

# Product Installation Guide

Version 10

**Back Office Solutions for single stores to mid size locations**



**Success Systems**  
Store Automation Solutions

• ScannerWare™

## New Features

### Product Enhancement Guide

#### Hand Held (DSD) Terminals

Success Systems offers perhaps the most versatile, feature rich hand held technology in the industry. Features include inventory management, Direct Store Delivery (DSD) check-in, price checking, re-order functions and more. Communication capabilities include direct and dial-up connectivity.

#### Electronic Food Wholesaler Integration (EDI)

A key feature that gives you the ability to receive purchase invoices from your<sup>1</sup> food wholesaler electronically. In doing so, your price book, inventory levels and alerts to do cost changes are also automatically performed.

#### ItsLoyalty™

ItsLoyalty is a web based, easy to use, customer retention and rewarded solution designed for your convenience, grocery, liquor store or service stations. ItsLoyalty allows you to increase average in-store purchase, implement target marketing and customer incentives.

#### ItsRealTime™

ItsRealtime is a web based application that lets users manage in real time their POS data. ItsRealtime is designed to help users improve merchandising, evaluate and control markdowns and promotions, improve customer service and eliminate inefficiencies through access the stores' sales data in real time.

<sup>1</sup> Your wholesaler may not support this technology

## SCANNERWARE™ VERSION 10

### General Features

**Target Margin** - Now, ScannerWare allows users to specify a Target Margin when entering an item on an invoice and calculate a Retail Price based on the margin you entered. Also, the application will consider this Retail Price when calculating the Best Price.

**Lottery** - Users can track lottery games and number of tickets sold for each game during each shift using ticket numbers.

**Inventory Sales Report** - Scannerware will show Total Average Profit Margin on Inventory Sales Report

**Multiple Deposits** - Now users can enter multiple deposits for a single shift and export them to their compatible accounting package

**A/R Balance Report** - ScannerWare allows users to generate a report of A/R balances for each customer with a total for all.

**Changed Price Report** - Users will be able to generate a report of price changes when an invoice is closed with an option to update retail prices

**Historial SKU Sales Report** - This report will include Package Size and Count.

**Inventory PLU Report** - Users will have the option to display the PLU Report for a selected single store

**Shelf Labels** - Users will be able to print shelf labels whenever a price is changed during invoice close

**Shelf and UPC Label Printing** - This will allow the user to select the starting printing position when reusing a sheet of labels

**Pump Test Data** - Scannerware allows users to add Pump Test Data to fuel sales

**Blue Tax** - Now, users can add a 2nd Blue Law to the Inventory Classes for VeriFone Ruby

**Mix-Match at the Ruby** - Ruby user will have the ability to use the mix-match and combo functions at the Ruby.

**Software Registration** - Scannerware will indicate how many days are left in the registration beginning 7 days before expiration. Users will have the option to re-register then.

**Automatic Software Registration** - As long as the computer is connected with the Internet, your Success Systems software registration will be updated automatically. There will be no need for users to call in or manually receive a software registration from the Internet or Success Systems Held Desk.

## Installation Instructions

### Recommendations

#### Installation Schedule

Only attempt this installation Monday through Friday 9am to 4pm (EST). You will not have access to the help support line other than these times for required installation assistance.

#### Backup Data

Success Systems recommends that the user makes software backups of the program at least every week. It is recommended that the user make a backup to a removable media (zip disk or rewritable CD). To perform a backup of the data read your manual.

#### Support with PCAnywhere™

We recommend that you have *PCAnywhere* installed in your computer. Success Systems technicians will use *PCAnywhere* to remotely control the user's computer to troubleshoot and repair installation, configuration and general systems problems in a fraction of the time traditional telephone support methods require.

#### Help Desk Support

Success Systems strongly recommends that you renew your help desk support every year to have access to toll free unlimited help services, remote telephone and internet access, updates and product improvements. Success Systems maintains full time dedicated help desk professionals to insure that its customer's question are promptly and professionally answered.

#### Support Renewal

To avoid penalties or surcharges, support renewals should be done before your expiration date. Success Systems calculates your support renewal base on your expiration date and not on your payment date.

Help Desk Contact Information  
(800) 244-3718  
support@success-systems.com

## Installing Success Systems 10.xxx

**\*\*\*IMPORTANT\*\*\***

### ***READ BEFORE ATTEMPTING AN UPGRADE***

1. This process is not reversible. In other word you may not return to your current version of software once you commence this installation
2. Make two back ups of your \SSDATA folder before starting your upgrade.
3. Should you fail to follow any of the steps of this installation guide and your then require assistance in the installation process there will be a \$125.00 fee for help desk assistance so make sure you follow the instructions carefully.
4. Although Version 10.xxx now offers automated unattended user registration for computer(s) that are linked to the internet, the initial registration code requires you call the help desk at 1(800)244-3718. Our hours of operation for registration are Monday-Friday 9:00AM-4:00PM EST
5. Do not attempt to download this upgrade unless you maintain a valid support agreement. If you do continue with the upgrade you are obligating yourself to paying for the software support program per Success Systems, Inc. terms and conditions.
6. This installation assumes that your have the latest updates for Microsoft XP. The free updates can be found on Microsoft's web site ([www.microsoft.com](http://www.microsoft.com)). In some instances you may generate windows file errors especially with older versions of XP. Please note if you choose not to update Windows before starting this process, Success Systems can not be responsible for the results and item number 3 above may apply.

***PLEASE NOTE: Failure to strictly follow the installation guidelines will result in undesirable results and extra fees to correct the problem(s).***

## Installation Instructions

### Installing Success Systems 10.xxx

#### Installation instructions:

1. The computer that is operating Success Systems® software must be attached to the internet. This upgrade is only offered as a downloadable program.
2. Your computer specifications are as follows:

CPU Capacity	Pentium 4 or higher
Operating System	Windows XP Home or Professional
Memory	512MB or Higher
Storage	At least 250MB free disk space

3. If you are not sure that you meet ALL the conditions to upgrade your software please contact your local PC support organization for assistance. The Success Systems help desk cannot assist you in surveying your site to see if all the requirements are met and cannot be responsible for customers who receive undesirable results from proceeding with the upgrade without verifying their environment.
4. Create a folder on your C: ROOT directory name SWINSTALL (C:\SWINSTALL)
5. Click on this URL: <ftp://SwDnId:SwDnId1!@ftp.u15242249.onlinehome-server.com/Swinstall/SWinstall.zip>
6. If you are reading this document from a computer place your cursor on the URL and press CTRL(control key) CLICK on the URL this will activate the command
7. If you are looking at a printed version of this instruction you will need to type the link EXACTLY into your browser. (Upper and lower case, special characters all have to be typed EXACTLY as it appears.
8. Once you execute the URL you will get a message asking you to save or open the file. YOU MUST SAVE the file to the SWINSTALL folder created in step 4
9. Once the the SWINSTALL.ZIP file is downloaded, go to the root SWINSTALL folder (c:\SWINSTALL)
10. Double Click SWINSTALL.ZIP
11. Select the option EXTRACT ALL
12. When prompted for a path select C:\SWINSTALL
13. Open the SWINSTALL sub Folder (C:\SWINSTALL\SWINSTALL\SWINSTALL)
14. Run SWUNINSTALL (it is a red Success icon)
15. Open the Folder DISTRIBUTION (C:\SWINSTALL\DISTRIBUTION)

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## Installation Instructions

### Installing Success Systems 10.xxx

#### Installation instructions

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16. Run SCANNERWARE.EXE

- a. Click NEXT
- b. Accept the licensing agreement if your choice in order to continue with the installation process
- c. Verify you have enough drive space to complete the installation
- d. Click install

17. Click the back arrow on the browser window to return to the SWINSTALL folder

18. Run INSTALLSERVICE.BAT

19. Upon successful completion close all windows

20. Click on the ScannerWare™ Icon on the desk top

21. Call the Success Systems help desk (800)244-3718 for a registration code between the hours of 9:00AM EST and 4:00PM EST Monday through Friday

22. Run File Links from the Utility menu

- a. Log into your product using your user ID and Login Password
- b. Click UTILITY (top horizontal menu bar (FILE | UTILITY | USER | HELP))
- c. Click File Links
- d. If your Scanner Data block filed is blank enter C:\SSData\Scanner\
- e. If your Common Data block filed is blank enter C:\SSData\Common\
- f. Click OK
- g. If you receive any errors while running FILE LINKS call Success Systems – DO NOT CONTINUE

23. **CONGRATULATIONS!** You have just successfully installed Version 10