



**Anthology, Inc.**

## **Offline Sales Procedures in 7.4 and newer**

**IMPORTANT NOTE: As of 7.4 and higher the procedure for credit card transactions and offsite sale module has changed. Previously stores may have used Pcharge or IPCharge for storing encrypted credit card numbers while 'offline'. For PCI Compliance regulations, Anthology can no longer store offline credit card information. Credit card processing while offline is only supported when using the Element payment services system and an active internet connection.**

This document will give you an overview of the "Offsite Event" or "Offsite Bookfair" feature of Visual Anthology. It will also give you a detailed step-by-step instruction of the process. This document is NOT meant to replace your own in-house documentation, but rather a starting point so you can create your own documentation/policy on how offsite events will be started and completed. In this document the words "Offsite", "Offline", and "Bookfair" may all be used interchangeably.

### **Introduction to Offsite Sales**

"Offsite Sales", or "Offline Bookfair" is an additional module that works closely with the existing Bookfair module in Visual Anthology. The module allows you to create a bookfair for an event, copy the information to a special machine that will go to the event, do sales on that offsite machine, and then return home to update the main system with the offsite sales information.

Doing an offsite event consists of three basic stages:

- Preparing your computer for off-line sales (Leaving for event)
- Doing sales on the offsite machine (At the Event)
- Updating the main system with off-line data (Coming Back from Event)

### Preparing your computer for off-line sales (Leaving for event)

#### *Overview*

There are four types of offline sales:

- **FULL**-Fully documented bookfair that gets checked out, including quantity leaving. Later reconciliation is done to verify the # of physical copies being returned versus the qty sold while offsite. This is the most accurate method as missing copies will be noted and removed from the OnHand quantities.
- **SIMPLE**-Bookfair with just titles, not quantities leaving. These numbers will be inferred from the qty's sold when returning. You can just enter 1 item going offsite; the rest will be added to the bookfair upon your return.
- **QUICK**-Quick offline that simply asks for a name to associate with. A bookfair will be automatically created upon return.
- **EMERGENCY**- Emergency offline in which you have previously refreshed the offsite machine with

main system data. Allows you to do sales on offsite machine in case of network or sever problems. Later the sales will be brought back to the main system.

You will most likely be doing a FULL or a SIMPLE bookfair.

- If you are doing a FULL bookfair the first step is to create a Bookfair memo. This is where you enter the name of the offsite event, or perhaps the customer who has requested the event, and the items going offsite. To learn how to create a Bookfair refer the Anthology Manual. This can be found by opening Visual Anthology and clicking on HELP, and then from the submenu choose HELP again. Choose the topic of "Using Anthology", "Making Sales", then "Bookfair". You will create a bookfair that has a customer, and the items that will be going to the event. Do not post the bookfair; it must stay in DRAFT Status. You will be given the option to check out the bookfair when preparing to go offline. Once the bookfair has been created save any changes and close the bookfair.
- If you are doing a SIMPLE bookfair event, skip directly to the Going Offline portion as no Bookfair memo needs to be created ahead of time.

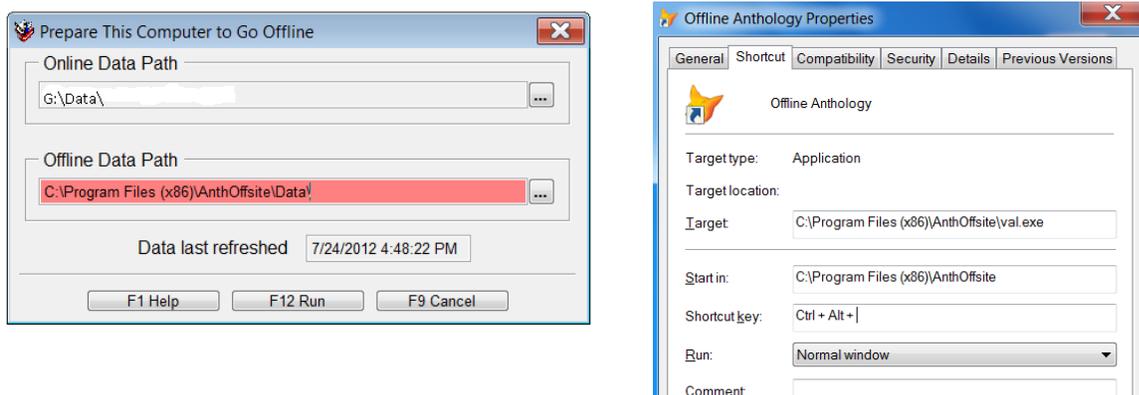
### Going Offline

This step will copy the inventory to the hard drive of the offsite server allowing you to disconnect from the rest of the network and go offsite. This step should be performed at the offsite server while it is still connected to the main network. See Special Warnings at end of this document for additional details.

Once you have chosen your method of bookfair you need to update the offsite machine with the main system data. This next step should be performed at the offsite machine, while using the Main System version of Anthology.

- To start copying the data to the offsite dataset go to: TOOLS | "PREPARE THIS COMPUTER TO GO OFFLINE"

A window will open with the 'Online Data Path' which is the path to the main system's data. The 'Offline Data Path' is the location of the data on the offsite machine. Initially you will need to browse for the data location on the offsite machine; typically the path will be "C:\Program Files (x86)\AnthOffsite\Data". *You must include the Data folder in the path as shown in the example below.*



If you are unsure of the exact path to your offline data set, do a right click + properties on the icon used to launch the offline data set. The "Target" field shows the path to your offline data. Using the image above as an example, the "Offline Data Path" would need to point to "C:\Program Files (x86)\AnthOffsite\Data". It is critical the \Data folder be selected as well.

Once you have filled in the data path select 'F12 Run' to start the process. A message will appear asking "Is this offline session associated with a bookfair?"

FULL or SIMPLE bookfairs need to choose YES; you will then be presented with a list of existing bookfairs. Just select the appropriate bookfair to continue. You will be asked if you wish to check out the bookfair, choose yes.

QUICIK bookfairs need to choose NO. You will then be asked to choose a name to associate the offline session (bookfair) with. Your customer list will appear, choose the desired customer and hit Enter to select.

Once you have selected a bookfair or a customer to associate with the offline session the system will then begin copying files to the offsite machine. A progress bar will appear and you will see a message saying process completed when done. You may now close the Main System version of Anthology.

We strongly recommend taking time before leaving for the event to disconnect the laptop from the main store network and set it up with printers/scanners etc. as it will be at the event. Open the Offline copy of the program to let it do the initial reindex. Be sure to go to Master Files | Stations | Details and select the printer you will be using while offsite. See Special Warnings section at end of this document for important note on printers and USB ports.

#### Doing Offsite Sales (at the event)

In order to use the offsite dataset, you need to use the OFF-Line icon on the offsite machine. When you open the program for the first time after updating, the program will go through the process of reindexing/updating files. This is to ensure the On-Line Anthology and the Off-line Anthology have the same version number.

The offsite module is meant for sales, you will notice that the "Inventory Control" and "Reports" are not available. Only functions pertaining to sales are available. Just open the cash register and work like normal. You can take SPOs via the CashRegister as well as create draft Customer Orders as well.

At the end of the event (or every evening of the event), go to the Offline copy, Tools | Quickbackup and run a backup (or use Tools | Scheduler | Run if already setup). As the main store may have used the same transaction numbers as the offsite copy, any transactions updated back to the main system will have their transaction numbers updated to a new value to avoid duplicate transaction numbers. Any sales done while offline cannot be returned to an original credit card when back at the main store. We recommend running a Ztape while still offline to have a clear record of sales done only while offsite.

#### Handling Credit Cards at Offsite Event

While offline, credit cards can be run live using the EPS credit card setup and an active internet connection. Credit card information will not be stored in the offline copy.

Elements requires the Tools | Options | Credit Card area be pre-configured in the offsite copy and a special encrypting credit card swiper be used. These settings will not be copied over by the process of going offline so must be setup separately the first time you prepare to go offline. See Special Warnings section at end of document for important details on credit card setups.

#### Updating the main store with offsite sales (Returning from event)

When at the main store connect the offsite machine to the rest of the network.

- We recommend first opening both the MAIN and Offline copies and going to Tools | Quickbackup. In case of issues it may be necessary to have a copy of both data sets prior to returning online.

- To go back online- go to the regular Online version of Anthology from that machine. Choose TOOLS | "Update Main System with Offline Data". If the Offline data appears empty, refer to page 2 above for how to find the offline data path.

You will see a screen similar to the going offline screen, ensure the paths are correct and click F12 Run. The data will start updating. If you have not run a Ztape while offline a warning will appear. We do recommend running the ztape while still in offline mode to close out credit card transaction numbers. Take care in closing the various message windows that you've allowed enough time for the process to complete.

If you did a FULL offline process, your main system will now show the Bookfair with a status of OPEN, along with a historical Offline Update record showing the qty's sold while offline.

If you did a QUICK or SIMPLE offline process, a bookfair record will be created for you.

An Open status of the bookfair will show what items are outstanding, items not reconciled as they may need to be marked as Returned to fully account for all copies. It's possible to send out a qty of books, sell only a partial qty, and find that not enough copies have returned due to shrinkage. See following section for details on reconciling quantities.

### **Final Reconciliation**

If you choose the FULL or SIMPLE/QUICK methods you need to go the still Open Bookfair and reconcile the Sold vs Returned quantities.

If you did a Full bookfair then you will be left with an Open BF that needs to have the qty's verified against what is coming back to the store. Say you sent 10 copies to the show and sold 6 while offsite. There will be a historical (grey) BF record with the status of "Offline Sales" that recorded the 6 copies sold. The Open BF will show 10 Sent, and 4 Out to indicate you should be getting 4 copies back into the store. Hopefully you get those 4 copies back and there is no shrinkage to deal with. However, this does happen occasionally. No matter who is responsible for the cost of the shrinkage, either the host of the event or the store itself, that shrinkage needs to be noted as a sale and some appropriate tender taken. The reconciliation process works best if you immediately go to the Open BF remaining after doing the Update Main System with Offline Sales process. Please watch the videos found on the Customer Zone for more detailed information on this step.

To simplify the reconciliation process we recommend starting by going to the Open BookFair, Actions menu, and choosing to "Return All". This will move any qty in the still Open field (items not sold yet) over to the Returned field. This will show how many qty's should be returning to the store.

If you prefer to scan back the qty's being returned rather than letting the program calculate for you, instead go to Actions menu and choose "Update Returned", then back to Actions choosing "Turn on Scan Mode". Scan in the copies being returned to see the Returned qty's being updated.

Once the qty's returned have been marked, check the OPEN column to see if there are any qty's not accounted for. Missing copies should be considered shrinkage and still marked as Sold in order to properly reduce the OnHand and make a record of the loss. We recommend posting the actual returns separately from the missing copies. When doing F12 Post you can choose to either update all remaining copies as returned or only those qty's specified.

For any missing qty's, it's best to mark those after posting the actual returned items. This will provide a separate historical record of the shrinkage, as well as let you use a specially named tender you created such as "ShrinkageLoss". Your accountant may need to track actual returns vs. losses separately.

Alternatively, if you choose instead to do a QUICK offline event, the Bookfair record will have been

updated, completed, and the OnHands already reduced.

You can run a Sales History report, setting the "SOURCE" as Offline Bookfair to focus on just those sales while done offline.

### **Additional option: Refreshing you off-line data**

Refreshing offline data is an additional tool for the offsite module. You may not be going offsite for some time, but may want to occasionally update the data stored on the offsite machine. This updates items like customers, new and changed inventory, OnHand amounts, etc. In an emergency where the main server has crashed you would be able to use the offline machine to do sales at the main store, once the problem at the server has been resolved you would then run the "Update Main System with Offline Sales" option. This would send to the server in all the emergency sales. In order to have the most recent set of data available on the offsite machine you need to run this option periodically.

**WARNING!** Do not attempt this process while doing an offsite event. This cannot be used to 'update' the offsite machine with newer data in the middle of an offsite event. You will be overwriting any sales done offsite and they will not be recoverable.

### **Special Warnings:**

- While going offline, the program should be open but there should be no modules open. We recommend the Cash Register, Purchase Order, Inventory, and Bookfair, etc. modules be closed when doing this step. It is not advisable to have others actively using anthology while going offline.
- In going offline you will need to be physical at the 'offline' machine, opening the MAIN copy of the program to 'push' the data down to the local machine's harddrive.
- IT IS CRITICAL your Offsite and MAIN copies of the program both be on the same exact version. If it's been a while since going offline, open both programs, go to Help | About Anthology to check their versions.
- We do not recommend attempting to use a wireless connection while going offline. This can result in long delays in the copying process as well as potential communication drops, possibly resulting in damaged and unusable offline data. Anthology techs will only support going offline in a 'wired' setup, meaning the offline computer must be physically connected to the same wired network as the rest of the store computers.
- We recommend taking some time before leaving for the event to setup the offsite machine and its associated hardware (scanner, swiper, printer, etc.) and open the offline data set and do a test sale.
- IT IS IMPORTANT to always plug the receipt printer back to the same exact USB port as used during setup. Plugging the printer to a different USB port means an entirely new driver will be installed, one without the cash drawer and paper size settings, as well as requiring you to go to the offline copy, Master Files | Stations | Details tab and reselect the new copy of the receipt printer. Consider placing a colored dot near the USB port all staff should use for the receipt printer when offsite.
- Pager support does not cover issues with going offline or returning online. Please plan ahead when going offline if it has been a while since you used the offsite module. Anthology tech support cannot guaranty assistance after 5pm eastern or on weekends if issues while going offline. Starting the update process before 4pm is advisable.

## **BOOKFAIR QUICK STEPS- Keep this with Laptop**

1. Create bookfair using FULL method (needs items and qty leaving), SIMPLE (needs just items), or QUICK (needs no bookfair initially created).
2. If you have created a Bookfair, Do Not Post it. Bookfairs must stay in draft mode.
3. At machine going offsite in the regular Online version go to TOOLS | Prepare This Computer To Go Offline. We recommend that you do not have other modules open on that machine, and not having other users actively using the system if possible.
4. Verify "Offline Data Path" is pointing to local *Data* directory (such as c:\program files 9x86)\AnthOffsite\Data).
5. Choose F12 to Run. If Full or Simple method associate with the bookfair created earlier- then choose yes to check out the bookfair. If Quick then don't associate with bookfair, will ask for customer to associate with instead. Select customer for quick and run.
6. Data will begin copying, you will see a new date in the "Date Refreshed" field when done.
7. Close online version out
8. Setup offline machine with related hardware before going to event and do a test sale.
9. At event use offline version to do sales.
10. Run X/Ztape on offline copy, balance drawer. You may wish to run Ztape and Clear Sales. If you do not then the sales will be added to the main store's pool of transactions that need to be z'd out that day.
11. Close offline out and bring computer back to main store and connect to store network.
12. Open both offline and main data copies, Tools | Quickbackup before returning online.
13. Open the online version of anthology.
14. Go to TOOLS | Update Main System with Offline Sales
15. Verify the Online and Offline data paths have not changed, then click Run.
16. When the entire process is complete, you can then click the F9 Cancel button to close the Update Main System window. **DO NOT CLOSE TOO SOON!** If in doubt, wait another 5-10 minutes to be sure. Closing too early will corrupt the files.
17. Now you can return to the Bookfair module and complete bookfair if had chosen Full or Simple method. Quick method will have completed the entire bookfair for you. Simply choose All bookfairs and view the record marked with an Update Status to view the details of what had sold.
18. To complete the Full or Simple bookfairs, choose ACTION | Return All and review quantities before F3 Taking tenders or F12 posting.