Back Office
Daily Operations Document
Version 1.4
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1. Feature Overview

1.1 Feature Description

The Daily Operations Feature Document describes the functionality that allows retailers to open or close a business day from Back Office through the process of opening and closing the store. Also included within Daily Operations is the ability to process bank deposits.

2. Use Case: Store Open
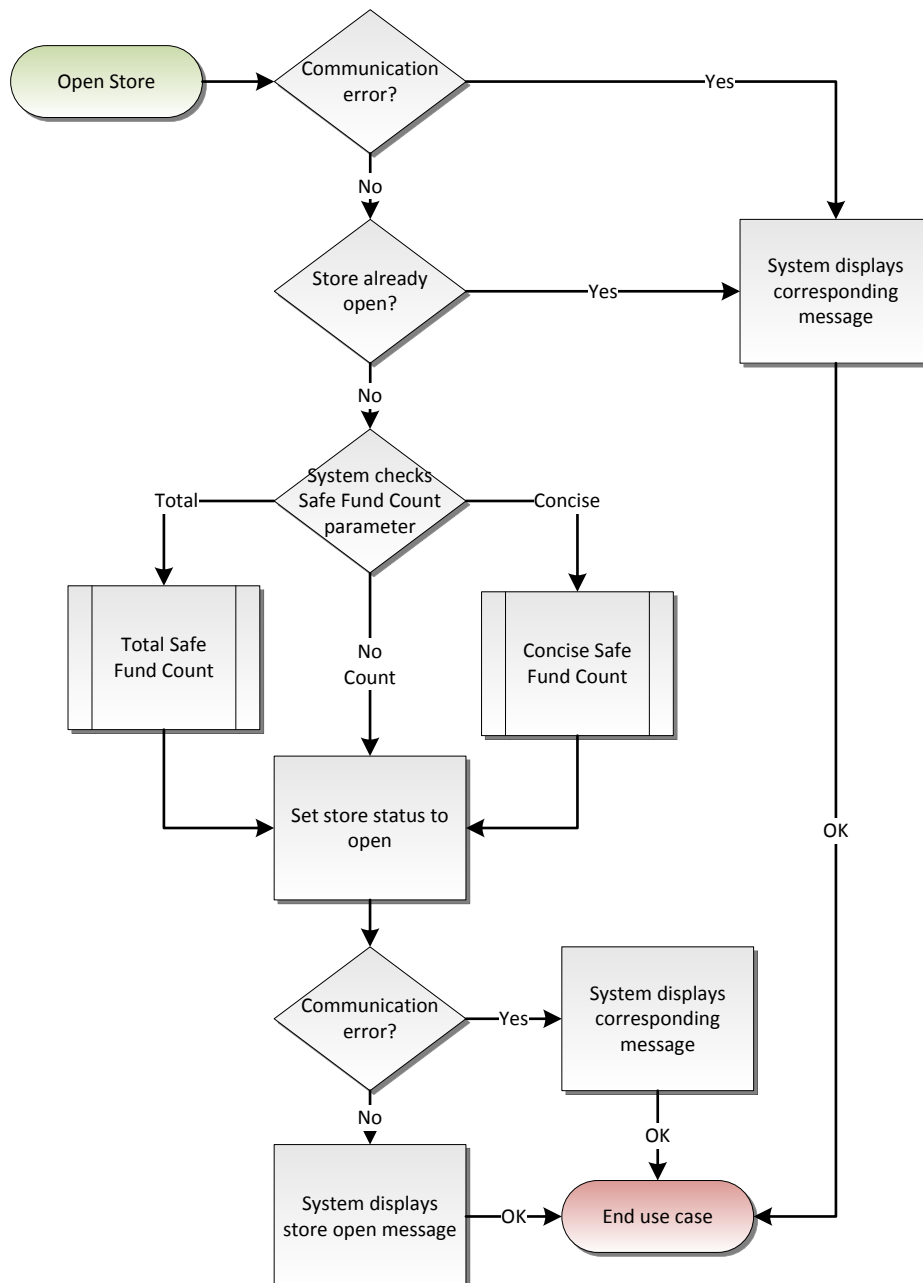
2.1 Feature Flows

Figure 1: Store Open Flow

2.2   Preconditions

- The operator has selected to open the store.

2.3   Main Flow

1. The system determines the current status of the store.

2. If a communication error occurs, the system displays a message, the operator acknowledges the message and the use case ends.

3. If the store is already open, the system displays a message, the operator acknowledges the message and the use case ends.

4. If the Count Opening Safe Fund setting is set to No, the flow continues to bullet 7 below where the system sets the store status to open.

5. If the Count Opening Safe Fund setting is set to Total, the Total Safe Fund Count Use Case is executed.

6. If the Count Opening Safe Fund system setting is set to Concise, the Concise Safe Fund Count Use Case is executed.

7. The system sets the business date and the store status to open and saves the updated store status to the database.

8. If a communication error occurs, the system displays a message, the store remains closed and the use case ends.

9. The system displays a message stating the store was opened successfully and the use case ends.

2.4   Special Requirements

1. The store must be opened before a till can be opened.

2. xPOS transactions cannot be initiated until the store is open.

3. A transaction cannot complete with a tender that requires a till until at least 1 till is opened.

3. Use Case: Store Close

3.1   Feature Flows
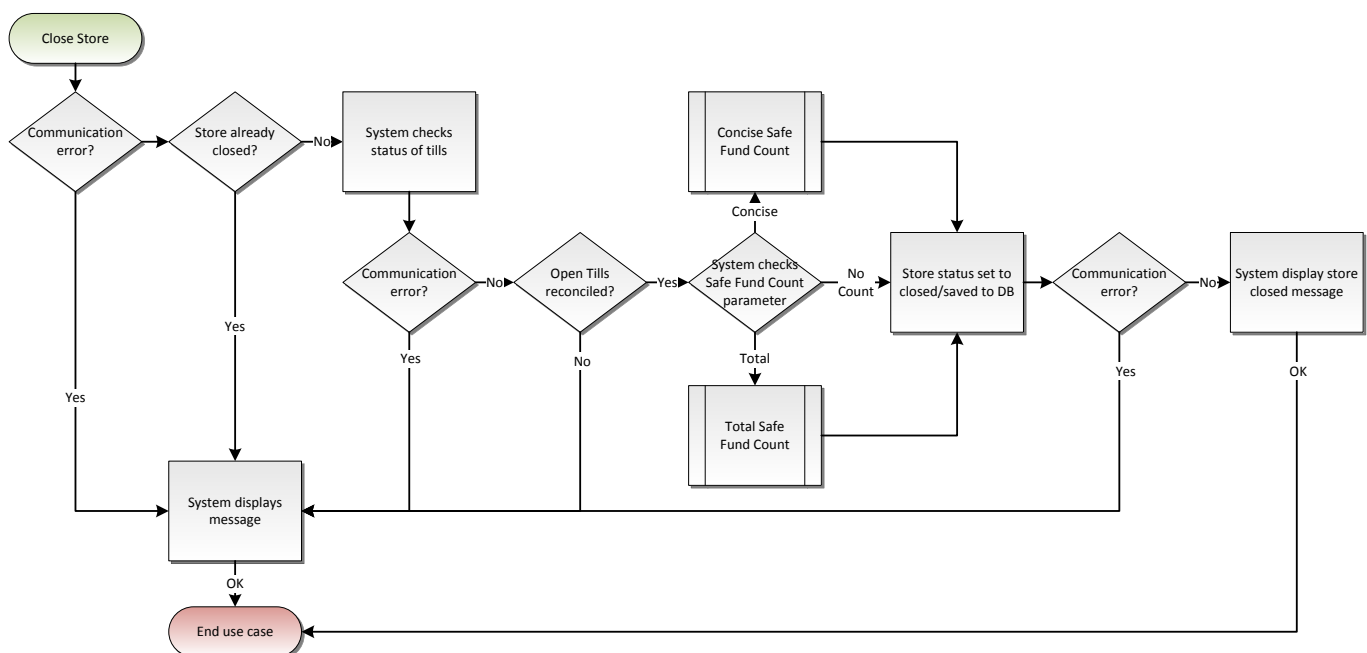
3.1.1 Store Close

Figure 2: Store Close Flow

3.2   Preconditions

- The operator has selected to close the store.

3.3   Main Flow

1. The system determines the current status of the store.

2. If a communication error occurs, the system displays a message, the operator acknowledges the message and the use case ends.

3. If the store is already closed, the system displays a message, the operator acknowledges the message and the use case ends.

4. The system checks the status of all tills opened for the current business date.

5. If a communication error occurs, the system displays a message, the operator acknowledges the message and the use case ends.

6. If all tills do not have a status of reconciled, the system displays a message stating the store cannot close until all tills are reconciled, the operator acknowledges the message and the use case ends.

7. If the Count Closing Safe Fund setting is set to No, the flow continues at bullet 10 below where the system sets the store status to close.

8. If the Count Closing Safe Fund setting is set to Total, the Total Safe Fund Count use case is executed.

9. If the Count Closing Safe Fund system setting is set to Concise, the Concise Safe Fund Count use case is executed.

10. The system sets the store status to Closed and the updated store status is saved to the database.

11. If a communication error occurs, the system displays a message, the operator acknowledges the message and the use case ends.

12. The system displays a message that the store was successfully closed.

13. The operator acknowledges the message.

14. The use case ends and the system returns to the calling use case.

3.4   Special Requirements

1. Once a store is closed, till cannot be opened until the store is opened.

2. xPOS transaction cannot be initiated once the store is closed.

4. Use Case: Scheduled Store Close

4.1   Feature Flows

4.1.1 Scheduler Store Close
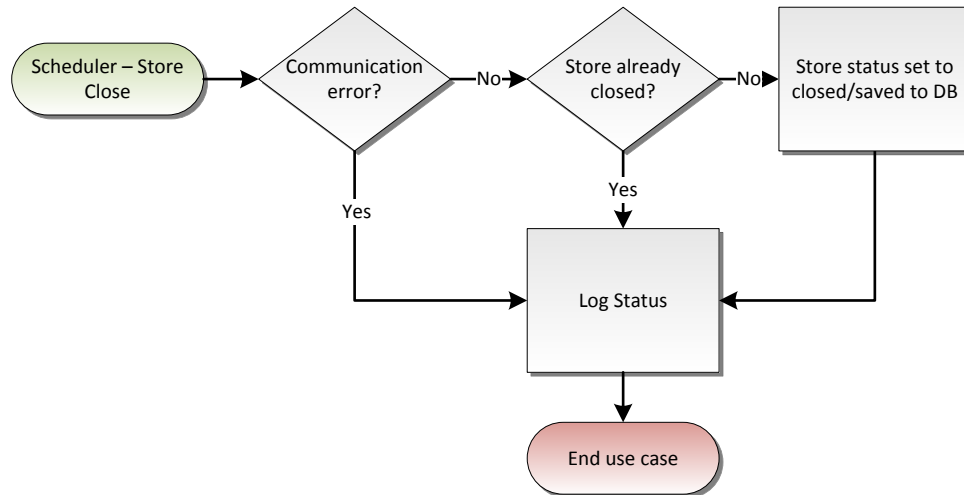
Figure 3: Scheduler Store Close Flow

4.2   Preconditions

- The Configured time to ensure store is closed is reached.
- Scheduler begins Close Process

4.3   Main Flow

1. The system determines the current status of the store.

2. If a communication error occurs, the system logs the error and the use case ends.

3. If the store is already closed, the system logs the error and the use case ends.

4. The system sets the store status to Closed and the updated store status is saved to the database.

5. If a communication error occurs, the system logs the error and the use case ends.

6. The system logs a message that the store was successfully closed.

7. The use case ends and the system returns to the calling use case.

4.4   Special Requirements

1. Once a store is closed, till cannot be opened until the store is opened.

2. xPOS transaction cannot be initiated once the store is closed.

5. Use Case: Bank Deposit

5.1   Feature Flows
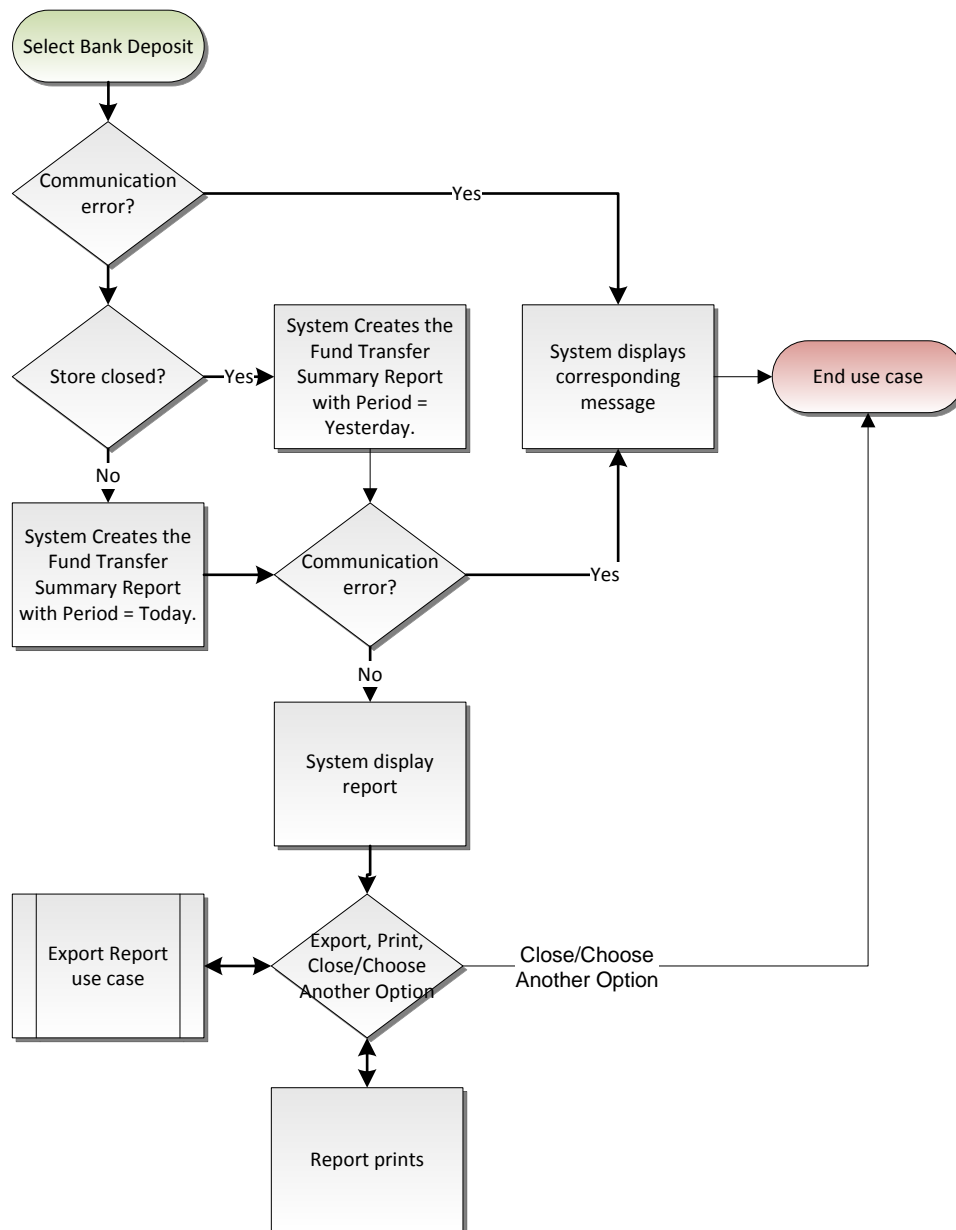
Figure 4: Bank Deposit Flow

5.2   Preconditions

•   The operator has selected to open the store.

5.3   Main Flow

1.   The system determines the current status of the store.

2.   If a communication error occurs, the system displays a message, the operator acknowledges the message and the use case ends.

3.   If the store is closed, the system Generates the Fund Transfer Summary Report with Period = 'Yesterday'. Otherwise, the system Generates the Fund Transfer Summary Report with Period = 'Today.

4.   The system displays the report and prompts the operator to export or print the report or continue.

5. If the operator selects to export, the Export Report use case is executed.

6. If the operator selects to print, the Print Report alternate flow is executed.

7. The operator selects to close or choose another option, the use case ends and the system returns to the calling use case.

6. Use Case: Total Safe Fund Count

6.1   Feature Flows

Figure 5: Total Safe Fund Count Flow

6.2   Preconditions

- The operator has initiated an open store process and Count Opening Safe Fund configuration is set to 'Total'.

- The operator has initiated a close store process and Count Closing Safe Fund configuration is set to 'Total'.

6.3   Main Flow

1. The system prompts the operator to enter the total safe fund amount.

2. The operator enters the total amount and accepts the entry.

3. The system compares the entered amount with the expected amount based on the Expected Safe Fund Amount parameter.

4. If the entered amount is not a match with the expected amount, the Safe Fund Variance Alternate Flow (section 6.4.1) is executed.

5. If the entered amount matches the expected amount, the system returns to calling use case with success status.

6.4   Alternate Flow

6.4.1 Safe Fund Variance Alternate Flow

1. The system displays message indicating a variance between the entered and expected amounts and prompts the operator to accept the entered amount or reenter the safe fund amount.

2. If the operator selects to reenter the safe fund amount, the system restarts the Main Flow.

3. If the operator selects to accept the entered safe fund amount, the system evaluates the variance limit configuration.

4. If the variance amount is less than the configured amount, the Main Flow resumes at bullet 5 above where the system returns to calling use case.

5. If the variance amount is greater than the configured amount, system prompts for manager approval.

6. If manager does not approve, the system restarts the Main Flow.

7. If manager does approve, the Main Flow resumes at bullet 5 above where the system returns to calling use case.

7. Use Case: Concise Safe Fund Count
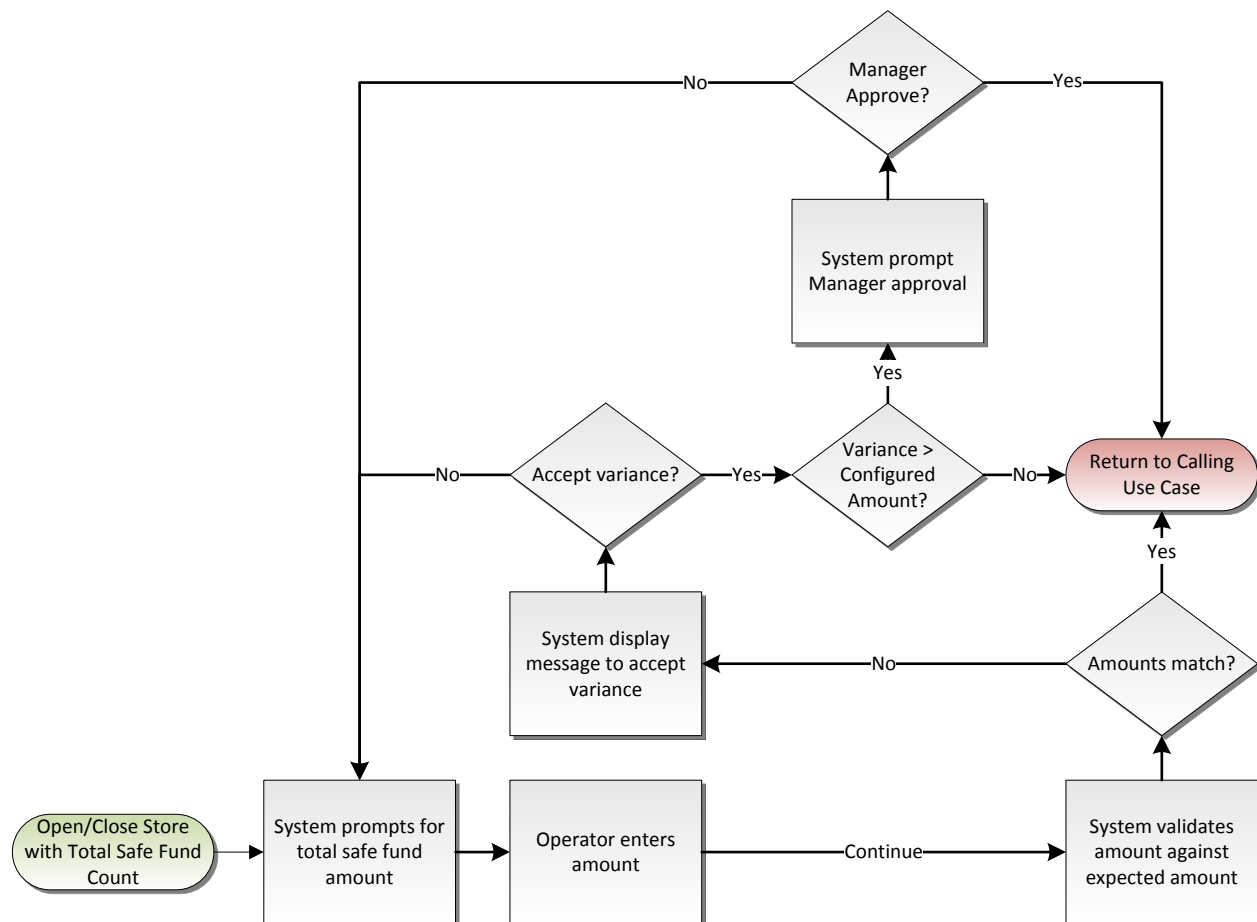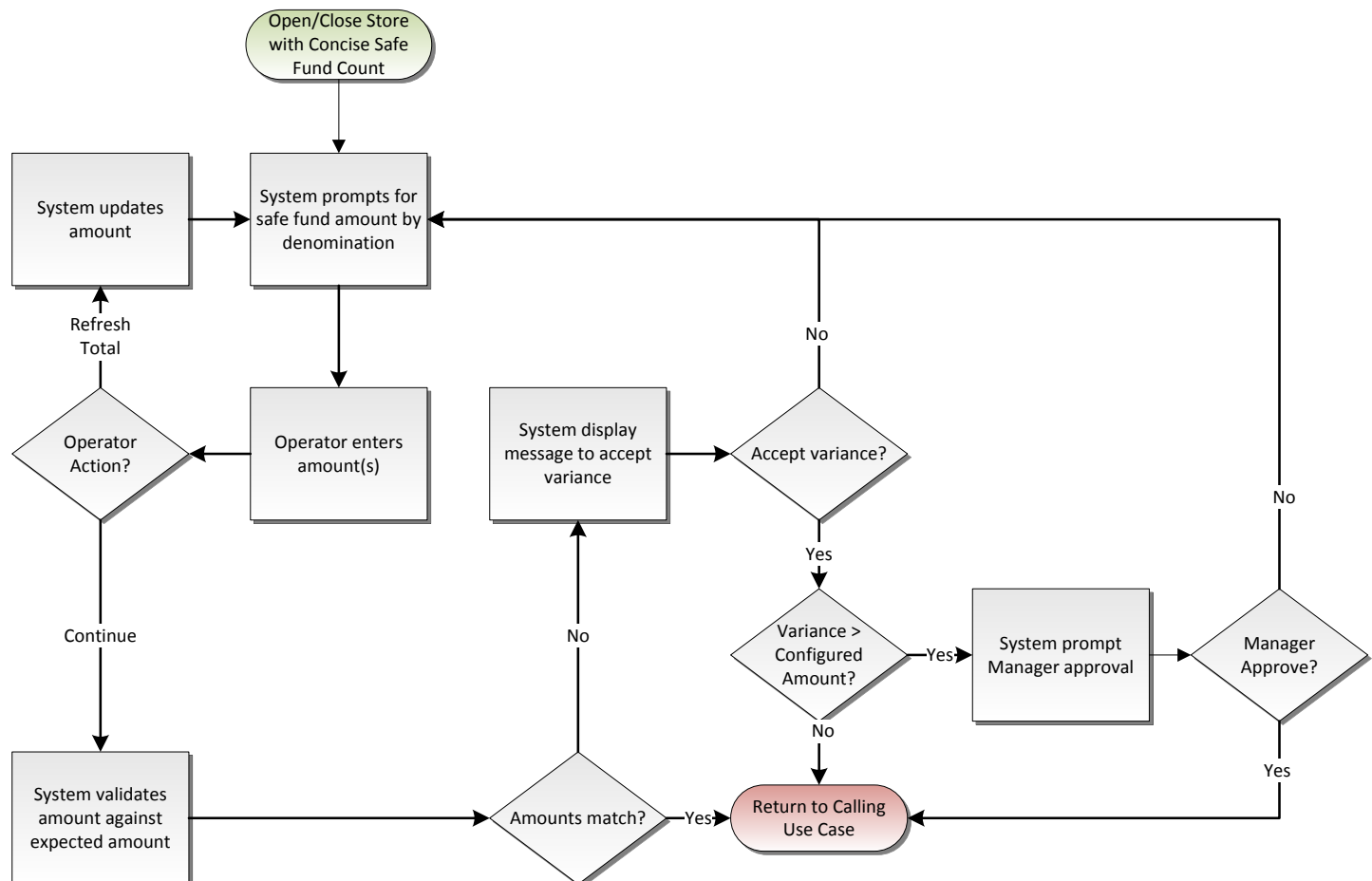
7.1   Feature Flows

Figure 6: Concise Safe Fund Count Flow

7.2   Preconditions

- The operator has initiated an open store process and Count Opening Safe Fund configuration is set to 'Concise'.

- The operator has initiated a close store process and Count Closing Safe Fund configuration is set to 'Total'.

7.3   Main Flow

1. The system prompts the operator to enter the number of bills and coins for each local currency denomination contained in the safe fund.

2. The operator enters the denomination information. Values entered depends on configuration (section 10).

3. If the operator selects Refresh Amount the total is updated with the sum of the entered amounts.

4. The operator selects to continue.

5. The system calculates the entered safe fund amount.

6. The system compares the entered amount with the expected amount based on the Expected Safe Fund Amount parameter.

7. If the entered amount is not a match with the expected amount, the Safe Fund Variance Alternate Flow (section 7.4.1) is executed.

8. If the entered amount matches the expected amount, the returns to calling use case with a success status.

7.4   Alternate Flow

7.4.1 Safe Fund Variance Alternate Flow

1. The system displays message indicating a variance between the entered and expected amounts and prompts the operator to accept the entered amount or reenter the safe fund amount.

2. If the operator selects to reenter the safe fund amount, the system restarts the Main Flow.

3. If the operator selects to accept the entered safe fund amount, the system evaluates the variance limit configuration.

4. If the variance amount is less than the configured amount, the Main Flow resumes at bullet 8 above where the system returns to calling use case.

5. If manager does not approve, the system restarts the Main Flow.

6. If manager does approve, the Main Flow resumes at bullet 8 above where the system returns to calling use case.

8. Assumptions

1. The Store Count Opening Safe Fund and Count Closing Safe Fund parameters are set to 'No' as closing and opening till completes the store counts.

2. The Suspended and Incomplete Transactions are automatically purged during closing.

9. Screen Layouts

9.1   Total Safe Fund Count

This screen is displayed after the business date is set and the Count Opening Safe Fund is set to Total. The page prompts the operator to enter the total amount of the opening safe fund. The same page is used for counting both the opening and closing safe fund amounts.

Figure 7: Total Safe Fund Count

9.1.1 Instruction Text

Instruction Text
Enter safe fund amount and select Continue when complete.

9.1.2 Left Hand Navigation

Label	Next Screen	Notes
Open Store	Daily Operations use case	
Close Store	Daily Operations use case	
Open Till	Open Till use case	
Reconcile Till	Reconcile till use case	
Bank Deposit	Bank Deposit use case	

9.1.3 Menu Buttons

Label	Next Screen	Notes
Continue	• Communication Error: Communication Error • Safe Fund Incorrect: Confirm Variance • Safe Fund Correct: Store <ARG> Success Message	None

9.1.4 Data/Input Field Enhancements

Label	Editable	Req'd?	Data Type	Min Length	Max Length	Notes
Enter safe fund amount	Yes	Yes	Currency	1	9	None

9.2 Concise Safe Fund Count

This screen is displayed after the business is set and the Count Opening Safe Fund is set to Concise. The page prompts the operator to enter the denominations that comprise the opening safe fund amount. The same page is used for counting both the opening and closing safe fund amounts.

Figure 8: Concise Safe Fund Count

9.2.1 Instruction Text

Instruction Text
Enter the quantity of each denomination. Select Refresh Amount to view updated amount and select Continue when complete.

9.2.2 Left Hand Navigation

Label	Next Screen	Notes
Open Store	Daily Operations use case	
Close Store	Daily Operations use case	
Open Till	Open Till use case	
Reconcile Till	Reconcile till use case	
Bank Deposit	Bank Deposit use case	

9.2.3 Menu Buttons

Label	Next Screen	Notes
Refresh Total Amount	Denomination Float Count	Updates the Total field

Label	Next Screen	Notes
Continue	• Communication Error: Communication Error • Safe Fund Incorrect: Confirm Variance • Safe Fund Correct: Store <ARG> Success Message	None

9.2.4 Data/Input Field Enhancements

Label	Editable	Req'd?	Data Type	Min Length	Max Length	Notes
Enter nickels	Yes	No	Currency	1	9	None
Enter dimes	Yes	No	Currency	1	9	None
Enter quarters	Yes	No	Currency	1	9	None
Enter $1 Bills	Yes	No	Currency	1	9	None
Enter $5 Bills	Yes	No	Currency	1	9	None
Enter $10 Bills	Yes	No	Currency	1	9	None
Enter $20 Bills	Yes	No	Currency	1	9	None
Enter $50 Bills	Yes	No	Currency	1	9	None
Enter $100 Bills	Yes	No	Currency	1	9	None
Total Float Amount:	No	N/A	Currency	4	9	Display only

9.3   Dialog Messages/Message Boxes

9.3.1 Communication Error

Description	This generic message is displayed when there is a communication error between the mobile client and an external system/interface. The Communication Error is displayed on the screen where the communication error occurred. Upon acknowledging the message, the system returns to the previous screen
Message	Communication error, please try again.
Key prompt	OK
Notes	Configurable generic message used when there is a communication error

9.3.2 Store Already <ARG>

Description	This message is displayed when the operator selects to open the store and the store is already open or selects to close the store and store is already closed for the current business day. Upon acknowledging the message, the system returns to the previous screen. <ARG> is replaced with opened or closed.
Message	The store is already <ARG>.
Key prompt	OK
Notes	Configurable generic message used when there is a communication error

9.3.3 Store Open Success

Description	This message is displayed when the store is successfully opened. Upon acknowledging the message, the system returns to the calling use case.
Message	The store is successfully opened.
Key prompt	OK
Notes	Configurable generic message used when there is a communication error

9.3.4 Store Close Success

Description	This message is displayed when the store is successfully closed. Upon acknowledging the message, the system displays the store closing report.
Message	The store is successfully closed.

Key prompt	OK
Notes	Configurable generic message used when there is a communication error

9.3.5 Confirm Variance

Description	This message is displayed when the safe fund amount entered by the operator does not match the expected safe fund amount. The message prompts the operator to continue with the entered amount or reenter the amount. Yes, continues to check communications status and No returns to Safe Count Screen **Note:** The system defaults the previous entry upon returning to the previous screen.
Message	The entered amount does not match the expected amount. Do you want to continue with entered amount?
Key prompt	• Yes • No
Notes	Configurable generic message used when there is a communication error

9.3.6 Till Not Reconciled

Description	This message is displayed when there are open tills and thus the store cannot be closed. Upon acknowledging the message, the system returns to the previous screen. **Note:** The system removes the previous entry upon returning to the previous screen.
Message	The store cannot be closed until all tills are reconciled.
Key prompt	• Yes • No
Notes	Configurable generic message used when there is a communication error

10. Configurable Settings

Parameter Mnemonic	Description	Valid Values
Count Deposit	Determines how the tender amounts are counted when creating a bank deposit.	• No (Do not count) • Total (Enter total amount)
Count Opening Safe Fund	Determines how the safe fund is counted when the store is opened.	• **No (Do not count)** • Total (Enter total amount) • Concise (Count by denominations)
Count Closing Safe Fund	Determines how the safe fund is counted when the store is closed.	• **No (Do not count)** • Total (Enter total amount) • Concise (Count by denominations)
Expected Safe Fund Amount	Determines the expected amount for the safe fund to be used when the store is opened or closed.	• 0.00 to 9,999.99
Variance Manager Approval Limit	The variance amount that requires a manger approval to accept. Manager approval prompts when amount is greater than this value	• 0.00 to 9,999.99
Schedule Close Time	The time for the scheduler to close the store.	• Time
Concise Safe Fund Count Screen Data	Setting to determine values entered into the concise fund count screen.	• Amount – the amount of each denomination ie 10 in the $10 bill field = $10. • Count – the count of each denomination ie 10 in the $10 bill field = $100.

11. Logging Changes

11.1 Data Output

Data Element	Description	Destination
Store Status	Current status of the store – either opened or closed	• Database
Business Date	The date to which all new transactions are posted.	• Database
Employee ID	ID of the employee who opened or closed the store	• Database
Safe Fund	Counted safe fund amount	• Database
Systematic Errors	Errors during systematic store close	• System Logs

12. Interface Changes

None

13. Out Of Scope

• *This Specification covers the implementation for Back Office Daily Operations. Functionality that has no impact on the processes are not covered unless needed to provide context.*

14. Business Sign Off

Name	Organization	Approval Email and/or Date Received
Jesse Wielgan	Best Buy	

15. Technical Sign Off

Name	Organization	Approval Email and/or Date Received
Mark Houghton	Best Buy	
Kevin Bahng	Best Buy	

16. Technical Review

Name	Organization	Approval Email and/or Date Received
Andy Liang	Best Buy	

17. Technical Inform

Name	Organization	Approval Email and/or Date Received
Gaurav Savant	Best Buy	
Greg Irvine	Best Buy	
David Hawkins	Storeworks	
Mark Donley	Storeworks	
Vinodh Narayanan	Storeworks	

18. Revision History

18.1 Reviews

Date	Iteration	Result
7/23/2015	V1.0 Internal Review	Updates in v1.1
8/5/2015	V1.1 BBYCA Review	Updates in v1.2

18.2 Revision History

Reviser	Revision	Date	Version
Amy Byers	Initial Document	7/9/2015	1.0
Amy Byers	Updates from Internal Review	7/28/2015	1.1
Amy Byers	– Section 2.4: Clarified that store must be opened to complete transactions and a transaction requiring a tender that requires a till cannot be completed until at least one till is opened. – Sections 9.1 & 9.2: Updated screen Mockups – Section **Error! Reference source not found.**: Added section for Change Requests under consideration. – Section 17: Replaced Sam Martinez with Gaurav Savant and corrected Greg Irvine's name misspelling.	8/18/2015	1.2
Amy Byers	**CR SWBBYC124** – Section 3: Define message to prompt if tills not reconciled during close. – Section 4: Added section for scheduled close. – Section 9.3.6: Definition of the tills not reconciled message. – Section 10: Added configurable time for scheduled close – Section 11.1: Add system logging for errors during scheduled close.	10/27/2015	1.3
Amy Byers	– Sections 5.1 & 5.3: Removed 'Continue' from Bank Deposit flow as there is not option to continue. – Sections 7.3 & 10: Define parameter to indicate values entered into screen. – Former Section 14: Removed section with potential CRs.	12/17/2015	1.4

19. Appendix A: Glossary

Term	Definition
Shared Accountability	Setting where one or more operators are able to use the same device. There is no link between a single operator and the device. Shared Accountability provides the most flexibility from a use standpoint but limits operator specific reporting.
Operator Accountability	Setting where only one cashier or operator is tied to a device. The system establishes a link between the operator and the device allowing only the linked operator to sign on.