

114299 OMNI CHANNEL SALE ATTRIBUTION

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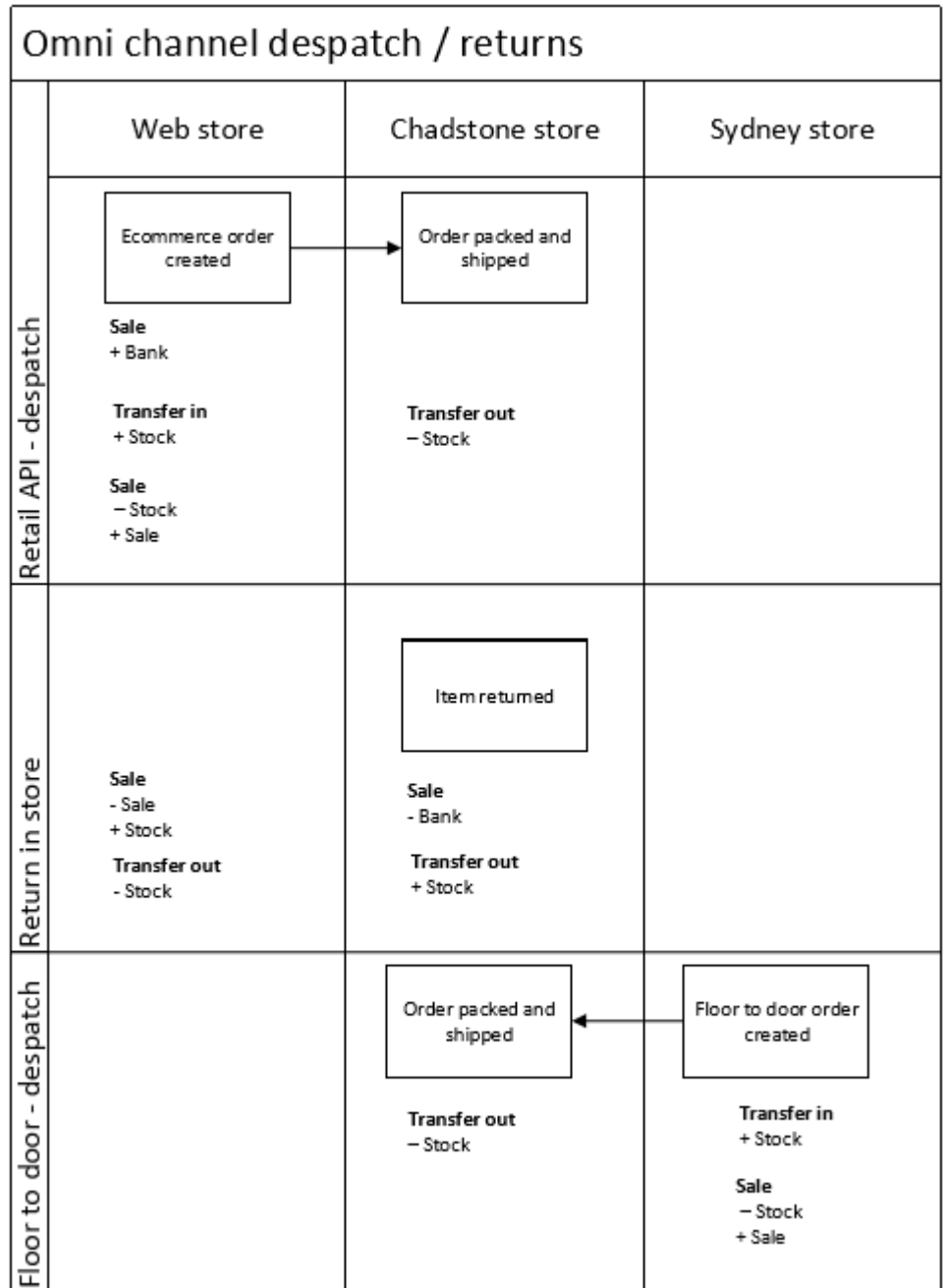
1 INTRODUCTION

Apparel21 has been updated so that the “sale” for an ecommerce or floor to door order is attributed to the store that placed the order (order store) rather than the store that shipped the order (despatch store).

As the Apparel21 sale and stock posting are part of the same transaction, to achieve the required outcome, a transfer between the two stores has been automated to post when the sale is posted.

This a configurable feature and is NOT the standard behaviour. It must be activated.

For the stores that ship the orders or process the returns for another store, there are optional “cost recovery” journals to account for this effort.



2 BENEFITS

- ✓ General ledger analysis by store gives “selling” store the benefit of the sale rather than the supply store – better match for a sale driven business – motivation for store “owner” to take more orders

3 ASSUMPTIONS/LIMITATIONS

- Ecommerce stores MUST have a store number if sales are to be attributed to them when shipped from or returned to other stores
- The return attribution to original store applies to omni-channel sales only – e.g. Floor to door or ecommerce, not “walk in sales”
- Logic applies for sales AND returns – not possible to NOT consider behaviour for returns
- Default logic for “cost recovery” journal value applies for all transfers within a company. Where this needs to vary, additional work required to customise the business rule set up.

- If using ENVIMO to ship orders, the set up at the time of order placement is what will be used to determine which store is attributed with the “sale”. If using Apparel21 POS or warehouse to ship the orders, the set up at the time of despatch is used to determine which store is attributed with the “sale”. This makes cutover a bit more complex as there will be no hard rule if using both modules to ship orders.
- As per current behaviour, to reprint dockets, the transaction must have been created at the store where the reprint is occurring. This means that the sale docket cannot be printed at the order store, only at the store that despatched the stock.
- “Origin Store” column in *Web Sales Monitor > Listing* will be updated with the web store once new orders are created, existing orders will NOT show this detail.

4 SETUP

4.1 SECURITY FILE

This is not a standard feature.

A security file for *> Retail > Omni-channel Sale Attribution* needs to be imported. This is normally done by an Apparel21 Consultant.

4.2 WORKGROUP SECURITY

Once the security file has been imported, it must be activated for the system administrator workgroup so that the system parameter to turn this feature on is displayed.

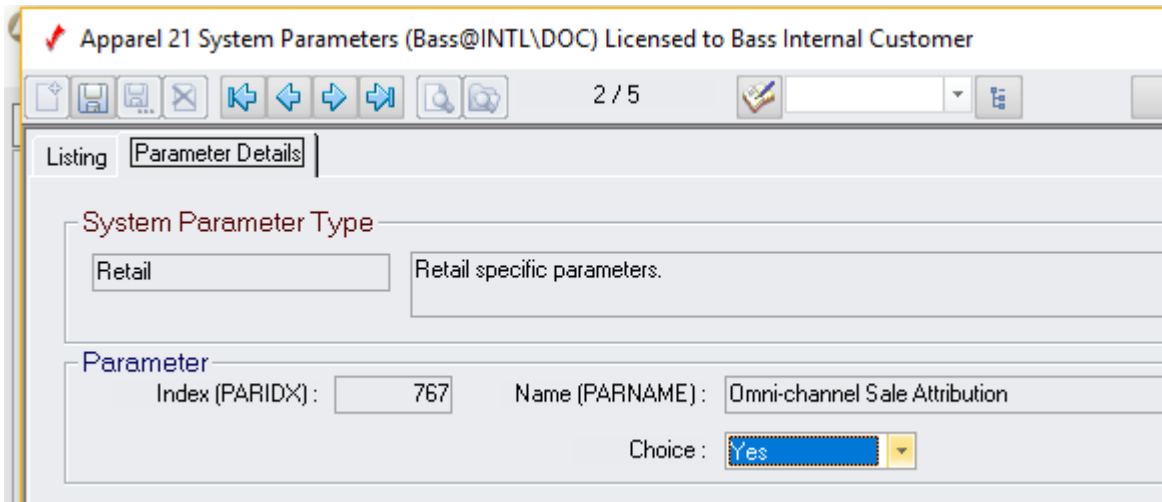
	R	A	E	D	Application Name
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Person Subsidies
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Persons Application
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Planning
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Printer Setup
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Production
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Products
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Purchasing
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Retail
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Retail POS
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Sales Orders

	R	A	E	D	Form Name
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Install POS
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Markdowns - Update product reference
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Model Stock
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Omni-channel Sale Attribution

4.3 SYSTEM PARAMETERS

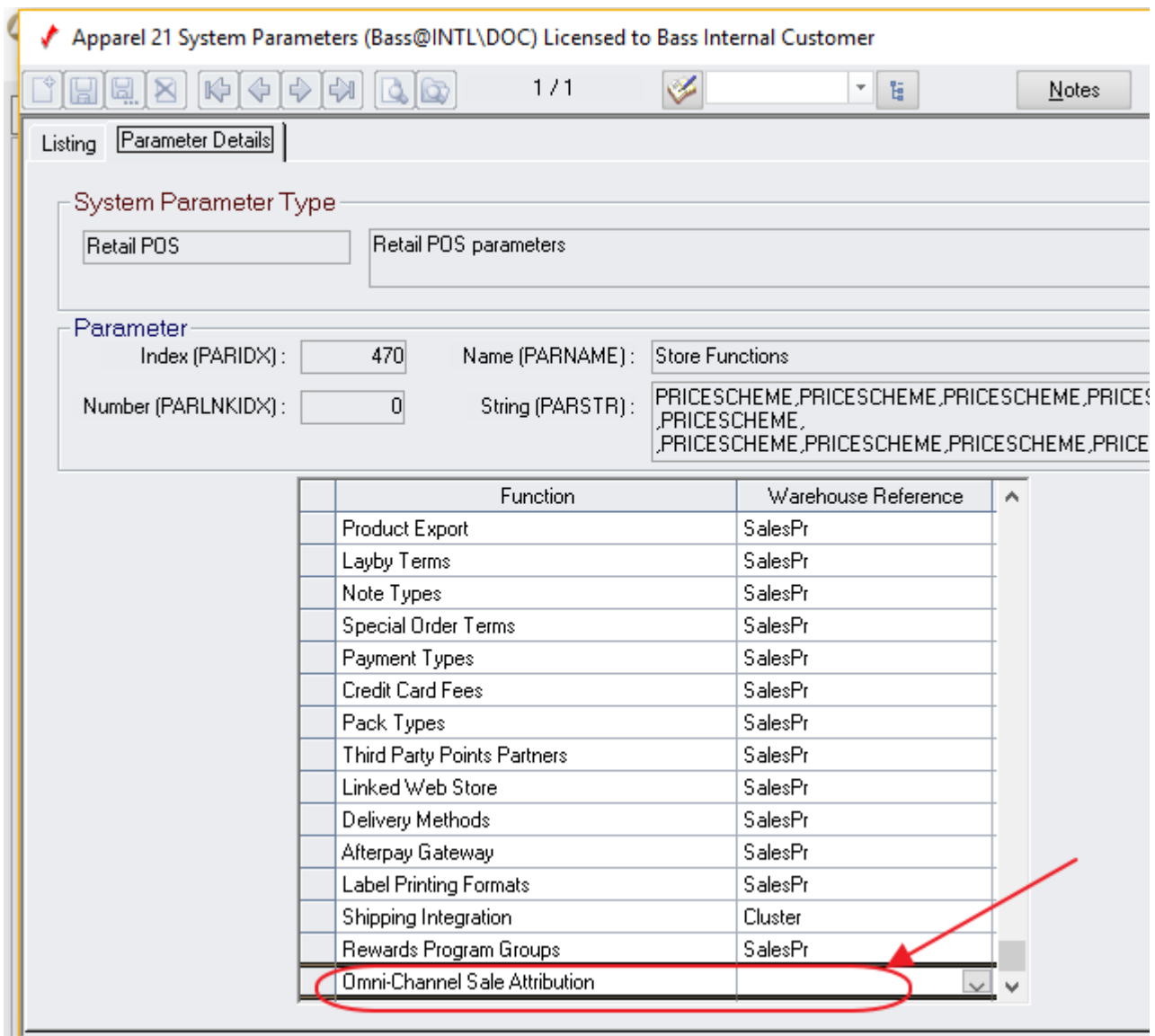
4.3.1 OMNI-CHANNEL SALE ATTRIBUTION

Where the security has been configured, the system parameter *> Retail > Omni-channel Sale Attribution* is used to activate this feature.



4.3.2 STORE FUNCTIONS

Once system parameter is set to *Yes*, the *Store Functions* system parameter must be updated to nominate which store reference will be used to control whether the customer order “sales” will be attributed to the store where the order was placed or to the store that supplied the stock.



Select a store reference that will be used to decide whether the group of stores will be the owner of the sale / attributed the sale for their orders or whether the incumbent behaviour of attributing the sale to the store that supplies the stock will apply.

4.4 STORE FUNCTION SETUP

Use the menu entry *Store Function Setup* to configure this new behaviour.

“Tick” the *Omni-Channel Sales Attribution* checkbox for all store types that will have the sale attributed to them when it is shipped from another store. i.e. New behaviour – sale against order store.

DO NOT TICK this when the stores of that type don’t need their orders to have their sale attributed to them. i.e. Old behaviour – sale against despatch store.

Where a business wants ecommerce orders to be attributed to the ecomm store but doesn’t want “floor to door” orders to be attributed to the store that took the order, a reference must be used to isolate the ecomm store type from other store types so that the rules can be configured differently.

4.5 INTERCOMPANY TRANSACTIONS

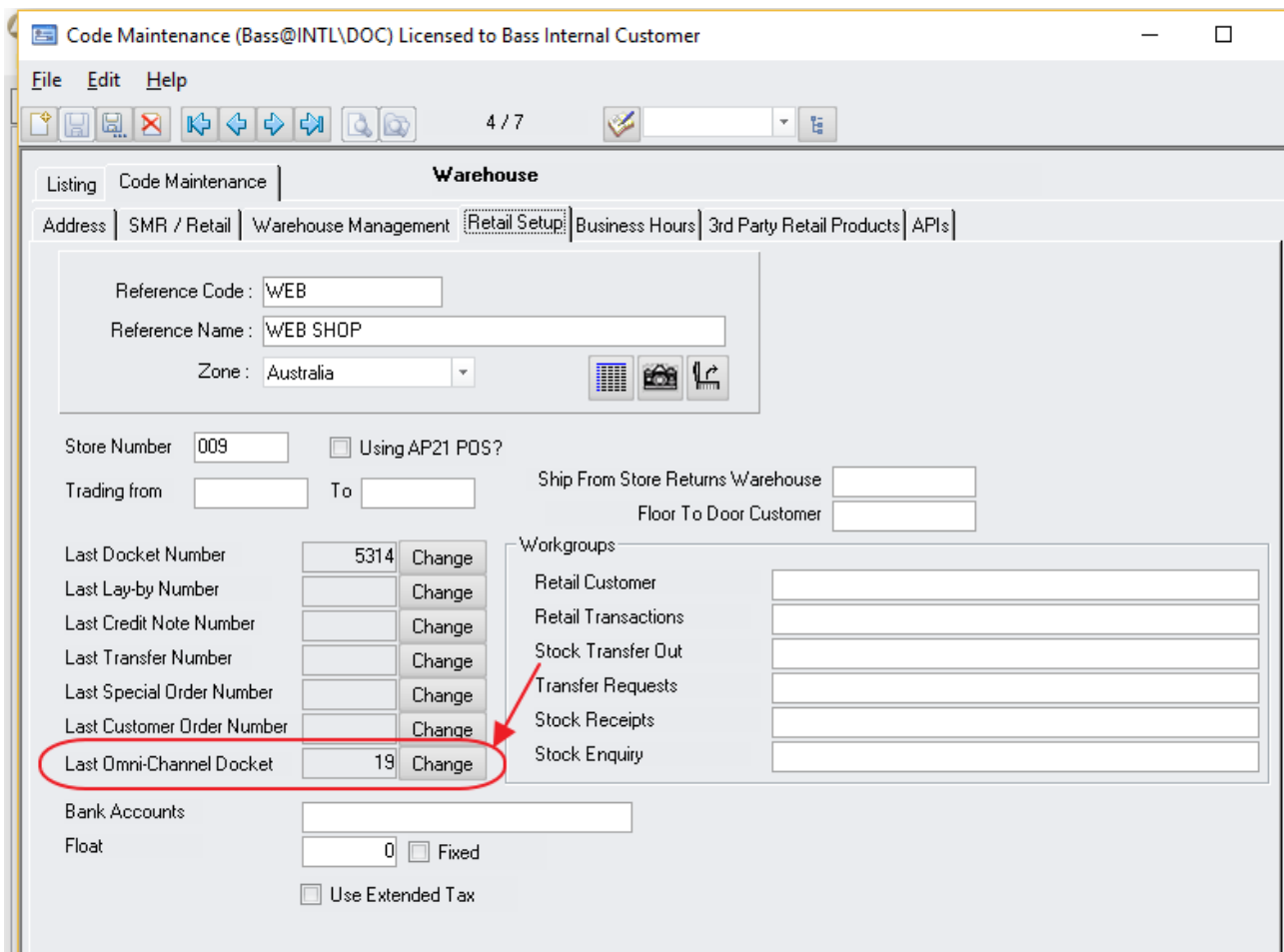
Where the despatch and sale stores are across companies, intercompany trading must be configured in Apparel21.

4.6 DOCKET NUMBERS

Where a sale was despatched on behalf of another store, the other store’s “omni channel” docket number sequence is used. Rather than use the standard sequence which is also being used by the store at the same time, this is a new sequence number setting against each store to manage these.

This doesn’t need to be configured on installation; it will default to 1 on creation.

This is viewed (and maintained) from > *Code Maintenance* > *Warehouse* > <storecode> > *Retail Setup* tab > *Last OmniChannel Docket* field.



4.7 COST ALLOWANCE VALUE CONFIGURATION (OPTIONAL)

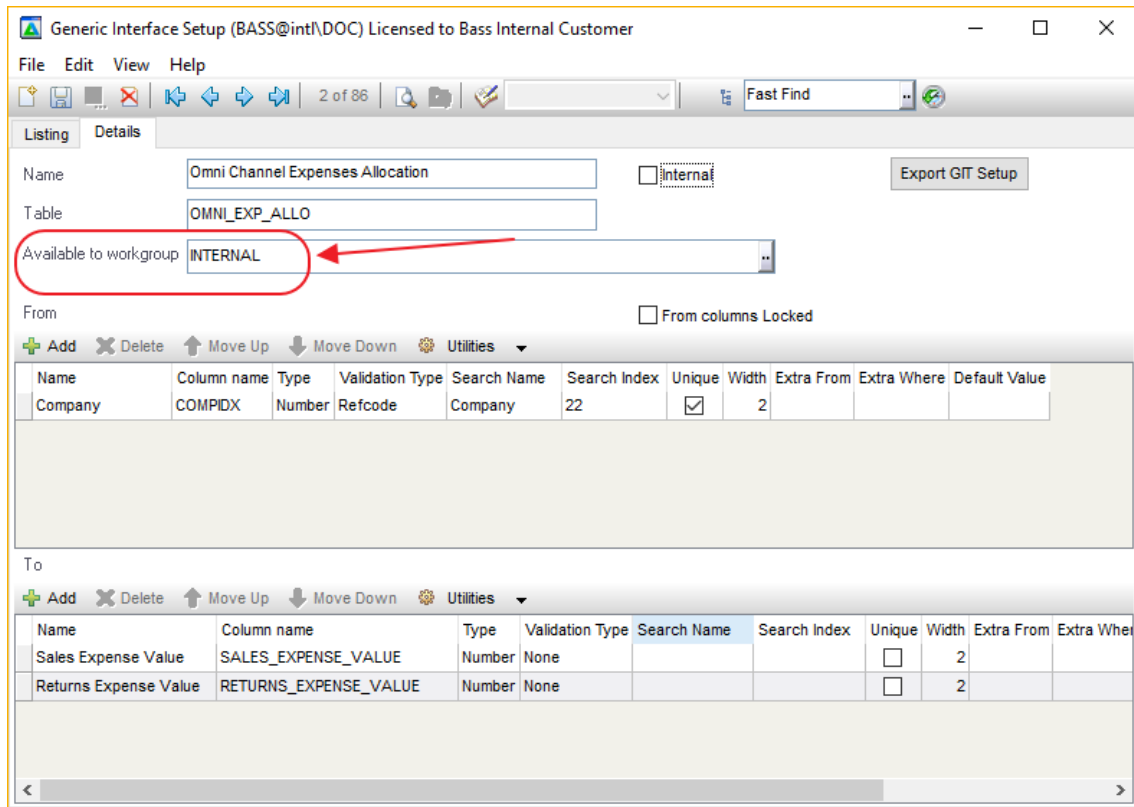
There is an optional cost recovery journal that can be posted automatically to account for the cost of shipping another store's orders or processing another store's returns. If this journal is not required, do not configure the business rule.

This feature can be modified by the Apparel21 Technical Consulting team if a variation is required.

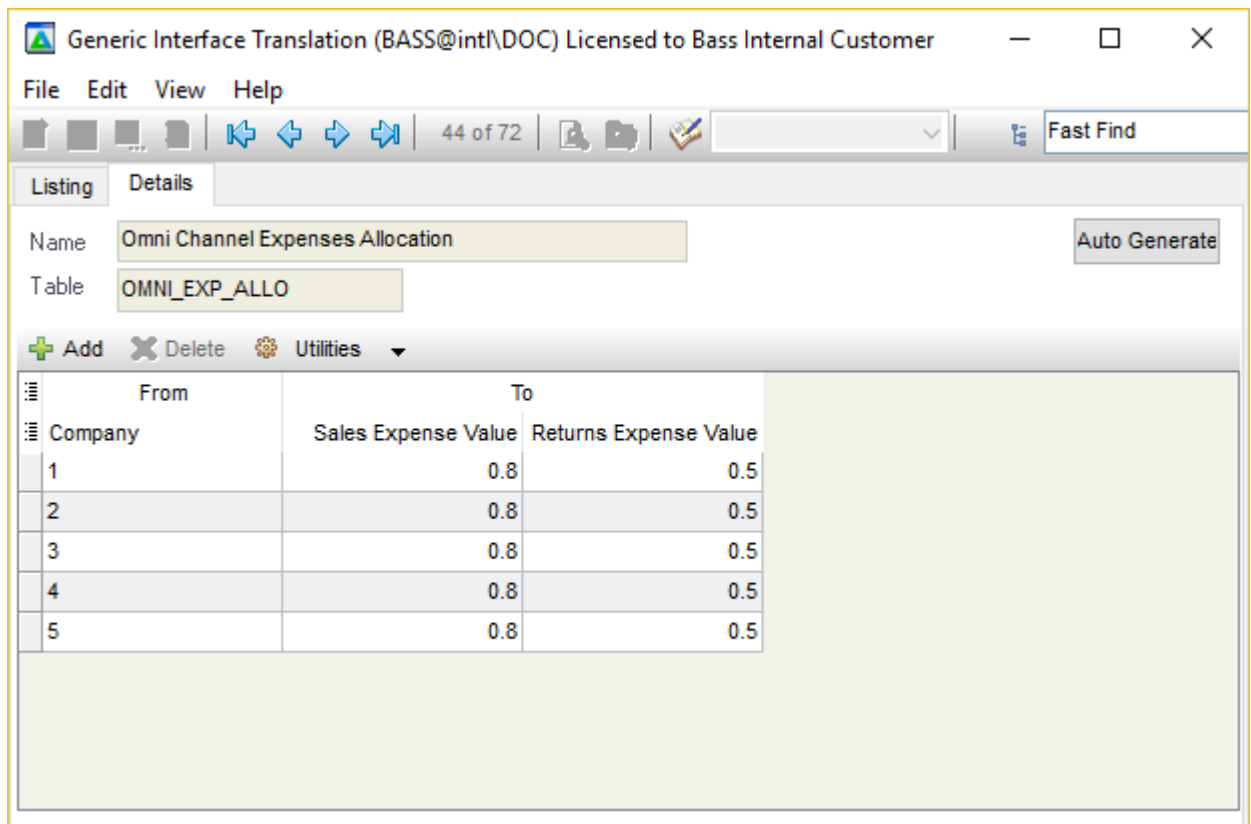
The default installation of this feature is a fixed value for sales and returns for each company. E.g. \$8 cost for each "stocked" unit that is shipped on behalf of another store and \$5 cost for each "stocked" that is processed as a return on behalf of another store. The value is configurable at the company level and is in the company base currency. E.g. 0.8 per unit for a NZD company will be in NZD.

To configure the default cost allowance rules:

1. Open *Generic Interface Setup* menu entry and find "Omni Channel Expenses Allocation" / OMNI_EXP_ALLO table
2. Attach security workgroups to this table and *Save*



3. Open *Generic Interface Translation* menu entry and find the table
4. For each company, enter the cost value per unit for processing sales and returns. This will be used to post the general ledger journal



4.7.1 SETTING UP COST RECOVERY JOURNAL GL TRANSACTION TYPE

If the automatic cost recovery journal needs to be posted, there is a new GL transaction type code that must be configured to direct this journal to the right account.

This is a two-sided journal so may need a clearing account created for the balancing side of the transaction.

e.g.

Action	Cost recovery settings	Details	What journals will post
Despatch web sale from a store	0.80 per unit	5 items 1 freight charge = \$4	Journal 1 = Despatch store = \$4 cost recovered Journal 2 = control posting for journal 1 Journal 3 = Sale store = \$4 cost incurred Journal 4 = control posting for journal 3

Code Maintenance (Bass@INTL\DOC) Licensed to Bass Internal Customer

File Edit Help

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Listing Code Maintenance

General Ledger Transaction Type

Reference Code: SOTrfExpAlloc

Reference Name: SOTrf | Omnichannel expense allocation

GLTTHdr: SOTrf

Refresh

Options Main Control Sub accounts Notes Linkages Drill down enquiry Validate Available Groups

Group	Default
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>

Group	Code
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>
<None>	<None>

Code
<None>
<None>
<None>
<None>
<None>
<None>
<None>
<None>
<None>
<None>

4.7.2 CREATE A BUSINESS RULE TO TRIGGER THE JOURNALS

A new business rule must be configured in *Business Rules Maintenance* to drive the cost recovery journal amount.

1. Create a new rule – Omni Sale Expense
2. Select Trigger – T_OMNI_GET_EXPENSE
3. On the Variable tab – insert a new variable type String with name nExpense

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Listing Parameters Rule

Process: Omni Sale Expense Trigger: T_OMNI_GET_EXPENSE Order #: 1

Calendar: 82706 Est Days: 0

Input Output Variable

Type	Object	Name	Table Name	Column Name
Number		VHIDX	RET_TRANH	VHIDX
String		SALEORCREDIT		

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Listing Parameters Rule

Process: Omni Channel Get Expenses Trigger: T_OMNI_GET_EXPENSE Order #: 1 Calendar: China Est Days: 0

Input Output Variable

Type	Object	Name	Table Name	Column Name
String		Expense		

File Utilities Help

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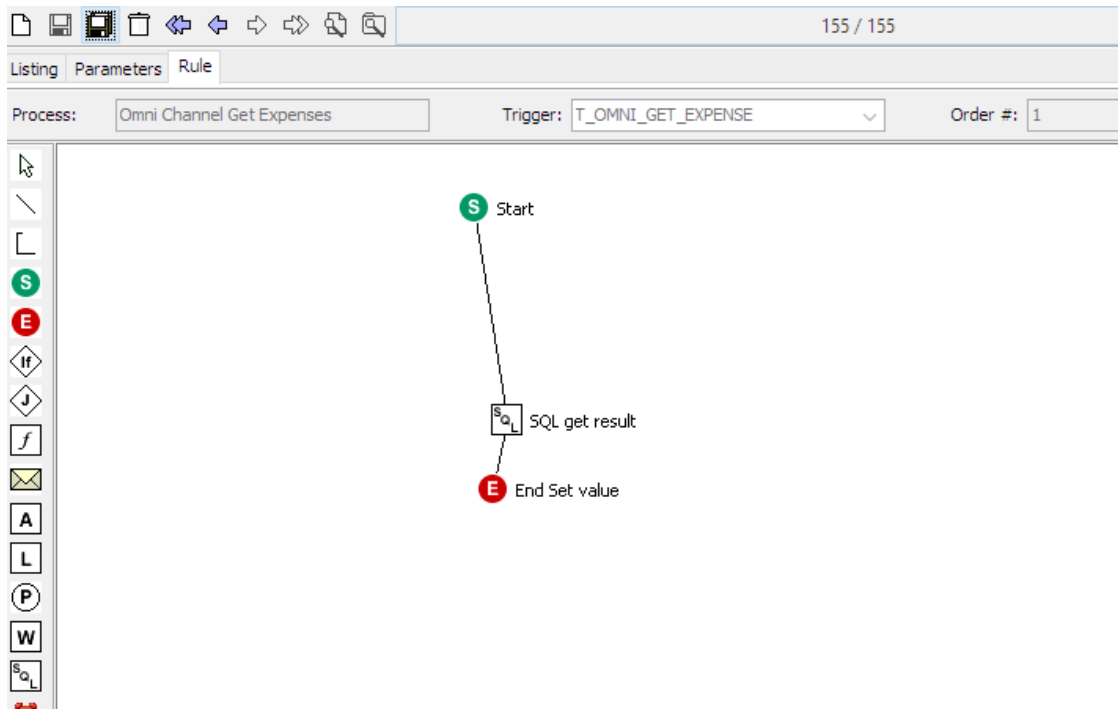
Listing Parameters Rule

Process: Omni Channel Get Expenses Trigger: T_OMNI_GET_EXPENSE Order #: 1 Calendar: China Est Days: 0

Input Output Variable

Type	Object	Name	Table Name	Column Name
String		nExpense		

4. On the Rule tab, insert rules as per below



- Right click on SQL item and insert details as per below

SQL Properties

Desc:

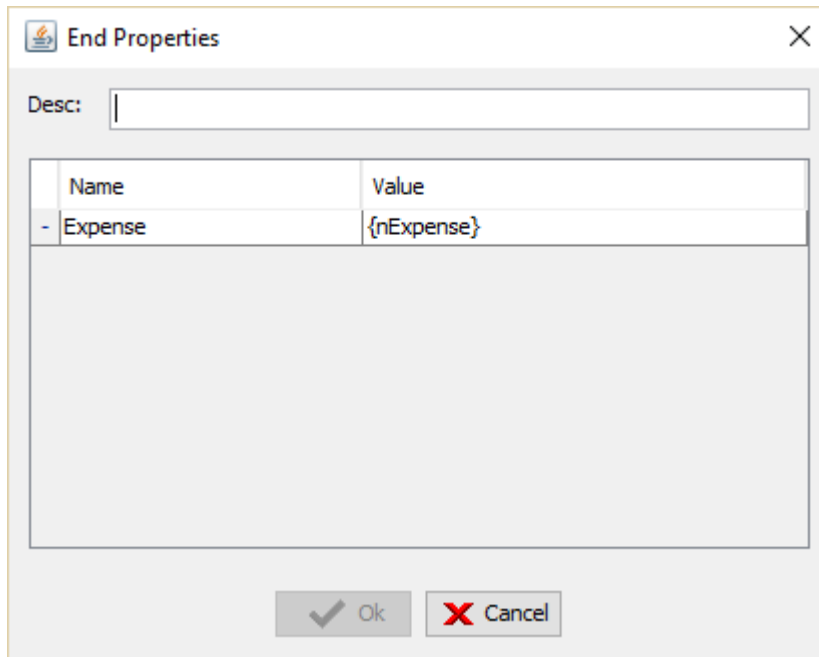
Statement:

```
select
omnigetexpensestandard({VHIDX},{SALEORCREDIT})
from dual
```

Into Variables:

Ok Cancel

- Right click on the End item and insert details as per below



5 DESCRIPTION / USAGE

5.8 SALE TRANSACTIONS – THE CHANGES

Ecommerce / floor to door orders can be placed in store or via Retail API.

Ecommerce / floor to door orders can be despatched from head office, from a store or picked up by the customer in store.

When this feature is used, there are additional transfers (shown in **bold** below) to account for the stock movement.

Action	What transactions before change	What transactions if use this feature
Order placed	<ul style="list-style-type: none"> - Customer order created - Customer order update 	<ul style="list-style-type: none"> - Customer order created - Customer order update
Order despatched or collected	<ul style="list-style-type: none"> - Customer order update - Sale for 'despatch' store 	<ul style="list-style-type: none"> - Customer order update - Sale for 'order' store - Transfer out from 'despatch' warehouse - Transfer in to 'order' store

5.9 RETURN TRANSACTIONS – THE CHANGES

Ecommerce / floor to door items can be returned at head office or in store.

When this feature is used, there are additional transfers (shown in **bold** below) to account for the stock movement.

Action	What transactions before change	What transactions if use this feature
Item returned	<ul style="list-style-type: none"> - Negative sale for 'return' store 	<ul style="list-style-type: none"> - Negative sale for 'order' store - Transfer out from 'order' store

		- Transfer in to 'return' store
--	--	--

5.10 USER EXPERIENCE – IN-STORE TEAM

The process for shipment of ecommerce / floor to door orders is the same, regardless of whether this feature is used or not. For the in-store team, there is no real difference shipping the orders that will be attributed to own store versus shipment of orders for another store sales.

The only difference that the store team will see is that the docket number sequence is read from head office and applies the “sale” store docket numbers with an X prefix. There is also an additional line printing on the docket to explain which store the transaction relates to.

A Docket Hdr Note

A Sale Legal Heading

Movien Oracle
Shop W156 The Oracle
3 Oracle Boulevard
Broadbeach QLD 4218
ABN 007 231 0761

Reference No: W0050105

Docket No. Served By Till No. Date/Time
D261X0000011 Crstine DESKTOP-JA 14/05/2019 2:49 PM

On behalf of: 261 - Movien Pacific Fair

Customer Details: Settlement Due
Account: SCOTT - REEFERS FOR MEN Day31 up to 1 month
Sir Scott Ritter

Product Description:

Pantsss BLUE 8
011001LL 10.00 x 1 units 10.00
Dans massive sale
(Original Price: 100.00)
Discount: Online 10% -1.00

Total Units: 1

Total Inc Tax 9.00 AUD
Total Discount -1.00 AUD

Payment Details:

CustOrdPickup 9.00



Docket footer Note

The returns process is also the same for the in-store team. The return is attributed to the "sale" store, which may not be the store processing the return. E.g. If returning a web sale in Chadstone store, the "sale" store is the Web store.

When a return is finalised, there are two sale transactions created; one contains the payment information and belongs to the current till (Chadstone) and the other is the “sale attribution” for the original order store (Web). The first transaction (for Chadstone) is required to support till balances and banking for the current store where a refund is given to the customer.

i.e. Two transactions:

1. Payment transaction – for till balance and banking against the correct store
2. Return product transaction – for sales reporting

The physical docket for the customer will combine the product and payment information on the one piece of paper with reference to the return product docket number.

The return docket print uses the different sequence number and prints the ‘on behalf of’ text in the same manner as the despatch docket.



Docket header note from store function setup

Credit Legal Heading Text from Store function setup
Store Copy

Melbourne Store
LEVEL 2
100 Collins Street
Melbourne VIC 3000
Ph. 03 8415 8309
Melbourne@envimo.cloud

Original Store: WEB
Original Docket No: D009X0000018

Docket No.	Served By	Till No.	Date/Time
D009X0000019	SALESREP	Emma	27/05/2019 3:10 PM
On behalf of store: 009 WEB SHOP			

Customer Details:
MS Alice McGintys
1 SWAN ST
RICHMOND, 3121 AUSTRALIA

Product Description:
ELIN test product BLACK S
ELIN 220.00 x -1 units -220.00
Return Reason: 1 Faulty

Total Returns: 1

Total Inc Tax -220.00 AUD

Payment Details:
Crd_Note: 54 -220.00

Customer Signature:

Salesperson Signature:

Date:



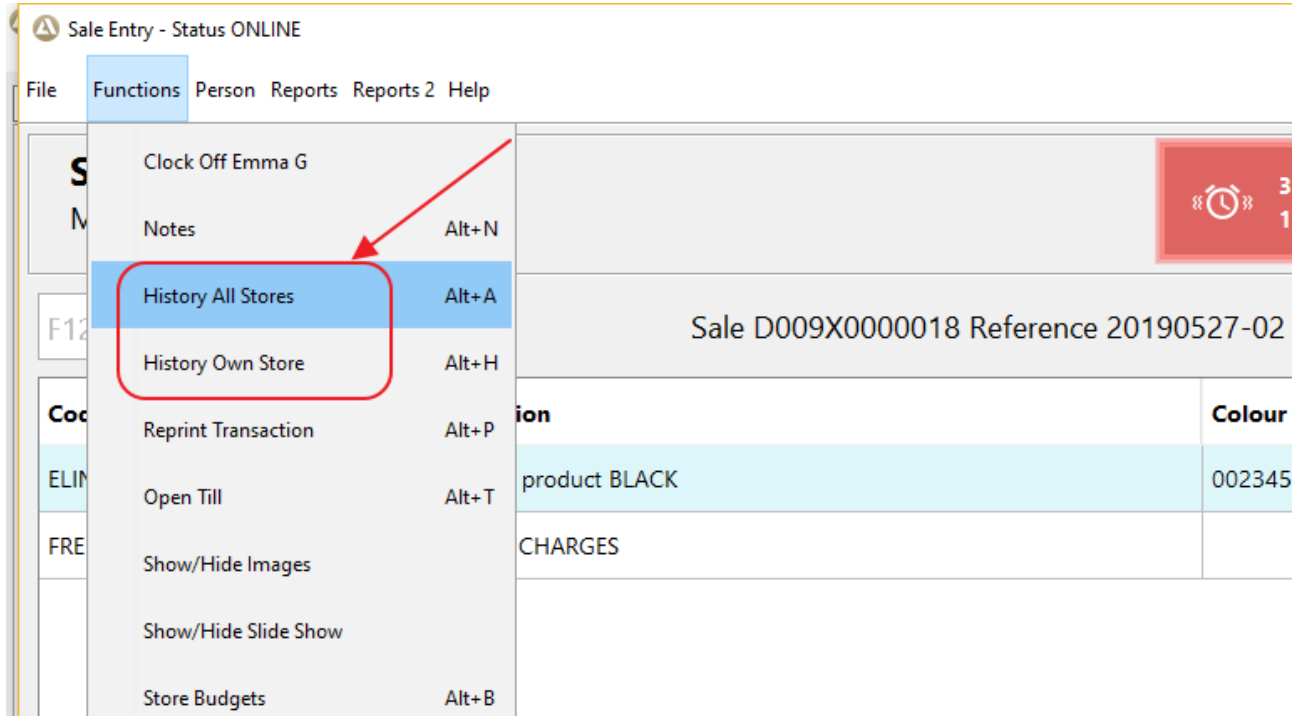
D009X0000019

Docket footer note from store function setup

5.11 POS – HISTORY ENQUIRIES

Where a transaction is despatched on behalf of another store, it is shown in the *History All Stores* but not *History Own Store*.

Where a transaction is returned on behalf of another store, it is shown in the *History Own Store* as well as *History All Stores*.



5.12 RETAIL TRANSACTIONS SCREEN

The *Retail Transactions* screen has been modified:

1. New filter option for selecting where transaction created at one store on behalf of another store

Retail Query ✕

Name	From	To	Plus/ Only	Exclude	Nulls	
Store Retail stores	Lowest	Highest	WEB		<input type="checkbox"/>	
From/To Store Retail stores	Lowest	Highest			<input checked="" type="checkbox"/>	
Despatch warehouse Retail stores	Lowest	Highest	MELB		<input type="checkbox"/>	
Retail Transaction Type	Lowest	Highest			<input checked="" type="checkbox"/>	
Transaction date	Lowest	Highest	Today		<input type="checkbox"/>	
Sale date	Lowest	Highest			<input checked="" type="checkbox"/>	
Retail status	Lowest	Highest			<input checked="" type="checkbox"/>	
Retail docket number	Lowest	Highest			<input checked="" type="checkbox"/>	
Retail Salesreps	Lowest	Highest			<input checked="" type="checkbox"/>	
Retail transaction number	Lowest	Highest			<input checked="" type="checkbox"/>	
Retail client	Lowest	Highest			<input checked="" type="checkbox"/>	
Customer Order# - Retail	Lowest	Highest			<input checked="" type="checkbox"/>	
Warehouse Cluster	Lowest	Highest			<input checked="" type="checkbox"/>	

Name	From	To	Plus/ Only	Exclude	Nulls	
Products (Retail)	Lowest	Highest			<input checked="" type="checkbox"/>	
Product Range	Lowest	Highest			<input checked="" type="checkbox"/>	
Product Season	Lowest	Highest			<input checked="" type="checkbox"/>	
+ Super Season	Lowest	Highest			<input checked="" type="checkbox"/>	
Product Group	Lowest	Highest			<input checked="" type="checkbox"/>	
Stock Type	Lowest	Highest			<input checked="" type="checkbox"/>	
Product Label	Lowest	Highest			<input checked="" type="checkbox"/>	
Country of Origin	Lowest	Highest			<input checked="" type="checkbox"/>	

Transfers Complete OK Cancel

2. New display field on automatic transfers to indicate which sale triggered the automatic transfer

Retail Transactions (Bass@INTL\DOC) Licensed to Bass Internal Customer

File Edit Utilities Help

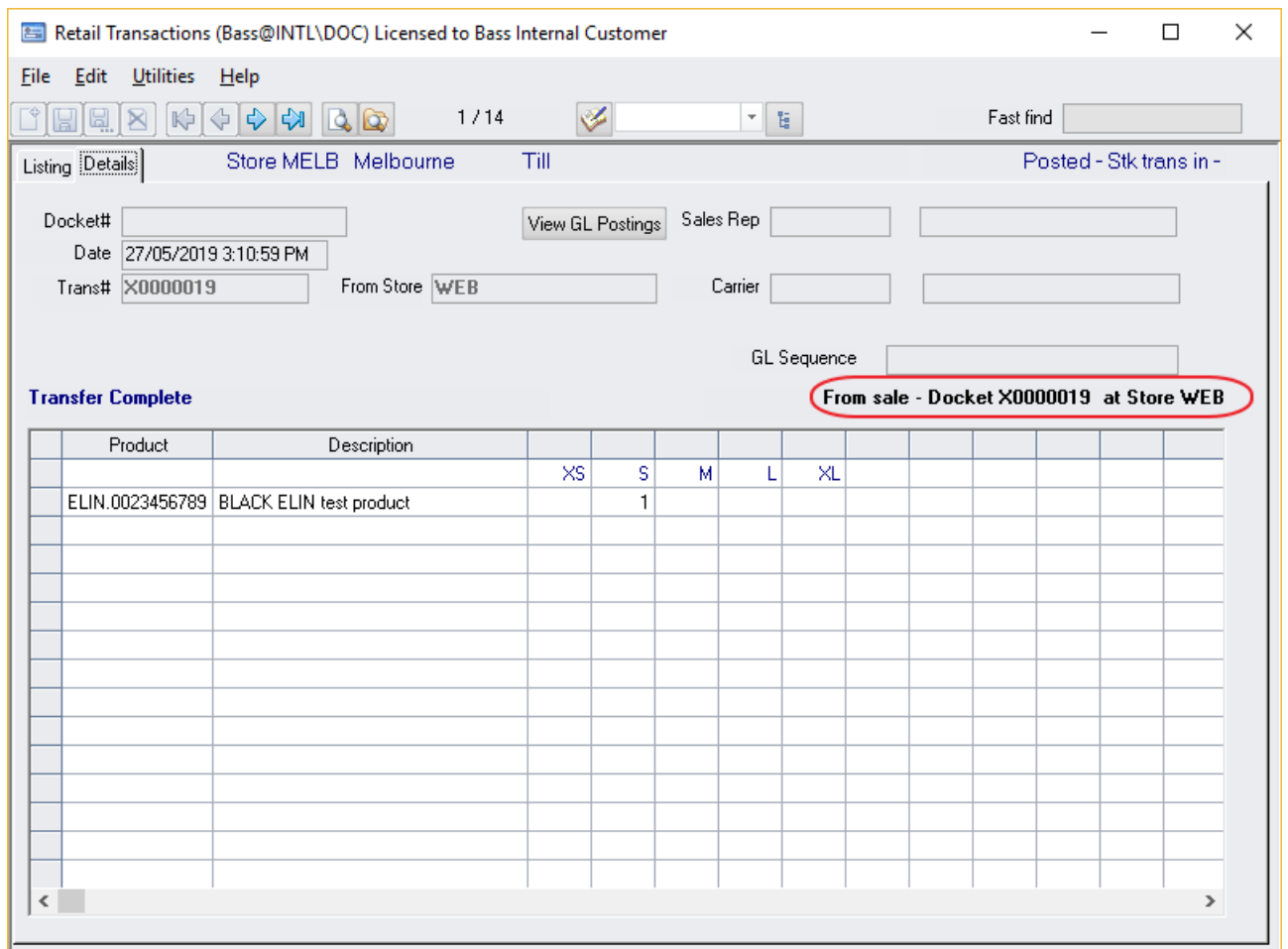
2 / 14 Fast find

Listing Details Store WEB WEB SHOP Till Posted - Stk trans out-

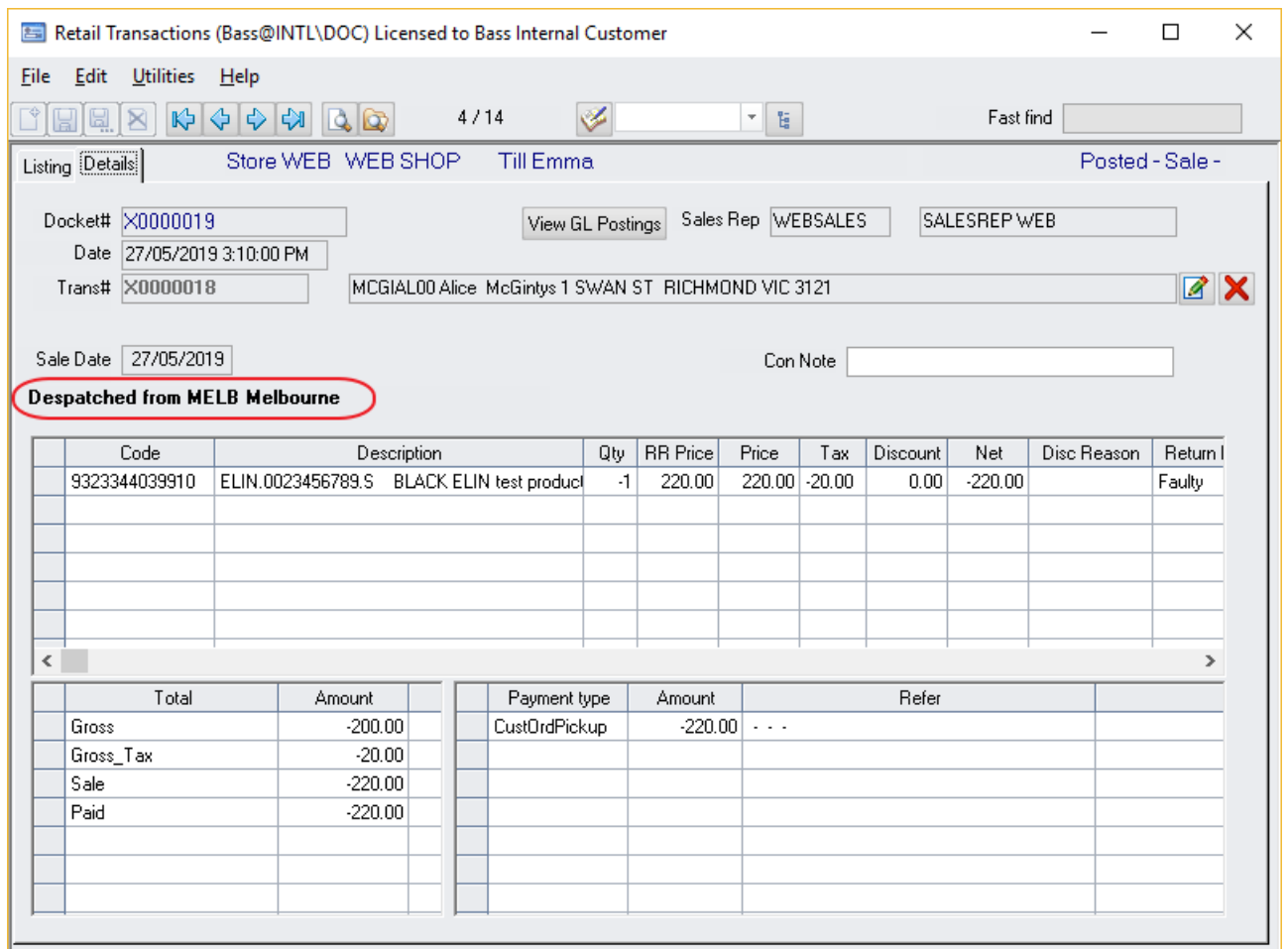
Docket# [] View GL Postings Sales Rep [] []
 Date 27/05/2019 3:10:59 PM
 Trans# X0000019 To Store MELB Carrier [] []
 GL Sequence []

COMPLETE - transit posted From sale - Docket X0000019 at Store WEB

Product	Description	XS	S	M	L	XL
ELIN.0023456789	BLACK ELIN test product		1			
	In Transit		0			
	Total Receipted		1			

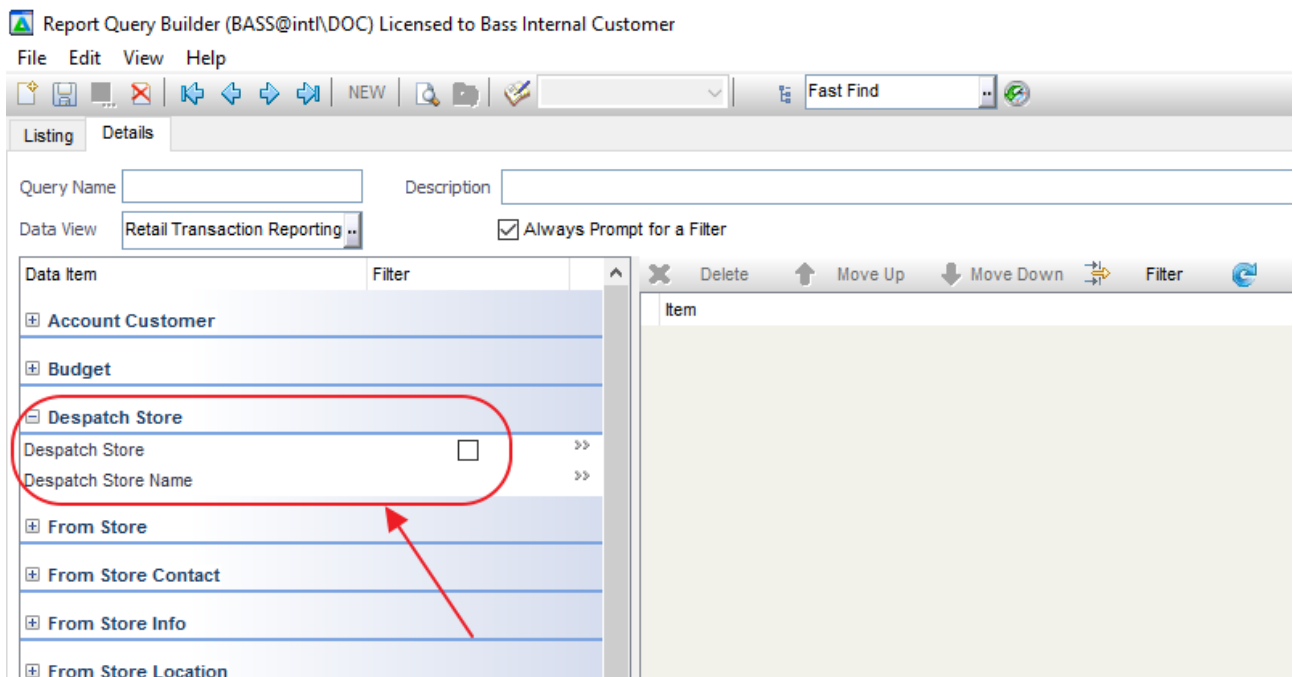


3. New display field on sales transactions to indicate which store processed the transaction in the case where this is different to the store that the “sale” belongs to



5.13 REPORT QUERY BUILDER – NEW OPTIONS

The *Report Query Builder* tool has been updated to include an additional field for *Despatch Store* to allow for query and reporting where a sale is associated with a different store.



5.14 STOCK REPLENISHMENTS

For stock replenishments, if using “rate of sale” or “one for one” methods of replenishment, note that there will no longer be a sale in the store that despatched the order to reflect the stock that was shipped.

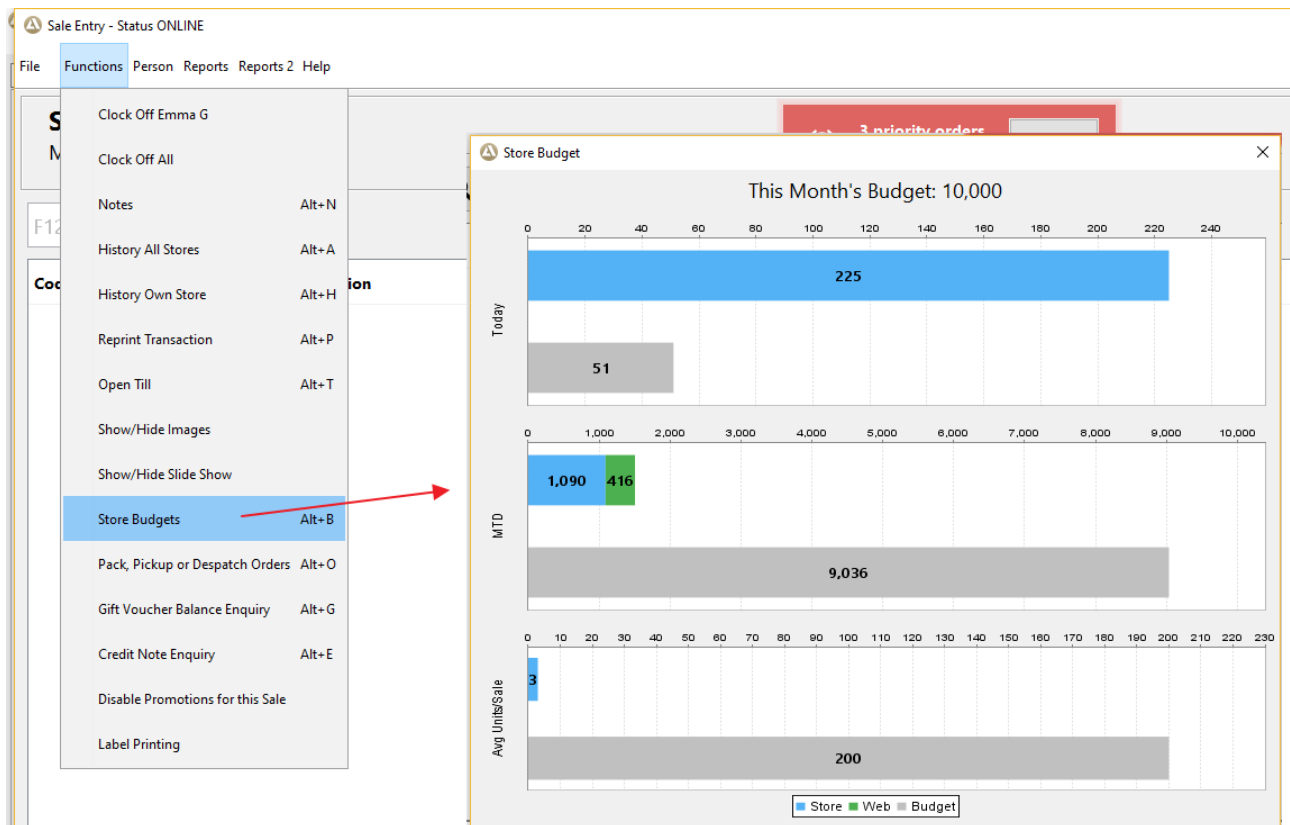
The “sale” will be reflected in the store where the order was placed. This will then trigger replenishment of stock in the store that took the order.

To manage this, one solution is to use the “Min / Max replenishment rules” feature which will refill stock to a minimum level to avoid stock outs.

Refer to job [113916](#) for more information on this feature.

5.15 STORE BUDGETS

The sales despatched from a store on behalf of another store will NOT be reflected in the store budget enquiry at POS. This screen only includes sales attributed to the current store.



5.16 CUTOVER OF FEATURE

When the “sales attribution” checkbox is ticked in *Store Functions Setup*, any orders shipped from that point on for stores associated with that “store function” will follow the new behaviour.

If there are outstanding orders, they will be re-exported to ENVIMO system if they are not older than 60 days.

This means that orders outstanding but NOT yet shipped will still be reflected against the “order” store rather than the “despatch” store when they are shipped.

Store Function Setup (Bass@INTL\DOC) Licensed to Bass Internal Customer

File Edit Help

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Listing Selections Payments Docket Text Label Formats

Reference Group Reference Code Reference Name

Voucher Types

Discount Reasons

Product Export

Layby Terms

Special Order Terms

Loyalty Cards

Note Types

Credit Card Fees

Pack Types

Third Party Points Partners

Linked Web Store

Delivery Methods

Payment Gateways

Shipping Integration

Rewards Program Groups

Omni-Channel Sales Attribution

as soon as ticked, new behaviour applies for all orders

5.17 ENVIMO POS / MOBILE POS

The user experience in the portable ENVIMO POS system for shipping orders hasn't changed under this project.

The only difference for the user is that the 'sales' store docket number sequence is used instead of the 'despatch' store docket number sequence (if using this feature). As per all other ENVIMO dockets, the sequence number has an E prefix.

The docket format can be updated to include additional text for "on behalf of 444 store name". To do this, go to the ENVMO admin portal and add a new row:

```

{{#fit 20 ' ' 'false'}}On behalf of store:{{/fit}}
{{#fit 36 ' ' 'false'}}{{OwnerShop.StoreNumber}}
{{OwnerShop.Name}}
{{/fit}}
{{/if}}
{{#if Customer}}

```

Alternatively, it is possible to reset to the default docket format but this will clear any manual adjustments that have been made and they will need to be reset.

ENVIMO Admin

https://ap21posadminportal-test.azurewebsites.net/receipts/5

Default

Save Delete

Account
Companies
Users
Templates
Store
Navigations
Products
Receipts
Customer
Store setup
Devices
Apply templates

Sales Receipt Customer Order Receipt

Print Digital Email Setup

Guide

Docket format

```

12 {{#fit 15 ' '}}Docket No.{{/fit}}{{#fit 13 ' '}}Served By{{/fit}}{{#fit 9 ' '}}Till No.{{/fit}}{{#
13 {{#fit 15 ' '}}Docket Number{{/fit}}{{#fit 13 ' '}}User Code{{/fit}}{{#fit 9 ' '}}Device.
14 {{#fit 28 ' '}}Served By{{/fit}}{{#fit 9 ' '}}Till No.{{/fit}}{{#fit 19 ' '}}Date/Time{{/fi
15 {{#fit 28 ' '}}User Code{{/fit}}{{#fit 9 ' '}}Device Id{{/fit}}{{#fit 19 ' '}}Form
16
17 {{bold:on}}Customer Details:{{bold:off}}
18 {{Customer.FirstName}} {{Customer.LastName}}{{#if Customer.Email}}
19 Email: {{Customer.Email}}{/if}{{#if Customer.Phone}}
20 Ph. {{Customer.Phone}}{/if}{{/if}}
21
22 {{#if DocketNumber}}Product Description:{{bold:off}}
23 {{#each Details}} {{Product.StyleName}} {{Product.Colour}} {{Product.Size}}
24 {{#fit 46 ' '}} {{Product.StyleCode}} {{Price}} x {{Quantity}} unit(s){{/fit}}{{#fit 10 ' '}}true
25 {{#each Discounts}}Discount: {{bold:off}}{{#fit 26 ' '}}Type{{/fit}}{{#fit 7 '
26 {{/each}}{{#each Promotions}}Promotion: {{bold:off}}{{#fit 25 ' '}}Type{{/fit}}
27 {{/each}}{{#each Loyalties}}Loyalty: {{bold:off}}{{#fit 27 ' '}}Type{{/fit}}{{#
28 {{/each}}/each}}
29 {{bold:on}}Total Units: {{TotalUnits}}
30 {{#fit 42 ' '}}Total Inc Tax{{/fit}}{{#fit 14 ' '}}Total Price{{/fit}}{{bold:off}}
31 {{#fit 42 ' '}}Total Tax{{/fit}}{{#fit 14 ' '}}Total Tax{{/fit}}{{bold:off}}{{#if
32 {{#fit 42 ' '}}Total Discount{{/fit}}{{#fit 14 ' '}}Total Discount{{/fit}}{/if}}
33 {{bold:on}}Payment Details:{{bold:off}}
34 {{bold:off}}{{#each Payments}} {{#fit 20 ' '}}Payment Type{{/fit}}{{#fit 34 ' '}}Amoun
35 {{/each}}
36
37 {{center}}{{barcode DocketNumber}}
38 {{/if}}
39 {{center}}{{#each ReceiptPrintLines}}{Line}}
40 {{/each}}
41 {{#if DocketNumber}}
42 No exchanges, credits, or refunds will be issued without
43 proof of purchase. Garments presented for return must be
44 in original condition and returned within 30 days of

```

Reset to default to automatically add owner shop information

Data available for use

- State
- Country
- PostCode

OwnerShop - The shop that owns the sale

- Code
- Name
- StoreNumber
- Phone
- Email
- Address
 - Address1
 - Address2
 - City
 - State
 - Country
 - PostCode

Customer - The customer that the goods were sold to

- BirthDay
- BirthMonth
- BirthYear

The available fields are displayed under the “OwnerShop” data elements.