

Version 1.0 Alert List**OPERATIONS ALERTS** - *Monitor conditions related to your store's day-to-day operations*

- Cash In Drawer
- Cash In Drawer Shortage Or Overage by \$
- Cash In Drawer Shortage Or Overage by %
- Failed Credit Card Settlement
- Flash Sales Report
- High Sales Volume
- Low Inventory
- No Sales Activity
- Unposted Tickets

FRAUD PREVENTION - *Watch for potential fraud circumstances that may be happening in real time*

- Discount Summary
- Excessive Discounts Applied*
- Excessive No Sale Transactions*
- Excessive Price Overrides Applied
- Excessive Quote Transactions
- Excessive Return Transactions
- Excessive Voided Tickets*
- Large Discount Applied*
- Large Price Override Applied
- Price Override Summary
- Quote Transaction Summary
- Return Transaction Summary
- Refund After Close
- Refund Before Open
- Return Transaction Summary
- Sale After Close
- Sale Before Open
- Sign In Before Open
- Sign In After Close
- Ticket Entry Sign In Before Open
- Ticket Entry Sign In After Close

*CounterPoint 8.3.9 and above

CUSTOMER SERVICE - *Take immediate action to increase customer loyalty*

- Sales Over A Defined Amount
- Nobody Signed In At Store Open
- Pending Orders

Alert Category	Alert Name in UI	Alert Text	When is the Alert Triggered?
Customer Service	Large Sale	Employee <MGR> rang up a sale totaling <\$762.98> at <6:15 PM> on ticket #<100265> at the <MAIN> store.	While store is open and sale amount exceeds SmartAlerts Administrator chosen parameter.
Customer Service	Nobody Signed in at Open	The <EAST> store has opened, but no one has logged in!	Daily at store open.
Customer Service	Pending Orders Alert	There are <7> orders pending for more than <1> day at the <MAIN> store.	Daily at 7pm.
Fraud Prevention	Discount Summary* *CounterPoint 8.3.9 and above	There have been <4> discounts given by Employee <MGR> at the <MAIN> store.	Daily at store close.
Fraud Prevention	Excessive Discounts Applied* *CounterPoint 8.3.9 and above	Employee <MGR> has applied <2> discounts at the <MAIN> store in the last <60> minutes.	While store is open when number of discounts in a time period exceeds SmartAlerts Administrator chosen parameters.
Fraud Prevention	Excessive No Sale Transactions* *CounterPoint 8.3.9 and above	There have been <10> no-sales performed by <MGR> at the <MAIN> store in the last <60> minutes.	While store is open when number of No Sale transactions in a time period exceeds SmartAlerts Administrator chosen parameters.
Fraud Prevention	Excessive Price Overrides Applied	There have been <2> price overrides performed by <MGR> at the <MAIN> store in the last <60> minutes.	While store is open when number of price overrides in a time period exceeds SmartAlerts Administrator chosen parameters.
Fraud Prevention	Excessive Quote Transactions	There have been <4> quotes entered by <MGR> at the <MAIN> store since <3:19 PM>.	While store is open when number of quotes in a time period exceeds Smart Alerts Administrator chosen parameters.
Fraud Prevention	Excessive Return Transactions	There have been <2> returns performed by <MGR> at the <MAIN> store in the	While store is open when number of returns in a time period exceeds

		last <60> minutes.	SmartAlerts Administrator chosen parameters.
Fraud Prevention	Excessive Voided Tickets* *CounterPoint 8.3.9 and above	There have been <6> tickets voided by <MGR> at the <MAIN> store in the last <60> minutes.	While store is open when number of ticket voids in a time period exceeds SmartAlerts Administrator chosen parameters.
Fraud Prevention	Large Discount Applied* *CounterPoint 8.3.9 and above	Employee <MGR> applied a <25%> discount for the <Adams SC Driver, RH> item on ticket <#100266> at the <MAIN> store.	While store is open when discount percentage exceeds SmartAlerts Administrator chosen parameter.
Fraud Prevention	Large Price Override Applied	Employee <MGR> applied a <25.00%> price override for the <Callaway Big Bertha Driver> item at <6:44 PM> on ticket <#100267> at the <MAIN> store.	While store is open when price override percentage exceeds SmartAlerts Administrator chosen parameters.
Fraud Prevention	Price Override Summary	There have been <2> price overrides performed by Employee <MGR> at the <MAIN> store today.	Daily at store close.
Fraud Prevention	Quote Transaction Summary	There have been <8> quotes entered by Employee <MGR> at the <MAIN> store today.	Daily at store close.
Fraud Prevention	Refund After Close	Employee <MGR> rang up a <\$435.99> refund at <5:51 PM> on ticket <#100226> after the <MAIN> store closed.	From store close until midnight when a CounterPoint user performs a refund.
Fraud Prevention	Refund Before Open	Employee <MGR> rang up a <\$435.99> refund at <5:51 AM> on ticket <#100228> before the <MAIN> store opened.	From midnight until store opens when a CounterPoint user performs a refund.
Fraud Prevention	Return Transaction Summary	There have been <2> returns performed by Employee <MGR> at the <MAIN> store	Daily at store close.

		today.	
Fraud Prevention	Sale After Close	Employee <MGR> rang up a <\$381.49> sale at <6:22 PM> on ticket <#100224> after the <MAIN> store closed.	From store close until midnight when a CounterPoint user performs a sale.
Fraud Prevention	Sale Before Open	Employee <MGR> rang up a <\$381.49> sale at <4:22 AM> on ticket <#100235> before the <MAIN> store opened.	From midnight until store opens when a CounterPoint user performs a sale.
Fraud Prevention	Sign In After Close	Employee <MGR> signed in at <11:41 PM> after the <MAIN> store closed.	From store close until midnight when a user signs in to CounterPoint.
Fraud Prevention	Sign In Before Open	Employee <MGR> signed in at <05:41 AM> before the <MAIN> store opened.	From midnight until store open when a user signs in to CounterPoint.
Fraud Prevention	Ticket Entry Sign In After Close	Employee <MGR> signed in to ticket entry at <11:37 PM> after the <MAIN> store closed.	From store close until midnight when a user signs in to CounterPoint ticket entry.
Fraud Prevention	Ticket Entry Sign In Before Open	Employee <MGR> signed in to ticket entry at <05:37 AM> before the <MAIN> store opened.	From midnight until store open when a user signs in to CounterPoint ticket entry.
Operations	Cash in Drawer	There is <\$10305.77> in Drawer <1> at the <MAIN> store.	While store is open when drawer amount exceeds customer defined parameter. Alert will trigger every 15 minutes until cash drop occurs or drawer is counted.
Operations	Drawer Over/Short \$	The cash in Drawer <1> at the <MAIN> store is short by <\$11515.29>.	Daily when cash drawer(s) closed.
Operations	Drawer Over/Short %	The cash in Drawer <1> at the <MAIN> store is short by <9%>.	Daily when cash drawer(s) closed.

Operations	Failed Credit Settlement	Credit batch failed to settle on <04/29/10> at <10:21:33> for the <MAIN> store.	Daily at 11:45pm when credit settlement has failed.
Operations	Flash Report	Sales: <\$1101.96> Profit: <\$275.61> Avg tkt: <\$41.20> Refunds: <\$689.99> Margin: <66.90%> # Tkts: <10>	Daily at store close.
Operations	High Sales Volume	There have been <8> sales at the <MAIN> store in the last <15> minutes.	While Store is Open when number of sales in a time period exceeds SmartAlerts Administrator chosen parameters.
Operations	Low Inventory	Categorized item message: Item <ADM-SCD> is low at the <MAIN> location <(3 left)>. Gridded item message: Item <SHIRT [RED, LARGE]> is low at the <MAIN> location <(3 left)>.	While store is open when quantity of an item falls below minimum quantity (or zero, if not specified).
Operations	No Sales Activity	There haven't been any sales at the <MAIN> store since <1:53 PM>.	While store is open when number of sales in a time period is at or lower than SmartAlerts Administrator chosen parameters.
Operations	Unposted Tickets	There are <11> unposted tickets at the <MAIN> store.	Daily at 12pm.