

CAM32 Newsletter

September, 2007



Communication is the Key...

... to any good multi-store operation. CAM32's Interstore Communications module is critical to maintaining synchronized data between store locations.

With so much of the End of Day & Interstore Communications processes automated in CAM32, you may not even be familiar with some of the options available within the Communications menu.

Here, we highlight 3 of these highly useful tools.

Display / Print Journal

Displays the log file for EOD and Interstore Communications. Extremely useful for confirming proper operation and identifying a problem before it may cause major issues.

What should you look for? At your Main location (Store 1), you should check the Journal daily to make sure Store 1's EOD completed properly:

Close POS Stations Complete*
Post Transaction Files Complete*
Prepare Update Files Complete

*If Store 1 does sales.

Next, check that 2 passes of communication occurred with each Remote store.

The 1st pass of communication consists of Store 1 connecting out in sequential order to each Remote store, sending/receiving files, and then **Processing Received Files**. The 2nd pass of communication consists of Store 1 connecting out in sequential order again to each Remote store and sending additional files.

The Journal should also be checked daily at each Remote store. You will be looking for the same things, and also check to ensure the Remote store does the "**Process Received Files**" again after the 2nd pass of communication. This concludes the nightly process.

The most common issue with EOD, for locations that ring sales, is 1 or more POS Stations not getting closed. In the Journal, for example, you may see that the system attempted to close Stations 1, 2, 3, but only actually closed Stations 1 & 3. This is almost

always due to the POS Station in question still having the CAM32 program open when the EOD process attempted to close it. Check to make sure that CAM32 is being exited completely on all stations at closing. Some common mistakes are employees simply logging out of CAM32, but leaving it at the password screen, or simply minimizing CAM32 to the taskbar.

On a side note, it is also crucial to the nightly system backup that all stations are closed out of the CAM32 program. Therefore, it's a good idea to have the closing shift do a store-wide check of all systems before locking up.

Transaction File Reports

Located within the Process Received Files sub-menu, provides access to your daily sales activity reports per location. These reports are generated during the EOD process and provide a wealth of information for daily reconciling and reporting on POS activity. They can be stored in the system for up to 99 days. You can also find this menu under the Point of Sale Control main menu option. Wherever you access it from, you are getting the same information.

Update File Reports

Also located within the Process Received Files sub-menu, provides access to daily non-POS communication records per location. By non-POS, we mean any record additions, changes, or deletions in modules such as Inventory, Purchasing, Customer, etc. This is an very useful, if little known, tool to see what changes your store is receiving via communications on a daily basis.

User Forum

Support customers are entitled to login to the CAM32 Communities at www.camcommerce.com. Here you can post questions and ideas with other CAM32 users and find out how others use the system. In addition, you can stay up-to-date on software updates and fill out a software request form for the latest version.

Contact Support today for your username/password!

Helpful Contacts

Training: 866-442-1887

Installation: 800-949-1460