

Celerant Shuttle FAQ & Best Practices

Mission: The Shuttle program for Retail Orbit integrates multiple POS systems with Retail Orbit so that data can be collected without having to several reports from the POS and manually upload the information. Each POS system is different, however, and that means that shuttle has to adjust (as best it can) to be able to obtain the data successfully from the POS. The purpose of this document is to outline some common questions that come up during the integration process so that you can better understand how it works, what to expect, and what practices you need to put in place in order for Shuttle to receive the best data possible.

Which version of Shuttle should be installed for this POS?

NA

Does this POS use a relational database? How does this affect Shuttle?

Yes. This means that when you make a change to an item (i.e. the department on the item), it automatically updates history in the POS with the changes you made. Therefore, if we repull the historical data, the changes will be reflected in Retail Orbit as well.

How does the department mapping work for this POS?

When a Shuttle flight is run for this POS, any Celerant Departments that exist in Celerant but do not exist in the Retail Orbit mapping will show up as unmapped departments. Upon request, Management One support can send an excel document that lists out all the Celerant Departments so that you can fill in the M1 class that it should feed data to. Just send support back the filled in document and we will update the mapping in Retail Orbit.

Are there any character limitations that we need to be concerned with for Shuttle to work?

We highly recommend that Class Codes should be limited to Letters and Numbers with a length not exceeding 10 characters. Shuttle currently has the following limitations:

-Maximum Number of Characters: 20 (Please note that reporting can be thrown off if the combination of class code, class name, location name and category are too long).

-Characters Accepted: A-Z, 0-9, &, /, \$, +, -, #, <, > , ?

-Characters NOT Accepted: |, %, ' , ` ,(comma)

Is Shuttle able to collect 24months of historical data, and if so, how is the historical inventory populated?

Yes, history can be obtained for 24months, however, Inventory and On Order values are not available during this process. To get the historic inventory values, we will need to run shuttle for the current month, and then calculate the historic inventory based on the transactions obtained during the history pull.

What options are available for collection of Markdown data?

POS markdowns are read through this shuttle.

What dates are used when determining where to collect the Purchase Order data?

The Ship Date is used to determine which month the On Order will be grouped by.

How far back do we collect data on Open Purchase Orders?

The Celerant Shuttle looks at all Open Purchase orders from the past. The POS should be maintained so that any Orders that will not come in (or will not be accepted if they do come in), should be cleared out of Celerant so that they don't affect the Open to Buy.

What stops shuttle from working properly with this POS?

This shuttle runs automatically every night, and should work without issue unless there is an issue with Celerant's servers.

Are there any other nuances with Shuttle that I need to be aware of for this POS?

Celerant sends daily information that adds on to the previous day that was sent. If a day is missed, we have to load that day specifically. If departments on items are changing, then a repull of history will need to be co-ordinated with the Management One Support team.

This shuttle is inventory driven, so it provides data based on when transactions are closed, not when they are created. When having a client confirm our data, they will need to look at a POS report based on closed date for them to match up. The variance between doing so or not will be transactions such as layaway and special orders which may be completed in a different month than they were created. Another symptom of this data being inventory driven is that, for this shuttle, the data belongs to the location that the inventory was fulfilled from. So, if the client has an e-commerce location but only has a single store with inventory that fulfills those orders, we will see all those sales appear for the location that is sending the inventory from, not the e-commerce location. The client will have to have dedicated inventory to e-commerce that is fulfilling those orders for us to see those sales in the separate location. Likewise, if a client had a warehouse that was fulfilling e-commerce sales, those sales would appear for the warehouse, just as another example.

If there is an issue, where do I get support?

The best place to start with support regarding the collection of data is to contact Retail Orbit support by email at support@retailorbit.com, by phone at 520-612-2001 or by appointment at retailorbit.setmore.com