



CYA
User's Manual

Version 0.0.56

Understanding the CYA Suite of Software

CYA is a suite of programs that make up the latest TVS POS surveillance system. CYA works in conjunction with one or more TVS text inserter systems (made up of 1066A text inserters or 1030A register interfaces connected to 2100 series text inserters.) TVS text inserters extend the power of your CCTV system, and CYA in turn extends the power of your text inserter.

CYA is made up of 3 interrelated components: *CYA Standalone*, *CYA Network Server* and *CYA Network Client*.

CYA Standalone

When you purchase CYA Standalone, your installation disk will install two programs: *CYA – Control Your Assets* and *DCM* or *Data Collection Manager*. Every user of CYA will need at least one installation of CYA Standalone. The network components are optional extensions

DCM collects data from your text inserter or inserters via serial ports and writes that data to a database file. *DCM* must run continuously to maintain a complete and accurate database.

CYA – Control Your Assets is the centerpiece of the CYA suite. It is the program you use to view, search and summarize your collected data. It can extract all transactions matching certain criteria over a selected interval, or can sum and average exceptions and present the results in tables. Where appropriate, tables can be charted for a visual assessment. CYA is capable of exporting tables and lists to text, html and MS Excel formats. Charts can be saved as bitmap images.

CYA Network Client

The *CYA Network Client* is nearly identical to *CYA – Control Your Assets* in its look and feel. It contains all the same reporting and analysis tools. It differs only in that it is used from remote computers to access CYA databases via a TCP/IP network. These will be databases created by installations of CYA Standalone. Making a CYA database accessible to installations of CYA Network Client requires the final component, *CYA Network Server*.

CYA Network Server

CYA Network Server is installed to the same folder as *CYA Standalone*. Whenever *CYA Network Server* is running it listens for connections from remote installations of *CYA Network Client*. Remote users can then login to the database created and maintained by *CYA Standalone*. Logging into the server with a client requires knowledge of a password set by the administrator of the server. The *CYA Network Server* can be accessed by any user of *CYA Network Client* on the same network who has the address and password of the server. The network connection could be a local area network, the Internet, or even a direct dialup networking connection.

Examples:

Simple Standalone – A small store has *CYA Standalone* installed on a backroom computer that has no network connectivity. DCM collects data into the database and the database is viewed and maintained using *CYA-Control Your Assets* on the lone computer.

Internet accessible – A store with a DSL internet connection and a static IP address runs *CYA Standalone* on a backroom computer. DCM collects the database and *CYA-Control Your Assets* is used to view and maintain the database in-store. *CYA Network Server* is also installed on the computer, and the manager uses a copy of *CYA Network Client* on his home computer to remotely login and view the database from time to time.

Large Installation Integration - A large department store has *CYA Standalone* and *CYA Network Server* installed on a PC in an equipment room. DCM collects the database, and occasional database maintenance is performed using *CYA-Control Your Assets* in the equipment room. A local area network connects the equipment room PC with PCs in the offices of the manager, assistant manager and head of loss prevention. All three of these individuals can view the database, each with his own copy of *CYA Network Client*. If the LAN has Internet connectivity and is appropriately configured, these individuals could view the database using copies of *CYA Network Client* installed in their homes.

Table of Contents

| | |
|---------------------------------------|-----------|
| Overview of CYA..... | 6 |
| Introduction..... | 6 |
| Primary Functionality..... | 6 |
| POS Data Collection..... | 6 |
| Database Storage..... | 6 |
| Real Time Reporting..... | 6 |
| CYA Licensing..... | 7 |
| License Information..... | 7 |
| User Information..... | 8 |
| Data Collection Manager..... | 10 |
| Starting Data Collection Manager..... | 10 |
| Setting Up the Port..... | 11 |
| Set Ups..... | 12 |
| Base Register Number..... | 13 |
| Alarms..... | 14 |
| Video Settings..... | 15 |
| DCM Options..... | 16 |
| Database Maintenance..... | 16 |
| CYA Database Options..... | 18 |
| Action Codes..... | 18 |
| Employees..... | 20 |
| Key Items..... | 21 |
| Database..... | 22 |

| | |
|---|-----------|
| Registers/Cameras..... | 24 |
| Reports..... | 24 |
| Fixed Reports..... | 24 |
| Power Search..... | 30 |
| Daily Summary..... | 35 |
| Accessing DCM from CYA database..... | 39 |
| CYA Server..... | 40 |
| CYA Remote Client..... | 41 |
| Client Options..... | 42 |

Overview of CYA

1.0 Introduction to CYA

CYA® stands for “Control Your Assets®” and this is what the software helps you do. CYA and its partner program DCM (Data Capture Manager), monitor POS transactions allowing you, the user, to supervise everything from shrinkage to sales trends.

1.1 Primary Functionality

The primary functionality of CYA system is to allow the control of POS fraud, theft and abuse. This is done using the following methods.

POS Data Collection

Using the existing TVS products, the 1066A and 2100 Text Inserters, the CYA System uses the DCM module to collect POS transactional data. DCM receives that data in your IBM compatible Microsoft Windows operated computer through an existing serial port.

Database Storage of POS Data

The POS transactional data is stored on your host computer in the CYA database. This database allows for regular storage, maintenance and observation of a rolling two active calendar months of data.

Real Time Reporting

The CYA system enables the user to report on all transactions with three basic reports: fixed reports, power search, and daily summary.

CYA Licensing

License Information

After the initial startup of the software, a license information pop-up window appears displaying the machine ID and the application ID. A user key must be obtained by emailing a license request to TVS. Click the email license request button.

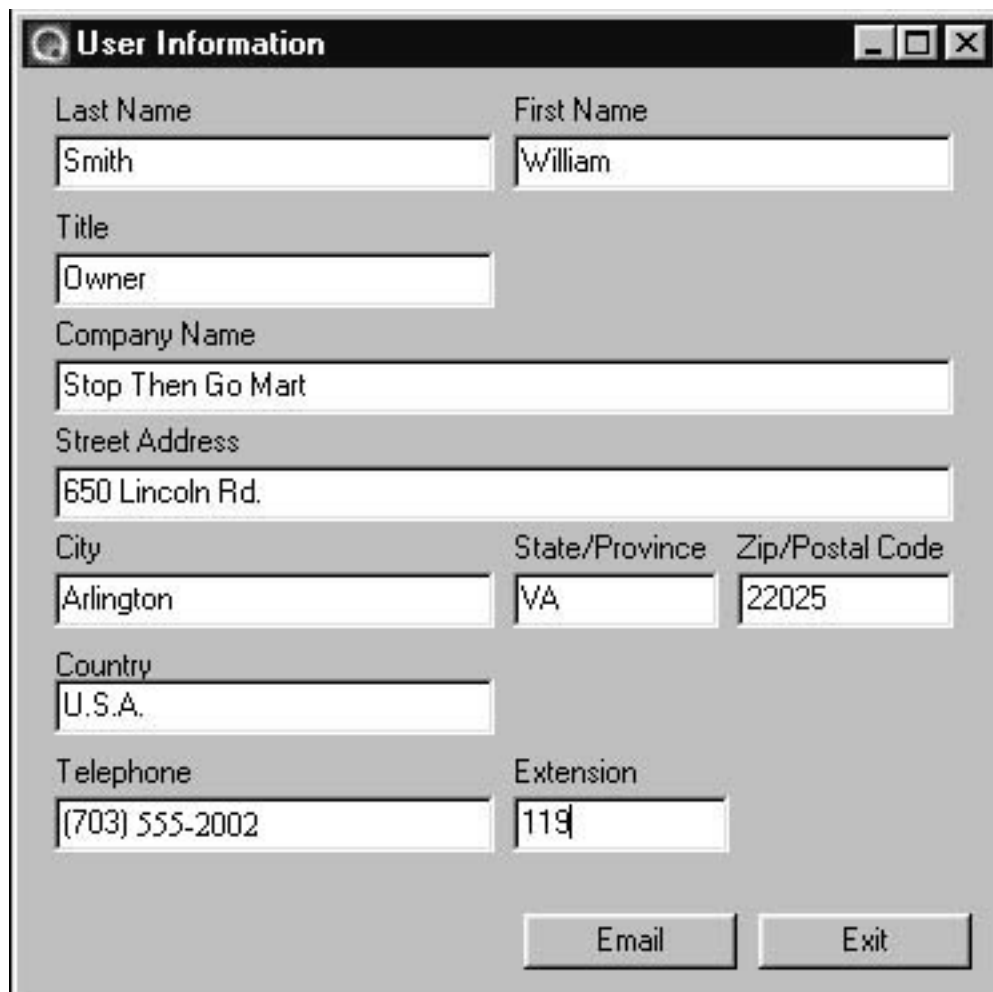


Figure 1

**Note: The user key will unlock both DCM and CYA Stand Alone. CYA Server and CYA Client will require a separate user key.*

IMPORTANT: Be sure the NIC card on the PC or DVR is properly installed. Otherwise, the Machine ID will come up as 0-0-0. If the license key is generated with 0-0-0, and you then hook up to a network, the actual Machine ID appears and the previous user key is invalid.

User Information

A screenshot of a Windows-style dialog box titled "User Information". The dialog box has a standard title bar with a question mark icon, the title "User Information", and minimize, maximize, and close buttons. The form contains several text input fields: "Last Name" (Smith), "First Name" (William), "Title" (Owner), "Company Name" (Stop Then Go Mart), "Street Address" (650 Lincoln Rd.), "City" (Arlington), "State/Province" (VA), "Zip/Postal Code" (22025), "Country" (U.S.A.), "Telephone" ((703) 555-2002), and "Extension" (119). At the bottom right, there are two buttons: "Email" and "Exit".

| | | | |
|-------------------|----------------|-----------------|--|
| Last Name | | First Name | |
| Smith | | William | |
| Title | | | |
| Owner | | | |
| Company Name | | | |
| Stop Then Go Mart | | | |
| Street Address | | | |
| 650 Lincoln Rd. | | | |
| City | State/Province | Zip/Postal Code | |
| Arlington | VA | 22025 | |
| Country | | | |
| U.S.A. | | | |
| Telephone | | Extension | |
| (703) 555-2002 | | 119 | |
| Email | | Exit | |

Figure 2

A user information window pops up. Fill out the information and click the email button. An e-mail will be sent with a request for the unlock code for CYA, along with the user's information. At the bottom of the message, the user key is provided. The email will look something like the message on the next page.

At 02:58 PM 8/19/02 -0400, you wrote:
Please send the unlock code for CYA DCM. My user and system information are as follows:

Smith, William
Owner
Stop Then Go Mart
650 Lincoln Rd.
Arlington, VA
U.S.A.
(703) 555-2002 ext 119

MachineID: 224-32172-1360

ApplicationID: 8B5D1E80-B13F-11D6

2334356177

↑
*User Key

Figure 3 **If not connected to internet, call TVS for license unlock key.*

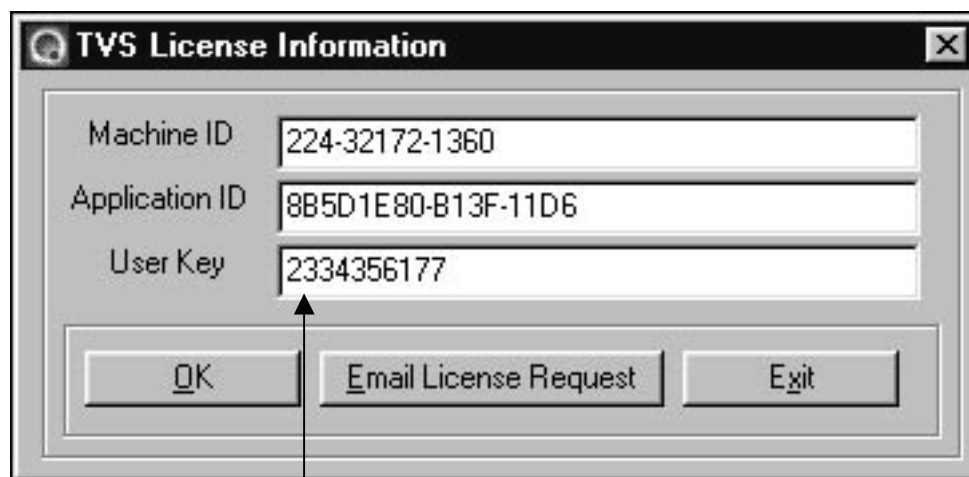


Figure 4

Type or copy/paste the user key in the license information window and click OK. After license registration is completed, Data Collection Manager will start up.

Data Collection Manager

Starting Data Collection

When DCM starts for the first time, an empty screen and menu appears. No data will be collected until at least one port is selected.



Figure 5

To add a port, do as follows:

- 1) On the main menu, select Ports, then select Add Port.



Figure 6

- 2) In the add port dialog that appears, choose the com port number of your serial port. Then choose which kind of TVS text inserter you will be monitoring on this port. The choice made here is between the TVC-2100 text inserter and any other TVS text inserter model (TVC-1066A, TVC-1068, TVC-1068A or TVC-1090).

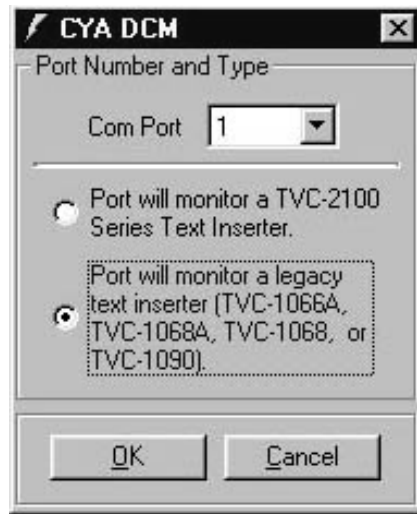


Figure 7

3) Press OK. A window will appear to display any CYA data coming in on the port. If there has been any problem opening the port, the status bar of the new window will indicate an error and invite you to click the error log.

4) Repeat this process for as many com ports as needed to monitor the various TVS text inserter units.

Once the ports are added and data is being sent from the register, transactions will start scrolling across the DCM screen.

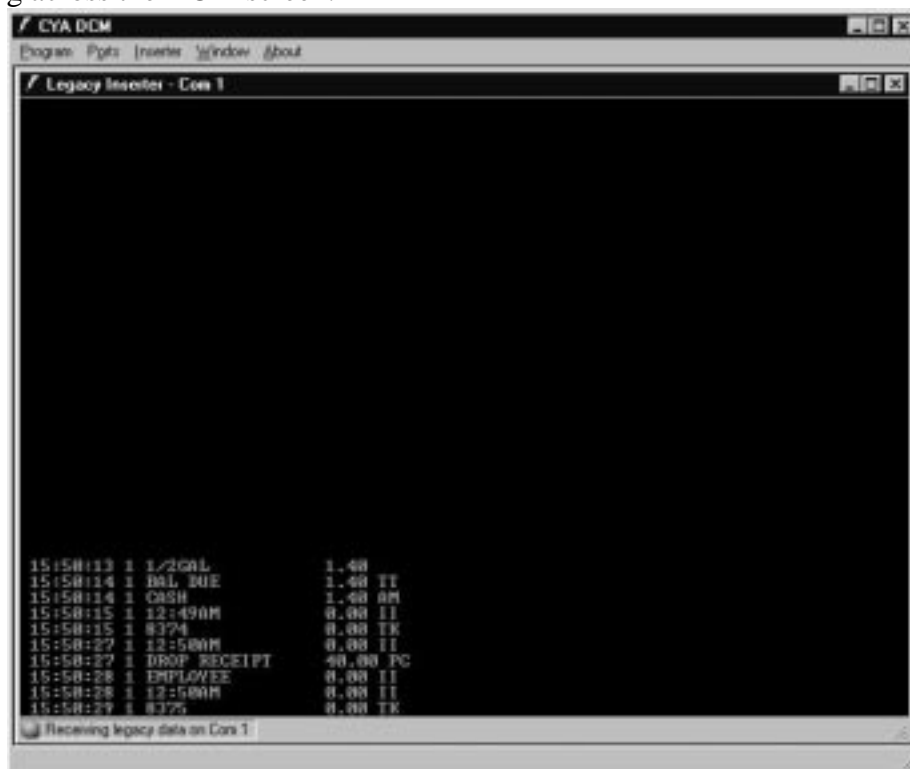


Figure 8

Set Ups

DCM contains set up menus for alarming, text positioning and sizing, and multiple register assignments.

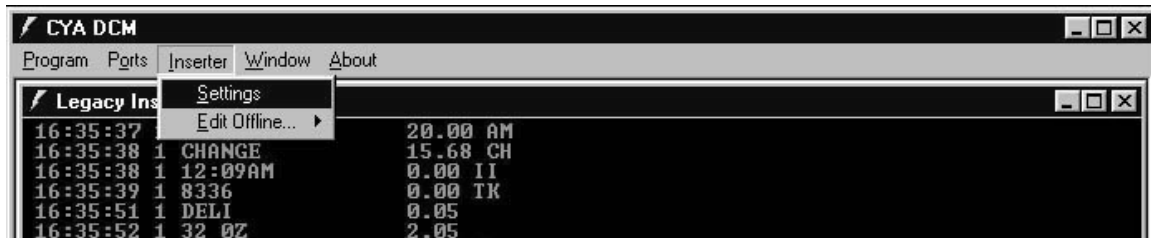


Figure 9

Base Register Number

DCM makes important use of a Base Register Number setting for each port that is defined. To understand the concept, consider an example: TVC-1066A text inserters monitor only one register each. Every 1066A unit sends its data to DCM with the register number "1". Therefore, if you monitor a second 1066A, set the base number to "2". DCM will then record the incoming data with two different register numbers: 1 and 2.

Similarly, if monitoring two different 2110s (ten-channel 2100 series text inserters) then each of them is sending data to DCM with register numbers 1 to 10. For one of the two 2110s, the Base Register Number should be defined as 11. Data is then saved as register 1 to 10 data on one port, and register 11 to 20 data on the other.

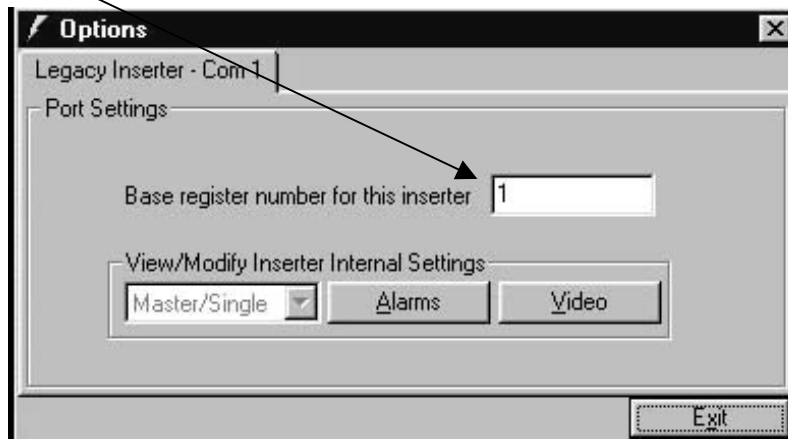


Figure 10

The Base Register Number for a port can be thought of as a virtual register number to which data from the actual register number 1 is mapped. Register numbers higher than 1 are adjusted accordingly. So, if Base Register Number is 21, then register 1 becomes register 21, and register 4 becomes register 24.

Base Register Number will most often be used when DCM is used with 1066As or older 2100 series text inserters. TVC-2100s, version 11 and later can be configured themselves

to adjust register numbers both in the data stream sent to DCM and for on-screen text insertion. Use a touch-tone telephone and enter 31# to reach the menu. *If the register numbers are adjusted in the 2100, the Base Register Number does not need to be adjusted in Data Capture.*

To adjust the Base Register Number for a com port, in the dialog box enter the base number in the text box on that com port's settings tab.

Alarms

Note: Not all alarms are available on all POS systems. Alarms are dependent on the data sent by the POS system.

To program and set alarms using Data Capture, click the Alarms button.

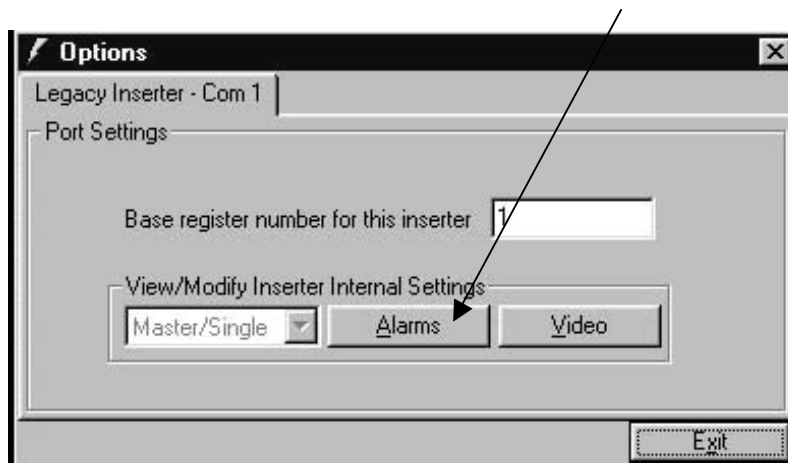


Figure 11

The alarm set-up window appears. There are 10 action code alarms available and 10 department (description) alarms as well. Alarms can be customizable by selecting the type of transaction (action code), line item, the value, or by selecting a modifier (less than, greater than, equal to).

| Action Code Alarms | | | Department Alarms | | |
|--------------------|--------------|-------|-------------------|-----------|------|
| UA | Any amount | 83.00 | LO SALE | Any Value | 0.00 |
| VX Void | Any amount | 0.00 | DELI | Less Than | 0.99 |
| NS No Sale | Any amount | 0.00 | PASTRY | Less Than | 3.00 |
| PO Paid Out | Any amount | 30.00 | CIGARETTES | Any Value | 0.00 |
| RF Refund | Greater than | 20.00 | CORA | Any Value | 0.00 |
| RT Return Mdse | Any amount | 0.00 | 0 | Any Value | 0.00 |
| TT Total | Less than | 0.05 | | Any Value | 0.00 |
| No Alarm | Any amount | 0.00 | | Any Value | 0.00 |
| L | Any amount | 0.00 | | Any Value | 0.00 |
| No Alarm | Any amount | 0.00 | | Any Value | 0.00 |

Buttons: Apply to Inserter, Load From File, Save to File, Exit

Figure 12

After setting up the alarms, click the Apply to Inserter button. Once set, any transaction that fits the alarm criteria will flash on the video screen as it scrolls across.

Video Settings

To adjust the appearance of text on the screen, click the Video button.

Options

Legacy Inserter - Com 1

Port Settings

Base register number for this inserter: 1

View/Modify Inserter Internal Settings

Master/Single | Alarms | Video

Exit

Figure 13

The video set-up window appears.

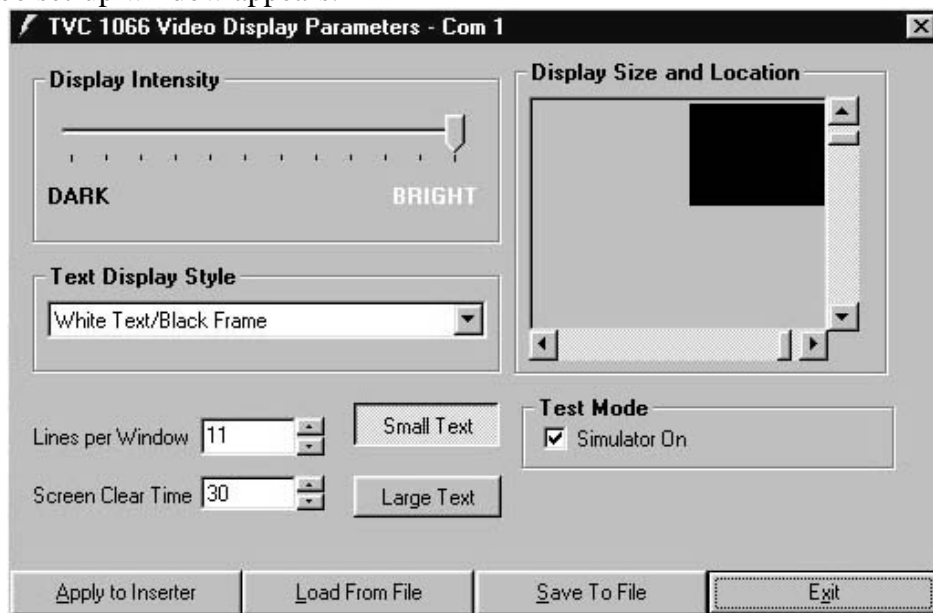


Figure 14

The text appearance can be adjusted in a variety of ways: screen position, small or large text, lines per window (2 – 12), the amount of time on the screen, backgrounds for the text, and the brightness of the text. Once the desired settings are selected, click the Apply to Inserter button. The text will adjust accordingly on the video monitor.

DCM Options

The CYA DCM Options menu will set to automatically dump old data, and to show a report for the last full day collected. To access these options, point to the Program drop down menu and select CYA Options.

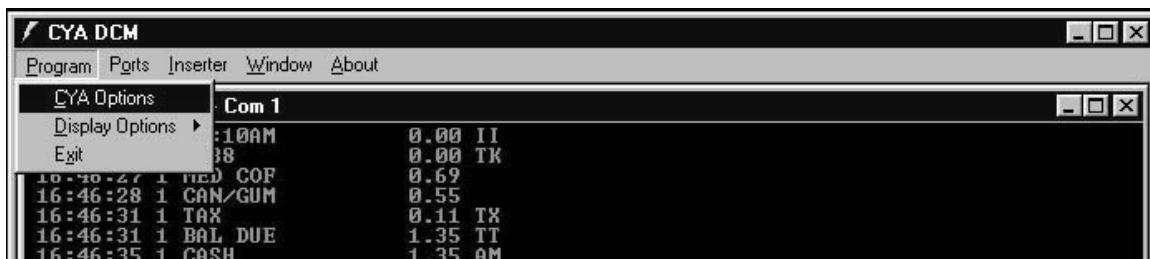


Figure 15

Database Maintenance

The Database Maintenance tab contains two selections. *Database Compact* will compact the database once a day, at the desired time the user wishes to set in a 24 hour period. You have the option of selecting the time this occurs should the computer be turned off at certain times of the day. The database writes to a text file while compacting is going on so the system does not lose any transactions. The text file is then imported automatically into the database when compacting is completed. *Transaction Deletion* will delete anything older than the first day of the previous month. When selected, this option automatically dumps old data and frees up more hard drive space. This can also be done manually from the CYA database options.

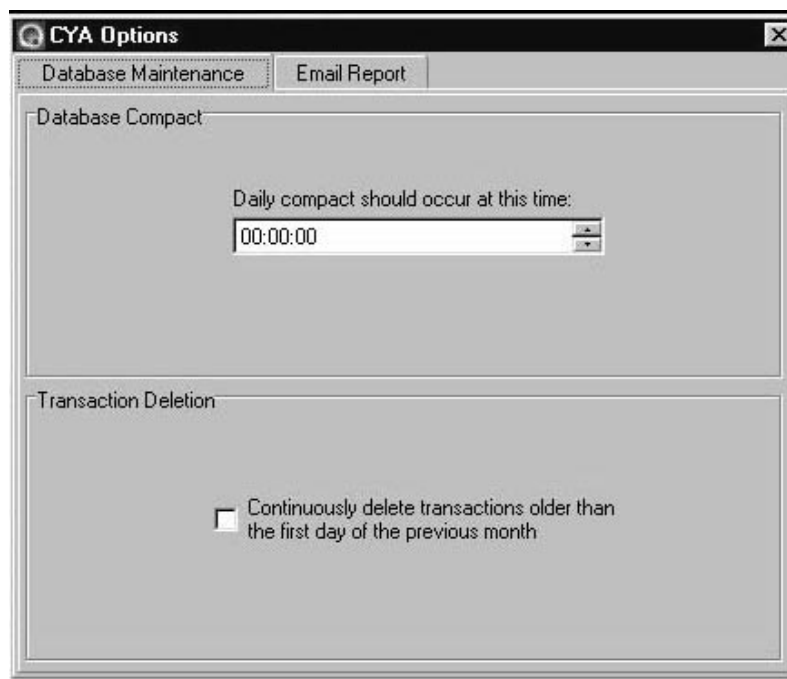
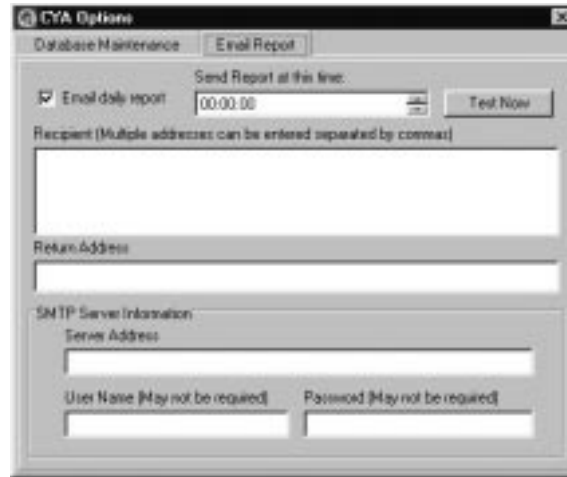


Figure 16

Email Report

This option sends a daily summary report for the last full day of data collected to the desired email address(es) specified.



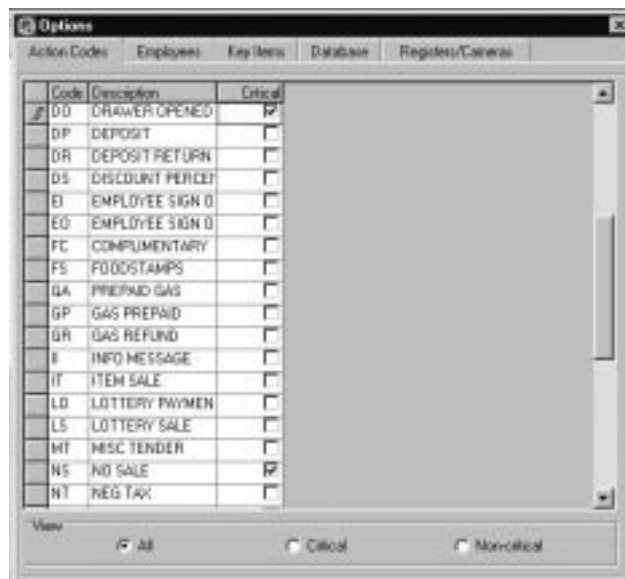
The dialog box titled "CYA Options" has two tabs: "Database Maintenance" and "Email Report". The "Email Report" tab is active. It contains a checkbox labeled "Email daily report" which is checked. To its right is a text field labeled "Send Report at this time:" with the value "00:00:00" and a "Test Now" button. Below this is a text area labeled "Recipient (Multiple addresses can be entered separated by comma)". Further down is a text field labeled "Return Address". At the bottom is a section titled "SMTP Server Information" containing a "Server Address" text field, and two smaller text fields labeled "User Name (May not be required)" and "Password (May not be required)".

Figure 17

CYA Database Options

The CYA database options allow for configuration of data, data display, and filtering capability for transaction searching. Go to Options menu, select Database:

Action Codes



The "Options" dialog box has five tabs: "Action Codes", "Employees", "Key Items", "Database", and "Registers/Cameras". The "Database" tab is active. It displays a table with three columns: "Code", "Description", and "Critical". The table lists various action codes, with "DD" (DRAWER OPENED) and "NS" (NO SALE) having their "Critical" checkboxes checked. Below the table is a "View" section with three radio buttons: "All" (selected), "Critical", and "Non-critical".

| Code | Description | Critical |
|------|------------------|-------------------------------------|
| DD | DRAWER OPENED | <input checked="" type="checkbox"/> |
| DP | DEPOSIT | <input type="checkbox"/> |
| DR | DEPOSIT RETURN | <input type="checkbox"/> |
| DS | DISCOUNT PERCENT | <input type="checkbox"/> |
| EI | EMPLOYEE SIGN O | <input type="checkbox"/> |
| EO | EMPLOYEE SIGN O | <input type="checkbox"/> |
| FC | COMPLEMENTARY | <input type="checkbox"/> |
| FS | FOODSTAMPS | <input type="checkbox"/> |
| GA | PREPAID GAS | <input type="checkbox"/> |
| GP | GAS PREPAID | <input type="checkbox"/> |
| GR | GAS REFUND | <input type="checkbox"/> |
| II | INFO MESSAGE | <input type="checkbox"/> |
| IT | ITEM SALE | <input type="checkbox"/> |
| LO | LOTTERY PYMEN | <input type="checkbox"/> |
| LS | LOTTERY SALE | <input type="checkbox"/> |
| MT | MISC TENDER | <input type="checkbox"/> |
| NS | NO SALE | <input checked="" type="checkbox"/> |
| NT | NEG TAX | <input type="checkbox"/> |

Figure 18

Action codes (Figure 18) are listed by which the most common are in use. Action codes can be selected as critical or non-critical. Critical action codes are checked. If you select just critical action codes, a list of just those action codes will be displayed (Figure 19).

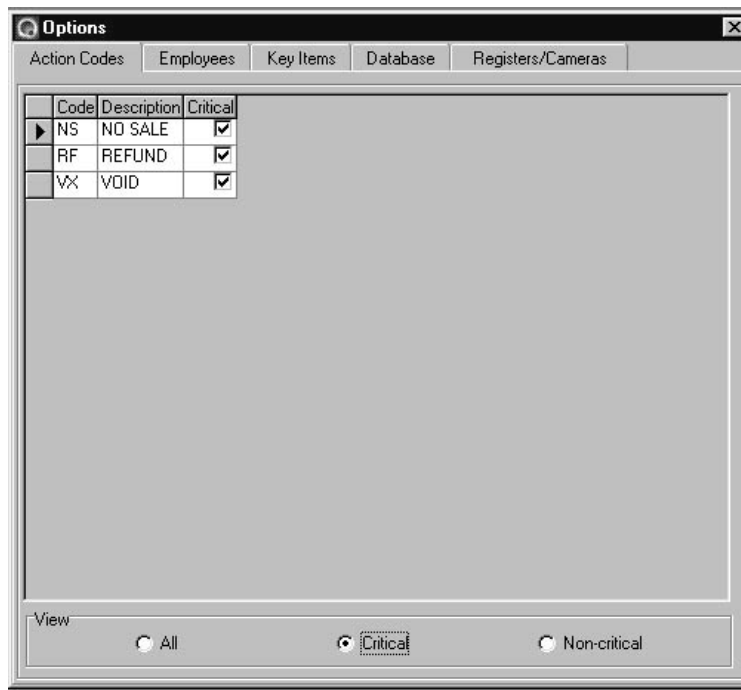


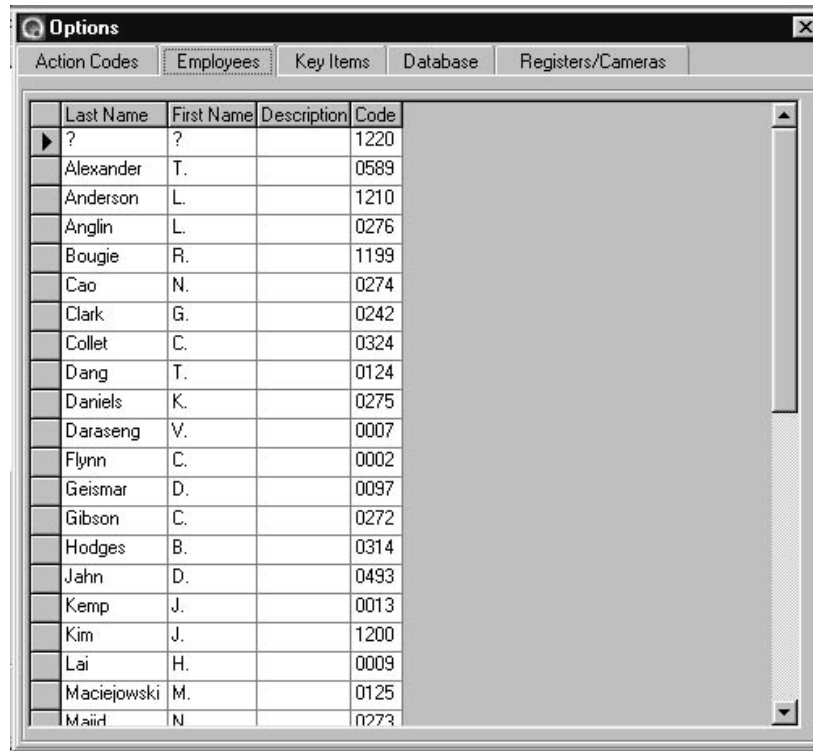
Figure 19

Using fixed reports (discussed later in this manual), an option can be checked to do searching geared for these action codes, only. Sometimes an action code may come in as “No Description”. Should this occur (Figure 20), look at the line item on the ticket item or report, and then manually type in a new description.

| Code | Description | Critical |
|------|----------------|-------------------------------------|
| GA | PREPAID GAS | <input type="checkbox"/> |
| GP | GAS PREPAID | <input type="checkbox"/> |
| GR | GAS REFUND | <input type="checkbox"/> |
| II | INFO MESSAGE | <input type="checkbox"/> |
| IT | ITEM SALE | <input type="checkbox"/> |
| LO | LOTTERY PAYMEN | <input type="checkbox"/> |
| LS | LOTTERY SALE | <input type="checkbox"/> |
| MT | MISC TENDER | <input type="checkbox"/> |
| NS | NO SALE | <input checked="" type="checkbox"/> |
| NT | NEG TAX | <input type="checkbox"/> |
| OT | No Description | <input type="checkbox"/> |
| OV | OVERRIDE | <input type="checkbox"/> |
| PL | PRICE LOOKUP | <input type="checkbox"/> |
| PO | PAID OUT | <input type="checkbox"/> |
| RA | RCVD ON ACCT | <input type="checkbox"/> |
| RF | REFUND | <input checked="" type="checkbox"/> |
| RT | RETURN | <input type="checkbox"/> |
| ST | SUBTOTAL | <input type="checkbox"/> |

Figure 20

Employees



| | Last Name | First Name | Description | Code |
|---|-------------|------------|-------------|------|
| ▶ | ? | ? | | 1220 |
| | Alexander | T. | | 0589 |
| | Anderson | L. | | 1210 |
| | Anglin | L. | | 0276 |
| | Bougie | R. | | 1199 |
| | Cao | N. | | 0274 |
| | Clark | G. | | 0242 |
| | Collet | C. | | 0324 |
| | Dang | T. | | 0124 |
| | Daniels | K. | | 0275 |
| | Dasaseng | V. | | 0007 |
| | Flynn | C. | | 0002 |
| | Geismar | D. | | 0097 |
| | Gibson | C. | | 0272 |
| | Hodges | B. | | 0314 |
| | Jahn | D. | | 0493 |
| | Kemp | J. | | 0013 |
| | Kim | J. | | 1200 |
| | Lai | H. | | 0009 |
| | Maciejowski | M. | | 0125 |
| | Maid | N | | 0273 |

Figure 21

Many register and POS systems provide an employee ID alphanumeric code. If the make and model of register/POS is developed and integrated with TVS hardware, CYA will recognize and store the code in the right column. If you know the name of the clerk that is associated with that code, you may type that clerk's name in the columns to the left. When generating reports for clerk data, the corresponding report will provide the code along with the name and description. *Note: not all registers or POS units necessarily provide a clerk ID.* The *Description* column is user definable. For instance, job titles can be entered here.

Key Items

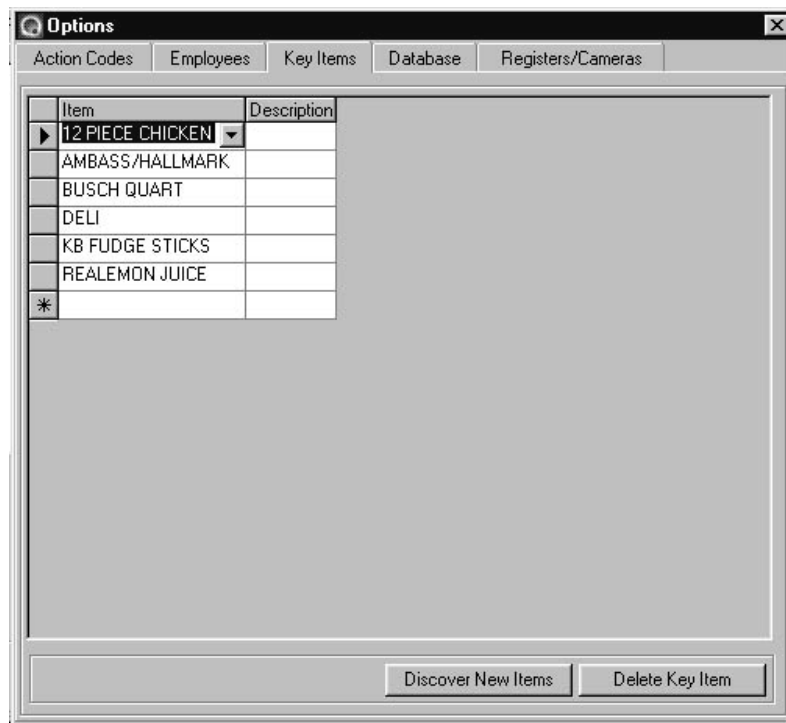


Figure 22

Key items are line items, or text items, that the user may want to keep an eye on how many transactions are rung up over time. For instance, you may want to add as a key item how many packs of Marlboro cigarettes were sold.

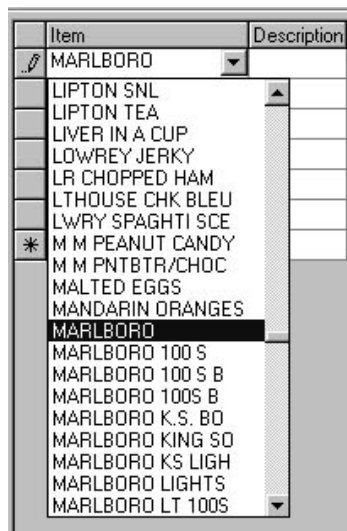


Figure 23

The item may be selected from the drop down menu in the top field.


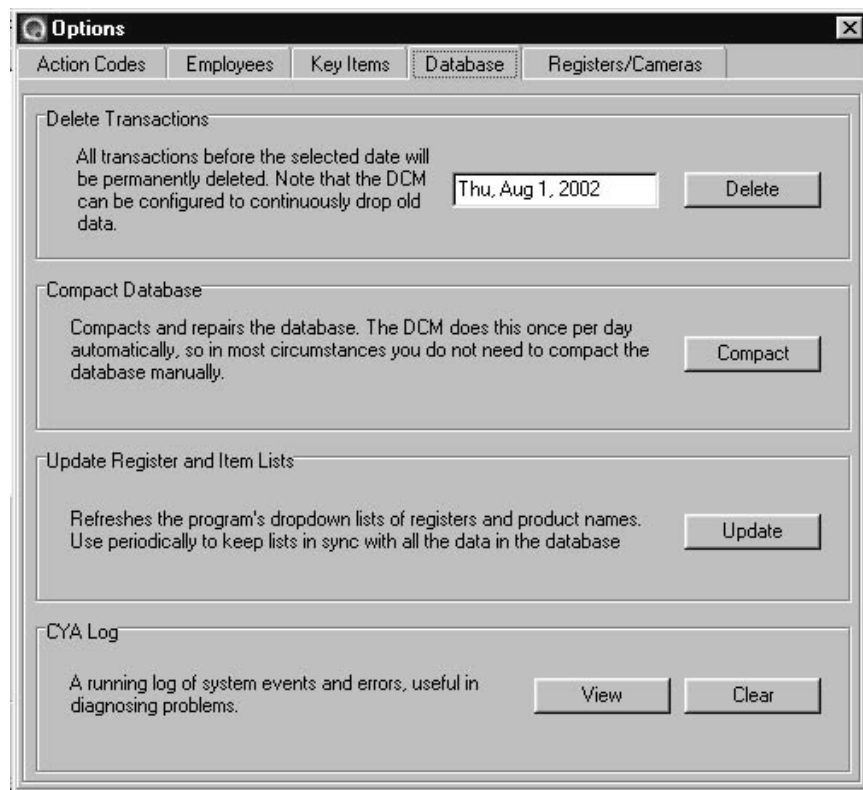
| | Item | Description |
|---|-----------------|-------------|
|  | MARLBORO | |
| | AMBASS/HALLMARK | |
| | BUSCH QUART | |
| | DELI | |
| | KB FUDGE STICKS | |
| | REALEMON JUICE | |
| * | | |

Figure 24

The item is added to the key item list. This category is available in the list of fixed reports (see fixed reports). It is wise to periodically click the *Discover New Items* button to add new merchandise to the list.

Database



Options

Action Codes Employees Key Items **Database** Registers/Cameras

Delete Transactions

All transactions before the selected date will be permanently deleted. Note that the DCM can be configured to continuously drop old data.

Thu, Aug 1, 2002

Compact Database

Compacts and repairs the database. The DCM does this once per day automatically, so in most circumstances you do not need to compact the database manually.

Update Register and Item Lists

Refreshes the program's dropdown lists of registers and product names. Use periodically to keep lists in sync with all the data in the database

CYA Log

A running log of system events and errors, useful in diagnosing problems.

Figure 25

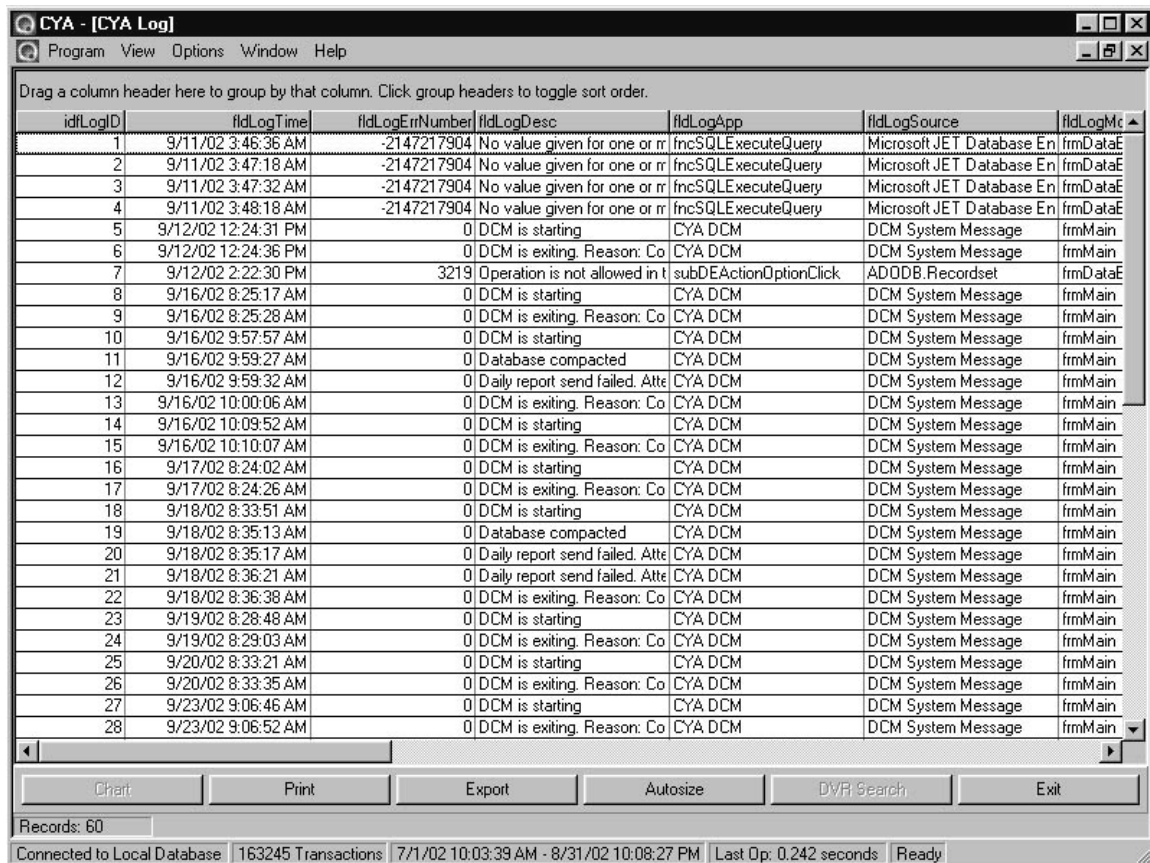
The database option offers the following features:

Delete Transactions: Transactions prior to the selected date will be permanently deleted in order to maximize drive space. **You will be prompted twice before CYA performs this action. Be sure this is data you wish to remove.*

Compact Database: Compacts and repairs the database. Data Capture does this once per day, automatically, so this is usually not necessary.

Update Register and Item Lists: Refreshes the program's dropdown lists of registers and product names. As new items or products are added, or a register is connected to the system the first time, click this button to add these to the associated lists.

CYA Log: This log documents system events and errors. It also provides information on when DCM goes on or off line, and also from where a remote user is logging in. Events from the log may be deleted.



| idLogID | fIdLogTime | fIdLogErrNumber | fIdLogDesc | fIdLogApp | fIdLogSource | fIdLogMc |
|---------|---------------------|-----------------|--------------------------------|------------------------|---------------------------|----------|
| 1 | 9/11/02 3:46:36 AM | -2147217904 | No value given for one or m | IncSQLExecuteQuery | Microsoft JET Database En | frmDataE |
| 2 | 9/11/02 3:47:18 AM | -2147217904 | No value given for one or m | IncSQLExecuteQuery | Microsoft JET Database En | frmDataE |
| 3 | 9/11/02 3:47:32 AM | -2147217904 | No value given for one or m | IncSQLExecuteQuery | Microsoft JET Database En | frmDataE |
| 4 | 9/11/02 3:48:18 AM | -2147217904 | No value given for one or m | IncSQLExecuteQuery | Microsoft JET Database En | frmDataE |
| 5 | 9/12/02 12:24:31 PM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 6 | 9/12/02 12:24:36 PM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 7 | 9/12/02 2:22:30 PM | 3219 | Operation is not allowed in t | subDEActionOptionClick | ADODB.Recordset | frmDataE |
| 8 | 9/16/02 8:25:17 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 9 | 9/16/02 8:25:28 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 10 | 9/16/02 9:57:57 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 11 | 9/16/02 9:59:27 AM | 0 | Database compacted | CYA DCM | DCM System Message | frmMain |
| 12 | 9/16/02 9:59:32 AM | 0 | Daily report send failed. Atte | CYA DCM | DCM System Message | frmMain |
| 13 | 9/16/02 10:00:06 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 14 | 9/16/02 10:09:52 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 15 | 9/16/02 10:10:07 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 16 | 9/17/02 8:24:02 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 17 | 9/17/02 8:24:26 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 18 | 9/18/02 8:33:51 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 19 | 9/18/02 8:35:13 AM | 0 | Database compacted | CYA DCM | DCM System Message | frmMain |
| 20 | 9/18/02 8:35:17 AM | 0 | Daily report send failed. Atte | CYA DCM | DCM System Message | frmMain |
| 21 | 9/18/02 8:36:21 AM | 0 | Daily report send failed. Atte | CYA DCM | DCM System Message | frmMain |
| 22 | 9/18/02 8:36:38 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 23 | 9/19/02 8:28:48 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 24 | 9/19/02 8:29:03 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 25 | 9/20/02 8:33:21 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 26 | 9/20/02 8:33:35 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |
| 27 | 9/23/02 9:06:46 AM | 0 | DCM is starting | CYA DCM | DCM System Message | frmMain |
| 28 | 9/23/02 9:06:52 AM | 0 | DCM is exiting. Reason: Co | CYA DCM | DCM System Message | frmMain |

Records: 60

Connected to Local Database | 163245 Transactions | 7/1/02 10:03:39 AM - 8/31/02 10:08:27 PM | Last Op: 0.242 seconds | Ready

Figure 26

Registers/Cameras

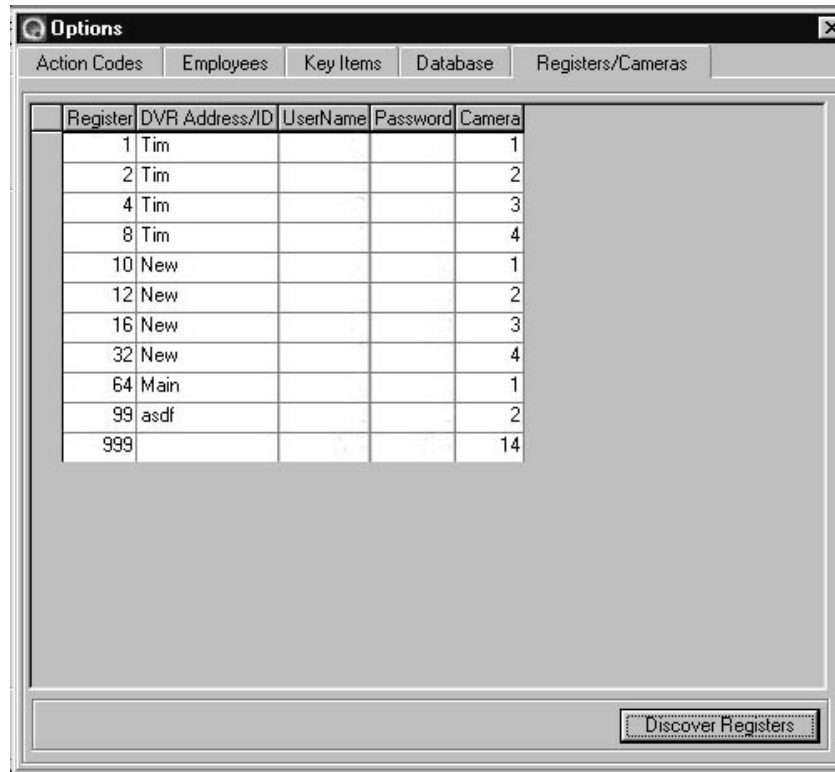


Figure 27

Register to camera assignment allows you to assign which register text will show up on a particular camera. Only one camera should be assigned per register. DVR address and ID options are available for multiple register situations where more than one dvr are being utilized, and where dialing is required. DVR passwords are also available in this option. *Discover Registers* maps a register to a camera. Be sure to do this in order to do dvr searches within CYA. *Not all DVR manufacturers require the fields such as DVR Address, User Name or Password, so you may not be required to use all the fields other than Register number and camera.*

DVR Communication Options

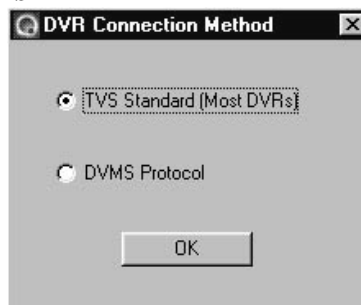


Figure 28

The DVR connection method (figure 28) chooses the method CYA uses to communicate with the DVR. In most cases, by default, the TVS Standard is used. A few manufacturers use the DVMS protocol to connect with CYA.

Reports

Fixed Reports

Note: Not all reports are available on all machines. Reporting capabilities are dependent on data available on your specific POS system.

With fixed reports, the user can select on *all* or *specific* transactions.

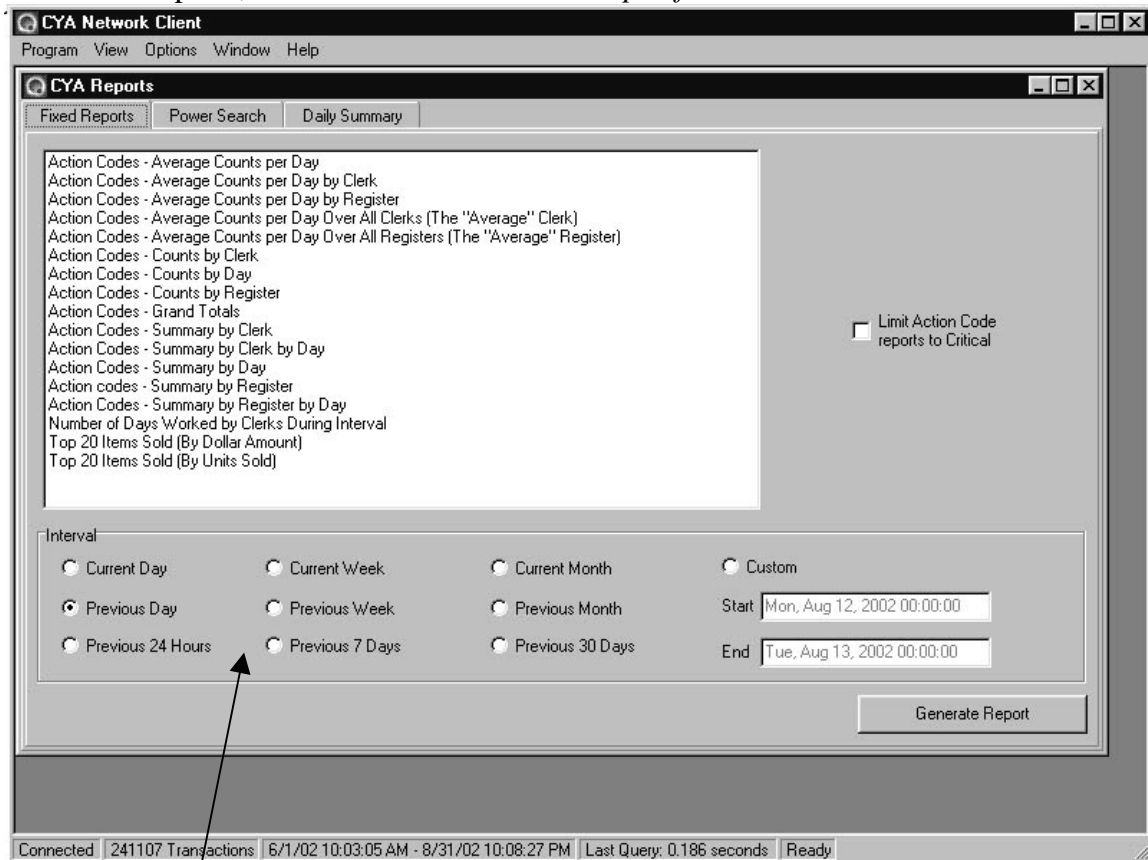


Figure 29

The time period for the report may cover a range from the current day, week or month. Additionally, the report may cover the previous day, week or month, and may be designated as the previous 24 hours, 7 days, or 30 days. The status bar at the bottom indicates the number of transactions (lines) that have occurred, and the range of time in which they happened.

Interval

☐ Current Day
 ☐ Current Week
 ☐ Current Month
 ☒ Custom

☒ Previous Day
 ☐ Previous Week
 ☐ Previous Month

☐ Previous 24 Hours
 ☐ Previous 7 Days
 ☐ Previous 30 Days

Start: Mon, Aug 12, 2002 00:00:00

End: Tue, Aug 13, 2002 00:00:00

Generate Report

Figure 30

The user may also define a specific range of time via day of the week, month and date, year, and time, using the custom feature.

Transactions may be “filtered” (Figure 20) by selecting the criteria for the type of transaction the user is trying to find. This may be via action code (CC = credit card, VX = voids, RF = refund, etc.), shift, date, clerk, items and amounts.

Action Codes - Average Counts per Day
 Action Codes - Average Counts per Day by Clerk
 Action Codes - Average Counts per Day by Register
 Action Codes - Average Counts per Day Over All Clerks (The "Average" Clerk)
 Action Codes - Average Counts per Day Over All Registers (The "Average" Register)
 Action Codes - Counts by Clerk
 Action Codes - Counts by Day
 Action Codes - Counts by Register
 Action Codes - Grand Totals
 Action Codes - Summary by Clerk
 Action Codes - Summary by Clerk by Day
 Action Codes - Summary by Day
 Action codes - Summary by Register
 Action Codes - Summary by Register by Day
 Number of Days Worked by Clerks During Interval
 Top 20 Items Sold (By Dollar Amount)
 Top 20 Items Sold (By Units Sold)

Figure 31

A diagram showing a horizontal line representing a surface. A ray is incident from the top-left, hitting the surface. The reflected ray travels downwards and to the right, forming an angle with the surface.



Figure 32

[illegible]

Figure 33 An example of critical action codes for average counts per day.

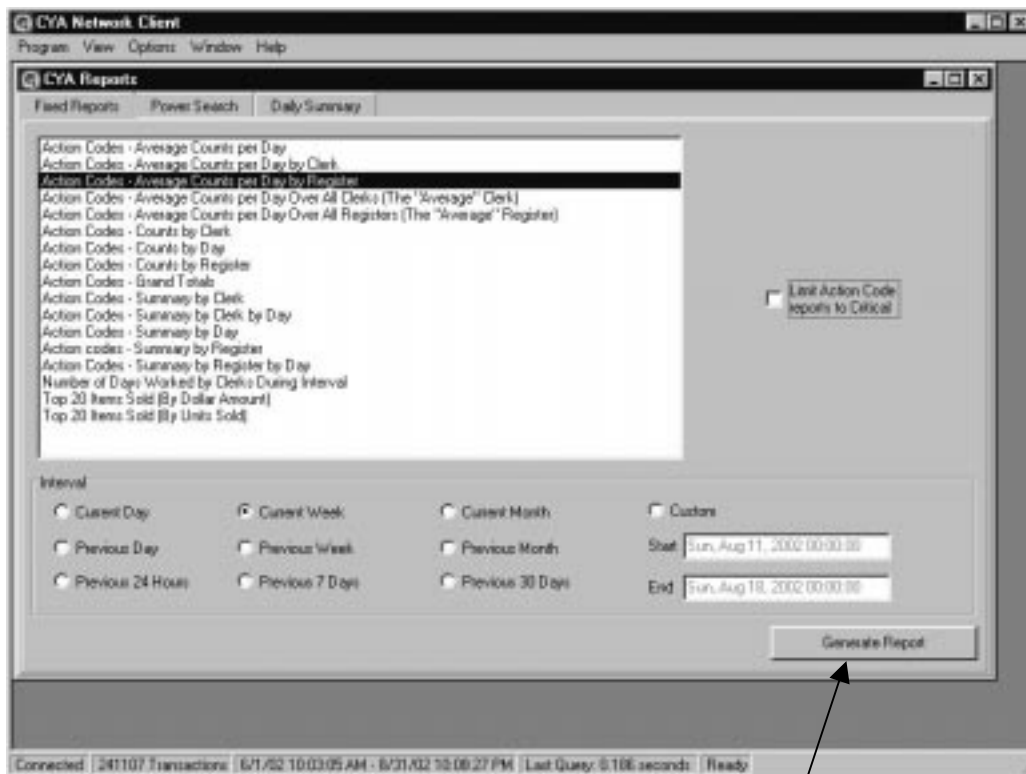


Figure 34

Once the search criteria is set up, click the generate report button.

Action Codes - Average Counts per Day by Register - Sun, 8/11/02, 00:00:00 to Sun, 8/18/02

Drag a column header here to group by that column. Click group headers to toggle sort order.

| Register | <> | CL | NS | RF | ST |
|----------|--------|-------|------|-------|-------|
| 1 | 337.00 | 66.00 | 2.50 | 10.50 | 66.00 |
| 2 | 316.33 | 66.67 | 1.67 | 8.67 | 66.67 |
| 4 | 348.00 | 64.00 | 2.00 | 14.00 | 64.00 |
| 8 | 235.00 | 62.00 | 4.00 | 8.00 | 62.00 |
| 10 | 333.67 | 66.00 | 1.00 | 6.67 | 66.00 |
| 12 | 284.50 | 67.50 | 1.00 | 4.50 | 67.50 |
| 16 | 343.50 | 67.00 | 3.00 | 14.00 | 67.00 |
| 64 | 306.00 | 63.25 | 1.75 | 7.75 | 63.25 |
| 99 | 313.00 | 65.33 | 1.67 | 9.00 | 65.33 |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Records: 9

Chart Print Export Autosize DVR Search Exit

Figure 35

A table is generated (Figure 24) displaying the column(s) that correspond with the search criteria (i.e. clerk, action code, register), along with the corresponding counts and averages designated by the defined fixed report.

Each report provides several options on how to look at the data.



Figure 36

Chart: 3D chart displaying the appropriate averages and numbers defined in the report criteria. *If the data is not chartable, this button will be grayed out.*

Print: A print preview box is displayed. Report may be printed to any standard printer.

Export: This button will prompt the user for three types of format: comma delimited text, HTML, or MS Excel Spreadsheet.

Autosize: This button will equalize the size of all the columns so that they are the same width. **Note, the last column stays large. To overcome this, resize the page to make it narrower, then hit autosize again. Resize the page out and the columns should match up in width.*

Exit: To exit the report and return to Fixed Report tab.

Power Search

The Power Search (Figure 26) allows the user to quickly define a search and find all matching incidents in the current data set. Suspicious transactions found in this manner can be selected and the surrounding transactions called up in the Register Pattern window.

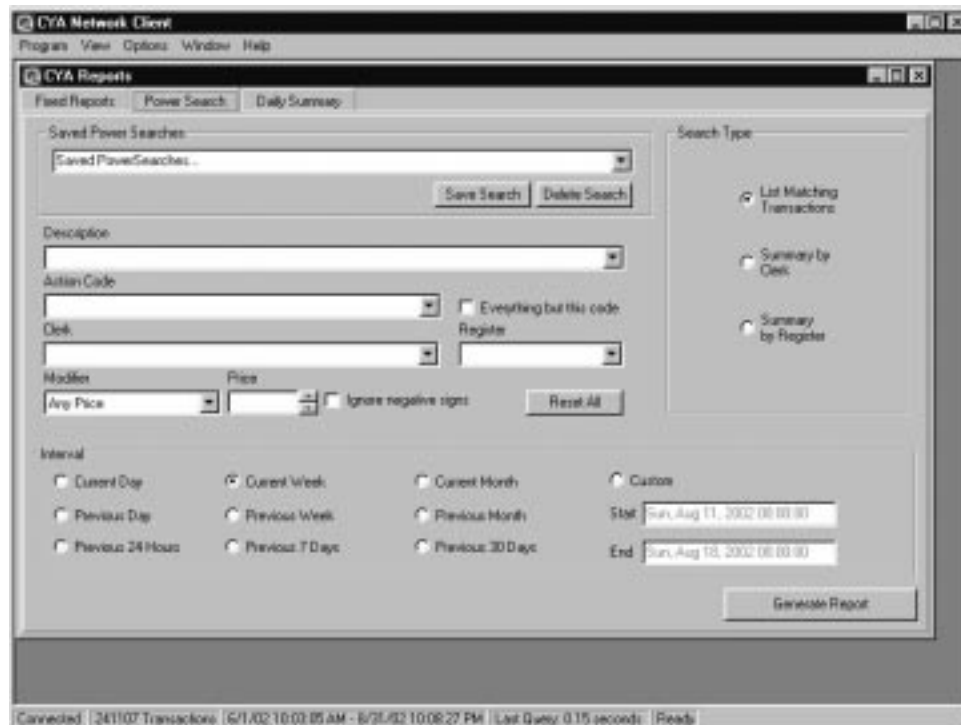


Figure 37

The power search utilizes six search fields: description (line item), action code, clerk, register id, modifier and price. *It should be noted that with using the description field, text/line items can be searched using a wild card symbol (%). For instance, if the user wishes to search on anything with the word chicken in it, type %chicken%. For No Sales, type %no sale%, %nosale%, or even %no%sale% (to bring up either no sale or nosale).

Power searches can be saved, or “canned” with a saved power search.

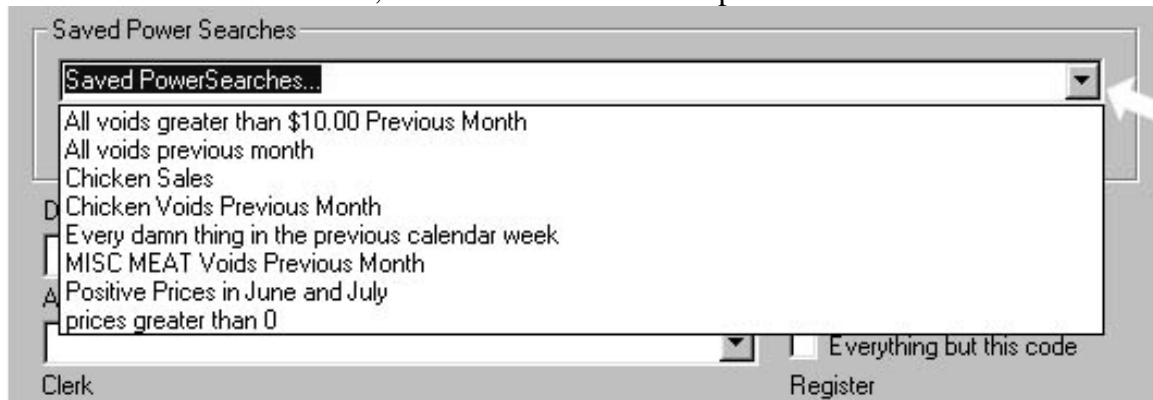


Figure 38

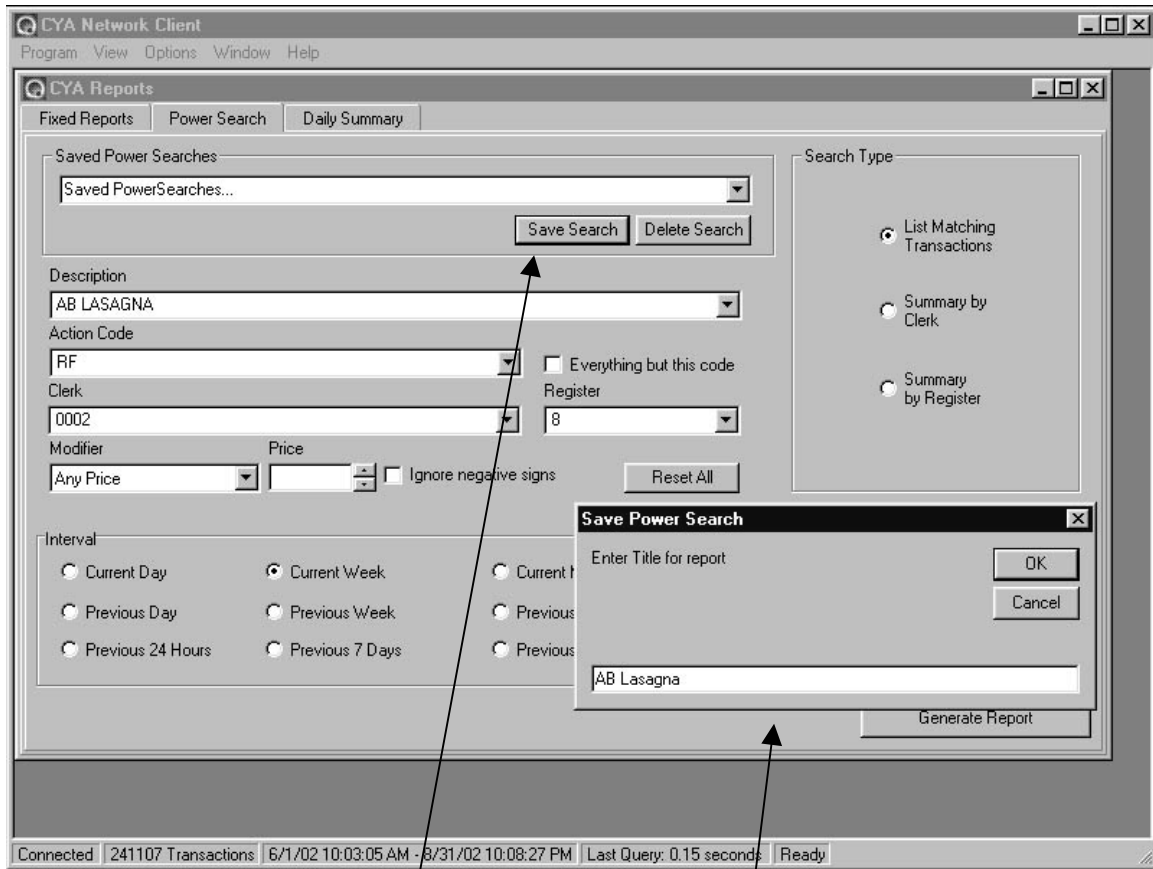


Figure 39

Set up your search criteria, click Save Search, and a pop up window displays, asking for a title. After typing the title, click ok, and the report is saved to the drop down window.

Search Type

☒ List Matching Transactions

☐ Summary by Clerk

☐ Summary by Register

Figure 40

Reports can be generated by a list of matching transactions, clerk summary, or register summary.

Interval

☐ Current Day ☒ Current Week ☐ Current Month ☐ Custom

☐ Previous Day ☐ Previous Week ☐ Previous Month

☐ Previous 24 Hours ☐ Previous 7 Days ☐ Previous 30 Days

Start: Sun, Aug 11, 2002 00:00:00

End: Sun, Aug 18, 2002 00:00:00

Figure 41

As with the fixed reports, the time period for the report may cover a range from the current day, week or month, and may be customized.

Generating a report with Power Search

CYA Reports

Fixed Reports | Power Search | Daily Summary

Saved Power Searches

Chicken Voids Previous Month

Save Search Delete Search

Description

12 PIECE CHICKEN

Action Code

VX

Clerk

Everything but this code Register

Modifier

Any Price

Price

Ignore negative signs

Reset All

Search Type

☒ List Matching Transactions

☐ Summary by Clerk

☐ Summary by Register

Interval

☐ Current Day

☐ Current Week

☐ Current Month

☐ Custom

☐ Previous Day

☐ Previous Week

☒ Previous Month

☐ Previous 24 Hours

☐ Previous 7 Days

☐ Previous 30 Days

Start Mon, Jul 1, 2002 00:00:00

End Thu, Aug 1, 2002 00:00:00

Generate Report

Figure 42

Set up the search criteria for the Power Search and click the Generate Report button.

[illegible]

Figure 43

A table is created, displaying any transactions that match the search criteria.

As with the fixed reports, each power search report provides several options on how to look at the data.



Figure 44

Chart: 3D chart displaying the appropriate averages and numbers defined in the report criteria. *If the data is not chartable, this button will be grayed out.*

Print: A print preview box is displayed. Report may be printed to any standard printer.

Export: This button will prompt the user for three types of format: comma delimited text, HTML, or MS Excel Spreadsheet.

Autosize: This button will equalize the size of all the columns so that they are the same width. **Note, the last column stays large. To overcome this, resize the page to make it narrower, then hit autosize again. Resize the page out and the columns should match up in width.*

DVR Search: This button is available for copies of CYA that are integrated with a digital recording device. Select the transaction to be viewed, press the button, and a player appears with the corresponding video image with the transaction text overlaid.

Exit: To exit the report and return to Fixed Report tab.

Daily Summary

The daily summary contains all transactional data from the last full day collected.

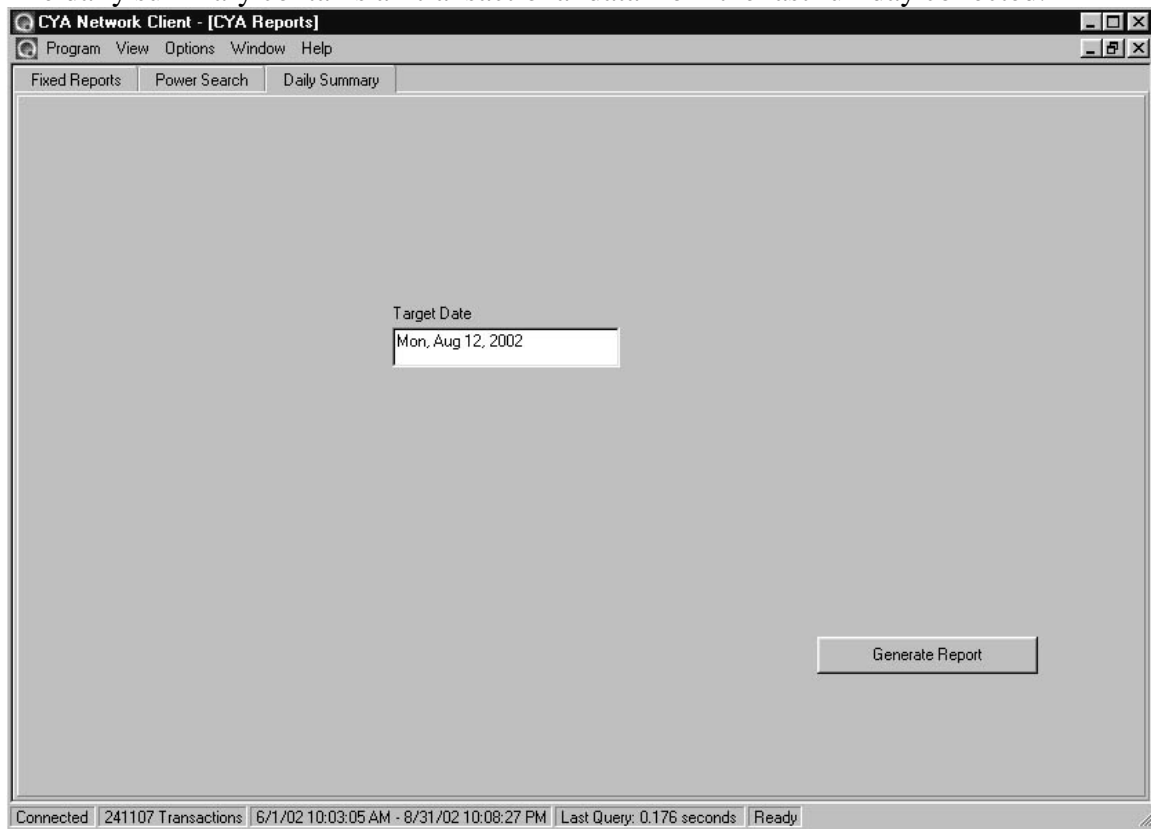


Figure 45

Click in the Target Date field. A calendar pops up. Select the date you wish to report on and hit ok.

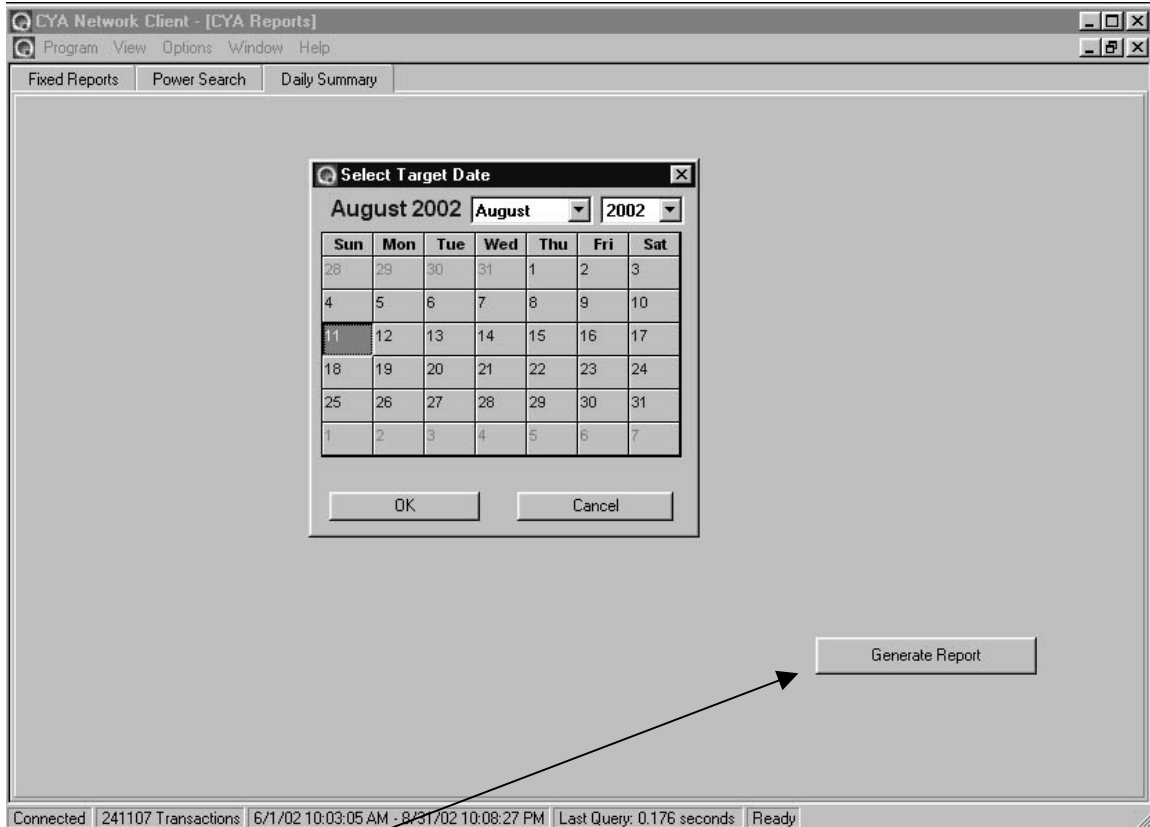


Figure 46

Click the Generate Report button. CYA will take a few moments to calculate and compile the data. A report with three tables is generated.

The first table displays the number of transactions per action code that each clerk rang up that day.

| Daily Summary Report - August 11, 2002 | | | | | | | | | |
|---|-----|----|----|----|----|----|----|----|----|
| Daily Summary Report - August 11, 2002 | | | | | | | | | |
| On 08/11/2002 each clerk had these counts of each action code | | | | | | | | | |
| Clerk | <> | CL | NS | RF | ST | TK | TT | TX | VX |
| ?, ? - 1220 | 91 | 22 | | 4 | 21 | 21 | 21 | 21 | |
| Alexander, T. - 0589 | 71 | 10 | | | 10 | 10 | 10 | 10 | 1 |
| Anderson, L. - 1210 | 56 | 11 | | 1 | 11 | 11 | 11 | 11 | 3 |
| Bougie, R. - 1199 | 157 | 45 | 3 | 5 | 45 | 45 | 45 | 45 | 5 |
| Daniels, K. - 0275 | 257 | 54 | 2 | 5 | 53 | 53 | 53 | 53 | 5 |
| Flynn, C. - 0002 | 4 | | | | 1 | 1 | 1 | 1 | |
| Geismar, D. - 0097 | 119 | 19 | | 3 | 19 | 19 | 19 | 19 | 2 |
| Majid, N. - 0273 | 177 | 38 | | 7 | 38 | 38 | 38 | 38 | 2 |
| McCommon, J. - 0113 | 68 | 11 | | 2 | 12 | 12 | 12 | 12 | |
| Shumate, R. - 0271 | 153 | 33 | | 4 | 32 | 32 | 32 | 32 | 3 |
| Spahn, M. - 0330 | 133 | 34 | 3 | 2 | 35 | 35 | 35 | 35 | 2 |
| Stocker, R. - 0367 | 84 | 21 | 1 | 4 | 20 | 20 | 20 | 20 | 3 |
| Watkins, L. - 0329 | 176 | 33 | 1 | 3 | 33 | 33 | 33 | 33 | 3 |
| Wessells, T. - 1198 | 5 | | | 1 | 1 | 1 | 1 | 1 | |

Figure 47

The second table provides the average of *all* clerks per action code over the last 30 days.

| During the 30 days 07/12/2002 00:00 - 08/11/2002 00:00 the average clerk had these counts per day | | | | | | | | | |
|---|--------|-------|------|------|-------|-------|-------|-------|------|
| Code | <> | CL | NS | RF | ST | TK | TT | TX | VX |
| Avg per Day per Clerk | 102.44 | 25.93 | 1.41 | 3.68 | 20.92 | 20.92 | 20.92 | 20.92 | 2.94 |

Figure 48

The third table provides the average of *each* clerk per action code over the last 30 days.

CYA Network Client - [Daily Summary Report - August 11, 2002]

Program View Options Window Help

During the 30 days 07/12/2002 00:00 - 08/11/2002 00:00 each clerk had an average of these counts per day

| Clerk | <> | CL | NS | RF | ST | TK | TT | TX | VX |
|------------------------|--------|-------|------|------|-------|-------|-------|-------|------|
| ?, ? - 1220 | 99.78 | 24.29 | 1.00 | 2.33 | 18.89 | 18.89 | 18.89 | 18.89 | 1.86 |
| Alexander, T. - 0589 | 114.77 | 27.18 | 1.60 | 4.10 | 23.00 | 23.00 | 23.00 | 23.00 | 3.44 |
| Anderson, L. - 1210 | 60.17 | 21.25 | 1.50 | 3.00 | 14.17 | 14.17 | 14.17 | 14.17 | 3.00 |
| Anglin, L. - 0276 | 121.92 | 24.85 | 2.75 | 3.55 | 24.85 | 24.85 | 24.85 | 24.85 | 3.42 |
| Bougie, R. - 1199 | 146.33 | 39.00 | 2.20 | 4.25 | 29.17 | 29.17 | 29.17 | 29.17 | 3.33 |
| Cao, N. - 0274 | 116.67 | 27.00 | 1.33 | 2.75 | 22.50 | 22.50 | 22.50 | 22.50 | 2.50 |
| Clark, G. - 0242 | 106.71 | 24.67 | 1.75 | 2.33 | 21.14 | 21.14 | 21.14 | 21.14 | 3.00 |
| Collet, C. - 0324 | 129.43 | 31.17 | 1.20 | 3.57 | 26.71 | 26.71 | 26.71 | 26.71 | 5.00 |
| Dang, T. - 0124 | 75.23 | 21.56 | 1.00 | 3.71 | 14.92 | 14.92 | 14.92 | 14.92 | 2.67 |
| Daniels, K. - 0275 | 130.50 | 32.50 | 1.25 | 4.75 | 26.00 | 26.00 | 26.00 | 26.00 | 2.86 |
| Daseng, V. - 0007 | 128.57 | 39.50 | 1.33 | 6.50 | 22.43 | 22.43 | 22.43 | 22.43 | 3.50 |
| Flynn, C. - 0002 | 91.36 | 21.70 | 1.75 | 3.22 | 19.64 | 19.64 | 19.64 | 19.64 | 1.80 |
| Geismar, D. - 0097 | 103.67 | 26.75 | 1.20 | 4.00 | 21.33 | 21.33 | 21.33 | 21.33 | 3.55 |
| Gibson, C. - 0272 | 110.50 | 25.71 | 1.50 | 4.00 | 22.50 | 22.50 | 22.50 | 22.50 | 2.88 |
| Hodges, B. - 0314 | 117.27 | 27.10 | 1.33 | 3.56 | 24.64 | 24.64 | 24.64 | 24.64 | 3.29 |
| Jahn, D. - 0493 | 146.43 | 30.71 | 1.20 | 3.29 | 30.71 | 30.71 | 30.71 | 30.71 | 3.00 |
| Kemp, J. - 0013 | 115.64 | 34.75 | 1.80 | 3.57 | 25.36 | 25.36 | 25.36 | 25.36 | 4.00 |
| Kim, J. - 1200 | 108.77 | 26.64 | 1.00 | 3.45 | 22.54 | 22.54 | 22.54 | 22.54 | 2.89 |
| Lai, H. - 0009 | 93.90 | 28.00 | 1.50 | 2.88 | 19.50 | 19.50 | 19.50 | 19.50 | 3.17 |
| Maciejowski, M. - 0125 | 111.00 | 29.17 | 1.75 | 4.00 | 25.00 | 25.00 | 25.00 | 25.00 | 2.00 |
| Majid, N. - 0273 | 94.71 | 22.83 | 2.00 | 3.60 | 19.71 | 19.71 | 19.71 | 19.71 | 2.00 |

Chart Counts Chart Avg by Clerk Print Export Exit

Connected | 241107 Transactions | 6/1/02 10:03:05 AM - 8/31/02 10:08:27 PM | Last Query: 0.212 seconds | Ready

Figure 49

The daily summary provides several options on how to look at the data.

| | | | | |
|--------------|--------------------|-------|--------|------|
| Chart Counts | Chart Avg by Clerk | Print | Export | Exit |
|--------------|--------------------|-------|--------|------|

Figure 50

Chart counts: Provides a 3D graphical representation of the transaction counts per action code. The chart can be exported to a bitmap format.

Chart avg by clerk: Provides a 3D graphical representation of the transaction counts for each clerk per action code. The chart can be exported to a bitmap format.

Print: Report may be printed to any standard printer.

Export: Report can be exported to html format only.

Exit: To exit the report and return to Daily Summary tab.

**Note about clerk log in (CL): the CL may appear when the clerk logs on, as well as appear on each transaction or ticket, so the average will take both into account. This is due to the functionality of each register, and may differ with each model.*

Accessing DCM from CYA database

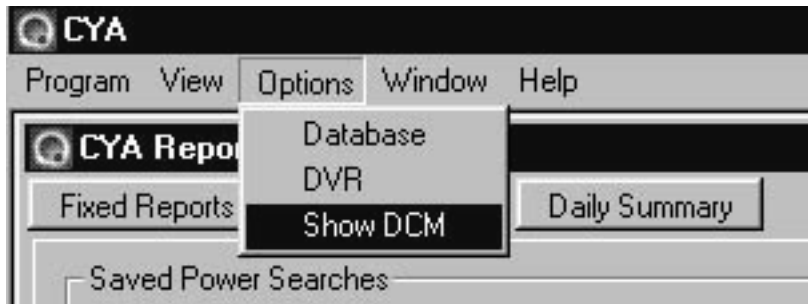


Figure 51

Click on the Options menu and select *Show DCM*.

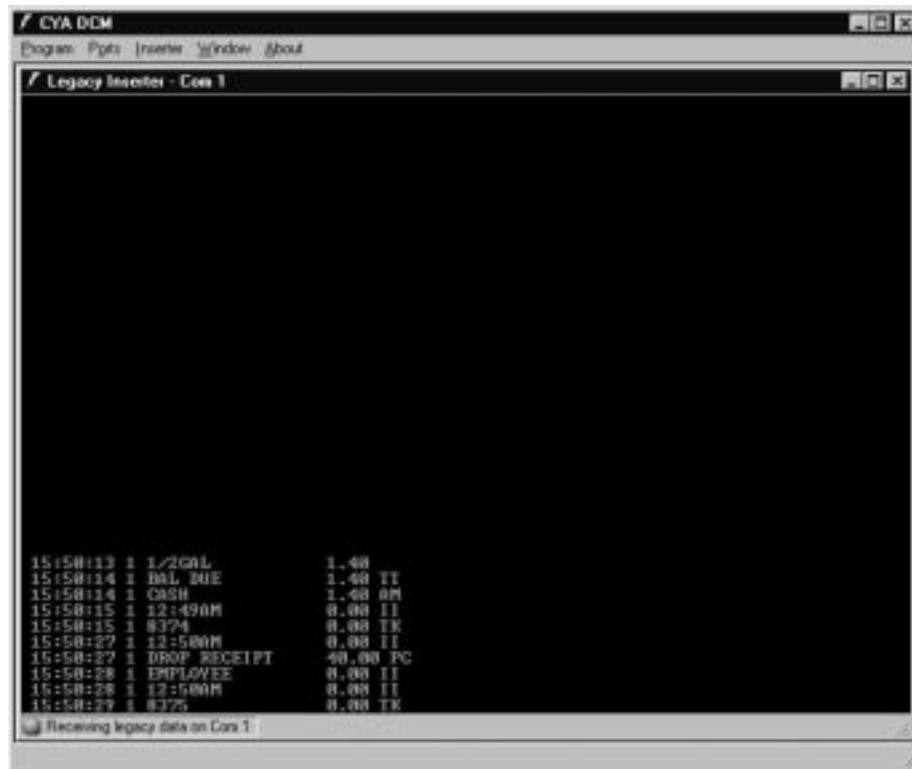


Figure 52

DCM is brought to the foreground to make any changes to text size, position, etc., or to add another text inserter/register set up.

CYA Server

For remote access to the CYA database, a copy of CYA Server, in most cases, should be installed onto the digital video recorder (DVR) or computer where DCM and the database are installed. Once CYA Server is started, an icon is displayed in the system tray in the bottom right hand corner.



Figure 53

Click on this icon to open the server window.

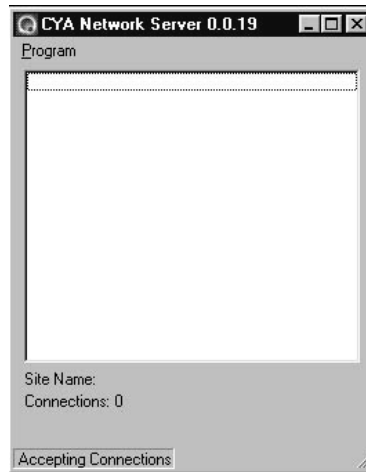


Figure 54

Click on the *Program* drop down menu and select *Settings*.

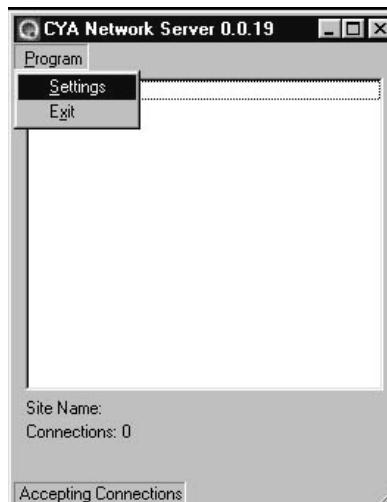


Figure 55

Type in the site name. By default, the password is *cyaremote*. This can be changed by simply typing in a new password. 21040 is the default port i.d. This can also be changed by typing in another port i.d.

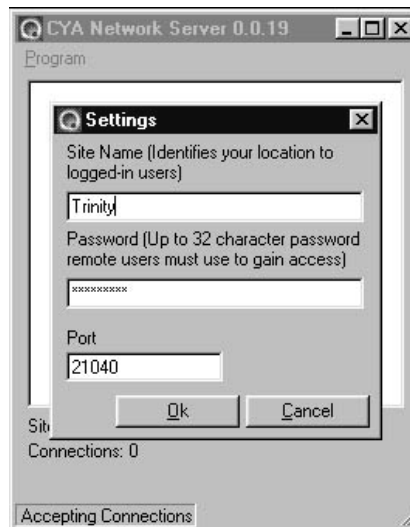


Figure 56

CYA Remote Client

After installing the network (remote) client of CYA onto the client pc, start up the program. The CYA Network Client window opens (Figure 40), displaying the same report tabs as the local version.

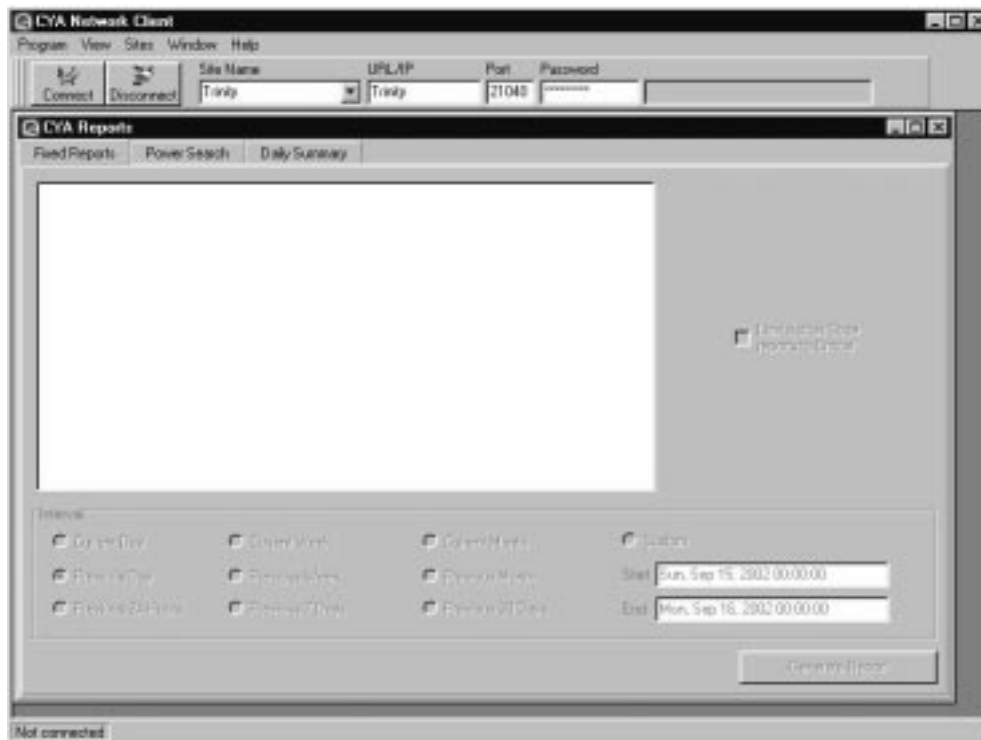


Figure 57

Select the location to connect via the site drop down menu.



Figure 58
Click the connect button.

The client connects to the location host. Reports are generated identically as shown on the local side.

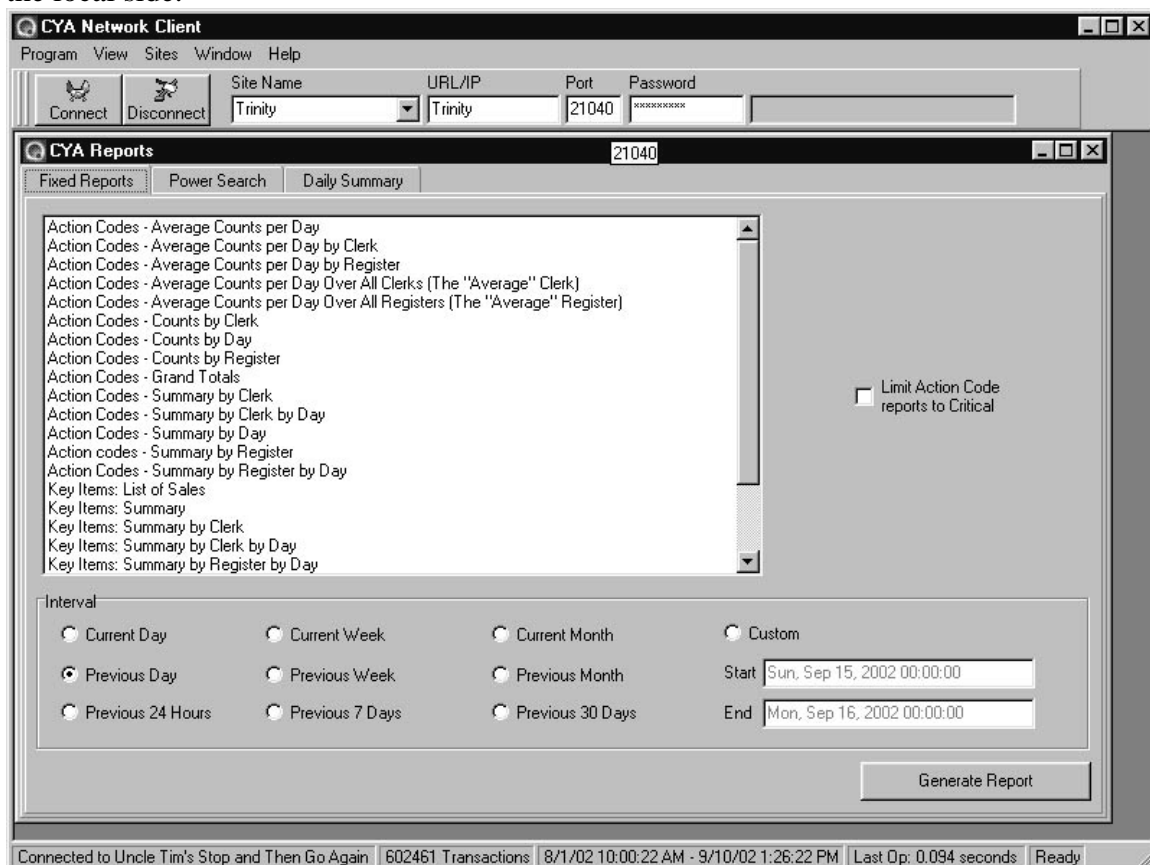


Figure 59

Client Options

Under the *Options* menu, the user can view the number of sites to connect to, select the correct DVR protocol (*normally TVS Standard*), set the print preview on or off (*in some DVRs, CYA and the DVR share the foreground, and you may not be able to see the print preview, so by default this is switched off*), and view the error log remotely.

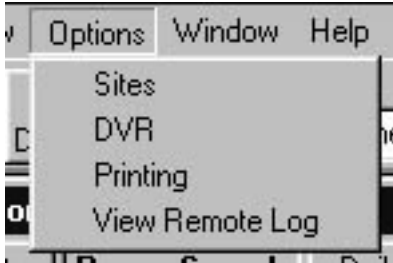


Figure 60