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PAYMENT NEWS:

An All New GIVEX Certification

Crimson's year is off to a dynamic start with having completed a vendor certification with GIVEX in January. Vendor certification means that any retailer that acquires **Crimson's POS** or the **Crimson Payments** module or the **Crimson Payments for Dynamics** module will be able to kick off their operations with **GIVEX Gift Cards**.

A full range of functionality has been made available to those using this integration. Gift cards can of course be used at Point of Sale for payments but there are a number of other functions that can be set up. Should there not be sufficient funds on the gift card to complete the transaction, then a partial approval is given and the cashier is directed to select another tender type. The cashier can perform balance inquiries or cash outs should the business rules permit it. New cards can be activated and loaded at the POS or existing cards can be reloaded with funds. When a customer returns a purchase, the funds can be placed on a gift card. Should the POS be offline, the cashier would call for authorization and enter the auth code into the system to be able to process the gift card payment.

GIVEX gift cards can be processed with physical cards or virtually. The card number can be in the format of a barcode or QR code and scanned at POS to be processed. This scenario is ideal for semi-integrated payment environments where the POS processes the card number. The physical card can also be processed through the payment device so long as card numbers are in whitelisted BIN file so as to avoid the encryption process.

So, if you need to have exceptional gift card functionality as part of your retail operations, then Crimson's GIVEX integration could be a great fit for you. Contact us at Sales@CrimsonPayments.com for more information.

IN THE SPOTLIGHT:

A MESSAGE FROM THESE GUYS



To all the friends, business partners, and retailers we met at NRF:

Hopefully you stopped by to say hello to the team shown in the picture above in the Crimson booth including Steve Armstrong (*left*), Angelo Kalpakis (*center*), Dave Mears (*right*), and Stephanie Kalpakis (*not shown*). While standing in a booth for three days is far from a comfortable experience, meeting new potential customers and existing and future business partners makes it all worthwhile.

We enjoyed meeting retailers with challenging business models and feel that Crimson has some excellent solutions for issues they're experiencing. We're looking forward to further discussions with these retailers.

Throughout 2018 Crimson focused significant effort on reseller channels and growing our business with large organizations eager to work with us. Companies like DXC Eclipse, Thinkmax and Macro have all had firsthand knowledge of seeing what our applications can do, not only for the end-customer (retailer) but also the reseller's implementation teams that must install and configure the software.

Third party companies are appreciating the years of work that have been put into developing and maintaining the system by experiencing the simplicity and comprehensiveness of the software. We know our solutions work when our end customers and resellers are happy.

While we always look forward to seeing our business partners and meeting retailers at trade shows, constant communication within this digital world allows us to remain connected and provide the excellent service we're known for.

So, 'till next year, this is the guy in the center hoping these face-to-face meetings at trade shows never go away.

Angelo

POS NEWS:

A New Cashier Interface is Coming

It's not as though the Crimson staff have been sitting back comfortably on our swivel chair waiting for things to happen or wondering what to do next with our feet perched up on the desk. We recognize that there are always ways our system can be polished up.

We've most recently been working on enhancing the Crimson Cashier interface and refreshing the look and feel of the already responsive interface.

To remind you, this is what the cashier sees know, outside of the menus:

25807	RED 2-DRAWER CHEST	24.95	
26480	BLACK AND GREY TWIN	39.95	
	15.00% Discount	5.99-	
	(CUSTOMER SERVICE)		
30313	TEA INFUSER	12.95	
	\$ Discount	2.00-	
	(OTHER)		
Items: 3			
Discounts: 7.99			
Subtotal: 69.86			
TOTAL			CHANGE
69.86			0.00

Here's a glimpse of what's coming soon:



[illegible]



Some key features will include:

- The future menu buttons will have the look and feel of a Windows tile when selecting a function
- The cashier will be able to switch between the **Item View** (shown above) and the **Receipt View** which is the view in use today
- The Total Lines at the bottom will provide an excellent focus for the totals of the Purchase Amount, Discounts and Taxes
- Customer / Employee Info will display both a brief description and more detailed information
- The Item View screen will allow for cashier interaction. For example:
 - Pressing the Purchase Amount will bring up the tendering dialog allowing cashier to complete the sale
 - Highlighting an item will bring up the Item Menu allowing adjustments to take place on the highlighted item such as discounts, quantity, item void, and more
 - Pressing on Customer / Employee Info when it's blank will bring up the relevant search dialog. If existing Customer data is populated in that field, then the customer modify dialog will be displayed

These changes will facilitate and speed up transaction processing without having to move to the POS Menu to achieve the desired actions.

- Other dialogs have been tidied up and repositioned on the display
 - More features and enhancements will be documented as the release date gets closer
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All About: The Application Status Window

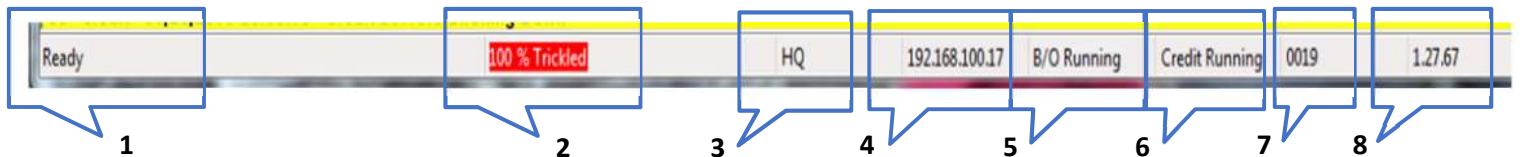
In this edition of FAQs, we'll answer a question about status window components in Crimson Retail Suite's **Manager** application:

WHAT DO ALL THE APPLICATION STATUS WINDOW COMPONENTS MEAN?

The Status Window is located at the bottom of the Manager application screen and is divided into multiple sections:

General Status, Disk / Local / Trickle, Store Code, Manager Workstation Connection Status, Credit Services Status, Username and Application Version number.

Sample Status Window:



1 - General Status:

This section shows general information when a dialog is brought up such as the total number of records displayed after conducting a search of items or customers

2 - Disk / Local / Trickle:

This section shows a number of things:

Background color:

- If the background is Grey, the disk space is very good (over 50% free)
- If the background is Yellow, the disk space is between 20% and 49% free
- If the background is Red, the disk space is less than 20% free and needs to be cleaned up

Trickle:

- When viewed from a store log in, the percentage indicates how much of the register transactional data has been applied to the local database for reporting (100% means everything is up to date)
- When viewed from HQ log in, the percentage indicates how much of the register transactional data has been sent up to the HQ database for reporting (100% means everything is up to date)

In the example above, we see that all of the transactional data is at HQ but we are low on disk space.

3 – HQ / Store Code:

This will show HQ or the store code that the system is running under

4 - Workstation Connection Status:

This section will show one of the following:

- **Blank** – Not running as a workstation but actually operating on the server itself
- **Offline** – Running as a workstation but cannot connect to the server
- **(Server name)** – This will show the server name / IP Address that the workstation is communicating with to view / change data

5 - Manager Services Status:

When the registers are sending data to the server, a series of services need to be running to make this happen (note that H/O is Head Office and B/O is Back Office):

- **H/O Running or B/O Running** – Everything is functioning normally
- **H/O Partial or B/O Partial** – One or more of the required services is not running and action needs to be taken. If the mouse pointer is hovered over this status, a tool tip will appear describing what services are not running
- **H/O Stopped or B/O Stopped** – The data collection applications are not running and need to be started

6 - Credit Services Status:

If Credit Server has been configured to run in the environment, then the system status will be as follows:

- **Credit Running** – Everything is functioning normally
- **Credit Stopped** – Credit / debit cards will not be able to be processed within the system unless parameters for offline processing have been set
 - *Note: In a semi-integrated environment, "Credit Stopped" is the normal status*

7 – User's log in name:

The user that has connected to the Manager application

8 - Application Version number:

The current version of the application that the system is running



THE CRIMSON CHRONICLES

Angelo Kalpakis

“I’ve given the users a 35,000-foot overview of the system” is what a company that doesn’t understand the importance of good, detailed user training would say. Here at Crimson, our approach is to clearly explain some of the intricate details of our system so the end-user can maximize the available features of our system and develop confidence in troubleshooting issues that may arise from daily usage of the Crimson Retail Suite.



“...not all customers have the same requirements for training but we can adapt to suit our audience and meet (their) level of support...”

A few years ago, we had ventured out to Portland, Oregon to install, configure and train a new customer with very little knowledge of Crimson’s system operating in a production environment.

The customer’s team proved that they were very technically competent and so discussing folders, files, tables, messaging, and more was not a challenge for them. Crimson’s staff provided training suited to the level of this audience and, after the essentials of configuration and system setup were covered, training focused on how to troubleshoot possible issues that may arise from networks, credit card pin pads, POS hardware terminals, credit settlement and other daily activities. This information was readily absorbed by the customer’s team. Since going live, a few minor issues appeared that didn’t require our involvement and were resolved by the customers’ own support staff (although Crimson’s helpdesk is always available to assist if the customer is having issues beyond their expertise).

We only hear from this customer once every few months, even though what they’re selling is very essential in their area. Our experience with them demonstrates the importance of detailed training for the right audience and generally proves the stability of the applications that Crimson provides.

We at Crimson know that not all customers have the same requirements for training but we can adapt to suit our audience and to meet the level of support that will be required going forward with the system. Our helpdesk is always ready to back up the customer in times of need. However, after running in production environments for 16 years, Crimson’s Retail Suite has proven itself as a solid point of sale solution.

Contact us for a demo today. We’ll show you what we can do.



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