

Tools for Communications

The Interstore Communications module for CAM32 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.

To help you ensure proper multi-store operations, we will highlight three highly useful tools....

Display / Print Journal

The Display/ Print Journal is located under POS Control, it displays the log file for End of Day (EOD) and Interstore Communications. This is extremely useful for confirming proper operation and identifying a problem before it may cause major issues.

What you should 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, verify 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 one 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 shows showing "**Station 2 is Open**" and only closed Stations 1 and 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.

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 POS Control menu, Transaction File reports 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.

File Update Reports

Located within the Communications Menu (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 a very useful (and little known) tool to see what changes your store is receiving via communications on a daily basis.

Helpful Contacts

iCAM Webstore Support

- Phone: **800-949-1470 Option 8**

Supplies

- Email: supplies@camcommerce.com
- Phone: 800-CAM-DATA
- Fax: 714-241-0145

Training

- Phone: 866-442-1887

Installation

- Phone: 800-949-1460