



Convenience Store Technology for the 21<sup>st</sup> Century

## **Guide to C-Tech21 Software for Order Entry & Inventory Control**

### **Utilizing The Scanner - Palm OS - Order Device**

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# 1 Introduction

## 1.1 Important Points

### Please Read !

- Your barcode scanner utilizes a touch screen. There is a stylus pen located in a silo on the back of your device. Use this pointing stylus to *lightly* tap on your selections. The touch screen is sensitive and very responsive. You need only tap lightly on the screen for input. **NEVER** use a pen, pencil, fingernail or other item to tap the screen.
- If you lose the stylus please contact your Sales Rep for a replacement.
- The device has an auto shut off feature to save the battery life. When the device shuts off it *does not* lose data. It simply goes to sleep. To resume where you left off simply tap the power button briefly.
- The bar code scanner runs on rechargeable batteries. Please see the Battery/Charging section on page 6-2 for important information. Please leave the device in the cradle when not in use so the battery can charge.
- These devices are very high tech and sophisticated computers. Please be careful not to drop the unit. Also keep the unit away from liquids and strong magnets.
- While using the C-Tech21 system you may see screens indicating “Loading Data” or “Please Wait”. The device is preparing information and may take a few moments to complete. Don’t turn the unit off – the next screen will appear momentarily – please be patient.

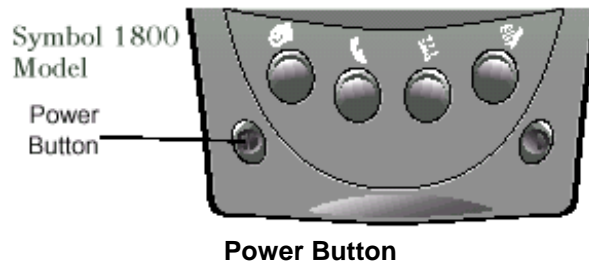


- In order to send orders to corporate and download important information from corporate you need to connect the unit to a modem (supplied) and connect the modem to the phone line. This process is called “Connect to Corporate” or “connection”. The unit dials into corporate and transfers information – and tells you when it is complete. Depending on the amount of data to send – this call may take a few minutes. Never disconnect the unit from the modem or from the phone line while the process is running. If you are accidentally disconnected please restart the connection process. Please ensure that call waiting, fax, credit card transaction or a phone call won’t interrupt this connection process.
- **Caution:** The scanner uses laser light. Avoid looking into the scanner’s window when the scanner is active. Don’t point the scanner at anyone while in use.
- Each scanner device is loaded with data that pertains only to your store. Therefore this device should not be shared with other customers/stores. The price book and historical data is store specific and unique to your account.
- When your scanner is provided to you it is already configured to collect data and connect with corporate. You won’t need to make any changes to the unit’s configuration unless directed by corporate technical support.
- Your bar code scanner is based on the Palm OS and has features and options you won’t be using. Please don’t access these unused features or options as you may accidentally change an important setting, fill-up or erase the memory or create other problems.

- Although Palm OS supports “graffiti” hand writing recognition – none is used in C-Tech21. You’ll use the stylus to select items on the screen or enter text and quantities using a popup keyboard (see page 6-1) or numeric keypad.

## 1.2 Powering On

Press the small button located near the lower left corner as pictured. Remove the stylus pen located in the back of the unit to utilize the touch screen.



The unit will automatically pick up where you left off (part of its power saving feature). If C-Tech21 was running when it was turned off – it will resume – otherwise you will need to start C-Tech21 (see page 1-7).

Note: If you press the power button too long, the backlight will also turn on. This backlight allows the unit to be used in dark locations – but may not be apparent in standard store light. You can use your hand to cover the display - if it seems to glow in a green color – the backlight is probably turned on. The backlight uses up considerable battery power and should not normally be used. Press and hold the power button again until the backlight turns off (the unit will remain on). Remember, you only need to briefly tap the power button to turn the unit on or off.

Note: If you ever have to reset the unit, the Palm OS preferences screen displays when the unit re-boots. Just tap the HOME/APPLICATIONS icon. Instructions are provided on page 6-1.

If you ever get lost and don’t know what to do – look for buttons at the bottom of the screen labeled “Done”, “Back”, “OK”, or “Cancel”. This generally returns you to the prior menu and eventually to the C-Tech21 main menu. If C-Tech21 is not running or you find yourself in an unknown program, see the section “Launching the C-Tech21 Software” on page 1-7.

### 1.3 How to Scan Bar Codes



**Scan Item Screen**

C-Tech21 allows you to save time and increase accuracy by scanning in UPC codes and shelf tags directly into the unit using the built in bar code scanner.

Notice the **Scan an Item** text at the top of this example window. Whenever you see this text it indicates the bar code scanner is active and you can scan a UPC code or shelf tag for a product in your store.

Locate the barcode on the product packaging. If the code is printed on a flexible material you may need to stretch it out so it is fairly flat.

When “Scan an Item” appears on screen press one of the yellow buttons on the sides (or the front center) of the scanner to activate the red laser scanner. Line up the laser light so that it crosses the lines of the entire bar code. It may take a few moments to scan.

When a bar code is successfully scanned the unit will beep and the laser will turn off. You can then look at the screen for more information about the item, add it to your order, or enter the inventory count (depending on the screen currently displayed).

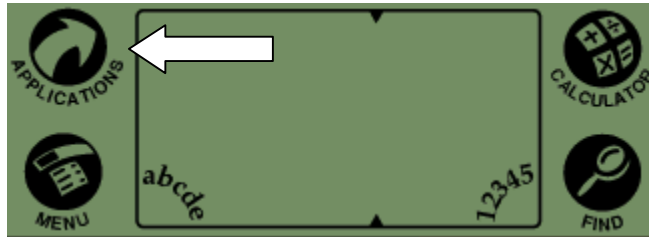
When scanning bar codes, the scanner will work best when positioned at a slight angle to the barcode. You will notice when the scanner is directly perpendicular from the barcode it won't scan as quickly.

You can use the “Item Detail & Price” window (under “Product Info”) to test scanning. You will get better at scanning barcodes with practice!



## 1.4 Launching the C-Tech21 Software

The scanner has many programs you won't be using with names like Calendar, Address Book, etc. These programs, including C-Tech21, are listed as icons on multiple pages of the application screen. The C-Tech21 icon may not be currently visible if you have changed pages.



If C-Tech21 is not running, then you can tap the HOME/APPLICATIONS icon (it may look a little different from the photo above) in the lower left corner of the display to return to the applications listing.

Once the program icons display, you can continue to tap the HOME/APPLICATIONS icon to change pages. Locate the page with the C-Tech21 icon.



Use the stylus to lightly tap the C-Tech21 icon. When C-Tech21 starts the C-Tech21 main menu appears.

If the C-Tech21 icon disappears from the unit (it can't be found on any page) this may indicate the batteries were allowed to completely drain or were removed from the unit too long. The unit may need to be returned to corporate for re-programming. Please contact corporate technical support for assistance.

## 2 Primary Functionality

### 2.1 C-Tech21 Main Menu

The C-Tech21 main menu is where you will select the portion of the program you want to use. Each option, such as "Order Processing", is represented by a button on the screen. You simply use the stylus to tap the button you want to use.



**C-Tech21 Main Menu**

Main Menu Options:

- **Order Processing:** Tap on order processing to begin or edit an order. You are prompted if you want to create a regular order, deli order, shelf tag order, view the hot list or history orders. See page 2-3.



**Order Menu**

- **Inventory:** Select this to do a physical inventory evaluation of your store. See page 4-4.
- **Open Invoices:** See invoices and credits on your corporate statement. See page 4-3.
- **Messages/Surveys:** Tap here to view "C-Messages" sent from corporate (see page 4-8) or answer survey questions (see page 4-9).

- **Product Info:** Tap this icon to perform a price lookup, view the order guide, review bookings, view product movement or work with planograms. See page 4-6.



**Product Info Menu**

- **Connect to Corporate:** This selection will connect the device with the corporate computer via modem and phone line for order transmission and account history information transfer. See page 3-1.

## 2.2 Order Processing

In this module you will prepare either your regular store order or your deli order. Your order is a group of items you want to have shipped from corporate. You may have one regular order and one deli order on the scanner. As you will see there are several ways to add items to your order.

Placing an order is a three-step process:

1. Connect with Corporate to download updated product and store history information
2. Add one or more items to your order (regular or deli)
3. Connect to Corporate again to transmit your order(s) for processing and shipment

### IMPORTANT

Before you start adding items to your order you need to connect the scanner to its docking station and phone line and perform a connection – with all “Send Regular Order”, “Send Deli Order”, etc. options UNCHECKED. This connection process will download the latest information from corporate to your scanner – information helpful in creating your order. You should perform this connection the morning you plan to start your order. Once the connection has completed you can start adding items to your order. If you don’t perform this connection you may not be able to start an order. Please see page 3-1 for details on performing a connection.

### IMPORTANT

After you have added all the items to your order you need to connect the scanner to its docking station and phone line and perform a connection. The send order options will be checked for you automatically. This connection process transmits your order to corporate for processing. Until this connection is performed your items are not actually ordered. Please see page 3-1 for details on performing a connection.

You can enter and transmit orders to corporate at any time. They will accumulate at corporate and be processed together based on your normal order processing/delivery schedule. If you have an assigned order deadline then you must connect to corporate and transmit your order before this deadline.

Tap the **Order Processing** button on the C-Tech21 main menu. The Ordering Menu displays asking what type of order you want to create.



**Ordering Menu**

Tap the button of the option you want to access.

- **Regular Order** – Allows you to scan one or more items to add to your regular store order.
- **Deli Order** – If you have a deli department this option allows you to scan one or more items to add to your deli order.
- **Shelf Tag Order** – Allows you to scan in one or more items (or manually enter them) to order a replacement shelf tag for your store (see page 4-2).
- **View Hot List** – Displays the corporate Hot List and allows you to add one or more items to your regular order (see

- page 4-3).
- **View History Orders** – View orders you created on the scanner in the past and optionally convert one of these orders into your current order (see page 4-1).

## 2.3 Create Regular Order and Deli Order

Regular and Deli orders are processed exactly the same way on the scanner – but they are considered two different orders on the scanner. When you next Connect to Corporate you can decide if you want to send the regular, deli or both orders during that connection. This allows you to, for example, send your regular order, but hold back your deli order until it is complete.

When you select “Create Regular Order” or “Create Deli Order” one of two screens displays. If there are no items currently on the order, the scan item screen displays and you can start scanning items you want to order. If you already have one or more items on your order, the order summary screen (on page 2-9) displays. You can review the items already on the order or tap the Add button to add additional items to your order.

Note: Once you transmit your order to corporate it is automatically saved as a history order on the scanner and then removed as your active order. You will be provided with an order confirmation number at the end of your connection when your order is successfully sent to corporate for processing. You can review your last few history orders and re-use them for future orders after your current order has been transmitted (see page 4-1).



**Scan Item Screen**

Once an Item is scanned, details about it appear on screen. This includes the product number, pack size, unit size, cost and SRP. Your weekly average will display as well as how much you previously ordered. If there are any deals for this item they too will be displayed. The screen will also show last order information and your weekly average. A scroll bar may appear on screen allowing you to scroll down to see additional information.

If you scan or manually enter an item and receive an “Invalid Item” message this indicates the barcode or ID you entered is not recognized by the system. If you receive an “Unauthorized Item” message this indicates the item is not in your custom product catalog. In either case the item can’t be ordered.

The units on hand field is the quantity that you currently have in the store. CTech21 will estimate that quantity based on several indicators such as your average weekly sales, your last purchase, and our recommended safety stock for this category. CTech21 then calculates a suggested order quantity based on the on hand quantity. If you have more or less than the estimated quantity on hand you should adjust the quantity on hand and the suggested order will automatically be changed. You can still change the Qty to Order directly if you want to override the suggested value.

**NOTE:** Many customers are used to walking their shelves and scanning only those items that they believe they need to reorder. We recommend that you scan every item to see if the system is recommending orders that you have overlooked. WE also recommend that when you have finished entering your order you should use the UNORDERED ITEMS feature (see p.2-18) to make sure that you have not inadvertently omitted an item that our system recommends.

If you are satisfied with the Qty to Order then just scan your next item – otherwise change either the Units On Hand or Qty To Order fields as needed by tapping the plus/minus buttons. You can also increment and decrement the Qty to Order by pressing the scanner’s scroll up/down buttons. You can also tap on the quantity box to display a popup numeric keypad to directly enter a quantity. If you try to order more than usual of an item you will receive a popup message warning you that you may be ordering too many. This additional step will help prevent over ordering an item due to a data entry error.

Note: If you scan an item and receive an extra 3-tone sound – this indicates that the suggested order quantity could not be calculated for you – and you need to set the order quantity yourself.. Please change the order quantity before scanning your next item. Failure to do this will result in the item not being ordered.

Note: Any item with an order quantity of 0 will be deleted from the order (it won’t be ordered). If you scan an item and decide you don’t want to order it – just change the order quantity to 0.

Notice at the bottom of the scan item screen you will see these buttons:

- **Done:** Takes you to the Order Summary Screen. Shows all items on your order.
- **Home:** Takes you to the main menu screen of the C-Tech 21 Program.
- **Tag:** Allows you to also order a shelf tag for the item currently displayed in the window. If you find that your shelf tag is missing or needs to be replaced you can order it while placing your product order. You will be prompted for the type of shelf tag you want to order.
- **Find:** You can manually enter an Item Number (or UPC) for an item without scanning it. The Find button is available throughout C-Tech21. When entering a UPC – enter all digits – including the smaller digits to the left and right of the label. Note: It is not possible to manually enter “short” or “compressed” UPC codes. These codes must be scanned.
- **Search:** You can tap on the search popup menu to display a list of ways you can lookup an item when you don’t have a barcode or item number. These search options are available throughout C-Tech21.
  - **Name:** Prompts you for any part of the product description. If you enter “apple”, for example, all products that contain “apple” anywhere in the name display. You are provided with a Cancel option to abort the search and display the items found so far.
  - **Item ID:** Same as the Find button.
  - **Category:** Displays a list of categories and allows you to select one. All the items within this category display and you can select one to add to the order.
  - **Header:** Displays a list of categories and allows you to select one. A list of headers for that category displays and you can select one. All the items within this header display and you can select one to add it to the order.

The following windows are available during the ordering process as well as throughout C-Tech 21.

## 2.4 Find an Item by entering Item Number or UPC



Enter the Number to Find

7 8 9 Bk Sp  
4 5 6  
1 2 3 0

Cancel Find Now

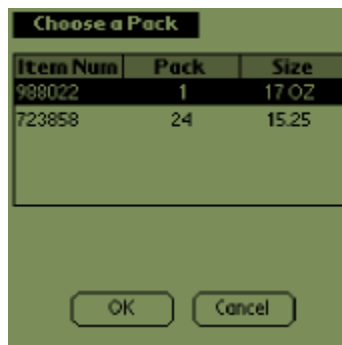
### Find an Item by ID

If you don't have access to a shelf tag or the UPC barcode for a product you want to order, you can use the FIND button (or Item ID option on the Search popup menu) to enter the item number and add it to your order.

This can be very helpful if you need to enter an item from the printed product catalog or obtain an item number from your Sales Rep.

You can't manually enter short or compressed UPC codes – these codes must be scanned.

## 2.5 Selecting a Pack Size



Choose a Pack

Item Num	Pack	Size
988022	1	17 OZ
723858	24	15.25

OK Cancel

### Pack Size Selection

If you scan a UPC code and the scanned item can be ordered in multiple pack sizes, the list of available packs displays and you simply select the pack size you wish to order.

## 2.6 Search for Items by Name



**Prompt for Name**



**Search Results**

If you don't have access to a shelf tag or the UPC barcode you can search for an item by name. You are prompted using the on-screen keyboard (see page 6-1) to enter any part of the product description (such as "apple").

All items that have "apple" anywhere in the description will be displayed in a list. You can select an item to add to your order.

Notice the scroll bar to the right of this list. You can use the stylus to "drag" the scroll bar or tap on the top and bottom arrows to see more products in the list.

The process of searching for items by name can be time consuming. A Cancel button allows you to abort the search and display the items found so far.

This list is limited to the first 500 products found. If your search returns more than 500 products the search is aborted and only the first 500 display. You can search again and enter more text to narrow your search.

## 2.7 Search for Items by Category



**Categories List**

If you don't have access to a shelf tag or the UPC barcode for a product you want to order, you can lookup the product by category. A list of categories displays and you can select one – and a list of all products in that category displays. You can select a product you want to add to the order.

It may take a few moments to locate all the products for a category.

## 2.8 Search For Items by Header



Headers List

If you don't have access to a shelf tag or the UPC barcode for a product you want to order, you can lookup the product by header. A list of categories displays and you can select one – and a list of all products in that header displays. You can select a product you want to add to the order.

It may take a few moments to locate all the products for a header.

## 2.9 Entering Order Quantity (and On-Hand Quantity)



Enter Quantity

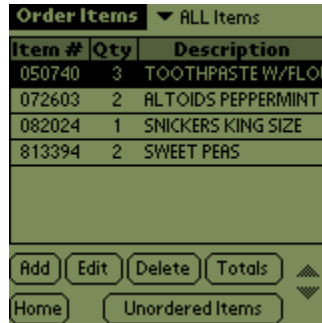
As previously mentioned you can increment/decrement the order and on-hand quantities using the +/- buttons next to the fields.

You can also directly enter a quantity using a popup keypad by tapping the quantity box.

Use the stylus to enter the quantity and then tap OK to return to the previous window. Your quantity will be displayed in the appropriate field. If you make a mistake tap the "BK Sp" button to erase a digit.

## 2.10 Order Summary

Once you have scanned items into an order, you can tap the “Done” button to display the order summary window.



The screenshot shows a window titled "Order Items" with a dropdown menu set to "ALL Items". Below the title is a table with three columns: "Item #", "Qty", and "Description". The table contains four rows of data. At the bottom of the window, there are several buttons: "Add", "Edit", "Delete", "Totals", "Home", and "Unordered Items". Small up/down arrows are visible in the bottom right corner of the window.

Item #	Qty	Description
050740	3	TOOTHPASTE W/FLOU
072603	2	ALTOIDS PEPPERMINT
082024	1	SNICKERS KING SIZE
813394	2	SWEET PEARS

### Order Summary

Notice the small up/down arrows in the lower right corner of the window. If more items are in the list than can be displayed at one time, you will need to scroll the list a page at a time using the arrows.

You can also tap on the header above the list (for example, in this window tap “Item #”) to go to the first page.

This screen lists the items on your order. Note the buttons at the bottom of the window.

- **Add:** Adds new item(s) to your order.
- **Edit:** Tap on a line item then this edit button to change an existing item.
- **Delete:** Tap on a line item then tap this button to remove the item from your order.
- **Totals:** Shows a summary of the existing order.



The screenshot shows a window titled "Order Totals" with a dropdown menu set to "ALL Items". Below the title, there are four rows of summary statistics. At the bottom of the window, there are two buttons: "Back" and "Home".

<b>Total Items Ordered:</b>	4
<b>Total Units Ordered:</b>	8
<b>Order Cost:</b>	\$80.48
<b>Retail Value:</b>	\$93.12

### Order Totals

- **Home:** Takes you back to the main menu.
- **Unordered Items:** Shows items from your purchasing history that have a suggested order quantity but *DO NOT* exist on your order. You can order these items as needed. See “Ordering Items Automatically” on page 2-11.

## Filter Order by Category



The screenshot shows an order summary screen with a table of items and a dropdown menu for filtering by category. The table has columns for 'Item #', 'Qty', and 'Description'. The dropdown menu is open, showing a list of categories. A small arrow icon is visible in the top right corner of the table area, indicating the filter selection point.

Item #	Qty	Description
050740	3	Tobacco Products
072603	2	Cigarettes
082024	1	Habc/GM/Auto
813394	2	Candy/Gum
		Perishables
		Motor Oil
		Beverages-Retail
		Food Service/Deli
		Snacks
		Phone Cards
		Novelties
		Supply Items

### Drop Down Category Selection

Notice the down arrow to the left of “All Items” – in the upper right corner of the order summary screen.

If you tap this arrow a drop down list of categories appears – allowing you to view the ordered items within a single category.

If there are more categories than can display on one window use the scroll bar to the right of this list.

## 2.11 Ordering Items Automatically

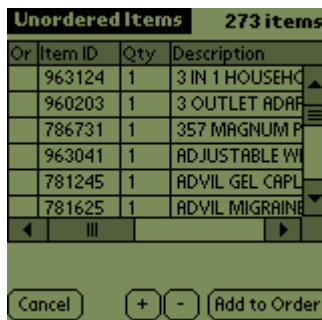
In addition to manually scanning items you want to order, you can review a list of products that you have ordered in the past but are not on your current order. You can quickly indicate a quantity you want to order and add them to your regular order without having to scan each one.

This is a very powerful and useful feature of the C-Tech21 system. Corporate maintains a vast amount of data about each customer's line item purchases. With the utilization of our powerful computer we are able to extract valuable information about product movement. You should carefully review this list before and during your order preparation. This feature could greatly aid you in controlling shrinkage and swelling of inventory.

While working with a regular order you can tap the Unordered Items button. The following screen displays.



**Category Selection**



**Unordered Items for Category**



**Add to Order Confirmation**

You are prompted for the category you want to review. Select the category and tap OK. A list of **suggested order** items for the category displays. This list is based on your past 13 weeks of history along with other statistical calculations to arrive at optimum order quantities based on your prior purchases. It shows items that, based on your history, should be ordered now to continue an even inventory level. You can add unordered items to your order either by entire category or by picking one item at a time. This list is sorted by product name. The scroll bar to the right can be used to see additional products.

If you want to order only certain items then you must tap on each item to place a Y beside it. This flags the item to be ordered. If, on the other hand, you want to order all items in the category then don't worry about marking each item – you will have the option later to order all items regardless of the Y flag.

You can change the suggested order quantities by tapping an item in the list and then tapping the + or – buttons at the bottom of the window.

When you are ready to order unordered items, tap the Add to Order button. You are prompted to choose to order all the items for the category – or only the items flagged with a Y. If you have not flagged any items with a Y then your only option is to order all items in the category.

**IMPORTANT:** If you tap the Back button without adding the items to your order, no quantity changes are saved – and you must manually update any quantities again when

you return to this window.

Note: If you accidentally add too many items to your order or at the wrong quantities you can change quantities or delete items using the Order Summary window (see page 2-9).

## 2.12 Clearing Your Order

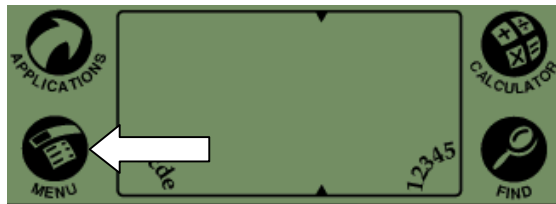
When you connect and transmit orders to corporate – they are automatically cleared from the scanner when they are successfully transmitted to corporate. Normally you don't need to clear them yourself.

If you have used the scanner for training or otherwise want to start over with your current order (that you have not yet transmitted) – you can use the pull down menu option “Clear Order” to clear all orders from the unit. Note: clearing orders from the unit only affects order items that have not yet been transmitted to corporate.

While the order summary window displays, tap on the window title in the upper left corner of the window –OR- tap the Menu icon in the lower left corner of the screen.



Window Title



Menu Icon

Either of these methods will display a menu at the top of the screen. Tap on “Clear Order” to clear all the orders. You will be prompted for confirmation before the order items are cleared.



Pull Down Menu

When the items are cleared you are returned to the main menu.

**Important: Clearing an order permanently deletes the order from the scanner. The deleted order is NOT stored in history. This process can't be “un-done”.**

### 3 Connecting to Corporate



When you are ready to send a regular or deli order, shelf tag order, inventory, or to download corporate information follow these simple instructions.

Don't remove the unit from its cradle or terminate the connection until the screen indicates the connection is complete.

Updated software or additional data may be sent to your scanner automatically during your connection. The duration of a connection can change from day-to-day.

The connection may take several minutes. Please be patient.

1. Before connecting to corporate make sure that the phone line is not in use and won't be used (for voice calls, credit card terminal, outbound fax, etc.) during the call.
2. Turn on the modem. One or more lights on the front of the modem will illuminate.
3. Place the scanner in its docking cradle.
4. Tap on the Connect to Corporate button on the C-Tech21 main menu.



**Main Menu**

When you tap on "Connect to Corporate" from the Main Menu you will then see the following.



**Regular Order Totals**

You can use the drop down in the upper right corner to also view totals for deli and tag orders. Tap Next to proceed.



### **Connection Settings**

The Connection Settings window indicates what will be sent to corporate during this connection. The check boxes will be checked for you automatically.

You can uncheck items that you DON'T want to send by tapping on the box. For example, if you have completed your regular order but your deli order is incomplete – you can uncheck the Deli Order option – and your Deli order won't be transmitted and will remain on the scanner.

5. Tap the “Connect” button at the bottom of the screen. You are prompted to insert the scanner in the cradle. You must do so before you tap the “Yes” button. The modem is activated and uses the phone line to connect to corporate.

During the connection status information about what is being transferred to and from your scanner displays on screen. A status bar at the bottom of the screen displays indicating the connection process is operating. This status bar will pause and repeat during the connection process.

Note: Depending on what needs to be transferred from corporate to your scanner, the modem may hang up and immediately redial multiple times. Please leave the scanner in the cradle until the scanner either turns itself off or you see the “sync completed” message on the screen.

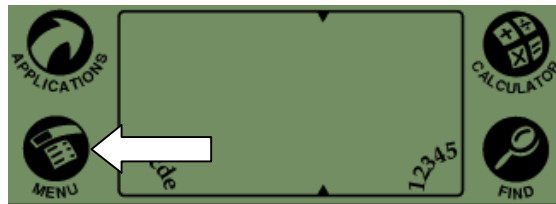
6. After the transmission is complete there will be a summary on the screen about the status of the connection. If you are not around at the conclusion of the connection the unit may enter sleep mode (the screen will be blank) – this is another indication that the connection has completed – just press the power button on the scanner (NOT the button on the cradle) to turn the scanner back on.

The connection status will include either “Sync Completed Successfully” or an error message. If an error was detected a “Retry” button appears on screen so that you can retry the connection. The status message may also include regular and deli order confirmation numbers if you sent orders to corporate. Please make a note of these confirmation numbers for future reference.

Note: If you intended to send a regular and/or deli order but you did not get an order confirmation number please check the screen for an error message and make a note of it. You can try connecting to corporate again or contact technical support for assistance.

7. Turn off the modem. The modem should remain off when you are not performing a connection.

If you proceed to the main menu after your order is sent without noting the confirmation number(s) you can view the results of the last sync can be displayed at any time. Go to the C-Tech21 main menu and tap on the “Menu” icon in the lower left corner of the screen.



A pull down menu displays. Select the option “Log” from the top, and then “Connection Status” from the drop down. This redisplay exactly what was on the screen when your last connection completed.

This information may be requested by technical support if you are having connection problems.

**IMPORTANT:** Before you start your next order you need to connect to corporate again to make sure that your scanner has the latest products, pricing and store history information. You should perform this connection the morning you start your order. This information is critical to the proper order process. On this connection all the check boxes for orders, inventory, etc. should be unchecked.

Note: If more than 48 hours has passed since your last connection you won't be permitted to start an order until you connect to corporate again. Connections where you send orders, inventory, tags, etc. to corporate don't count. You must connect and send nothing to corporate to reset the 48-hour timer.

If you have connected within the last 48 hours and still receive the 48-hour message – make sure that the order, tag, and inventory check boxes are unchecked and that you don't receive any connection error messages.

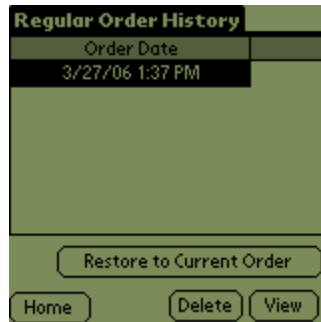
## 4 Additional C-Tech21 Functionality

On the C-Tech21 menu we have just reviewed order creation and connect to corporate functions. There is much more to C-Tech21!

### 4.1 History Orders

When you transmit an order to corporate a copy of the order is kept on your scanner as a history order. Older history orders are automatically deleted as new orders are added to the history. At any time you can review your history orders by selecting Order Processing from the main menu and then tapping the View History Order button. You are prompted if you want to review regular of deli orders. Tap on the appropriate button.

A list of all history orders transmitted from this scanner appears (each order is represented by the date and time it was transmitted). This list only includes orders transmitted to corporate from this scanner. Orders created in other ways won't show up here. The orders here are an exact duplicate of the original order and don't reflect any changes that may have been made by corporate since the order was transmitted.



You have the following options on this window.

- **Restore Current Order** – This option copies the currently highlighted history order back to your live order. Any items that are duplicated between your live and history order are skipped. All items from your history order that are not yet on your live order are added to the live order with the same quantity as listed on the history order.
- **Delete** – Delete the history order and all the products on it.
- **View** – View the detail line items for the currently highlighted order and optionally display a total of the history order.

Item #	Qty	Description
5587	2c	CAMPBELL MAC & BE
5595	2c	CAMPBELL MAC & CH
6957	1c	HAROLD'S CHILI
12435	1c	HOT POCKET COMBO

History Items

<b>Total Items Ordered:</b>	4
<b>Total Units Ordered:</b>	6
<b>Order Cost:</b>	\$155.91
<b>Retail Value:</b>	\$25.52

History Order Total

- **Home** – Return to the main menu.

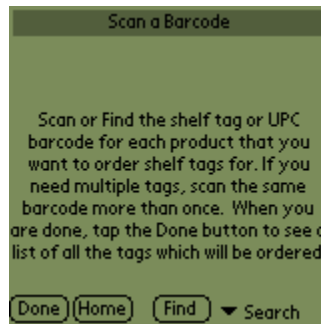
## 4.2 Ordering Shelf Tags

From the main menu select “Order Processing” and then “Create Shelf Tag Order”.



**Shelf Tag Menu**

You can then select the type of shelf tag you want to order.



**Shelf Tag Scan**

Just like adding items to an order, you can add items to a shelf tag order. Instead of actual product being shipped to your store, shelf tags for the products will be sent to you.

You can also order shelf tags while creating your order (see page 2-3) or taking a physical inventory (see page 4-4) by taping the “Tag” button.

When you tap the “Done” button, a list of all shelf tags of the selected type displays. You can delete tags that you scanned in error.



**Shelf Tag Summary**

If you have an in-store shelf tag printer provided with the C-Tech21 solution you can connect your scanner to the printer and print your own shelf tags immediately. If you do print them – then you

should respond "Yes" when prompted if they printed OK so that they won't also be ordered from corporate.

### 4.3 View Hot List

From the main menu select "Order Processing" and then "View Hot List".

You can select a product in the list and then tap the "Add to Order" button to add it to your regular order. You will be prompted for the quantity of the product that you want to add to your regular order.

Pack/Size	Description
6/1.5 OZ	CLASSIC CHEESECAK SNK
6/1.5 OZ	STRAWBRY CHEESECKE S
6/1.5 OZ	CHOC/RASPBRY CHEESECK
10/EACH	ALTOIDS GUM PEPPERMI
18/EACH	AIR HEADS FRUIT SPINNER
36/EACH	REESE'S PIECES PEANUT
23879 Cost: \$2.53 SRP: \$0.79	

**Hot List**

### 4.4 Open Invoices

From the main menu tap the "Open Invoices" button. The following window displays.

This window simply shows you a list of your open invoices on your corporate account. The total currently due and past due display at the top of the window with the details displayed in the list.

Inv #	Date	Type	Amount
62536	6/1/2005	I	275.00
61526	5/1/2005	I	25.00

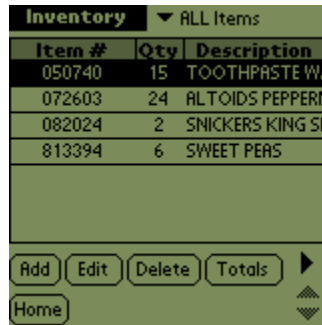
**Open Invoices**

Notice the up and down arrows in the lower right corner of the window. If the list of invoices (or other data shown elsewhere in C-Tech21) is more than can be displayed at one time you can tap the up/down arrows to scroll the list – one page at a time.

Tap the BACK button to return to the main menu. Tap the Help button for a ledger of the Type codes.

## 4.5 Inventory

From the main menu tap the Inventory button. If you have not taken an inventory since your last connection to corporate, the Inventory Scan window displays. If you have already started your inventory, the list of inventoried items displays.



The screenshot shows a mobile application window titled "Inventory" with a dropdown menu set to "ALL Items". Below the title is a table with three columns: "Item #", "Qty", and "Description". The table contains four rows of data. At the bottom of the window, there are five buttons: "Add", "Edit", "Delete", "Totals", and "Home". To the right of the "Totals" button is a right-pointing arrow, and to the right of the "Home" button are up and down arrows.

Item #	Qty	Description
050740	15	TOOTHPASTE W/
072603	24	ALTOIDS PEPPERM
082024	2	SNICKERS KING SI
813394	6	SWEET PEAS

### Inventory Summary

This summary shows all products that you have taken an inventory of since your last connection to corporate. This information is sent to corporate on your next connection and then cleared from the scanner automatically.

Notice the up and down arrows in the lower right corner of the window. If the list of products is more than can be displayed at one time you can tap the up/down arrows to scroll the list – one page at a time.

Like the Order Window – the drop down arrow in the upper right corner allows you to display only inventoried items in a selected category.

You have the following additional options:

- **Add** – Allows you to scan a UPC or shelf tag and then enter the current inventory count.
- **Edit** – Displays details of the highlighted item and allows you to change the inventory count.
- **Delete** – deletes the currently highlighted item from your inventory count. Just tap the item and tap Delete to delete it.
- **Totals** – Displays a summary of the counted items in the selected category (or all items if “All Items” is selected in the category drop down).
- **Home** – Returns to the main menu.

You may also use the pull down menus to select “Clear Inventory”. This option prompts for confirmation and then deletes all the inventory counts from the scanner– allowing you to start over. All items are deleted – regardless of the category selected from the drop down list.

You may scan items or UPCs, or use the Find button or Search popup just as you can when creating an order.

You can enter inventory quantities in full cases as well as individual units. The summary window shows individual units – taking into account how many units are in a case.

Scan an Item

Cost                      SRP

Category: ▼ Grocery

Qty

Individual Units:  + -

Cases/Cartons:  + -

Add Non-Stock Item    Tag

Done Home Find ▼ Search

**Inventory Count**

The Tag button on this window allows you to also order a shelf tag for the item currently displayed in the window. If you find that your shelf tag is missing or needs to be replaced you can order it while taking your physical inventory. You will be prompted for the type of shelf tag you want to order. You may only order tags for stocked items.

You are not limited to only inventorying stocked items. You may also inventory items not provided by corporate by tapping the “Add Non-Stock Item” button. You are prompted for a UPC code (manually entered), category, SRP and Margin % for the item.

**Non-Stock Item**

**35698856**

This item is not in the stock database. Enter the Category, SRP and Margin for this item.

Category ▼ Grocery

SRP

Margin  %

Cancel    OK

**Add Non-Stock Item**

If you find after adding a non-stock item that you have entered an incorrect SRP or Margin %, just delete the item from the inventory and add it again with the correct values.

You can display your inventory total based on the items you have scanned or manually entered. The totals are for the category selected on the main inventory window.

**Inventory Totals**

**ALL Items**

<b>Total Items Scanned:</b>	4
<b>Total Units Scanned:</b>	47
<b>Total Cost:</b>	\$68.80
<b>Retail Value:</b>	\$45.94

Back Home

**Inventory Totals**

## 4.6 Item Detail & Price

From the C-Tech21 main menu tap “Product Info” and then “Item Detail & Price”.



**Item Detail & Price**

This window quickly shows you the price and other details for items (or UPC barcodes) you scan.

The scanner remains active while this window displays – so you can scan additional products without having to exit and return to this window.

You can tap the “Home” button to return to the main menu or tap “Back” to return to the Product Info menu.

Like orders, you can use the Find button or Search popup to locate items that can’t be scanned.

Any current specials or discounts are reflected in the item’s cost.

## 4.7 Order Guide

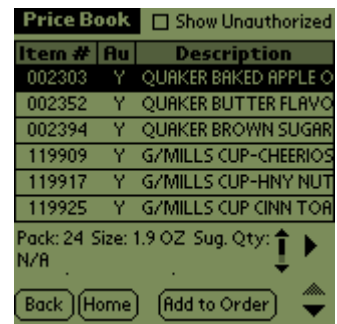
From the C-Tech21 main menu tap “Product Info” and then “Order Guide”. This option allows you drill down through category and headers to see detailed product listings and optionally add items to your regular order. When you select a category only the headers from that category display – and when you select a header – only the products from the header display.



**Select Category**



**Select Header**



**Product List**

Select a category and tap OK to move to the next window.

Select a header and tap OK to move to the next window.

From the product list you can highlight any item to see details (Pack Size, Cost, SRP) at the bottom of the window. Depending on your unit’s configuration you may be able to add this item to your regular order with the Add to Order button.

You can scroll the product lists up and down using the up/down arrows in the lower right corner. On the product list you have left/right arrows for panning the list to see the remainder of the description.

## 4.8 Review Bookings

From the C-Tech21 main menu tap “Product Info” and then “Review Bookings”.

Date	Qty	Description
7/2/05	4	TOOTHPASTE W/F
7/12/05	10	POP SHOTS BASEB
7/12/05	2	MENTOS BREATHM

#50740 Pack: 12 Size: 6.75 OZ

**Bookings**

This option lets you see the list of booked products that will be shipped to your store in the future. If there are no current bookings a message displays when you access this option.

The bookings information is read only and can't be changed.

You can tap the HOME button to return to the main menu or tap Back to return to the Price Book menu.

## 4.9 View Product Movement - Category or Header

From the C-Tech21 main menu tap “Product Info” and then “View Product Movement”. You can then select a sub-option “By Category” or “By Header” – which both operate very similar.

These options allow you to drill down to view product inventory movement based on Category or Header. This information is based on your order history and not any inventory information you may currently have on your scanner.

Selecting “By Category” drills down starting with category. The list on the item listing window, like other windows in the C-Tech21 solution, can be scrolled up and down and right/left using the arrow buttons in the lower right corner. The list is sorted by average movement - with your fastest moving items listed first. You can scroll to the bottom of the list for your slowest moving items. On the other hand, selecting “By Header” drills down starting with the category and then header.

Select a Category
Grocery
Tobacco Products
Cigarettes
Habc/GM/Auto
Candy/Gum
Perishables
Motor Oil
Beverages-Retail

**Select Category**  
**(Header is similar)**

Select a category (or header) and tap OK to move to the next window.

Item #	Size	Avg	Desc
986661	3 OZ	1.46	ARMOUR PO
986372	7 OZ	1.46	VAN CAMP B
990028	100'S	1.00	KLEENEX BO
990010	ROLL	1.00	SCOTT TISS
987644	2.25CUP	1.00	NISSIN INST
984252	6 OZ	1.00	COFFEE MAT
980102	7+OZ	1.00	CBAD M/ME

Last Order: 5 on 4/7/05

**Item List**

Highlight a product to view the last order quantity and date at the bottom of the window.

<b>Number of Items:</b>	154
<b>Weekly Cost:</b>	\$48.76
<b>Weekly Retail:</b>	\$74.79
<b>Weekly Profit:</b>	\$26.03
<b>Gross Margin:</b>	34.8%

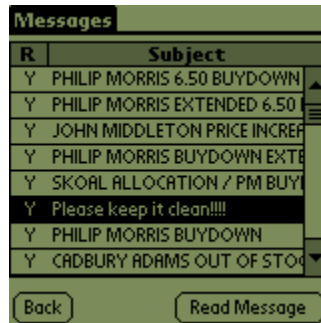
**Profit**

Tap the Profit button to display a profit summary for all items in the list.

## 4.10 Messages

From the main menu tap the Messages/Surveys button and then the Messages button.

Note: After your connection with corporate if there are new messages you are required to read each new message before proceeding to the main menu.



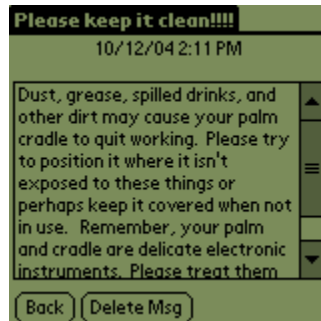
### Messages

Messages are short announcements or helpful information provided by corporate. You can't create new messages but you can view the messages provided by corporate.

The letter "N" displays to the left of the subject to indicate a new message that has not been read. It changes to a Y when you have read the message.

Notice the scroll bar to the right of this list. You can use the stylus to click the up/down arrows to view other messages on the list (the messages scroll up/down when you click).

You can tap on a message and then tap the "Read Message" button. The message body displays. If the message is long you can use the scroll bar on the right to scroll down to read the remainder of the message.



### Message Body

When you have read a message you can tap the "Back" button to save the message and mark it as read. If you no longer need a message you can tap the "Delete Msg" button to delete the message. It will be removed from the list and won't be shown again.

If a message is about a particular product available to order, the product ID and description will appear at the top of the message and an "Add to Order" button displays at the bottom of the screen. You can tap this button to add the item to your regular order. You'll be prompted for the quantity you want to order.

## 4.11 Surveys

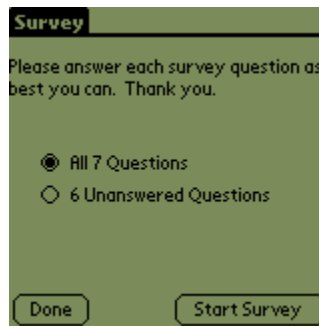
From the main menu tap the Messages/Surveys button and then the Surveys button.

Note: After your connection with corporate if there are new survey questions you have not yet answered then the survey will start automatically.

Note: If there are questions you can't answer you can skip them – but you should return to the survey window and complete the survey before your next connection to corporate. Some survey questions must be answered before you can send your order. You will be prompted to answer these survey questions when you connect to corporate to transmit your order.

Surveys are one or more questions the scanner will ask you. You use the provided space on the window to enter the answer to each question. If you don't know the answer you can skip the question and come back to it later. If there is no answer to a question you can check the option "Skip this Question – No Answer".

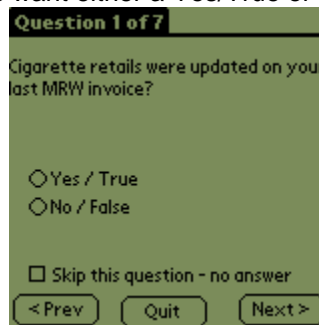
Surveys can ask several questions. When you start a survey (or it is started for you after a connection to corporate) you are presented with the number of questions (answered and unanswered) and can choose which questions you want to review/answer.



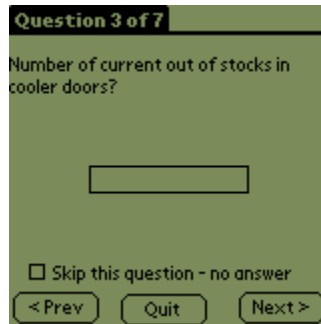
### Survey Introduction

There are several types of survey questions.

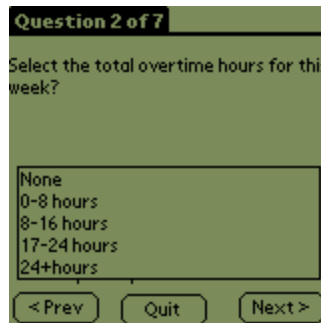
- **Yes/No** – These questions want either a Yes/True or No/False answer.



- **Numeric Value** – These questions want a numeric value to be entered. When you tap on the rectangle in the middle of the screen a popup keypad appears. Tap OK to submit your answer.



- **Text Value** – These questions want a text value to be entered. When you tap on the rectangle in the middle of the screen a popup keyboard appears (see page 6-1). Tap Done on the keyboard to submit your answer.
- **Multiple Choice** – These questions provide you with a list of possible answers. Tap the small arrow in the middle of the screen to display a popup list of answers and make a choice from the list.



- **Signature** – These questions ask for a signature. It may ask for your signature or that of someone else. Simply use the stylus to slowly sign inside the box provided. If you want to start over tap the Clear button to start over.
- **Display** – Some survey items are not questions but just text you should read. They may serve as instructions for the survey or as a reminder to take some action.

When you complete the survey a summary displays and shows the number of questions that remain unanswered. This summary allows you the opportunity to review your answers or to exit the survey. You can review and change your survey answers at any time prior to your next connection to corporate by accessing the Messages/Surveys button on the main menu.

Note: Some survey questions will be asked every week and therefore will appear after every connection to corporate.

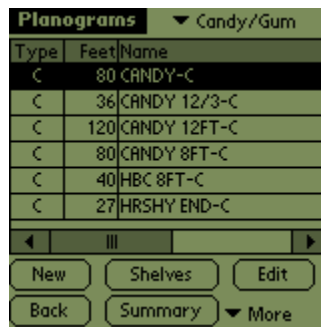
## 5 Planograms

The planogram sections (accessed from the Product Info button on the main menu) allows you to create, change and analyze planograms in your store (or additional read-only planograms provided by corporate).

A planogram is a set of products divided into one or more shelves. Each planogram has a name, linier feet and an optional comment. You create planograms by assigning a name and linier shelf feet and then scanning items from each of the shelves. Once you create a planogram you can view displays such as product movement for a planogram, profit per linier foot, and percentage profit across all your store planograms.

When you select the Planogram option on the Product Info menu you will see a list of all your store planograms. Each planogram in the list shows the type (S = Store, C = Corporate), linier feet and the planogram name. Store planograms are completely editable while corporate planograms are read only.

At the top of this window is a drop down to filter the planogram list based on a selected category. If a category is selected only planograms of that category are displayed. To view all planograms select the "All" category (the default).

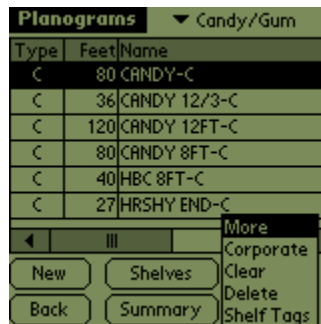


The screenshot shows a window titled "Planograms" with a dropdown menu set to "Candy/Gum". Below the title is a table with two columns: "Type" and "Feet|Name". The table contains six rows of data. Below the table is a navigation bar with a left arrow, a vertical bar, and a right arrow. At the bottom are five buttons: "New", "Shelves", "Edit", "Back", and "Summary" with a "More" dropdown arrow.

Type	Feet Name
C	80 CANDY-C
C	36 CANDY 12/3-C
C	120 CANDY 12FT-C
C	80 CANDY 8FT-C
C	40 HBC 8FT-C
C	27 HRSHY END-C

**Planogram List**

In addition to the buttons at the bottom of the window there is a popup menu of additional options. Tap the More button to display these additional options and select one from the popup menu.



This screenshot is identical to the previous one, but the "More" button has been tapped, opening a popup menu. The popup menu contains the following options: "More", "Corporate", "Clear", "Delete", and "Shelf Tags".

Type	Feet Name
C	80 CANDY-C
C	36 CANDY 12/3-C
C	120 CANDY 12FT-C
C	80 CANDY 8FT-C
C	40 HBC 8FT-C
C	27 HRSHY END-C

**Planogram Popup Menu**

The available options on this window for managing planograms are:

- **New** – Create a new planogram. You are prompted for the new planogram name (it can't duplicate an existing planogram name), the linier feet (required) and an optional category and comment. You can put any product into any category. Categories are useful to filter your list to only planograms for a specific category. If you don't know the linier feet you can estimate it and come back and change it using the Edit option.

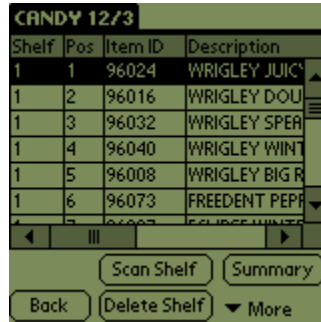
The image shows a software dialog box titled "Header". It contains three input fields: "Name" with the text "Candy", "Linier Feet" with the text "12", and "Comment" which is an empty text area. At the bottom of the dialog are two buttons: "Cancel" on the left and "Save" on the right.

### New Planogram

- **Shelves** – Displays the items on each shelf. The items are sorted in this list by shelf and then by the position on the shelf (the order they were scanned).
- **Edit** – Displays a window to allow you to edit the planogram information (name, linier feet, category and comment). You can also use this window to rename a planogram by changing its name. The new name can't duplicate an existing planogram name.
- **Corporate** – This popup menu option toggles between showing only store planograms in the list or showing both store and corporate planograms. Corporate planograms are suggestions provided by corporate of successful planograms. You can view displays on corporate planograms just as you do on your store planograms – based on your store purchase history. Corporate planograms are read-only. You can, however, duplicate a corporate planogram. This converts it to a store planogram that you can then edit.
- **Duplicate** – This option prompts you for a new planogram name and then duplicates the currently selected planogram to the new name. The original planogram is not changed. The name of the duplicate planogram can't already exist. You can use this option to duplicate store or corporate planograms. Once a corporate planogram is duplicated it becomes a store planogram and can be edited.
- **Clear** – Removes all the items from the planogram but keeps the planogram header (name, linier feet and comment). This option may be useful if you want to re-scan all the products into the planogram from scratch without having to delete and then re-create the planogram header information. You are prompted for confirmation.
- **Delete** – Deletes the entire planogram – both the items and the header (name, linier feet and comment). You are prompted for confirmation.
- **Shelf Tags** – After confirmation all the items in the planogram will have shelf tags ordered (see page 4-2).
- **Summary** – Shows a menu of the displays that you can view for the selected planogram (or across all store planograms). See page 5-4.

## 5.1 Scanning Shelves

Planograms consist of a header (the name, linier shelf feet and comment) as well as multiple products that are part of the planogram. When you tap the Shelves button you are presented with a list of all the items currently in the planogram.



Shelf	Pos	Item ID	Description
1	1	96024	WRIGLEY JUIC
1	2	96016	WRIGLEY DOU
1	3	96032	WRIGLEY SPER
1	4	96040	WRIGLEY WINT
1	5	96008	WRIGLEY BIG R
1	6	96073	FREEDENT PEPP

Buttons: Scan Shelf, Summary, Back, Delete Shelf, More

**Planogram Shelves**

This list is sorted by shelf and then by the position on the self (from left to right – based on the order the item was added to the planogram).

Items are scanned into planograms one shelf at a time. To create a shelf or re-scan items on a shelf tap the Scan Shelf button. You are prompted for the shelf number you want to scan. If you enter a new shelf number it will be created. If you enter an existing shelf number you are asked to confirm removing all the existing items from the shelf. Note: You can't selectively add, delete, or re-order items on a shelf. If you need to change a shelf just enter the desired shelf number and re-scan all the items on the shelf.

You add items to a shelf by scanning them using the barcode scanner, or, if a barcode is not available, searching for the item by ID, Name, Category or Header. You will want to scan items on the shelf from left to right. Position numbers 1,2,3... are automatically assigned to each new item as it is scanned.



**Scan Planogram Item**

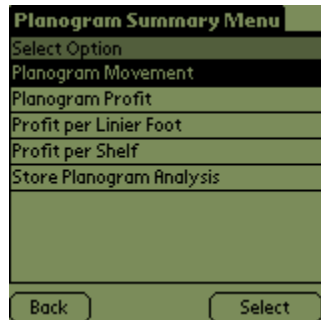
When you are done with the shelf tap the Done button. This returns you to the shelves display with the first item on the scanned shelf highlighted. You can re-scan the shelf if you made an error, scan a new shelf, or use the additional options on this window.

- **Delete Shelf** – After confirmation this option deletes the shelf containing the currently highlighted product. This option is useful if you are changing the size of a planogram by removing the last shelf. Note: If you delete a shelf you may want to change the total linier feet of the planogram by using the Edit button on the Planogram List window.

- **Summary** – Just like the summary button on the Planogram List window, this option displays a menu of the displays you can view for this planogram (see page 5-4).
- **Order** – This popup menu option (tap More to see the list) allows you to add the currently highlighted item to your regular order. You are prompted for the quantity you want to order.
- **Shelf Tag** – This popup menu option (tap More to see the list) orders the current item's shelf tag (see page 4-2).

## 5.2 Planograms – Summary Displays

The summary button on either the Planogram List or Planogram Shelves window displays the following list of displays that can be viewed for the currently selected planogram.



**Planogram Summary Menu**

- **Planogram Movement** – This display shows each item in the planogram along with its average movement. The list is sorted by average movement with the products with greatest movement listed first.

Item ID	Size	Avg Name
95562	ERCH	12.31 WINTERF
95612	ERCH	12.31 WRIGLEY
95638	ERCH	9.23 WRIGLEY
95604	ERCH	6.15 WRIGLEY
95620	ERCH	6.15 WRIGLEY
90019	ERCH	3.69 CERTS CI
90000	ERCH	0.00 CERTS CI

- **Planogram Profit** – This display shows the total profit for all items in the planogram.

Number of Items: 106
Weekly Cost: \$20.08
Weekly Retail: \$35.74
Weekly Profit: \$15.66
Gross Margin: 43.8%

- **Profit per Linier Foot** – This display shows the profit for all items in the planogram divided by the number of linier feet in the planogram.
- **Profit per Shelf** – This display shows each shelf in the planogram along with the retail, profit and average retail for each shelf.

Planogram Summary			
Shelf	Retail	Profit	Avg Rtl
1	429.06	0.69	1.01
2	553.66	0.75	0.87
3	505.23	0.72	0.92
TOT	1,487.95	0.72	0.92

Back

- **Store Planogram Analysis** – This display shows percentage feet, percentage retail and percentage profit across all the store planograms currently defined. It shows you which planograms are generating the most profit.
  - Note: Only store planograms are included in this display – corporate planograms are ignored.
  - Note: In order for this display to be meaningful you must have only real store planograms defined. If you have experimented with planograms and have duplicates or invalid planograms these must be deleted before using this display.

## 6 Appendix

### 6.1 Using the Popup Keyboard

There are areas of the C-Tech21 solution that allow you to enter text. For example, when creating a planogram, answering a survey question or searching for products by name, you are prompted to enter text.

A popup keyboard appears on screen when you need to enter text. You simply use the stylus to tap on the letters you want to enter.

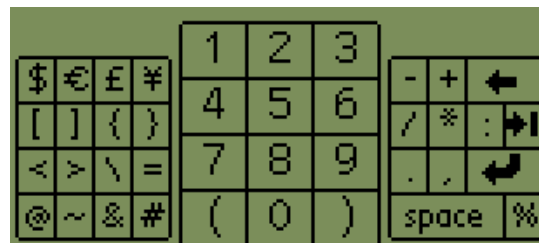


**Popup Keyboard - Text**

Simply use the stylus to tap on the letters to enter them into the area above the keyboard. You can tap the “shift” button before tapping on a letter to make that letter upper case (notice that the keys on the keyboard change to upper case). You can also tap the “Caps” button to change the entry to all caps (tap it again to return to lower case).

Note: Searching by product name are always case in-sensitive – no need to bother entering the text in the proper case.

Notice at the bottom of the keyboard labeled “abc”, “123”, and “Int'l” buttons. The keyboard defaults to “abc” showing you letters and some punctuation. You may tap 123 to enter numbers and additional punctuation/symbols.



**Popup Keyboard – Numbers and Punctuation**

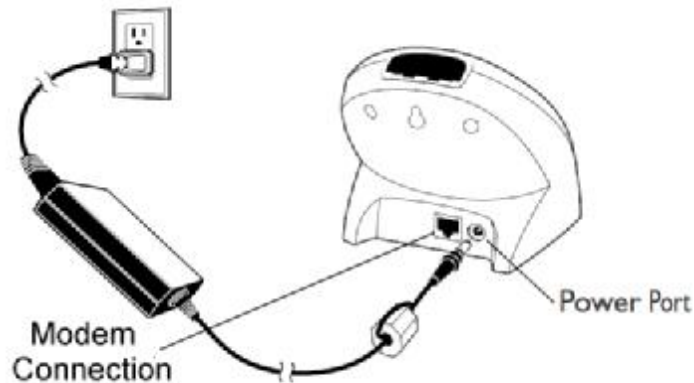
**IMPORTANT:** The use of International characters is NOT supported.

## 6.2 Charging the Battery

C-Tech21 monitors your battery as you use the system. You will receive a message when the battery runs low and scanning is no longer possible. Additionally, you will receive a reminder on the Main Menu when your battery runs low. You should insert the scanner into the cradle for charging when you receive a low battery warning.

**A loss of power for more than about 30 seconds will clear not only your data (and any orders) but also the software – requiring the unit be returned to corporate for reprogramming.**

Your scanner uses a rechargeable battery. **This battery charges while the unit is in its cradle. It is recommended leaving the scanner in its cradle when not in use to assure full charge.**



**Power Supply Connection**

The LED indicator on the charging cradle will turn red to indicate the scanner is charging. It will turn green when the unit is fully charged. You don't need to wait for a full charge before using the unit.

## **6.3 Frequently Asked Questions (FAQ)**

### **I have an order deadline. When should I transmit my order?**

Your order deadline is when your order should be received at corporate. It may take a few minutes to send your order. Additionally, you may have a problem with the phone line, requiring that you re-connect to transmit your order. It is recommended that you start the Connect to Corporate process at least 30 minutes prior to your order deadline.

### **Do I need to put the scanner in the cradle to connect to corporate?**

Yes. In order to connect to corporate you must insert the scanner in the cradle that is connected to the modem. The modem must be turned on and connected to your phone line in order to connect. See page 2-3.

### **Do I need a PC to sync?**

No. The C-Tech21 solution uses a modem and docking cradle (provided) to connect directly to corporate to transmit your orders and get pricing and other updates. No PC is needed. You should not sync with any PC.

### **Can I use the Calendar/Address Book, etc. in the device?**

No. You should not use these other applications. Only C-Tech21 should be used on your scanner.

### **Can I install additional software on the scanner?**

No. The scanner is dedicated to the C-Tech21 solution. Additional software may not be installed.

### **When I connect to corporate I have 4 boxes I can check (Orders, Tags, Inventory). What should I check?**

C-Tech will check the boxes for you based on what needs to be sent to corporate. You should not check boxes manually. However, if you DO NOT want to send something (such as Deli Order) on this connection – you can uncheck the box to hold the order on your scanner. You will need to connect again to send the deli order later.

### **Can I send my regular and deli orders at the same time?**

Yes. Normally if you have created both a regular and deli order they will both be transmitted to corporate on your next connection. If, however, if you DO NOT want to send one of the orders (such as Deli) on the next connection – you can uncheck the box to hold the deli order on your scanner. You will need to connect again to send the deli order later.

### **When I insert my Scanner into the cradle a red light comes on? What does this mean?**

The red light indicates the scanner battery is being charged. The light turns green when the battery is fully charged. You don't need to wait for the battery to charge fully before using the scanner. It is recommended that you leave the scanner in the cradle to charge when not in use. The scanner will alert you when the batteries are running low (see battery charging on page 6-2).

### **Should I ever remove the battery?**

You should normally never need to remove the battery. If you remove the battery for more than a few seconds all memory on the scanner will be lost and you will need to return the scanner to corporate for reprogramming. Remember to leave the unit in its cradle so that the battery will charge when not in use.

**I need to move the cradle and modem to a new location. What should I do?**

You will need several electrical outlets (or a power strip) and a phone line at the new location. You should carefully unplug the modem from the phone line and the electrical cords from the outlet. Move the scanner, cradle, modem, and all related cables to the new location. Make sure the new location will not require the power or phone cables to cross a doorway or otherwise be caught on something or someone that could pull the scanner etc. off the table/desk. Plug the modem back into the phone line and then plug all the power cables into electrical outlets or a power strip. Insert the scanner in the cradle and make sure the light on the cradle comes on. Make sure that when the modem is turned on that the LED light(s) shine on the modem. After your move you should go ahead and connect to corporate to make sure everything is working properly.

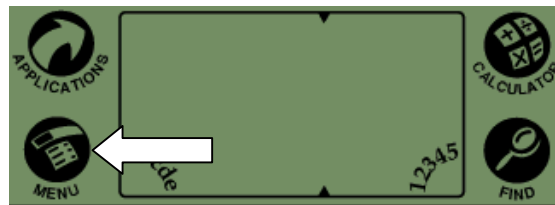
Make sure when connecting the modem phone line that you use the correct jack on the modem. One jack is to connect to the wall outlet and the other (unused) connects to an optional phone.

**What LED lights on the modem should be illuminated?**

When the modem is turned off or unplugged no lights will be illuminated. When the modem is plugged into the electrical outlet and turned on – but you are not currently performing a connection – only one or 2 LEDs will be illuminated. When performing a connection multiple LEDs will be on/off depending on the state of the connection. Once data starts to be transferred two LEDs will appear to quickly flash.

**After a connection I went to the main menu without noting my confirmation numbers. Can I see them again?**

Yes. The results of the last sync can be displayed at any time. Go to the C-Tech21 main menu and tap on the “Menu” icon in the lower left corner of the screen.



A pull down menu displays. Select the option “Log” from the top, and then “Connection Status” from the drop down. This redisplay exactly what was on the screen when your last connection completed.

**The screen is not recognizing my taps accurately – or when I tap the screen something else is selected.**

When you tap on the screen the scanner determines where you tapped based on the screen registration. Registration was performed for you at corporate before your scanner was shipped to you – but you can re-register the screen if accuracy is an issue (see page 6-2).

**My unit has “locked up” and does not respond to my taps. What should I do?**

If the unit is processing a lot of information it may take a few seconds before it starts responding again. If after about a minute nothing happens, then try to turn the unit off. If you can't turn the unit on or off, or you don't regain control when you turn the unit back on, then you can “soft” reset the unit (see page 6-1).

**During my connection with corporate the unit status bar stopped and the unit does not appear to be doing anything.**

There are some processes that are performed during a connection that don't update the screen. They may take up to 3 minutes. Leave the unit in the cradle for at least 5 minutes. If an error is reported you can use the Retry button to connect again. If after 5 minutes nothing is happening, remove the scanner from the cradle and wait an additional 5 minutes. C-Tech21 should restart. If again nothing happens, see the "locked up" FAQ question.

## 6.4 Error Messages

### **Port Already Open**

This happens when the scanner is unsure if the prior connection to corporate was interrupted. Perform the reset (see page 6-1) and try the connection again.

### **Modem Not Found/Detected**

The scanner does not detect the modem when trying to connect to corporate. Make sure the scanner is firmly inserted into the cradle and that both the cradle and modem are plugged into an electrical outlet. Make sure that the modem is turned on (LED light(s) to be illuminated on the modem). Make sure the cable between the cradle and modem are snugly connected.

If you have a label printer in the store – make sure the scanner is inserted into the cradle connected to the modem instead of the printer.

### **No Dial Tone**

If you receive this error please make sure that the modem is connected to the phone jack. Make sure the phone line is not currently in use (fax, voice, or credit card authorization call). You should turn the modem off and back on again before attempting another connection. You can connect a regular phone to the same outlet to verify that a dial tone is present. If you experience problem with your phone line please contact your local phone company for assistance.

### **Authentication Error**

If this message appears in a popup window with an OK button when trying to connect to corporate it means that configuration information in the scanner has been accidentally changed or the corporate computer is not able to accept your call. Try to connect again in 10 minutes. If the error continues please contact corporate technical support.

### **Fatal Alert or Chunk Over/Under Lock**

These messages may appear on the scanner when using C-Tech21. Once it appears the unit will lock up and will not respond to the touch screen or other buttons. A reset button displays on screen – but it may not work. You should tap the Reset button on screen – but if this does not do anything you will need to use the reset button on the back (see page 6-1).

### **Host Not Available – Retry Later**

During a connection the scanner was able to connect with corporate, but the server was not available to process your connection. This usually means that maintenance is being performed at corporate. Please try to connect again in about an hour. If the error occurs again after an hour please contact technical support.

### **Licenses Exceeded – Contact Technical Support**

This error should be reported to technical support immediately. You will not be able to connect to corporate until corporate addresses this issue.

### **Invalid User ID – Contact Technical Support**

During a connection the scanner was able to connect with corporate but was unable to login with the store number and password supplied to the scanner. This information may have been accidentally changed on the scanner. Please contact technical support for assistance.

**Error(s) detected during connection...**

The scanner was able to connect with corporate but encountered one or more errors. Please tap the Retry button that appears at the bottom of the connection status window (or perform another "Connect to Corporate" from the main menu). If you continue to receive an error after additional connections please contact technical support for assistance. Please write down the detailed error message that appears on the connection status window as this information will be requested by technical support.

**Unauthorized Item or You are not authorized to order this item or That is not an authorized item.**

You have attempted to order/access an item on the scanner is not authorized for your store. Please see your store manager for assistance.

**You must select an \_\_\_\_ first.**

You are attempted to apply a function (such as delete) to an item, planogram, etc. – but you have not selected the item first. Please select the item and then tap the function button.

**This is the top of the list. or This is the bottom of the list.**

You have used the up/down arrows to scroll the list – but the list is already showing the first (or last) item and can't be scrolled further.

**Your battery level is too low to scan. Change your batteries as soon as possible.**

C-Tech21 has detected that the batteries are low and that scanning is no longer possible. Please charge your battery (see page 6-2).

**Your preferences have not been set yet. Record count <> 1**

Please perform another connection with corporate to download updated information. If the connection fails please contact technical support for assistance.

**The connection software has not been installed on this device**

One or more programs have been deleted from the scanner and must be restored. You will need to contact technical support to make arrangements to return the unit for re-programming.

**You have exceeded your weekly average quantity by at least 10 times.**

In placing an item on order – the quantity is so high that this warning appears to ensure that there was not a data entry error.

**This will take you to the home screen where you can exit the program. Are you sure you want to do this?**

It is easy to accidentally press one of the "application" buttons on the scanner. It is not possible to directly exit C-Tech21. If you want to exit, you must reply "Yes" to return to the main menu – you may lose the last item you were working with. You will normally respond "No" to continue your work.

**Error opening the \_\_\_\_ database. Please reconnect with corporate to correct this problem.**

One or more database files have been deleted or are corrupted in the scanner. C-Tech21 won't function. Perform another connection with corporate. If this error still appears please contact technical support for assistance.

**This item is not a valid item or This is not a valid barcode.**

You have scanned (or manually entered) a barcode that is not a valid UPC code or an item number.

**You must enter an item number with more than 9 digits.**

You are manually entering a UPC code but have not entered all the digits. Please check the bar code again and re-enter. Note that the small numbers at the far left and right of the UPC barcode must also be entered.

**That is not a valid item number. You cannot scan UPC codes on this screen.**

You are using the screen to enter an item number, but you instead scanned a UPC code. Please scan a shelf tag when using this window. UPC codes are not supported in this window.

**That item number cannot be found or Not Found or Invalid**

The item number entered/scanned could not be found in the scanner. Please enter/scan an item that is known to the scanner.

**There are no headers in that category.**

You have selected a category from the list that has no headers. Please select another category.

**There are no items in this price book. Please choose another one.**

The price book contains no items. Please select another.

**The scanner displays error "Error: Serial 0x0302" when trying to connect to corporate.**

The configuration of the scanner has been changed or was not setup properly. Contact MRW for assistance setting the scanner to the proper modem configuration of "Palm Modem US/Canada" in the Network Prefs section.

## 6.5 Resetting / Restarting the Scanner

There may be times, as indicated in the user guide, that a soft reset of the scanner is needed. This may be required, for example, when you receive an error message on screen and/or your scanner stops responding to your screen taps.

A “soft” reset simply reboots/restarts your scanner. Normally data and programs are not lost. There is the possibility that the last product scanned may be lost, or the quantities entered for the product may not have been saved. You should review the last item scanned (for example, on an order) to make sure it is accurate.

In very rare cases, depending on the reason for the “soft” reset, there is a possibility that all data and programs could be lost. For this reason a reset should only be performed if you are unable to use the scanner.

### Tapping the Reset Button on Screen

If an error message displays on screen and contains a “Reset” button, you should tap the reset button on the screen to perform the reset. Depending on the nature of the error, the button may be displayed but won’t function. If you have attempted to tap the reset button on screen several times with no results, proceed to the reset button on the back of the unit.

### Using the Reset Button on the Back of the Unit

Turn the unit over and remove the battery cover (don’t remove the battery). Locate the small rubber button labeled “Reset” beside the battery. Using the stylus lightly press and then immediately release the reset button. Replace the battery cover and turn the unit over.

After the reset button is pressed the unit turns on and the Palm OS logo screen displays for several seconds. The Palm Preferences window will then display (for example, showing the current date and time). Tap the HOME/APPLICATIONS button until you see the “CTech21” icon – and then tap the icon to restart C-Tech21.



**IMPORTANT:** If, after performing a reset, you receive a prompt on screen asking to erase all data it means that the scanner memory is corrupted and the unit must be returned to corporate for reprogramming.

## 6.6 Scanner Screen Registration

Over time you may find that tapping the screen becomes more difficult or less accurate (the scanner thinks you tap somewhere else on the screen). You can perform a screen registration process to recalibrate the screen.

**You should only perform this process if you are experiencing problems tapping the screen.**

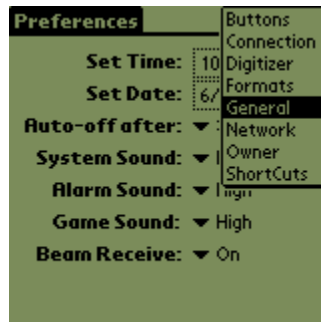
Return to the C-Tech21 main menu and exit C-Tech21 by tapping the HOME/APPLICATIONS icon at the bottom of the screen.



Continue to tap the HOME/APPLICATIONS icon until the screen fills with icons. "All" will be displayed in the upper right corner of the window. Locate the icon named "Prefs" and tap on it.



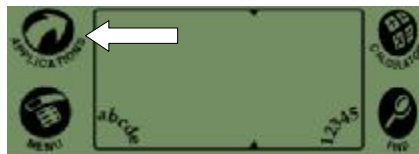
On the Prefs window, use the drop down in the upper right corner to select "Digitizer"



The digitizer window appears and prompts you to tap on the cross-hairs displayed on screen. Each time you tap, the cross-hairs move and you will tap their new location. After several taps the screen will be recalibrated.



Once the screen is registered you are returned to the preferences window. Tap the HOME/APPLICATIONS icon again to return to the program icons.



Continue to tap the HOME/APPLICATIONS icon until the C-Tech21 icons appears. CTech21 should appear in the upper right corner.



Tap on the C-Tech21 icon to restart the C-Tech21 software.