teleflora

Eagle POS[™] 8.0 Release Notes



teleflora.

Eagle POS Technical Support 800.237. 7673 Printed in U.S.A. © 2010 Teleflora

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Introduction

Welcome to Eagle POS[™] 8.0! Eagle POS point-of-sale software is easy to learn and easy to use.

Experienced Eagle POS users will notice some changes in this version but will find that the basic functionality of the software hasn't changed; it's just improved! These release notes should help make the transition from previous versions to our newest Eagle POS version faster and easier.

With this version of Eagle POS, we have included many changes that have been requested by our users. We value your suggestions and feedback! You help us make our software better, so we can make your experience using it better.

Florist to Florist and FTD/Mercury Delivery Confirmation

Delivery Confirmations can now be sent for ALL wire-in orders. This functionality will allow you to send a delivery confirmation for florist to florist, Dove Network and FTD/Mercury orders once the delivery has been confirmed. This functionality is very similar to the Dove Delivery Confirmations that was introduced in Eagle 6.0.

Setup

There have been several changes to the *Dove Network Administration* and *Mercury Network Administration* screens.

Dove Network Administration

The significant change to *Dove Network Administration* screen is the change from *Priority Orders* in 6.0 to *Headquarters Orders*. Headquarters Orders are wire-in orders from Teleflora. All Orders include all wire-in orders — both from Teleflora, FTD and other sending florists. In order to improve customer satisfaction, Teleflora recommends sending delivery confirmations on all orders.

eflora's Eagle Point-of	-Sale System		quick links:	daily sales	time clock
ve Network Administration	-		Network Active		
* Floral ID:			Requires Confirm Print Incoming Or	ation for All Wireou ders	t Orders
* Shop Name:			Print Outgoing Or	ders	
* Network Phone 1:		Send Dove Network Delivery Confirmations for:	All Orders All Orders	~	
* Network Phone 3:			Headquarters Ord	ers	
*Network Phone 4:					
Dove Network Path:		Browse			
Eagle Polling Interval					
Default Product ID: INCOMING	NETWORK -				
Default Priority: 1 - Y Misc. Occasion Code: 6	2				
* Any cha	nges to these fields r	nust be done on a Dove Client			
Save Cancel					Close

Mercury Network Administration

The *Mercury Network Administration* screen contains a new option: **Confirm Deliveries**. This option is checked as the default setting. To send Delivery Confirmation when Mercury Wire-In orders have been marked as delivered this option MUST be checked.

ercury Network	Administration						
Unit ID:	1 💌	Start Time:	02:00AM		Network Initialization F	hone: (8	00) 736-3355
letwork Phone 1:	(800) 347-3133	Stop Time:	11:00PM		Network Shop	Code:	
letwork Phone 2	(800) 234-1121	Transmission Interval	300	_	Dialing	Prefix	
etwork Phone 3:	(800) 347-3133	Orders Per Batch (1-20):	8		Miscellaneous Occasion	Code: 8	-
etwork Phone 4:	(800) 234-1121	Default Priority:	3 · N	•	Print Incoming Order	s 🗌 Mu	lti-shop
Incoming Phone:		Communications Port:	1		Print Outgoing Order	Aut	o-retrieve
		Default Product ID:	INCOMIN	IG NETWORK	Confirm Deliveries	Net	work Active

Just as in **Eagle 6.0**, shops that use *Delivery Manager* can send delivery confirmations as a part of the *Trip Completion* process. Shops that do not have *Delivery Manager* will use the *Network Delivery Confirmation Menu* (*Dove Network Delivery Confirmation Menu* in **Eagle 6.0**)

Network Delivery Confirmation Menu

To send delivery confirmations:

1. Go to the *Network* drop-down menu and select **Dove Network Delivery Confirm**. The orders that appear on the *Network Delivery Confirmation* screen for both Headquarters Orders or All Orders tabs default to the current date. Select either the **Headquarters Orders** or **All Orders** tab.

Note: To view the order, double-click on the order ID. This will open the order in another window. You will not be able to make any changes to the order at this screen.

2. Click **Select All** at the bottom of the window. This will automatically check off all orders shown on this screen.

OR

To send a smaller selection of order delivery confirmations, individually select just those orders.

3. To send the *Delivery Confirmations*, click **Send**. A delivery confirmation will be sent for all orders checked. After clicking **Send**, confirmed orders are removed from the *Network Delivery Confirmation* screen.

Note: Once a delivery confirmation has been sent for an order, you cannot cancel or resend the confirmation message.

You can include additional details such as comments and signature information with your delivery confirmations. This can only be done when sending individual delivery confirmation messages.

To send delivery confirmations with details:

1. Go to the Network drop down menu and select **Dove Network Delivery Confirm**. The orders that appear on the *Network Delivery Confirmation* screen for both Headquarters Orders or All Orders tabs default to the current date. Select either the **Headquarters Orders** or **All Orders** tab.

Note: To view the order, double-click on the order ID. This will open the order in another window. You will not be able to make any changes to the order at this screen.

- 2. Individually select an order.
- 3. Click the order **Delivery Date** column to enter a specific delivery date.
- 4. Click in the order **Delivery Time** column to enter a specific delivery time.
- 5. Click in the order **Signature** column to add the "Signed By" information.
- 6. Click in the order **Comments** column to add comments.
- 7. After you have entered all delivery details, click **Send**. After clicking **Send**, the confirmed orders are removed from the *Network Delivery Confirmation* screen.

Note: Once a delivery confirmation has been sent for an order, you cannot cancel or resend the confirmation message.

Delivery Manager

To send delivery confirmations from the Delivery Completion screen:

- Check your Dove Network Administration and Mercury Network Administration settings. The Dove Network Administration setting should be for All Orders. The Mercury Network Administration screen should have Confirm Deliveries checked. The orders that will have Network Delivery Confirmation messages sent are dependent on the settings chosen in the Dove Network Administration and Mercury Network Administration screens. For example, if the Dove Network Administration option is set to All Orders, then all incoming Dove orders will have a network delivery confirmation messages sent. Click here to review the setup screens.
- 2. Mark your orders as delivered as you usually do within Delivery Completion. Once an order is marked as delivered, a delivery confirmation message is sent.

Note: Once a delivery confirmation has been sent for an order, you cannot cancel or resend the confirmation message. If an order is marked Delivered and then the status changes, you will not be able to resend the Delivery Confirmation message.

To send delivery confirmations from the *Delivery Completion* screen:

- 1. Click the order **Delivery Date** column to enter a specific delivery date.
- 2. Click in the order **Delivery Time** column to enter a specific delivery time.
- 3. Click in the order Signature column to add the "Signed By" information.
- 4. Click in the order **Comments** column to add comments.
- 5. Change the Delivery Status to a Delivered Status Type.
- 6. After you have entered all delivery details, click **Save**. After changing the delivery status to delivered and clicking **Save**, a delivery confirmation message is sent.

Note: Once a delivery confirmation has been sent for an order, you cannot cancel or resend the confirmation message. If an order is marked Delivered and then the status changes, you will not be able to resend the Delivery Confirmation message.

Order Search Screen

You can check if a delivery confirmation has been sent on an order via Order Search.

- Wire In Orders without Delivery Manager: The Status column will display Confirmed if a delivery confirmation has been sent and Unconfirmed if a delivery confirmation has not been sent.
- Wire In Orders with Delivery Manager: The Status column will display Confirmed Delivered.
- Wire Out Orders without Delivery Manager: The Status column will display Confirmed if a delivery confirmation has been received and Unconfirmed if a delivery confirmation has not been received.
- Wire Out Orders with Delivery Manager: The Status column will display Confirmed Sent & Verified ABC123 if a delivery confirmation has been received.

If you know you	r Order ID or Netw	ork Order ID type it in	here					Find Order
Search Parame	sters							
Search By	r: Order Date	*	Customer P	hone:				E 101
Beginning Date	12/15/2009	±	Customer M	Name:			_	End Urders
Ending Date	12/16/2009	ī	Credit Card No	mber				Clear
Delivery Method	t (AID	-	Recipient f	Name:				X = Cancelled
Wire Method	t (Alb	•	Network Order Nu	mber.				V = Void P = Posted
Order Statur	5	•	Nel	twork:		-		H = On Hold
Wire Service	· [-		1000012		-		
Order ID	Caller Name	Recipient Name	Order Date	Delivery Date	Amount	VVPH	Stal	his
Order ID	Caller Name	Recipient Name	e Order Date	Delivery Date	Amount	ХУРН	Sta	tus
Order ID 000000001	Caller Name	Recipient Name	e Order Date 12/15/2009	Delivery Date 12/15/2009	Amount \$10.83	XVPH	Stat	tus /erified ABC121
Order ID 0000000001 000000002 Dx	Caller Name avid Davidson	Recipient Name Davidina Davidsor	e Order Date 12/15/2009 12/15/2009	Delivery Date 12/15/2009 12/15/2009	Amount \$10.83 \$102.84	XVPH	Stat Confirmed-Sent & V Out On Delivery	tus /erified ABC121
Order ID 000000001 00000002 Da 00000003	Caller Name avid Davidson	Recipient Name	e Order Date 12/15/2009 12/15/2009 12/16/2009	Delivery Date 12/15/2009 12/15/2009 12/16/2009	Amount \$10.83 \$102.84 \$0.00	XVPH	Stat Confirmed-Sent & V Out On Delivery Taken	tus /enfied ABC121
Order ID 000000001 000000002 Da 000000003 000000004 Ra	Caller Name avid Davidson obert Robertson	Recipient Name Davidina Davidsor Roberta Robertsor	e Order Date 12/15/2009 1 12/15/2009 12/16/2009 12/16/2009 12/16/2009	Delivery Date 12/15/2009 12/15/2009 12/16/2009 12/16/2009	Amount \$10.83 \$102.84 \$0.00 \$102.84	×VPH ¥	Stal Confirmed-Sent & V Out On Delivery Taken Pickup-Picked Up Confirmed	Verified ABC121

Order Entry Screen

You can also check the **Delivery Status** of an order from the Order Entry screen.

Teleflo Actions Or Step 1	ra's Eagle Point-of-Sale System - der Find Register Network Tools of 2 - New Wire Out Ord	(Order En Help Bl	try]				
Phone Recipier	2705955555 Q Customer Name at Information Mother	Ralph Ralph City:	ies 🧕	Order I	D 0000000005		
Address 1:	303 East Elm Street	State:	AR 💌] ZIP: [Information Histor	y Information
Address 2:		Phone 1:	(501) 555-1212	Country.		Order Date/Time	Store
Address 3:		Phone 2:		USA	•	12/16/09 8:30AM	01
Delivery	Information	Card Mess	sage	-	in and	Salesperson	Station
Method	Wire Out	Occasion: 0	9 · Miscellaneous	-	Change Style	Admin	001
Time:			Have A Nu	e Dayll		Wire Status PHONED OUT Lynda Accounting Status	Print Status
Delivery:	\$10.00 Service: \$10.00					NEW Last Modified	NOT PRINTED
Pro	duct ID Descriptio	n	Qty Price	Disc	Ext Price A		
BB	Balloon Bouquet		1 55.00	0.00	\$55.00	Design Status	
			Merchand	ise Totał:	\$55.00	Delivery Status	
Wire Servi	ce: 5 · TEL 💌 Network: Phone	<u>•</u>	Called and Spok	e With:		Administrator 12/1	16/2009 9:34 AM
AutoForwa	rd: 💌 Shop: 13-064	400 🔍	Lynda				
						Continue	Cjose
		ID: Adr	nin	Station: 00	NUM	CAPS 12/17/2009	8:27 AM

View Log Screen

You can also view the delivery status of an order from the View Log screen.

- 1. Use the Network drop down menu to select Dove or Mercury message.
- 2. Select the date range you wish to view.
- 3. Select Message Type.
- 4. The message matching your search criteria will appear in the View Log grid. The Message type column will display Del Conf for orders that have a valid delivery confirmation message.

1. Network:	Mercury	•							
2. Start Date:	02/25/2010	±	End Date:	02/25/2010	1				
3.	Incoming Del. Conf All Incoming	. 0) Outgoing D All Outgoing	el. Conf.					
ce Number Mess	sage Type Network St	tatus 1	Order Date	Delivery Date	Wire Service	Filina Florist	Sendina Fic	rist Beci	traic
ce Number Mes -2222 Del	sage Type Network Si Conf. Verified	tatus (Order Date 02/25/2010	Delivery Date 02/25/2010	Wire Service ETD	Filing Florist 00-552200	Sending Flo 13-012	rist Reci 100 David Davidso	pient
ce Number Mes -2222 Dei	sage Type Network S Conf. Verified	tatus	Order Diate 02/25/2010	Delivery Date 02/25/2010	Wire Service FTD	Filing Florist 00-552200	Sending Flo 13-012	vist Reci 100 Devid Devideo	pient n
ce Number Mes -2222 Del.	sage Type Network S Conf. Verified	tatus (Order Date 02/25/2010	Delivery Date 02/25/2010	Wite Service	Filing Florist 00-552200	Sending Flo 13-012	rist Reci 100 David Davidso	pient

Eagle POS Backup Utility

Your Eagle system should be backed up on a regular basis to protect your data. Eagle Support will handle the initial install of the backup utility. You can select how frequently to backup your system. It is a good idea to backup your data daily. It is a good idea to use a Western Digital Passport external hard drive for back up purposes. The device is not expensive and provides ample space to store your valuable data.

If you miss a daily backup you can perform a manual backup. Contact EaglePOS Technical Support for assistance with this procedure.

1. Locate *EaglePOS Backup Configuration* by clicking **Start > Programs > Teleflora System > EaglePOS Backup Utility > EaglePOS Backup Configuration.**



2. If you are using Windows 7 click Yes at the User Account Control prompt.



- 3. Click the **Manual Backup** radio button to select it. Make sure you have inserted your backup device!
- 4. Click **Backup** to start the manual backup.

pecify or brow	rse to the directory where you want to st	ore your backups.
Backup Path:	D:X	
Specify the tim	e to backup the Eagle POS database.	Print Backup Results to:
Backup Time: To include you your QuickBoo do not want to	2:15:00 AM 🚖 r EagleFMS QuickBooks data in the bac ks data (qbw) or backup file (qbb). If y back up this data leave the QuickBook	POSPrinter -
Backup Time: To include you your QuickBoo do not want to QuickBooks D	2:15:00 AM () r EagleFMS QuickBooks data in the bac ks data (dbw) or backup file (qbb). If y back up this data leave the QuickBook ata File: D:\dbBackup\qb\Eagle Test	POSPrinter where the specify or browse to you do not use QuickBooks or s data path blank. Shop.QBW

5. Wait for the backup to complete.

Specify or brow	rse to the dire	ectory where you want to st	ore your backups.
Backup Path:	D:\		
Specify the time	e to backup t	the Eagle POS database.	Print Backup Results to:
Backup Time:	2:00:00 A	.M 👳	POSPrinter 👻
your QuickBoo do not want to	ks data (.qbv back up this	v) or backup file (.qbb). If y data leave the QuickBooks	vou do not use QuickBooks or s data path blank.
your QuickBoo do not want to QuickBooks Di	ks data (.qbv back up this ata File: D:	v) or backup file (.qbb). If y data leave the QuickBooks \dbBackup\qb\Eagle Test	rou do not use QuickBooks or s data path blank. Shop.QBW
your QuickBoo do not want to QuickBooks Da	ks data (.qbv back up this ata File: D:	v) or backup file (.qbb). If y data leave the QuickBooks \dbBackup\qb\Eagle Test	rou do not use QuickBooks or s data path blank. Shop.QBW
your QuickBoo do not want to QuickBooks Di Manual Back	ks data (.qbv back up this sta File: D: sup	v) or backup file (.qbb). If y data leave the QuickBooks \dbBackup\qb\Eagle Test	rou do'not use QuickBooks or s data path blank. Shop.QBW

6. Click **OK** to acknowledge the backup is complete.



7. Click **Exit** to close the backup configuration screen.

Specify or brows	e to the directory where you want to st	ore your backups.	
Backup Path:	D:\\		
Specify the time	to backup the Eagle POS database.	Print Backup Results to:	
	2:15:00 AM	POSPrinter -	
Backup Time: To include your your QuickBook do not want to b	EagleFMS QuickBooks data in the bac s data (.qbw) or backup file (.qbb). If y ack up this data leave the QuickBooks	kup, specify or browse to rou do not use QuickBooks or s data path blank.	
Backup Time: To include your your QuickBook: do not want to b QuickBooks Dat	EagleFMS QuickBooks data in the bac s data (.qbw) or backup file (.qbb). If y ack up this data leave the QuickBooks a File: D:\dbBackup\qb\Eagle Test	kup, specify or browse to rou do not use QuickBooks or s data path blank. Shop.QBW	
Backup Time: rour Quick Book: do not want to b Quick Books Dat	EagleFMS QuickBooks data in the bac s data (.qbw) or backup file (.qbb). If y ack up this data leave the QuickBooks a File: D:\dbBackup\qb\Eagle Test	kup, specify or browse to rou do not use QuickBooks or s data path blank. Shop.QBW	

8. Navigate to the backup media and verify the manual backup took place.

Computer	► Backup (D:) ► EaglePOS_Backups ► Manual ►	✓ 4→ Search Me	anual P
Organize 👻 📑 Open 🔹	 Burn New folder 		# • 🔟 🔞
🔆 Favorites	Name	Date modified	Type Size
🧮 Desktop	BackupSet-v8.0.18.0-12_09_2010_09_38.zip	12/09/2010 9:42 AM	Compressed (zipp 101,499
🚺 Downloads 🗐 Recent Places	A	<i>к</i>	

Notable Enhancements

The following enhancements have been made to Eagle 8.0:

- Florist Lookup All codified product listings for a shop can be viewed alphabetically on the Florist Lookup screen. To list the codifications alphabetically, add a check mark to the Alphabetical Order check box on the Codifications Tab in Florist Lookup.
- Credit Cards All credit cards numbers, even those on file for a customer, are masked within the Eagle POS System.

Notable Changes

In addition to the enhancements above, experienced Eagle users will also notice changes in the following areas:

- Take Only Cash Register orders with failed credit cards will no longer create a multiple customer accounts.
- Carriage returns in Dove Network Messages will no longer cause the messages to be truncated. Additionally, carriage returns in Wire Out Messages will no longer cause data loss in the Card Message, 2nd Choice Product Description and Special Instruction fields.
- ► The Eagle Online Help files were updated to match current functionality and include instructions for all new Eagle 8.0 features.
- Direct Mail Birthday and Anniversary Reminders are now processing and running correctly.
- When attempting to authorize a credit card transaction, you will no longer receive a permission denied response message.

- Sales receipts for cancelled orders are now properly notated with "CANCELLED" and CREDIT and the AVS response. Cancelled credit card order receipts are also properly noting the cancelled status.
- Receipts for voided payments now properly display the method of payment information, credit and AVS information.
- ▶ Paid Out/Miscellaneous Income Receipts now properly print the Store Information.
- Lookup by ZIP code properly returns Canadian shops if a Canadian postal code is entered in the search criteria.
- Facility Search now displays in alphabetical order.
- When entering a phone number in Account Payment, the system retains all of the phone number digits.
- ▶ The card message will properly display and print when using customer fonts.
- When you click a Card Ad to access florist information, the information for the florist in the selected Card Ad will display on screen.
- Order Lookup displays correctly during the lookup process.
- Delivery Completion now properly accepts the delivery note and saves the trip.
- Find Last Order search can successfully complete, even if the last order is locked.
- The Credit Card Settlement Report now populates with accurate data, including batch numbering.
- When viewing the log, specifically the Viewing All Incoming, Merc orders now display one time.
- Orders in a Delivery Trip are no longer duplicated on the Completion Menu.
- The Find Florist search will correctly return results when a Shop Name and State is entered as search criteria.
- The Product Lookup grid now displays the correct pricing for the amount/quantity when entered as search criteria.