

# teleflora®

## Eagle POS™ 8.0 Release Notes



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.

## 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.

Teleflora's Eagle Point-of-Sale System - [Mercury Administration]

Actions Order Find Register Network Tools Help

Teleflora's Eagle Point-of-Sale System quick links: **daily sales** **time clock**

**Mercury Network Administration**

Unit ID: 1 Start Time: 02:00AM Network Initialization Phone: (800) 736-3355

Network Phone 1: (800) 347-3133 Stop Time: 11:00PM Network Shop Code:

Network Phone 2: (800) 234-1121 Transmission Interval: 300 Dialing Prefix:

Network Phone 3: (800) 347-3133 Orders Per Batch (1-20): 8 Miscellaneous Occasion Code: 8

Network Phone 4: (800) 234-1121 Default Priority: 3 - N

Incoming Phone: Communications Port: 1

Default Product ID: INCOMING NETWORK

Print Incoming Orders  Multi-shop

Print Outgoing Orders  Auto-retrieve

Print Verification  Tone Dialing

Confirm Deliveries  Network Active

Save Cancel Close

DovelSysMon Station: 001 NUM CAPS 01/26/2010 11:52 AM

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:**

1. 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.

The screenshot shows the 'Order Search' application window. It features a 'Quick Search' section with a text input field and a 'Find Order' button. Below this is the 'Search Parameters' section with various dropdown menus and text input fields for search criteria. A legend on the right side explains the status codes: X = Cancelled, V = Void, P = Posted, and H = On Hold. The main part of the window is a table listing search results.

Order ID	Caller Name	Recipient Name	Order Date	Delivery Date	Amount	X	V	P	H	Status
000000001			12/15/2009	12/15/2009	\$10.83	✓				Confirmed-Sent & Verified ABC121
000000002	David Davidson	Davidina Davidson	12/15/2009	12/15/2009	\$102.84			✓		Out On Delivery
000000003			12/16/2009	12/16/2009	\$0.00	✓				Taken
000000004	Robert Robertson	Roberta Robertson	12/16/2009	12/16/2009	\$102.84					Pickup-Picked Up
000000005	Ralph	John Smith	12/16/2009	12/16/2009	\$75.00					Confirmed
000000006	Ralph Ralphies	Mother	12/16/2009	12/16/2009	\$81.20					Unconfirmed-Received ABC345

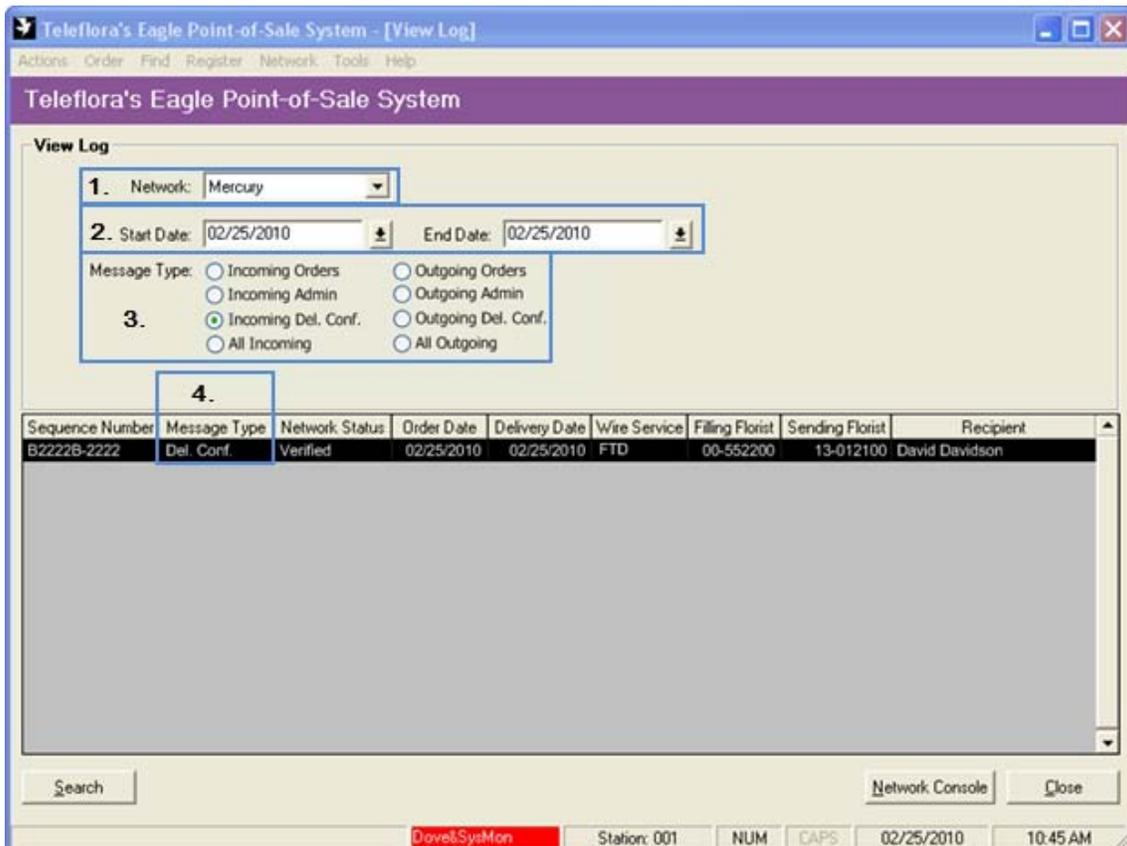
## Order Entry Screen

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

## 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.

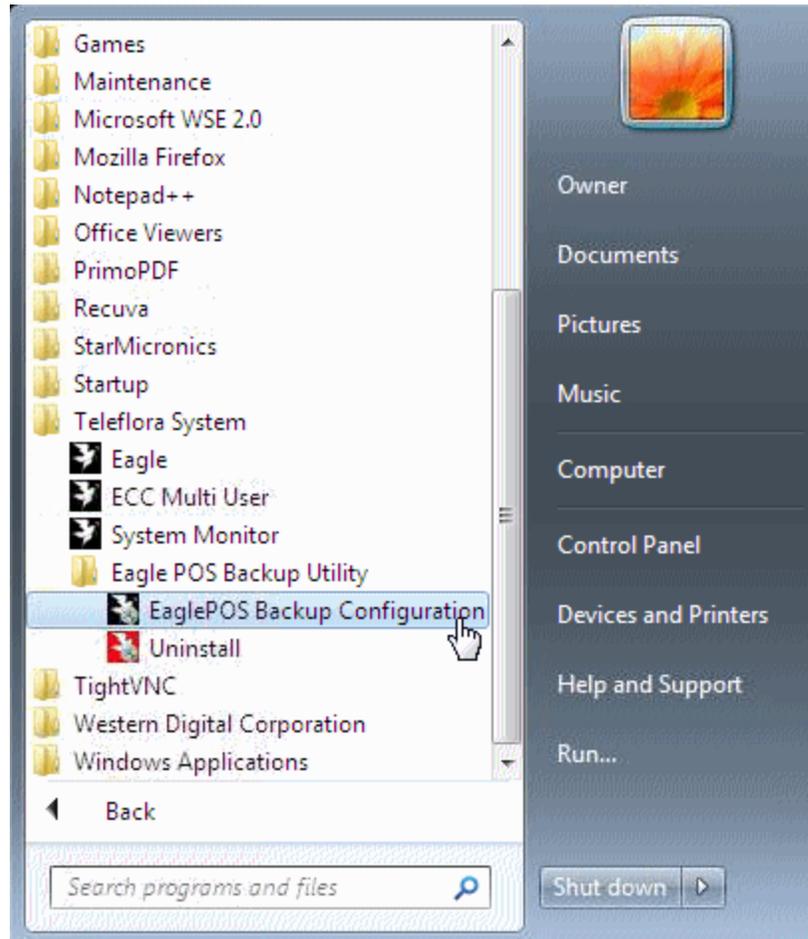


## Eagle POS Backup Utility

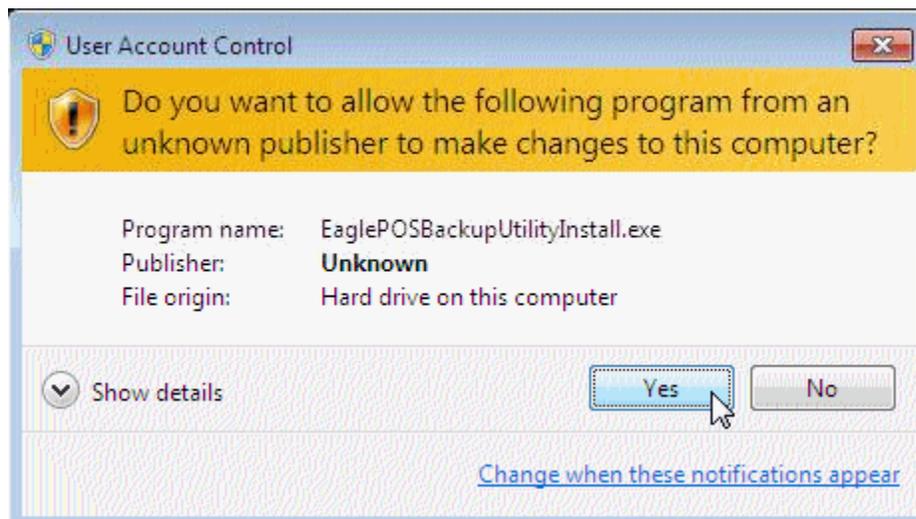
Your Eagle system should be backed up on a regular basis to protect your data. Eagle Support will handle the initial install of the backup utility. You can select how frequently to backup your system. It is a good idea to backup your data daily. It is a good idea to use a Western Digital Passport external 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.

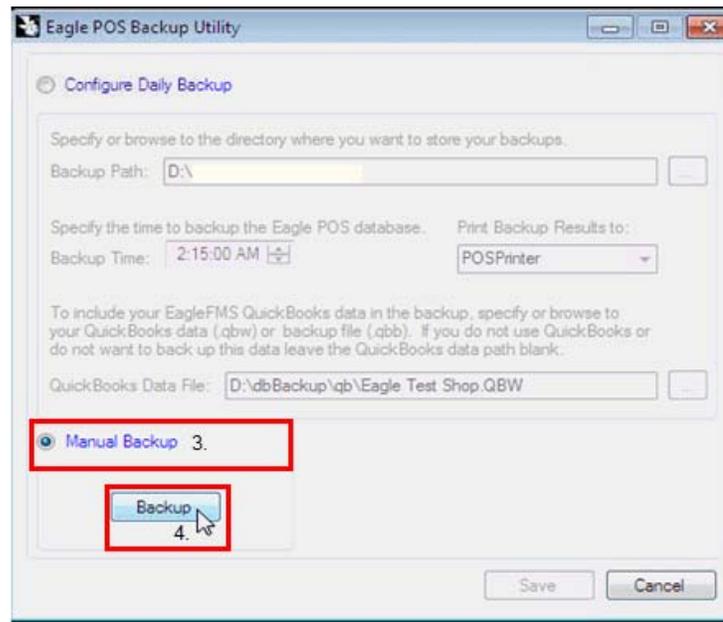
1. Locate *EaglePOS Backup Configuration* by clicking **Start > Programs > Teleflora System > EaglePOS Backup Utility > EaglePOS Backup Configuration**.



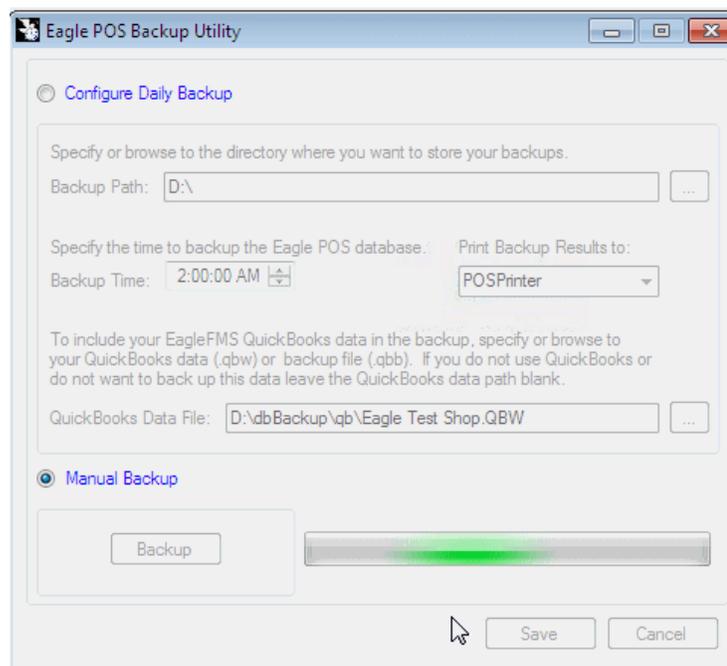
2. If you are using Windows 7 click **Yes** at the *User Account Control* prompt.



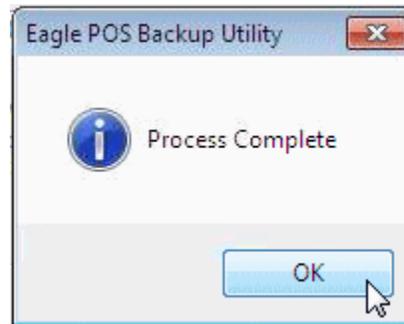
3. Click the **Manual Backup** radio button to select it. Make sure you have inserted your backup device!
4. Click **Backup** to start the manual backup.



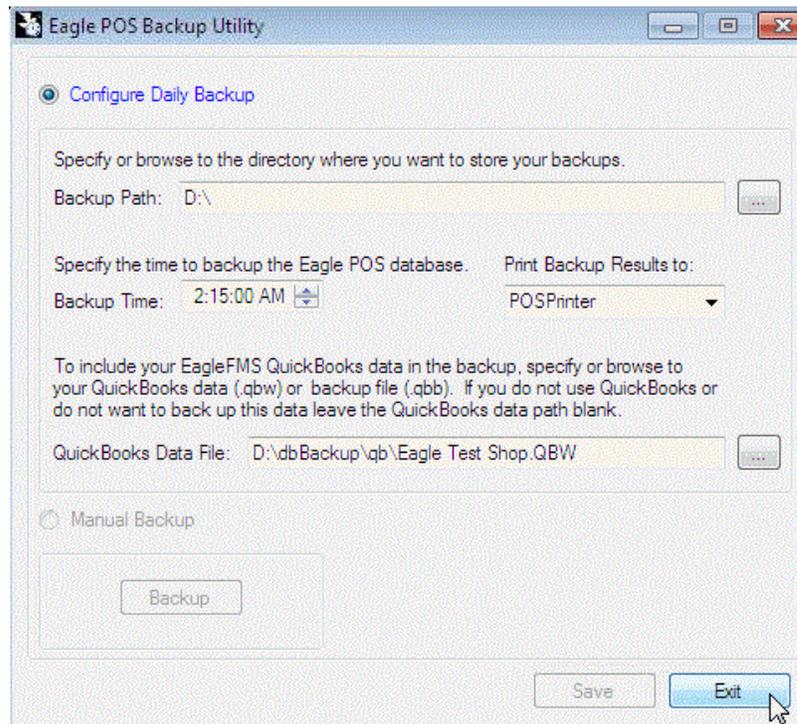
5. Wait for the backup to complete.



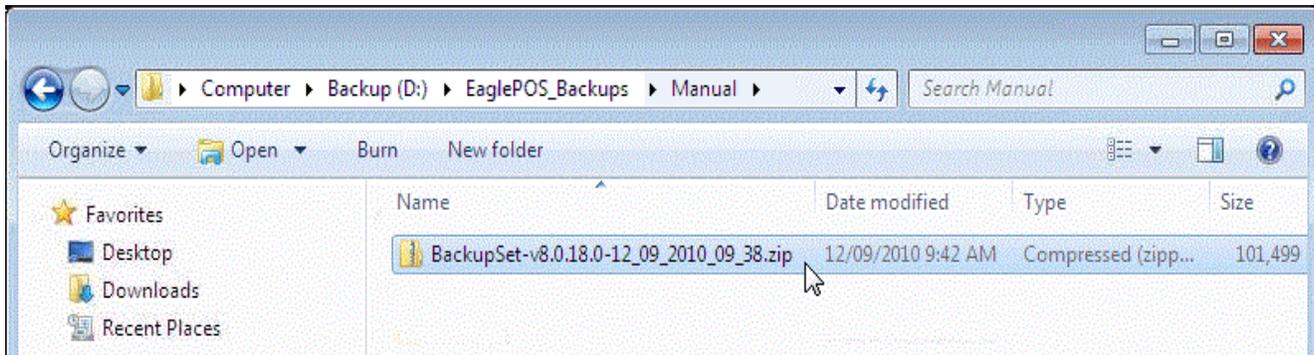
6. Click **OK** to acknowledge the backup is complete.



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



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



## 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, 2<sup>nd</sup> 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.