rain check  : Y S/O   OO:        0    QtySold:       0  Stk lvl :    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 : 17/11/23  -------------Comments-------------
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 information
F10=Subs/related prd  F11=Display open orders  F12=Previous   F24=More keys
```

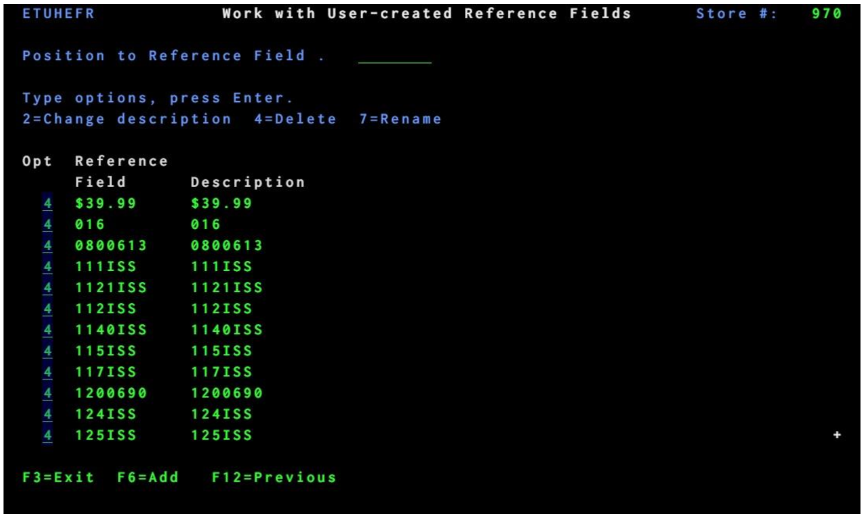
Note: When pasting, the font does not line up the way it does on the Frontier screen. To adjust this, change the font to LucidaConsole or Courier New. You can also remove the space between lines and reduce the font size.

```
EQLKD1R                 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   : 070L02
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   OO:        0    LstSale: 17/09/06  Order point/pack--
Env fee :       .00 Promo OO:        0    Promo------------  Min OP  :     0
PST/GST : N / Y     Pla   OO:        0    LstDeal:      143  Ord  pt :     1
Rain check    : Y S/O   OO:          0    QtySold:        0  Stk lvl :     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 : 17/11/23  --------------Comments---------------
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 information
F10=Subs/related prd  F11=Display open orders   F12=Previous   F24=More keys
```

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:



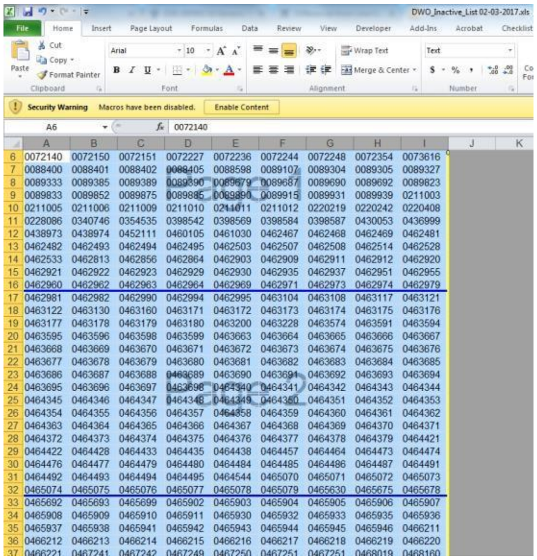
- Type the **option number** beside each item in the list.
- Select the **numbers**.
- Press the **Ctrl + C** keys simultaneously.
- Press the **Page Down** key.
- Insert the **cursor** in the first Opt field.
- Press the **Ctrl + V** keys simultaneously.

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.

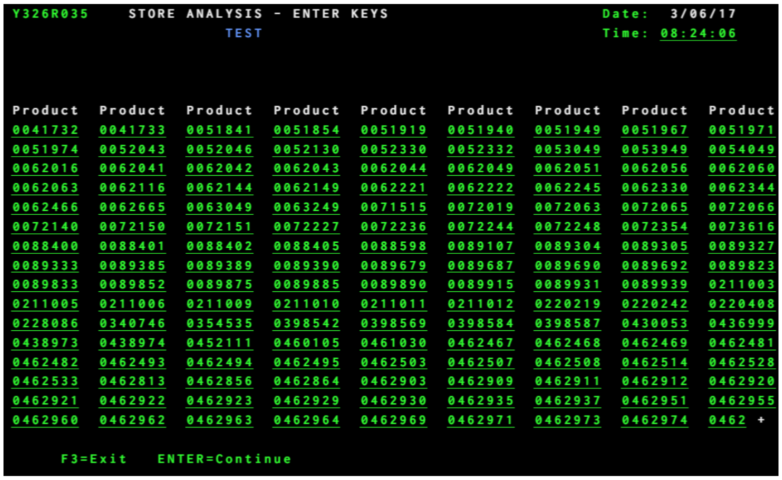
1. From the Frontier Master Menu:

- Type menu options **22/01/01**.
- Press the **Ente**r key after typing each option.

2. The Store Analysis - Enter Keys screen displays:

- Press the **Ctrl + V** keys simultaneously.

3. The fields populate with the pasted information:



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.

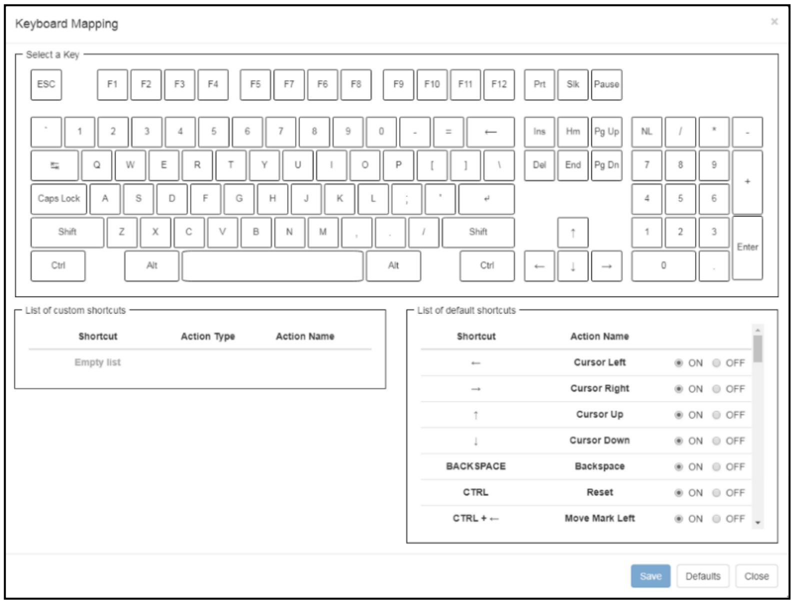
How to Create a Keyboard Shortcut

Follow the steps to create a custom keyboard shortcut:

1. From any screen in Frontier:

   - Click on the **Customize keyboard map**  icon.

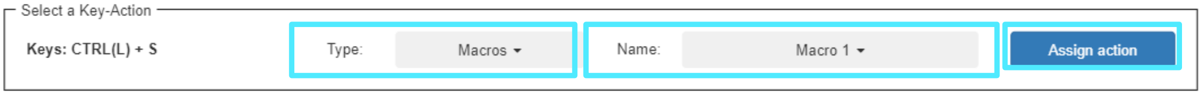
2. The Keyboard Mapping window displays:



- 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:



- 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 andrestore 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 shortcuts

Shortcut	Action Type	Action Name	
CTRL(L) + S	Macros	Macro 1	

- 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:

List of custom shortcuts

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

- 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:

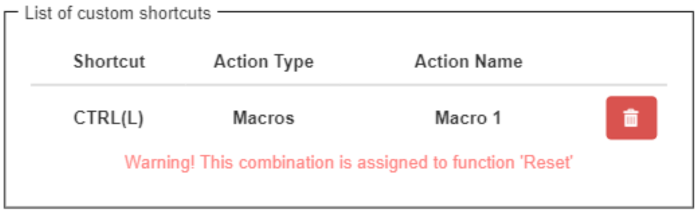
1. From the Keyboard Mapping window:

- 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:

Key	Function
/	Field + (Enter)
\	Field -

Other Recommended Shortcuts - Set to your Own Preferences

Key	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	Used for scheduling future orders on regular orders
Home	F15	Needed on some screens to get to F10
End	F10	Used for changing APO promo levels at a glance

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).

Key	Function	Comments
Shift + F11	F23	Needed on some Frontier screens to access additional functions
Shift + F12	F24	Needed on some Frontier screens to access additional functions

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	Android version 7 or higher
Android Smartphone	Android version 7 or higher

*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

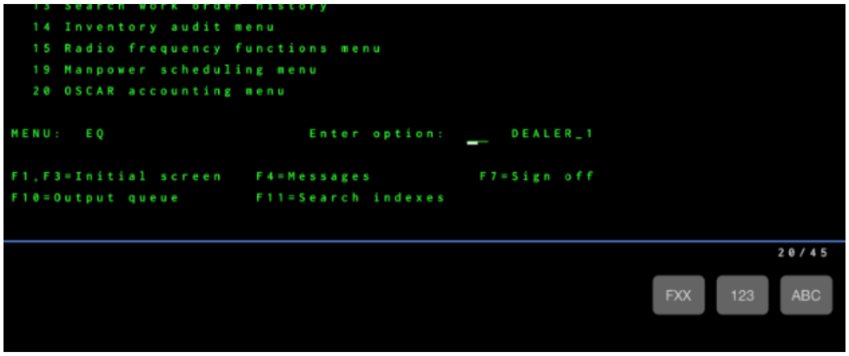
You must connect to a Wifi network that has access to your Store's Frontier system. Example: the 20Dealer08 network withinyour Store. Outside your Store you need to use Global Protect to connect. Refer to the Global Protect User Guide to set up this access.

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
3. **ABC Native Keyboard** – Displays the keyboard available on your device to allow numbers, letters and other characters.

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.

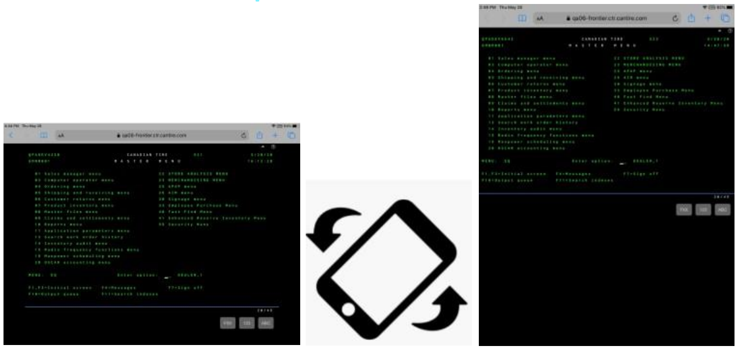
Numeric Keypad

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

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.

Portrait and Landscape Mode

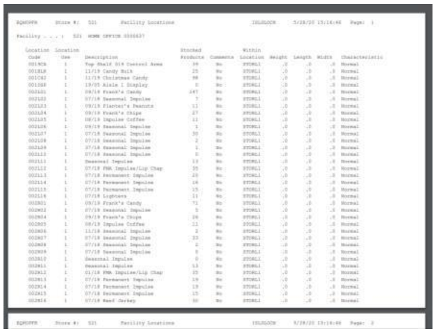


- Frontier displays both in portrait and landscape mode and auto-fits to your device's screen (Portrait mode is recommended so that less of the screen will be hidden when the virtual keyboard is displayed).

Physical Keyboard

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

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.

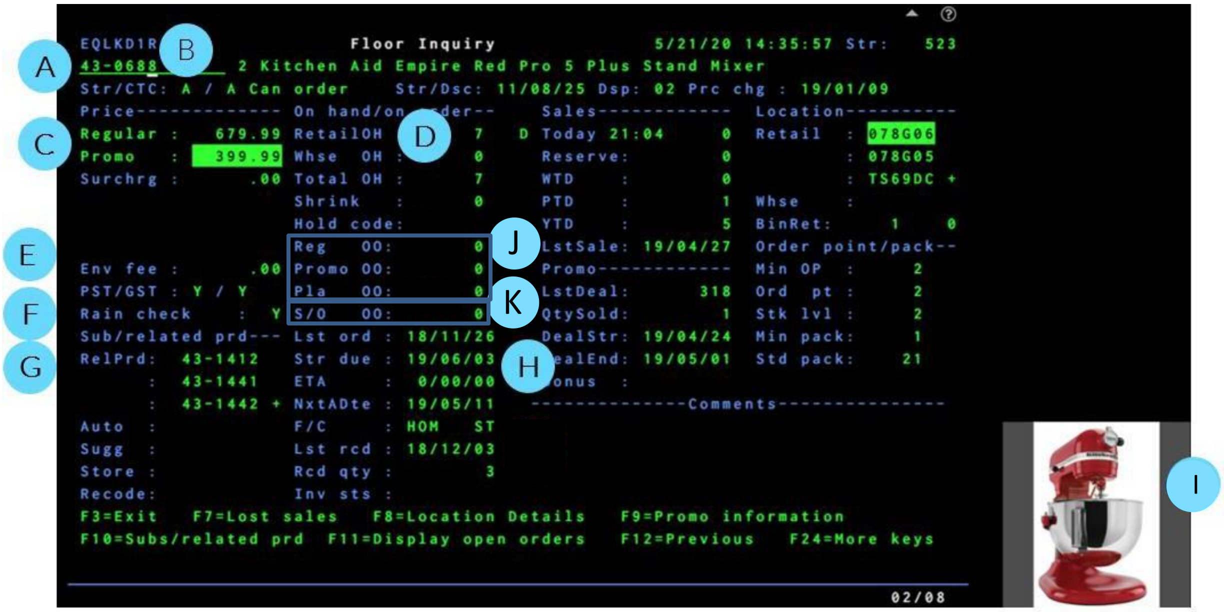
Floor Inquiry Screen

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.

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 theperson 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.

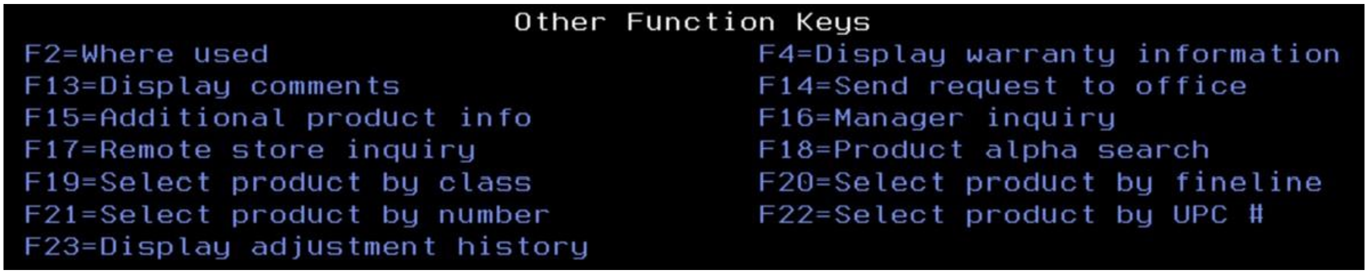
F10 = Substitutes and Related Products – Displays similar products the customer may be interested in if the current product is

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 thisfunction.

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.



Search

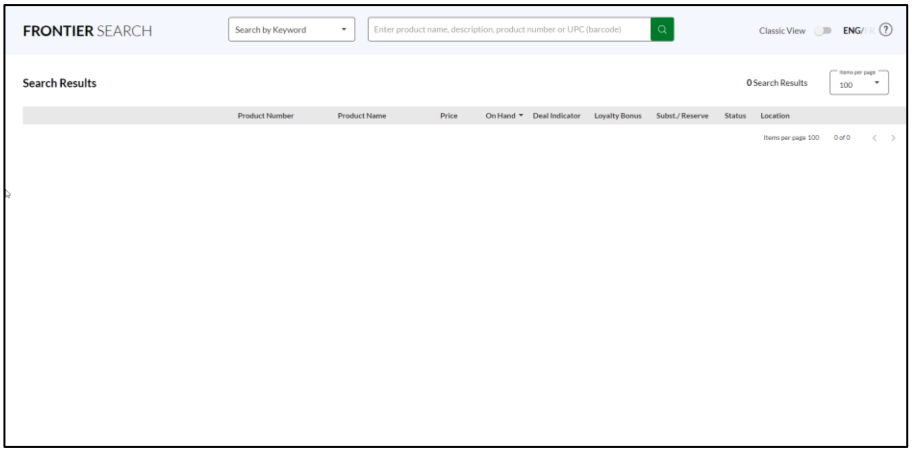
This document introduces you to Frontier Search. The Frontier search screen appears by default and has more information than the traditional Alpha search, but you can use either one of those product look-up options.

Accessing Frontier Search

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

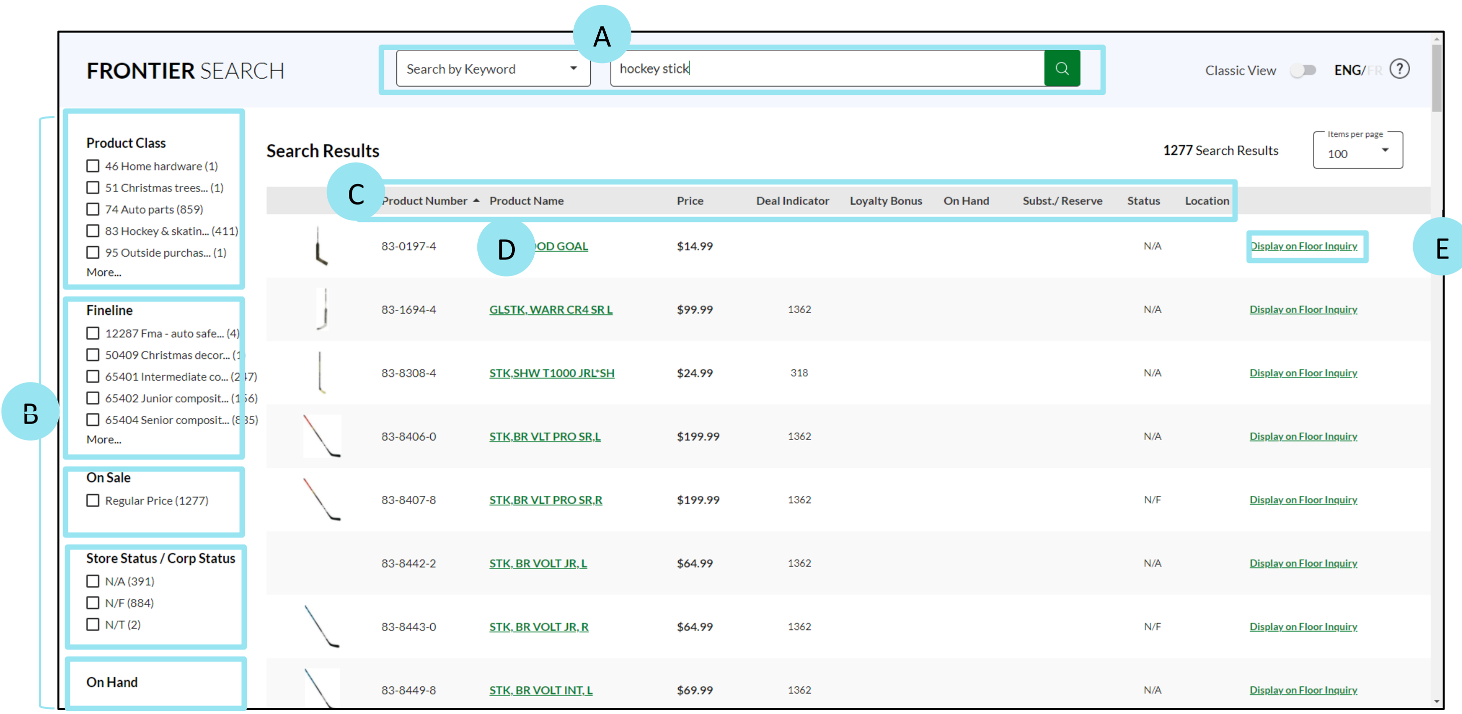
- Press **F18**.

2. The Frontier Search screen displays:



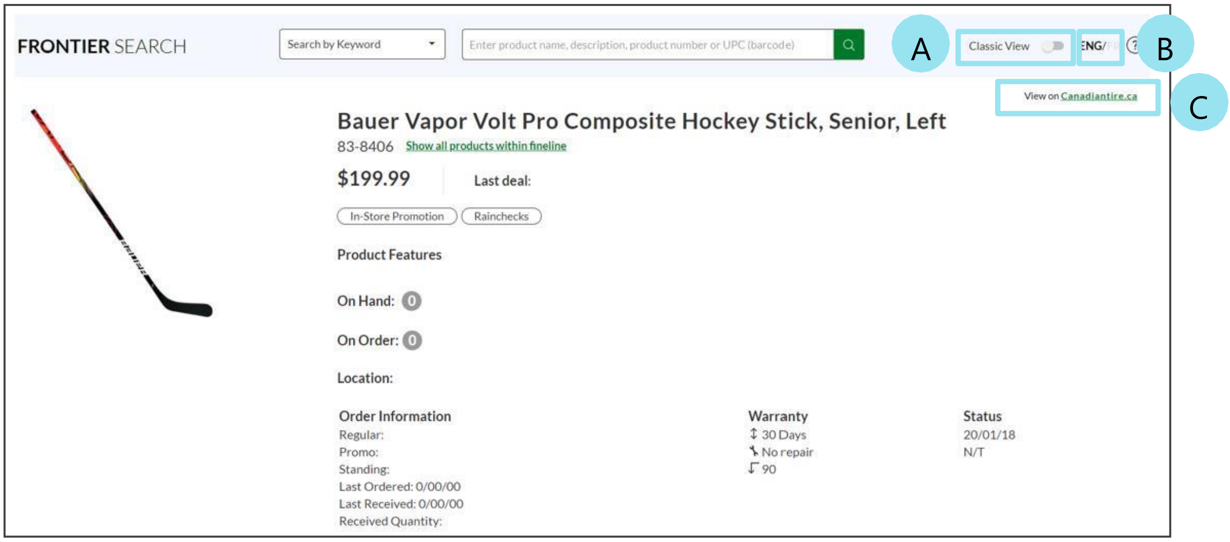
- Search by keyword or product number. Searches can include; product name, description, product number orUPC code.

3. The search results display:



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:



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:

- 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.

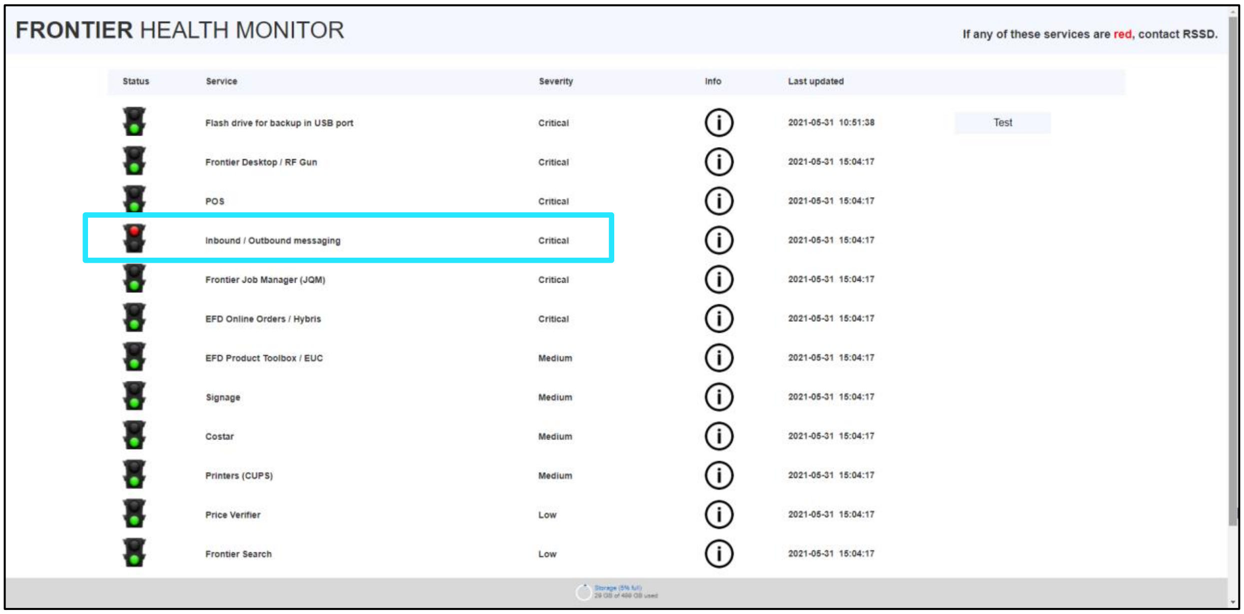
Note: The first time a job is run on your system, it will not show an ETA. On subsequent runs, the ETA is calculated by taking an average of the last 5 times the job was run. No ETA is shown when the job takes 1 minute or less. Once the expected time of completion is known, this shows how much time remains 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).

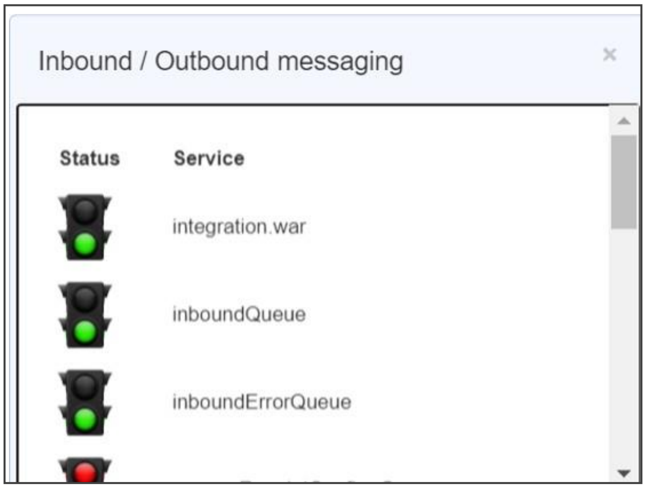
Accessing the Health Monitor Screen

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



- 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.

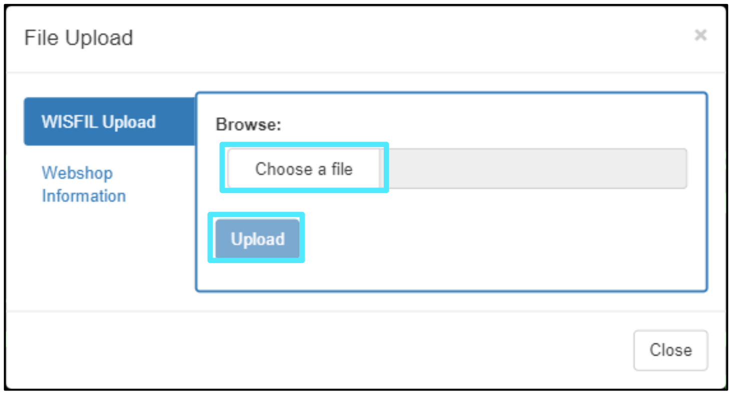
WISFIL Upload (Admin users only)

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:



   - 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.

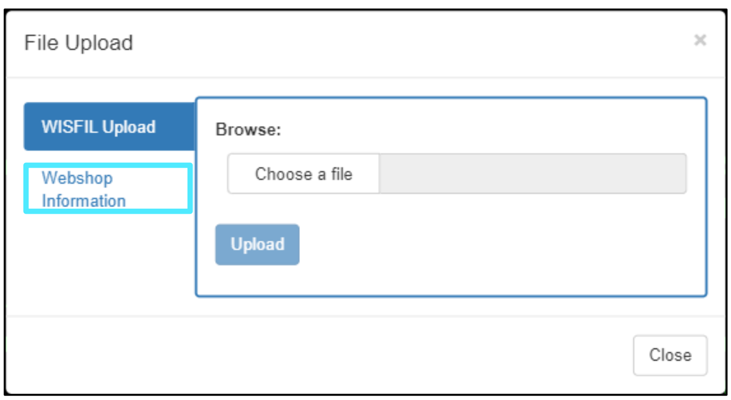
Enabling the Webshop Information Pop-up

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:

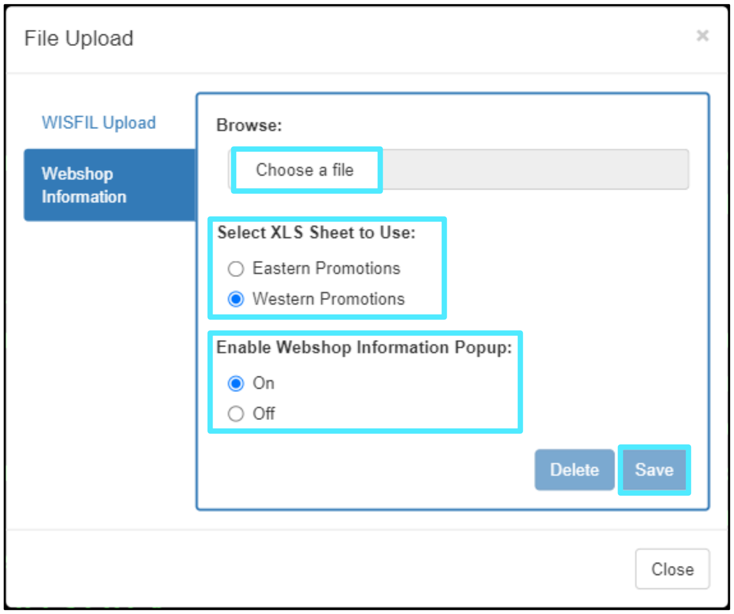
- Click on the File Upload icon in the toolbar.

2. The File Upload window displays:



- Click on **Webshop Information** from the list.

3. The Webshop Information window displays:



- 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.

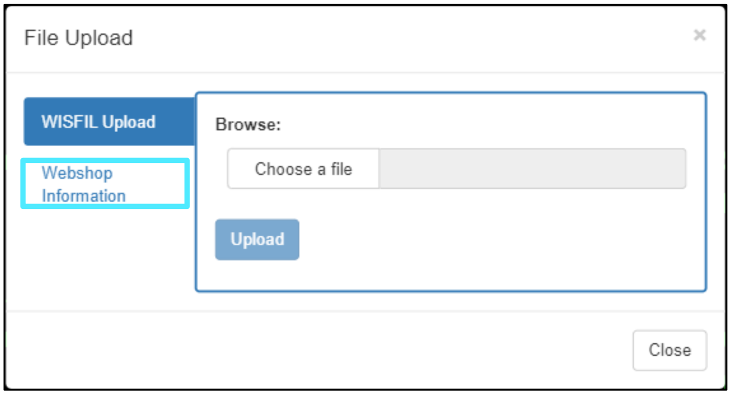
Disabling the Webshop Information Pop-up

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 onthe Inquiry or Order Analysis screens:

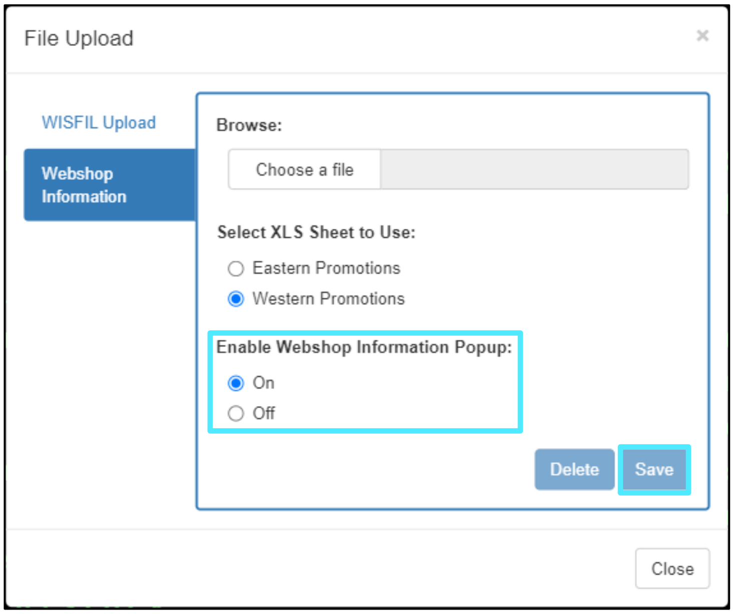
1. From any screen in Frontier:
   - Click on the **File Upload** icon in the toolbar.

2. The WISFIL Upload window displays:



   - 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.

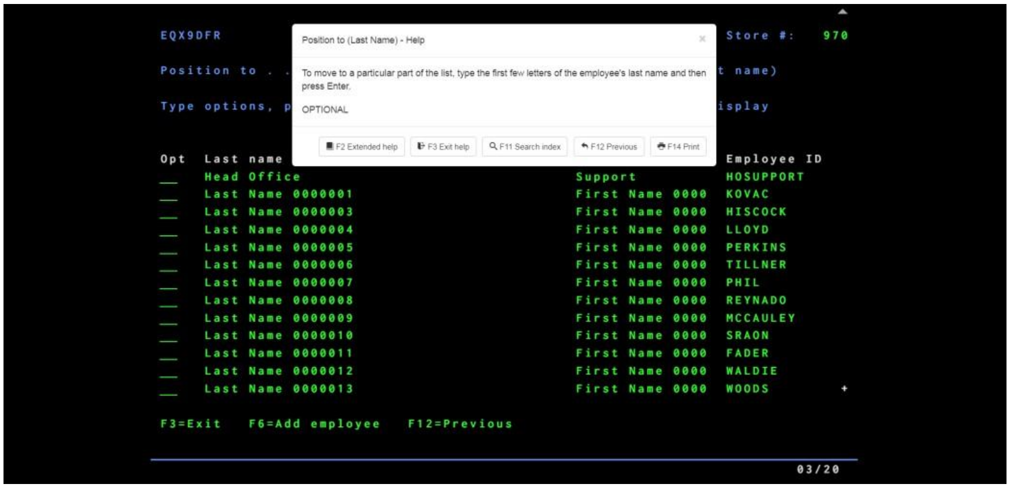
F1 Help

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:

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

2. The Help pop-up displays:



- Click on the **F3 Exit Help** button to close the pop-up.

OR

- Click on the **close** ✕ 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 examplesinclude: Paint, Housewares, and Customer Service. Frontier requires a specific workstation name for certain functions.

Assigning a Workstation Name and Setting up Frontier Workstations

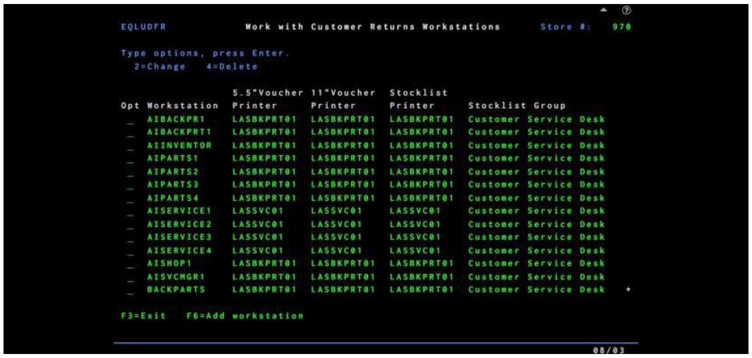
In Frontier, a workstation name must be assigned for anyone wishing to use the Customer Returns and Signage menusto enable printing. Workstation names need to be defined in advance before the user can access these programs.
The following section outlines the steps to create shortcuts, set up Workstation names for Customer Returns, Signageand Daily Sales Messages and the steps to send messages to Workstations.

Customer Returns

1. From the Master Menu:

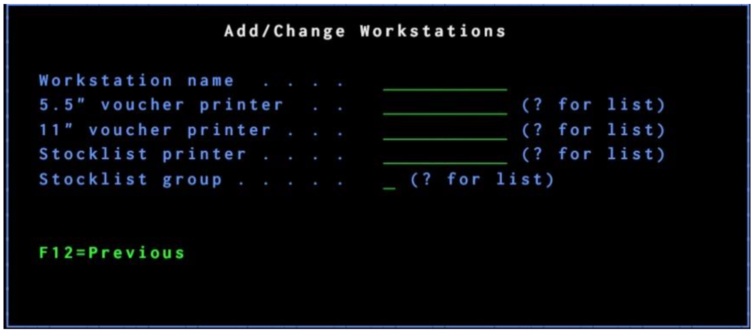
- Type options **06/09**.
- Press the **Enter** key after typing each option.

2. The Work with Customer Returns Workstations screen displays:



- Press the **F6** key.

3. The Add/Change Workstations pop-up window displays:



- 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 thecomputers 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.

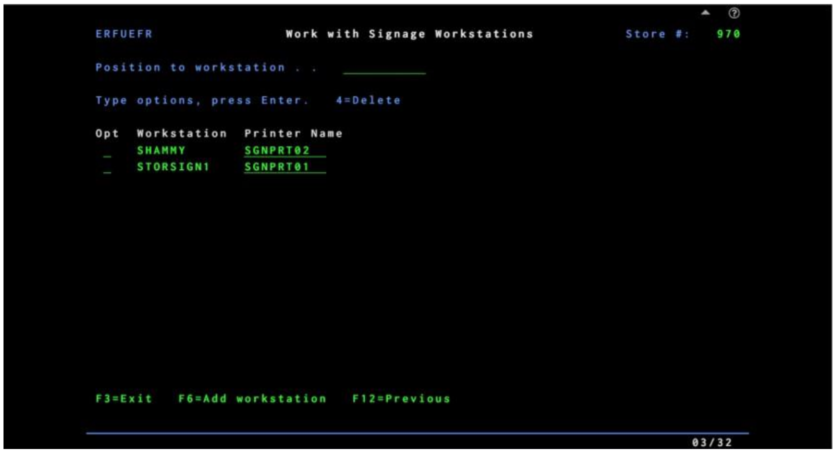
Note: If you created three shortcuts with different workstation names on the Customer Service computer, follow these steps for each of the workstation names entered in each shortcut.

Signage

1. From the Master Menu:

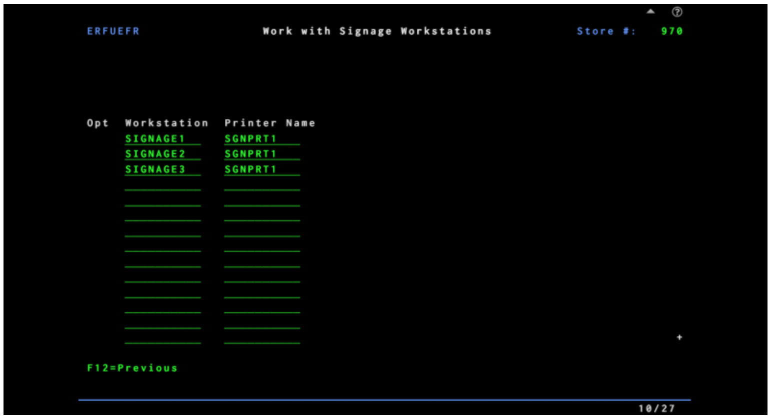
- Type options **30/43**.
- Press the **Enter** key after typing each option.

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:



- 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.

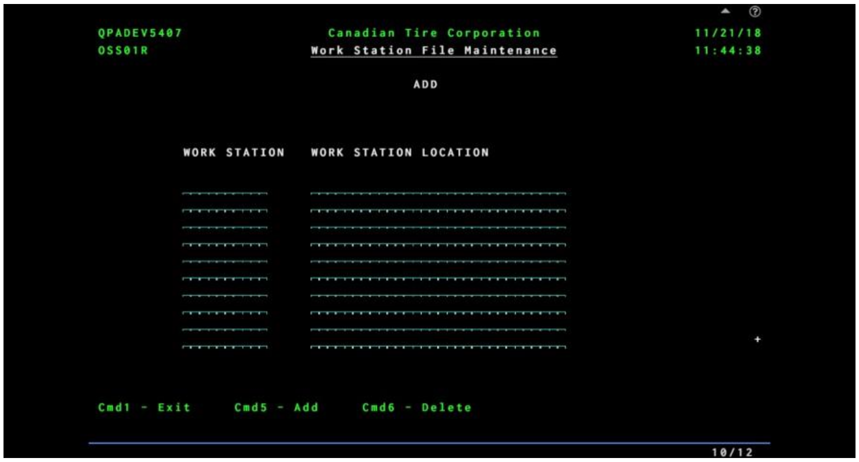
Best Practice: It is a good idea to assign the Daily Sales Messages to send to the Workstation where the first person would typically sign in. This allows any messages related to Daily Sales to be actioned immediately (i.e. Computer Operator, Dealer etc.).

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:



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.

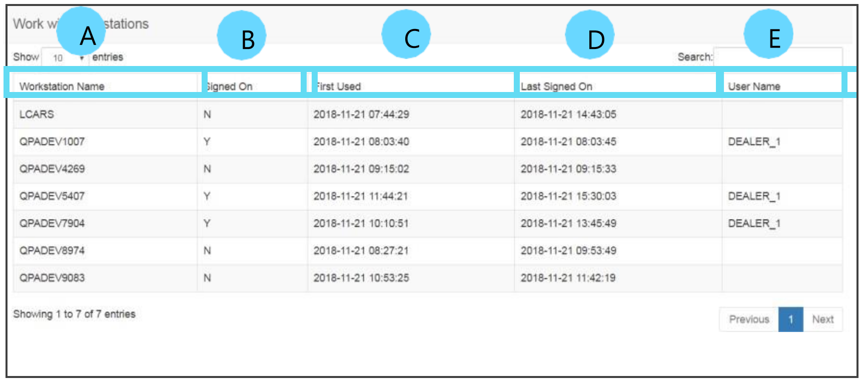
Viewing Who Is Signed On

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:



Workstation Name	Signed On	First Used	Last Signed On	User Name
LCARS	N	2018-11-21 07:44:29	2018-11-21 14:43:05	
QPADEV1007	Y	2018-11-21 08:03:40	2018-11-21 08:03:45	DEALER_1
QPADEV4269	N	2018-11-21 09:15:02	2018-11-21 09:15:33	
QPADEV5407	Y	2018-11-21 11:44:21	2018-11-21 15:30:03	DEALER_1
QPADEV7904	Y	2018-11-21 10:10:51	2018-11-21 13:45:49	DEALER_1
QPADEV8974	N	2018-11-21 08:27:21	2018-11-21 09:53:49	
QPADEV9083	N	2018-11-21 10:53:25	2018-11-21 11:42:19	

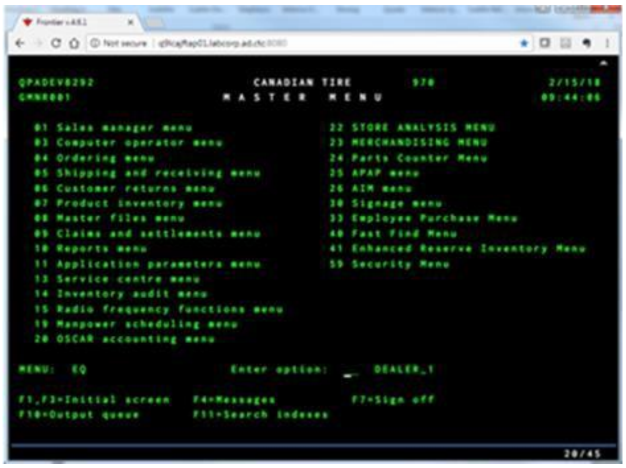
A. Workstation Name: Displays the name of the defined Workstations.
B. Signed On: Indicates a Y if a user is currently signed on and an N if no user is signed on.
C. First Used: The first time the user signed on to the Workstation.
D. Last Signed On: The most recent date and time of the last sign on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

Print Function

Working with Print Output

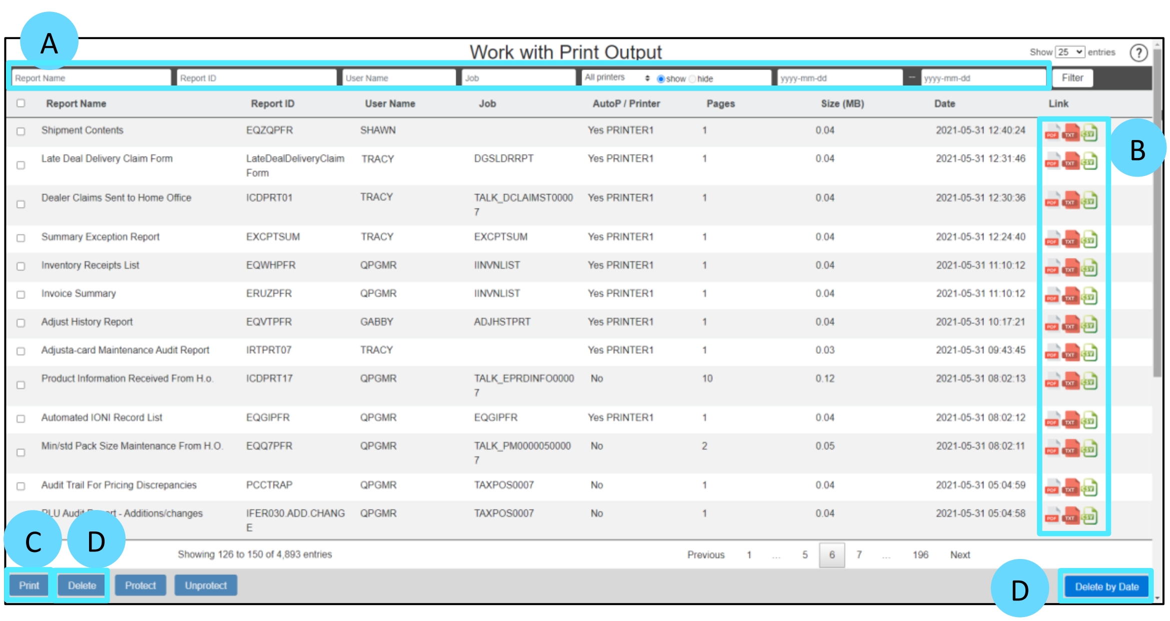
All reports created in your Store are listed on the Work with Print Output screen. You can display, print, save and deletethem. Follow these steps to access and work with reports generated in your Store:

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:



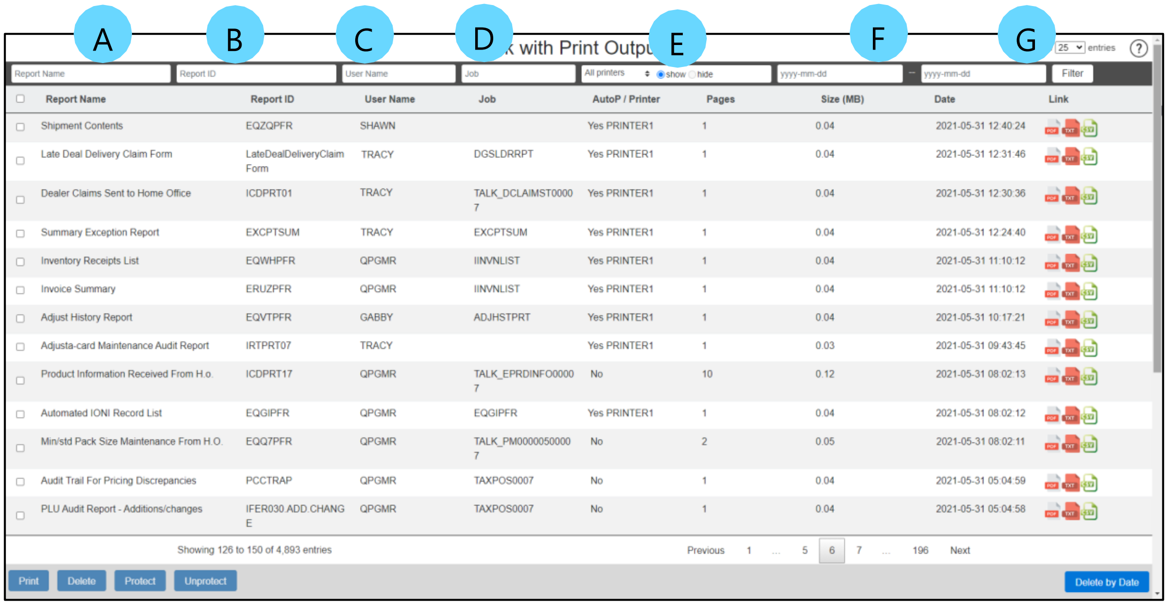
On this screen you can:

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

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:



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	
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	
Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	
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	
Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINFO0000 7	No	10	0.12	2021-05-31 08:02:13	
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	
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	

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.

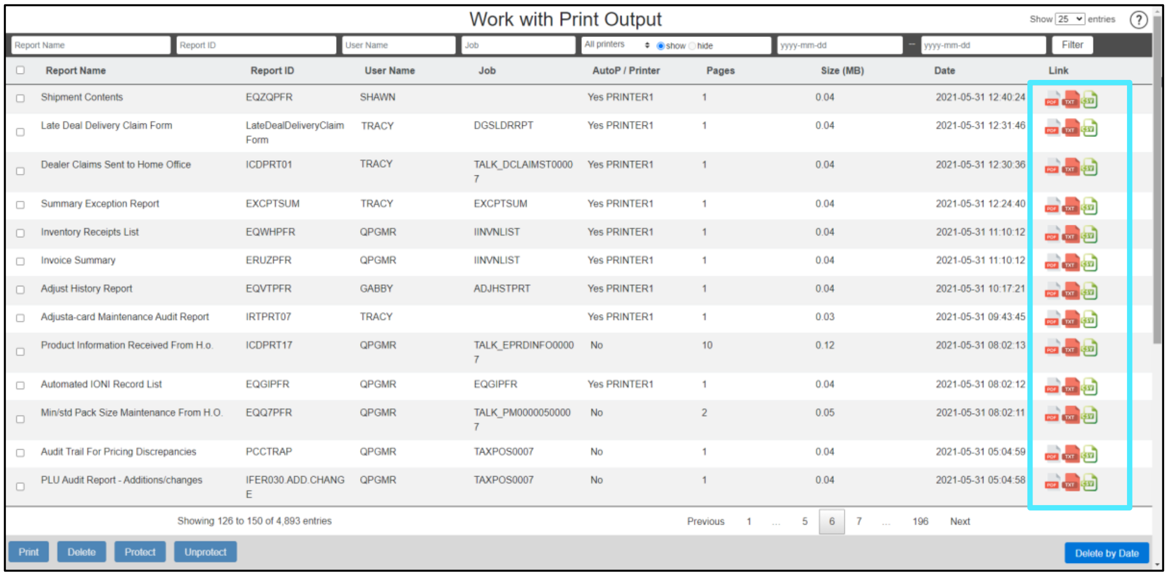
Note: The **Reset** button is a browser button. It is called Reload or Refresh in most browsers.

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:



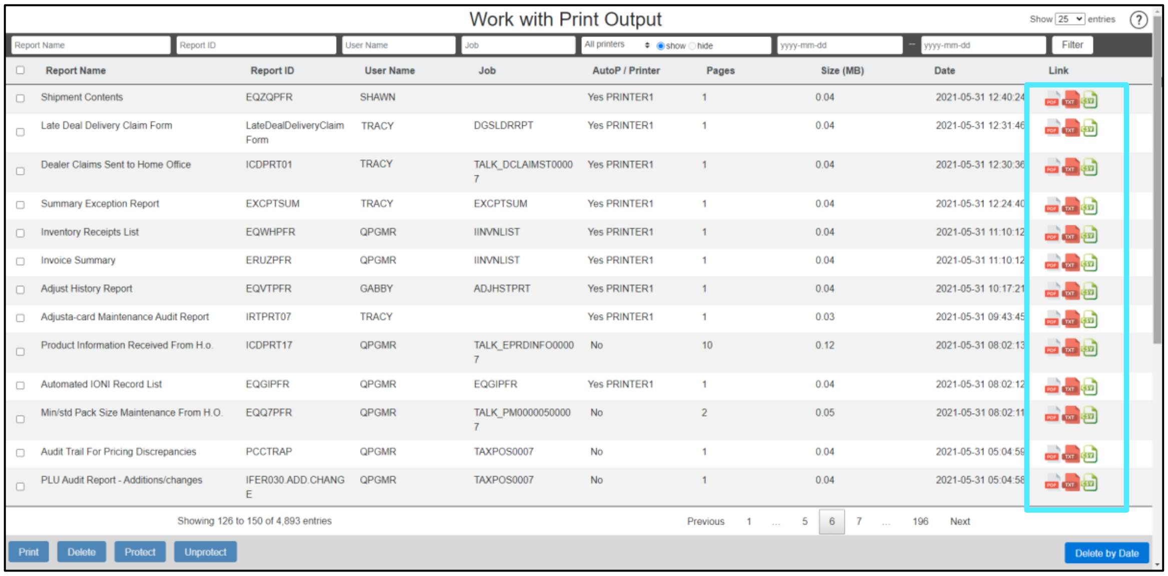
- Click on the **PDF/TXT/XLS** icon to view a report.
- If you clicked on PDF, the report displays in a new browser tab.

> **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:



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	
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	
Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	
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	
Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINFO0000 7	No	10	0.12	2021-05-31 08:02:13	
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	
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	

- 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.

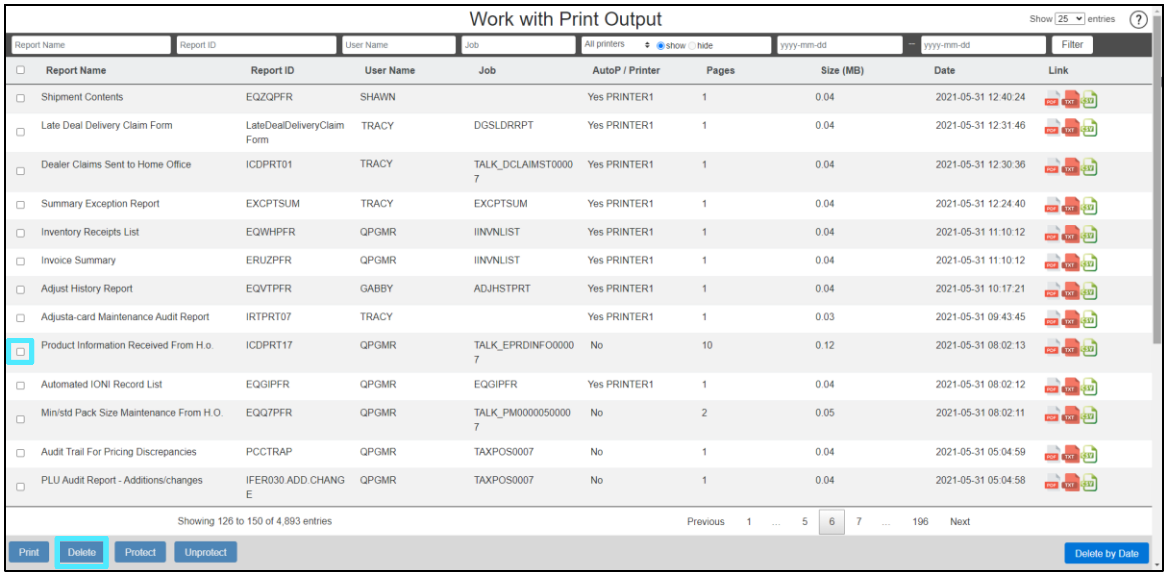
You can navigate to the folder and open the file instead of displaying it in a browser. The PDF version opens in AdobeReader, the TXT version opens in Notepad and the CSV version opens in Microsoft Excel.

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 Print Output

Show 25 entries

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	
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	
Invoice Summary	ERUZPFR	QPGMR	IINVNLIST	Yes PRINTER1	1	0.04	2021-05-31 11:10:12	
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	
Product Information Received From H.o.	ICDPRT17	QPGMR	TALK_EPRDINFO0000 7	No	10	0.12	2021-05-31 08:02:13	
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	
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	

Showing 126 to 150 of 4,893 entries

Previous 1 ... 5 6 7 ... 196 Next

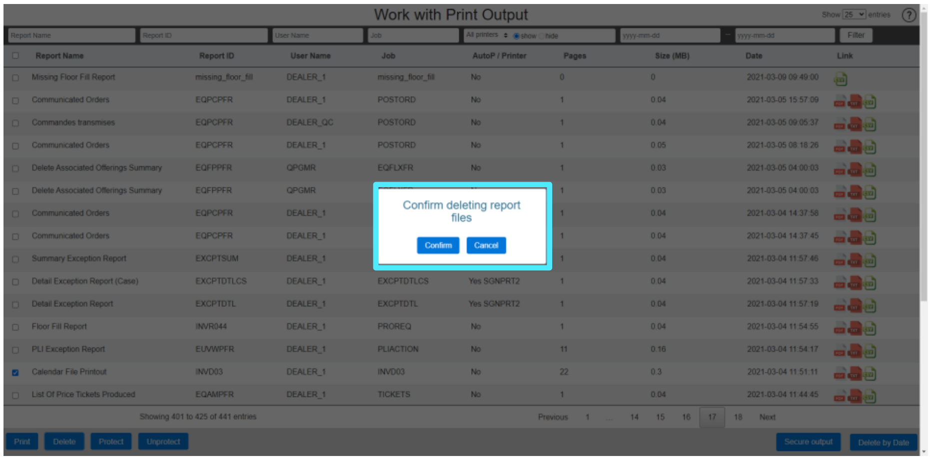
Print Delete Protect Unprotect Delete by Date

- 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:



- Click on the **Confirm** button to delete the report.

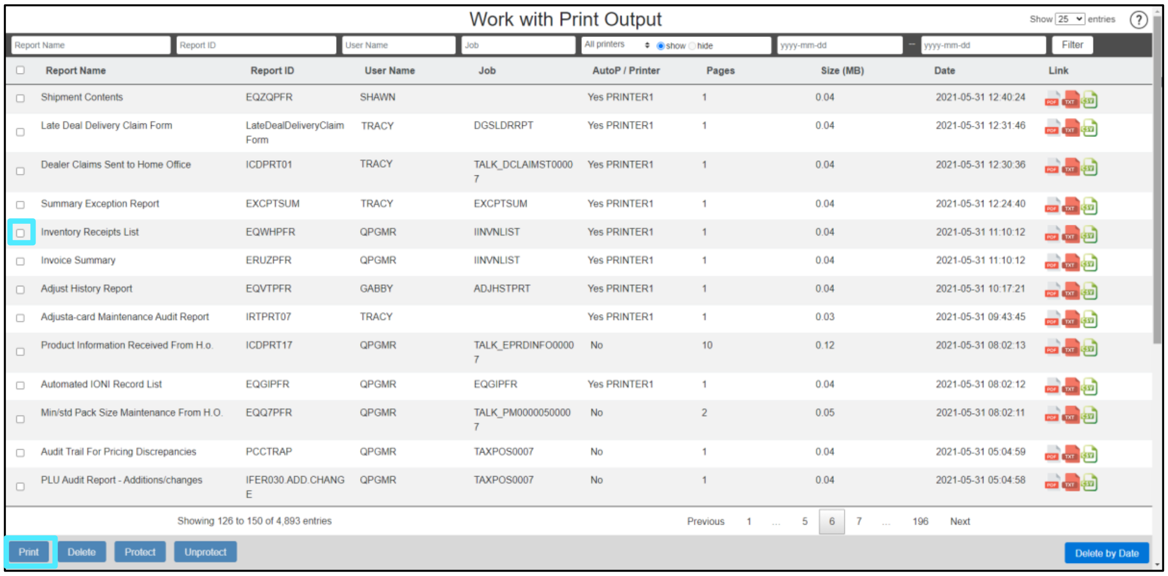
OR

- Click on the **Cancel** button to cancel.

Printing Reports

Follow these steps to print a report.

1. From the Work with Print Output screen:

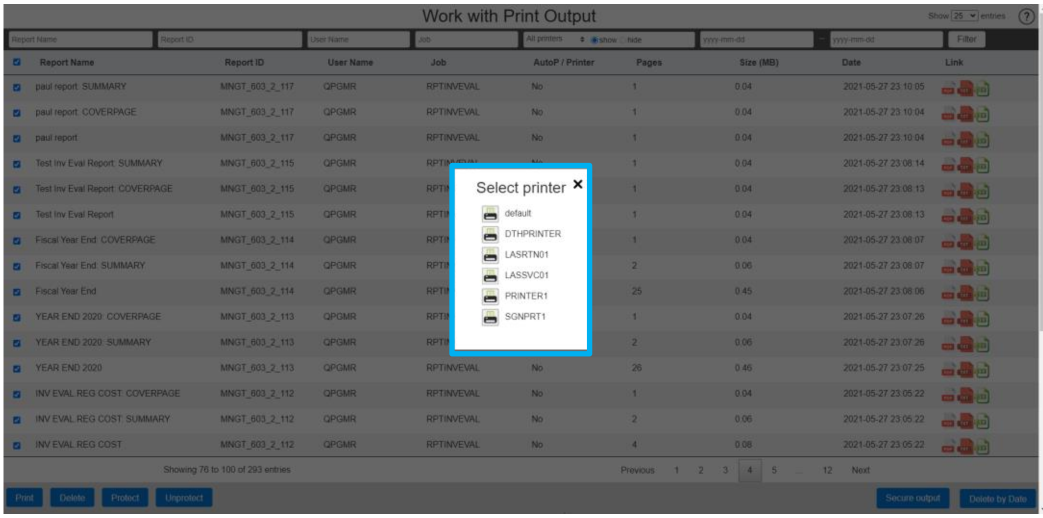


- Click the checkbox beside the report you want to print.
- Click on the **Print** button.

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:



- 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

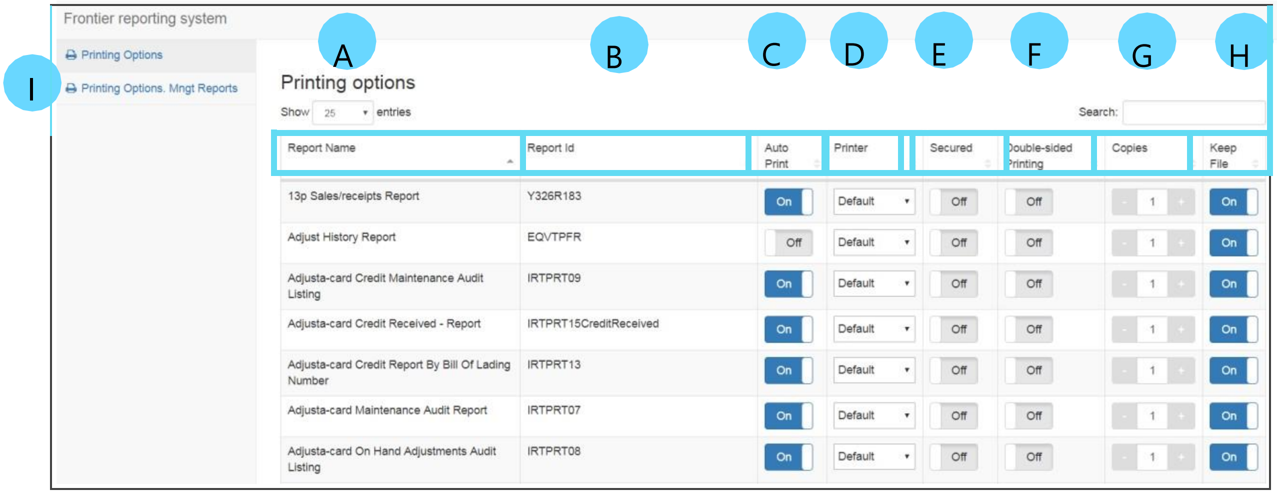
Only users with access to menu options 59/03 can change the report settings. This would typically only be ComputerOperators, Dealers or Senior Managers.

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:



- **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.

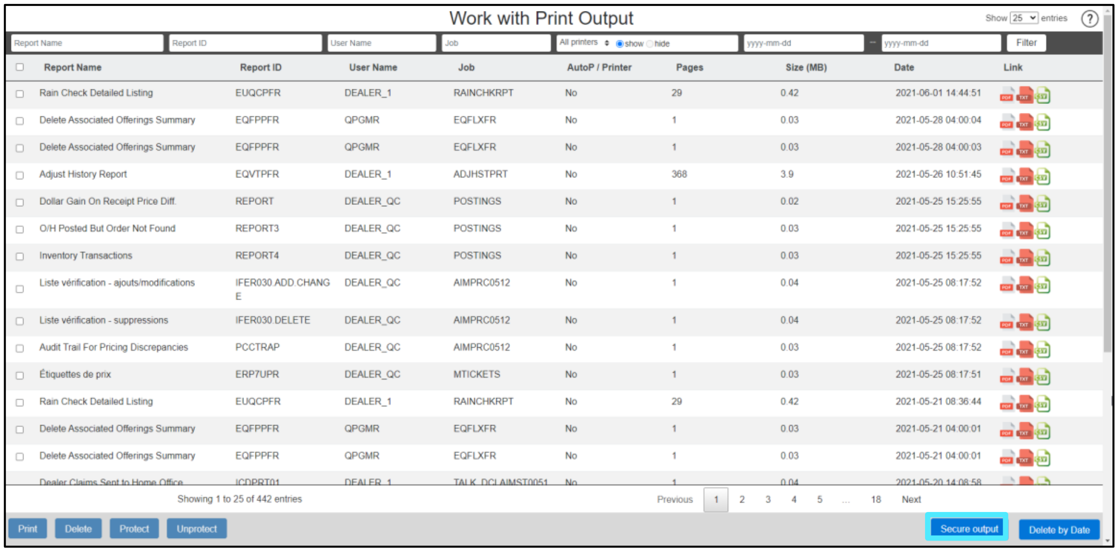
> **Note**: Only users set up to view Secure Output have the option to toggle between the Work with Print Output and Work withSecure Output screens. The Output screens for both look the same except for the additional button.

Accessing the Work with Secure Output Screen

1. From any menu:

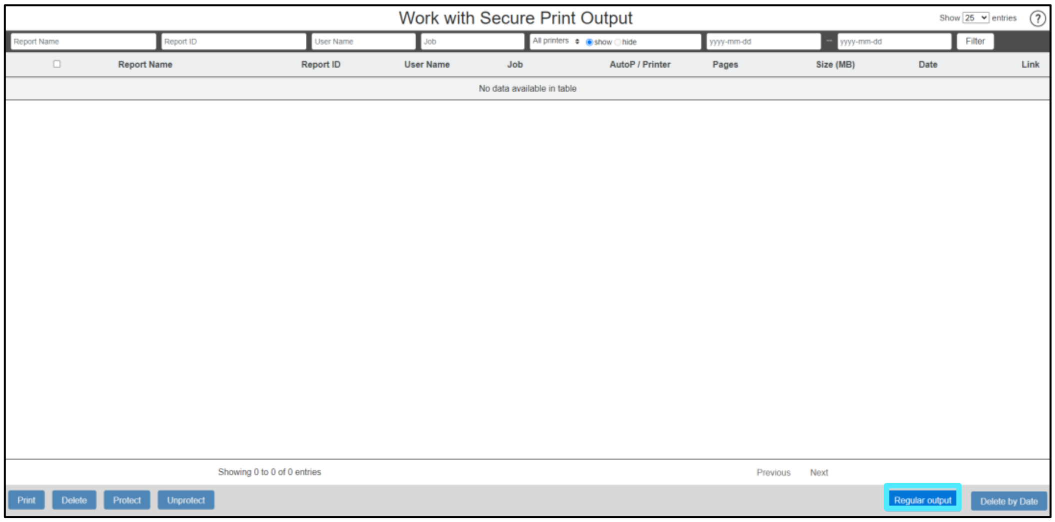
    - Press the **F10** key.

2. The Work with Print Output screen displays:



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

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



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

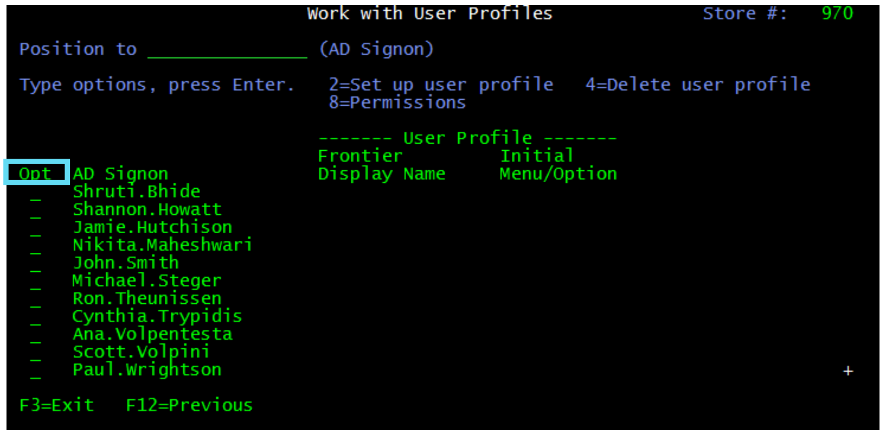
Setting up Users for Secure Printing

Follow these steps to set up users for secure printing:

1. From the Frontier Master Menu:

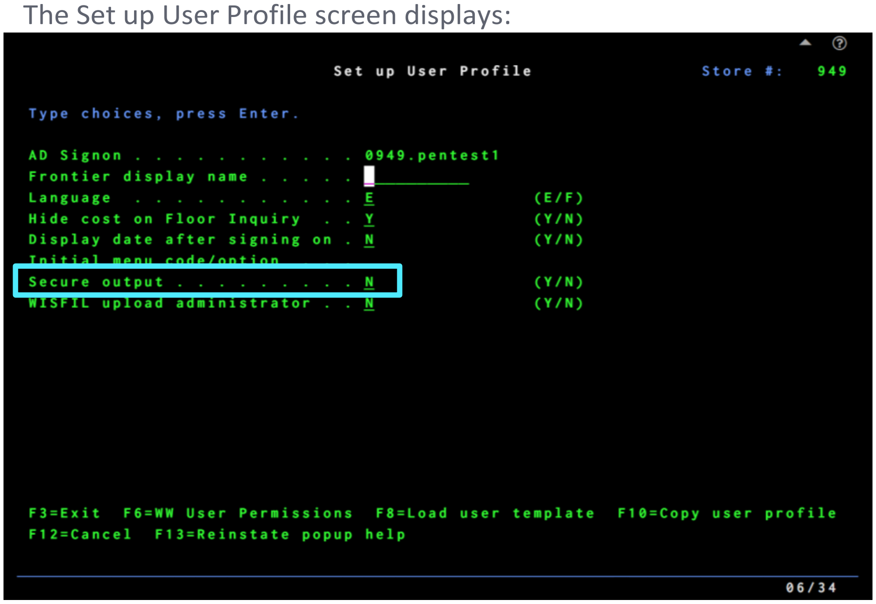
    - Type menu options **59/07/03**.
    - Press the **Enter** key after typing each option.

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.

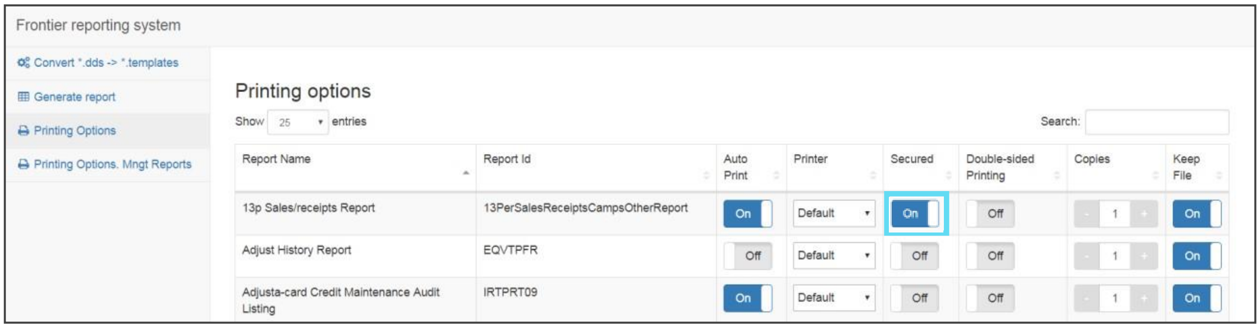
4. The user is now set up for secure printing.

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:



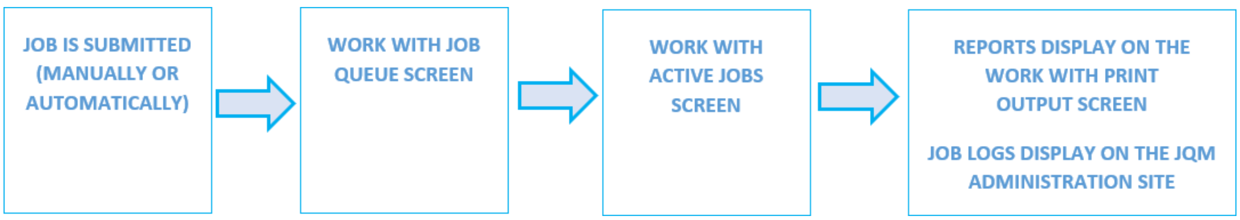
- Click on the **On** button in the Secured column beside the report name.
- The report is set up for secure printing and will appear on the "Work with Secure Print Output" screen when produced by users who are set up for secure printing. It will appear on the regular "Work with Print Output" screen 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:

Note: QBATCH capacity is 4 jobs that can run in parallel. AMSMON and DIMEMT are monitor jobs that should always be running in theWork 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.

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 **F16**, 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 **F16** to change the sort order (from newest to oldest or oldest to newest). The arrow changes direction ▲ 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 (CHGJOB)

Type options, press Enter.

Job name . . . . . . . . . . . . . > RPTDLYTYP     Name, *
  User . . . . . . . . . . . . . . >   DEALER_1    Name
  ID . . . . . . . . . . . . . . . > 12870
Job priority (on JOBQ) . . . . . .   9             1-9, *SAME
                           Additional Parameters

Job queue  . . . . . . . . . . . .   QBATCH        Name, *SAME
Schedule date (MMDDYY) . . . . . .   *SAME         Date, *SAME, *CURRENT,
                                                   *MONTHSTR, *MONTHEND,
                                                   *MON, *TUE, *WED, *THU,
                                                   *FRI, *SAT, *SUN
Schedule time (HHMMSS) . . . . . .   *SAME         Time, *SAME, *CURRENT




F3=Exit   F12=Cancel
```

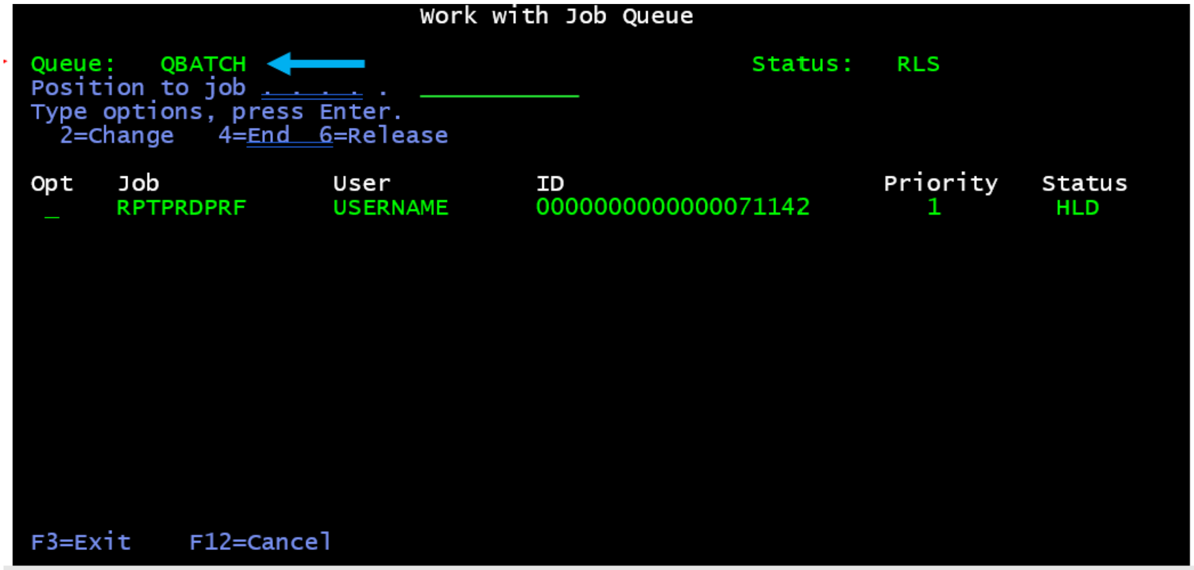
Work With Job Queue (03/08/01)

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	CTCBATCH	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). **Note**: In the Equity system, the equivalent screen also lists jobs that are in progress as well as jobs that have ended.

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.



Jobs are grouped on the screen by status (RDY, then SCD, then HLD) and within each group they are sorted by priorityand 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 **Enter**. 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.
Job	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)

 Type options, press Enter.

 Job name . . . . . . . . . . . > RPTDLYTYP     Name, *
   User . . . . . . . . . . . . >   DEALER_1    Name
   ID . . . . . . . . . . . . . > 12870
 Job priority (on JOBQ) . . . . .   9           1-9, *SAME
                           Additional Parameters

 Job queue . . . . . . . . . . .   QBATCH       Name, *SAME
 Schedule date (MMDDYY) . . . .   *SAME         Date, *SAME, *CURRENT,
                                                *MONTHSTR, *MONTHEND,
                                                *MON, *TUE, *WED, *THU,
                                                *FRI, *SAT, *SUN
 Schedule time (HHMMSS) . . . .   *SAME         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.

```
                        Work with All Job Queues

Position to queue . . . .   __________
Type options, press Enter.
  3=Hold   5=Work with   6=Release   14=Clear

      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
      __      QBATCH                4                  0     RLS
      __      QCTL                  1                  0     RLS
      __      RPTQUE                1                  0     HLD          +

F3=Exit   F5=Refresh   F12=Cancel   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 **Enter**.
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 **F12** to cancel, the previous screen displays, and no jobs are ended. If you press **Enter** 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:

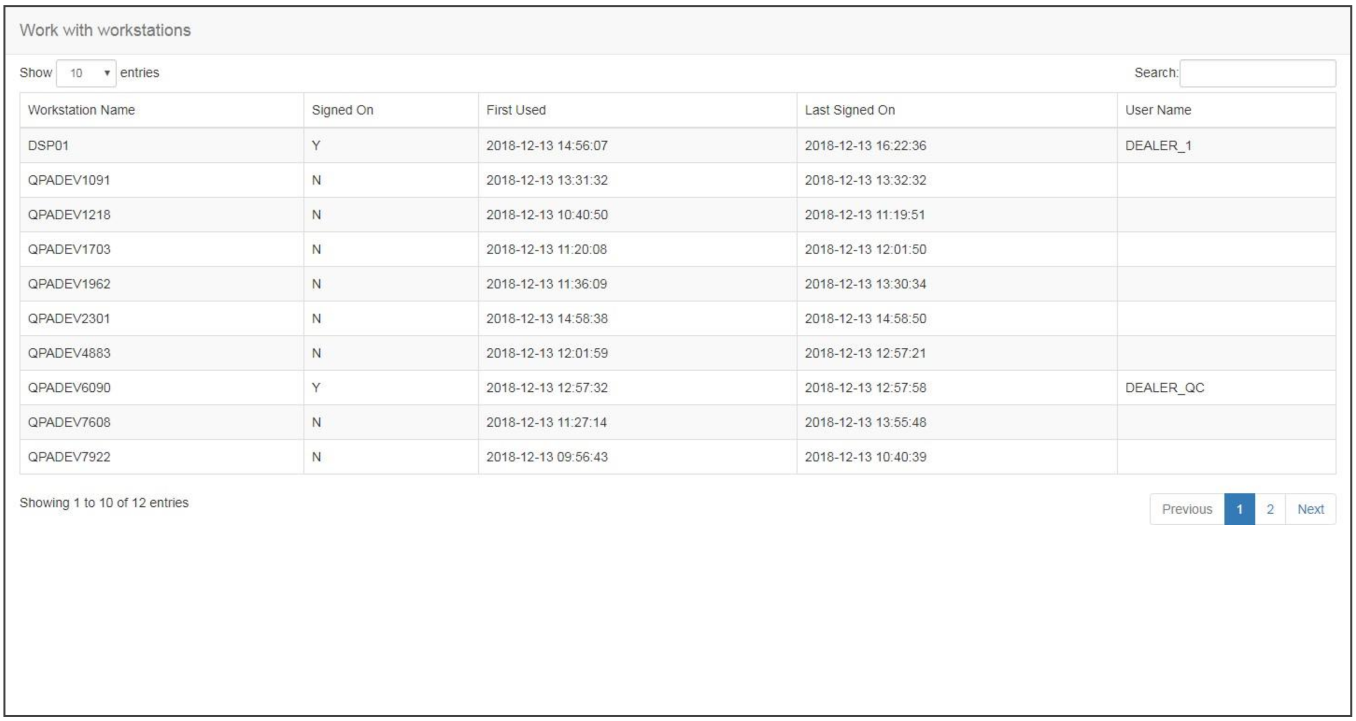
Field	Description
Submitted from	Always displays *USER to let you know that these are the jobs that you submitted.
Opt	For any job listed, use option 2 to change the job (move it to a different queue or enter/remove a schedule date/time) or use option 4 to end the job (so that it does not run) or use option 6 to release the job (if it is on hold).
Job	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 **Error! Reference source not found. Job** 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).


Work with workstations

Show 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
QPADEV1091	N	2018-12-13 13:31:32	2018-12-13 13:32:32	
QPADEV1218	N	2018-12-13 10:40:50	2018-12-13 11:19:51	
QPADEV1703	N	2018-12-13 11:20:08	2018-12-13 12:01:50	
QPADEV1962	N	2018-12-13 11:36:09	2018-12-13 13:30:34	
QPADEV2301	N	2018-12-13 14:58:38	2018-12-13 14:58:50	
QPADEV4883	N	2018-12-13 12:01:59	2018-12-13 12:57:21	
QPADEV6090	Y	2018-12-13 12:57:32	2018-12-13 12:57:58	DEALER_QC
QPADEV7608	N	2018-12-13 11:27:14	2018-12-13 13:55:48	
QPADEV7922	N	2018-12-13 09:56:43	2018-12-13 10:40:39	

Showing 1 to 10 of 12 entries

Previous 1 2 Next

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

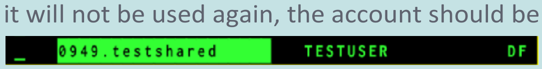
Follow these instructions to set up the user profile once the user is created in CTID:

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:

   - 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.



3. The Set Up User Profile screen displays:

- 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.

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 thethird-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:

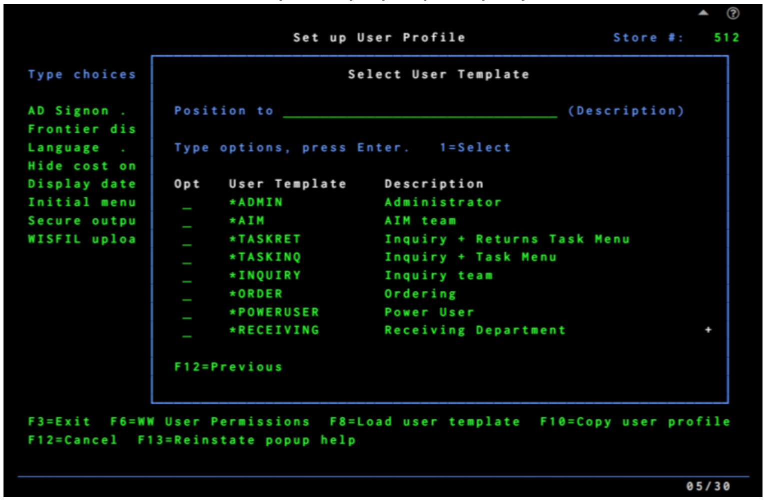
- **F8:** Load a user template. Refer to the Loading a User Template section for more information.
- **F6:** WW User Permissions (Authorizing Individual Menu Options). Refer to the Authorizing Individual Menu Options section for more information.
- **F10:** Copy user profile. Refer to the Copying an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

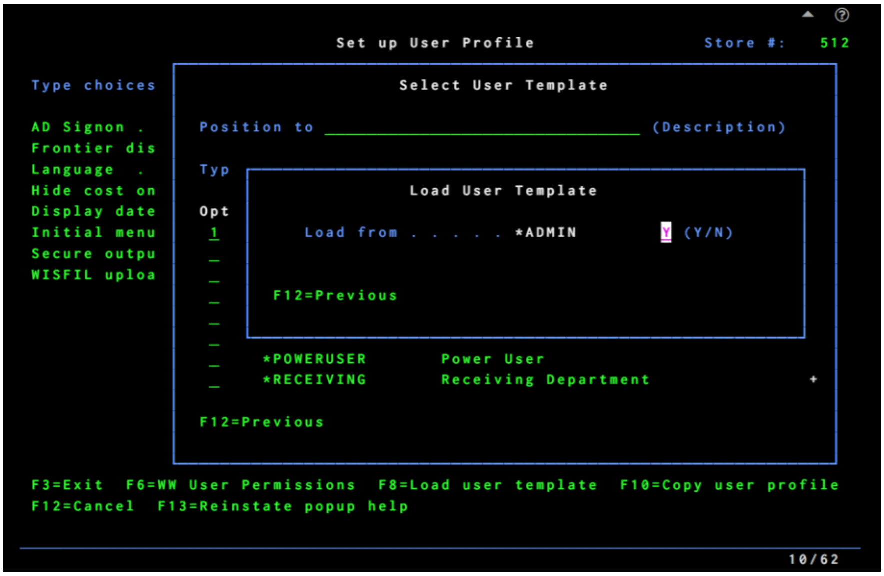
2. The Select User Template pop-up displays:



- 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

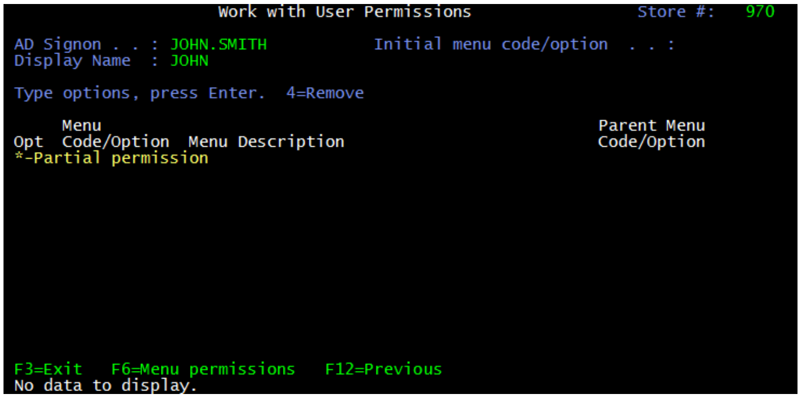
Note: If you load the TASKRET or TASKINQ templates, you cannot load additional templates. If you load these templates but wantthe user to access other menu options, you must delete the user profile and start over.

Authorizing Individual Menu Options

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

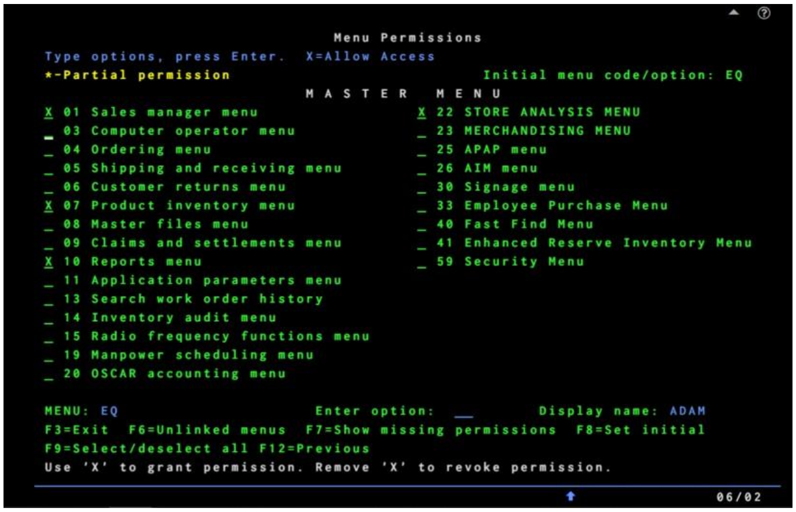
1. From the Set up User Profile screen:
   - Press the **F6** key.

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:

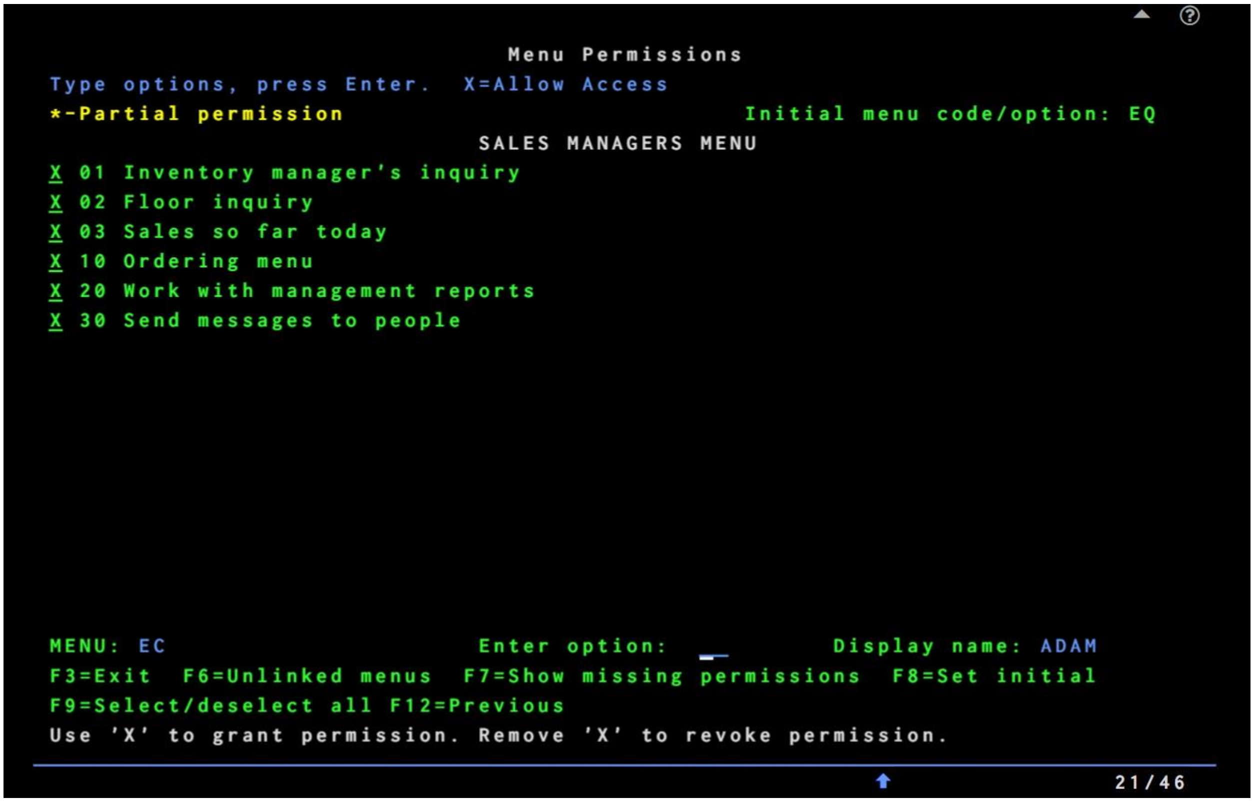
- Review the menu options to ensure you have provided all the permissions required for the user.
- Type **4** in the Opt field to remove access from any menu option.

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.

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:

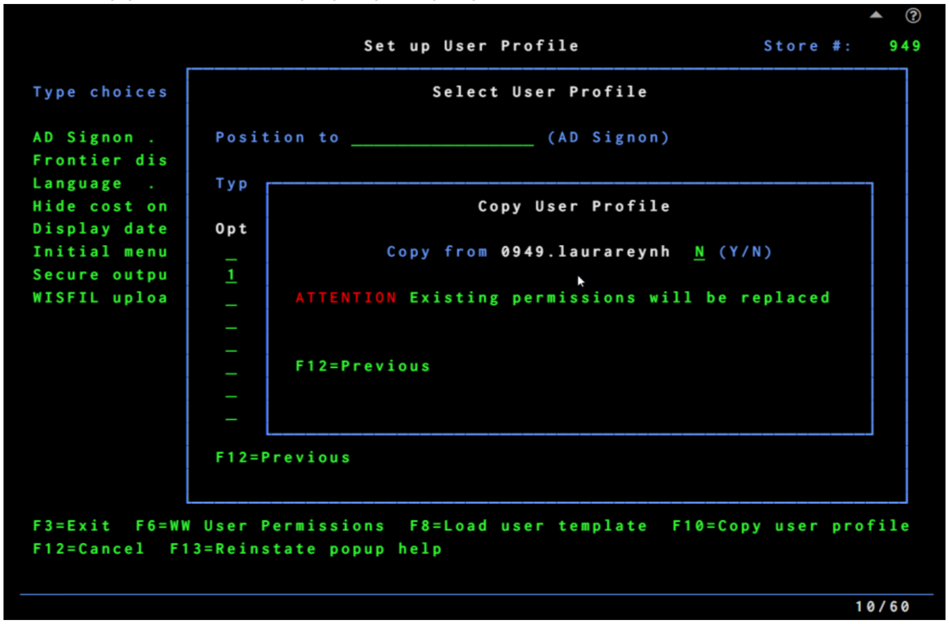
1. From the Set up User Profile screen:

- Press the **F10** key.

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

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

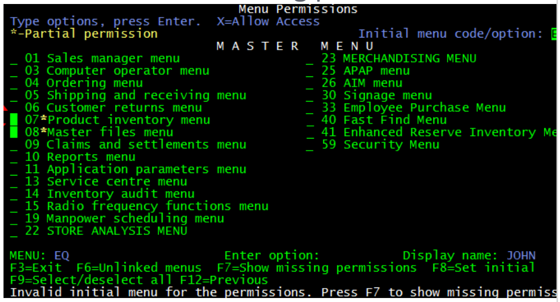
3. The Copy User Profile pop-up displays:



- 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.

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

<table>
<tr><th colspan="2">Possible Error Messages</th></tr>
<tr><td>Invalid initial menu for the permissions. Press F7 to showmissing permissions.

</td><td>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:

▸ Press the F7 key.

▸ The input field beside the menu options that require an X are highlighted.</td></tr>
<tr><td>Permission allowed for an unlinked menu OR options inthe hierarchy, not both.</td><td>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:

▸ Press the F12 key to exit the Load User Template window.

▸ Press the F12 key again to exit the Select User Template window.

▸ Press F6 to display the Menu Permissions screenif you do not want the user to have access to an unlinked menu.

▸ Remove the X from the options.

▸ Press the Enter key.

▸ Press the F6 key to display the Menu Permissionsscreen with the Master Menu options.

▸ Select the options in the Master Menu.
OR
▸ Go back to the Set up User Profile screen andpress the F8 key to load a template.

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 inthe unlinked menu that copy options from the Master
Menu.</td></tr>
</table>

Possible Error Messages	
Can only give permission to a single unlinked menu.	Displays if you type an **X** 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 **X** that you typed on one of the unlinked menus.
Missing permissions to access sub-menu. Press **F7** toshow missing permissions.	Displays if you: - Navigate to a sub-menu. - Type **X** beside one or more options. - Press the **F12** key to return to the previous menu. AND - Press the **F12** key again without typing X besidethe option that accesses the sub-menu.

Deleting a User

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

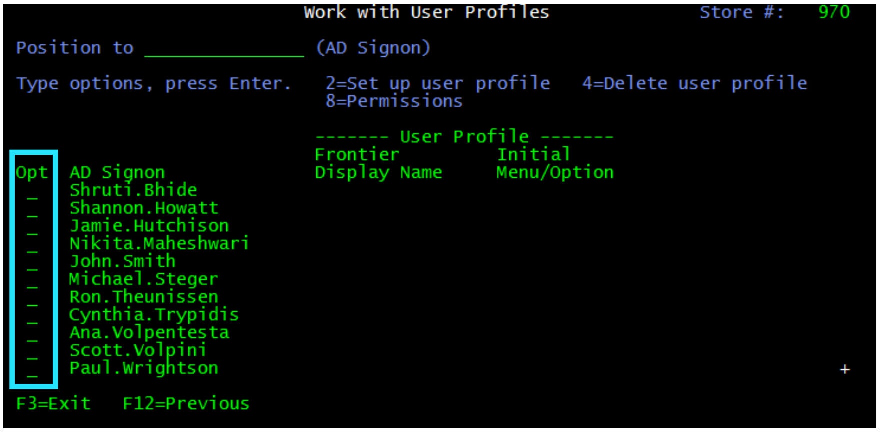
- The user is no longer with the company (i.e. resigned, terminated, or laid off).
- An unchangeable mistake such as a username error or a TASK template loaded for a user that requires additional options.

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 theWorking 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:

   - 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:

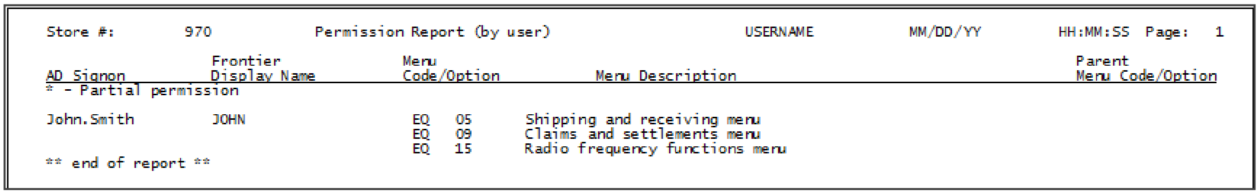
```
View User Permissions                Store #:  970
AD Signon . . : DEALER_1             Initial menu code/option: EQ
Display name  : DEALER_1

Menu                                          Parent Menu
Code/Option   Menu Description                Code/Option
*-Partial permission

F3=Exit   F12=Previous   F14=Print
No data to display.
                                                    01/01
```

- 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

                  Frontier                Menu                                                         Parent
AD Signon         Display Name            Code/Option          Menu Description                        Menu Code/Option
* - Partial permission

John.Smith        JOHN                      EQ    05      Shipping and receiving menu
                                            EQ    09      Claims and settlements menu
                                            EQ    15      Radio frequency functions menu
** end of report **
```

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:

- Press the **F11** key.

3. The View Menu Permissions screen displays:

- 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         Permission Report (by menu)                    USERNAME          MM/DD/YY        HH:MM:SS  Page:   1
  Menu Code/Option . .    EE        PRODUCT INVENTORY MENU

                        Frontier
  AD Signon             Display Name          Permissions
  *-Partial permission

  John.Smith            JOHN                  All
  Mary.Young            MARY                  All

  ** end of 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:

```
                          Display User Permissions          Store #:  970

         Position to ______________ (AD Signon)

         Type options, press Enter.   5=Display

                                        ------- User Profile -------
                                        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            06
          _                             RICK               EQ
          _                             SARA               EQ                  +

         F3=Exit   F11=Search by menu   F12=Previous   F14=Print all

                                                                        03/14
```

- Press the **F14** key.

3. The Permission Report (by menu) prints:

```
Store #:      970        Permission Report (all users)            DEALER_1      1/02/18      11:44:47   Page:   1

                   Frontier              Menu                                                      Parent
 AD Signon         Display Name          Code/Option        Menu Description                       Menu Code/Option
 * - Partial permission
                   ANDREW                 EQ    01        Sales manager menu
                                          EQ    02
                                          EQ    07        Product inventory menu
                                          EQ    10        Reports menu
                                          EQ    22        STORE ANALYSIS MENU
                                          EQ    23        MERCHANDISING MENU
                                          EQ    26        AIM menu
                                          EQ    30        Signage menu
                   BETTY                  EQ    01        Sales manager menu
                                          EQ    03 *      Computer operator menu
                                          DD    04        Communications menu                       EQ    03
                                          EQ    06        Customer returns menu
                                          EQ    09        Claims and settlements menu
                                          EQ    10        Reports menu
                                          EQ    22        STORE ANALYSIS MENU
                                          EQ    23        MERCHANDISING MENU
                                          EQ    30        Signage menu
                                          PI    20        Work with Proactive Dashboard
                   BOB                    EQ    01        Sales manager menu
                                          EQ    03        Computer operator menu
                                          EQ    05        Shipping and receiving menu
                                          EQ    09        Claims and settlements menu
                                          EQ    10        Reports menu
                                          EQ    15        Radio frequency functions menu
                                          EQ    23        MERCHANDISING MENU
                                          EQ    30        Signage menu
                                          PI    05        Location History
                                          PI    20        Work with Proactive Dashboard
                                          PJ    02        Maintain Proactive Product Class
                                          PJ    03        Maintain Proactive Triggers
```

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.	- Dealer - Computer Operator
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.	- Inventory Manager
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 07 RF Signage request	- Customer Service Desk Employees
TASKINQ	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.	- General Floor Employees - Anybody using the genericInquiry screen

INQUIRY	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. Access to some of these functions is controlled by an employee PIN. Note: This template only gives access to the Inquiry Screen without the option to access the Task menu.	- General Floor Employees
ORDER	When the user signs on, the Master Menu displays with the following options: **01 Sales manager menu** 01/01 Inventory manager's inquiry 01/02 Floor inquiry 01/03 Sales so far today **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 03/08/08 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 **04 Ordering menu** 04/01 Calculate suggested reg. orders 04/02 Work with orders 04/03 Post orders to communications file 04/06 Work with deals 04/07 Work with automated promo updates 04/08 Promo stock level menu 04/08/01 Calc. promo order by cutoff 04/08/02 Work with orders by date run 04/08/10 Change promo SL parameters 04/08/12 Work with promo stock levels 04/08/30 Ww promo Analyze exclusion crit. 04/08/31 Ww promo automatic posting crit. 04/08/32 Ww promo stock level defaulting 04/08/33 Ww B2B promo SL multipliers 04/10 Ordering parameters menu (ALL) **07 Product inventory menu** 07/01 Work with corp. product info. 07/02 Work with Store product info. 07/09 Set prim. supply fac. for products 07/12 Work with order hold codes 07/34 Work with comments by prod. Group 07/35 Work with prepacks	- Inventory Manager - Third Party Ordering Service

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

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

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:

- 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 no 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

Show 25 entries

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	PDF TXT CSV
Late Deal Delivery Claim Form	LateDealDeliveryClaim Form	TRACY	DGSLDRRPT	Yes PRINTER1	1	0.04	2021-05-31 12:31:46	PDF TXT CSV
Dealer Claims Sent to Home Office	ICDPRT01	TRACY	TALK_DCLAIMST0000 7	Yes PRINTER1	1	0.04	2021-05-31 12:30:36	PDF TXT CSV
Summary Exception Report	EXCPTSUM	TRACY	EXCPTSUM	Yes PRINTER1	1	0.04	2021-05-31 12:24:40	PDF TXT CSV

- 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 / Numéro facture	Product Number / Numéro article	Purchase Order Number / Bon de commande Numéro	Quantity / Quantité	Deal Number / Numéro achat	Deal Year / Année achat	Invoice Quantity / Quantité facture	Claim Quantity / Quantité réclamat.	Product Cost / Coût article	Extended Cost / 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
								Total:	$191.72
								Claim/Réclamation:	$19.17

Note: The report is bilingual for French users.