

RunIt 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?

Department mapping is set in the Management One utility from RunIt (RunIt support can provide this utility). Their utility will read all Department codes from the RunIt POS and provide a list in the "Map Classes" area of the program. The mapping must be maintained inside their utility program.

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, historical data for 24months can be collected. Inventory values are supplied by RunIt during a history pull. The Management One utility that RunIt provides can run a history pull, or Management One support can be contacted at support@retailorbit.com to have us run it for you.

What options are available for collection of Markdown data?

Both POS markdowns and Permanent markdowns are available through this shuttle.

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

Cancel Date is used to group the On Order data.

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

The RunIt Shuttle looks at last month's Open Purchase Orders, as well as any future Orders for the next 12 Months. 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 the POS so that they don't affect the OTB.

What stops shuttle from working properly with this POS?

This shuttle runs automatically every night, and should work without issue unless the version of RunIt changes.

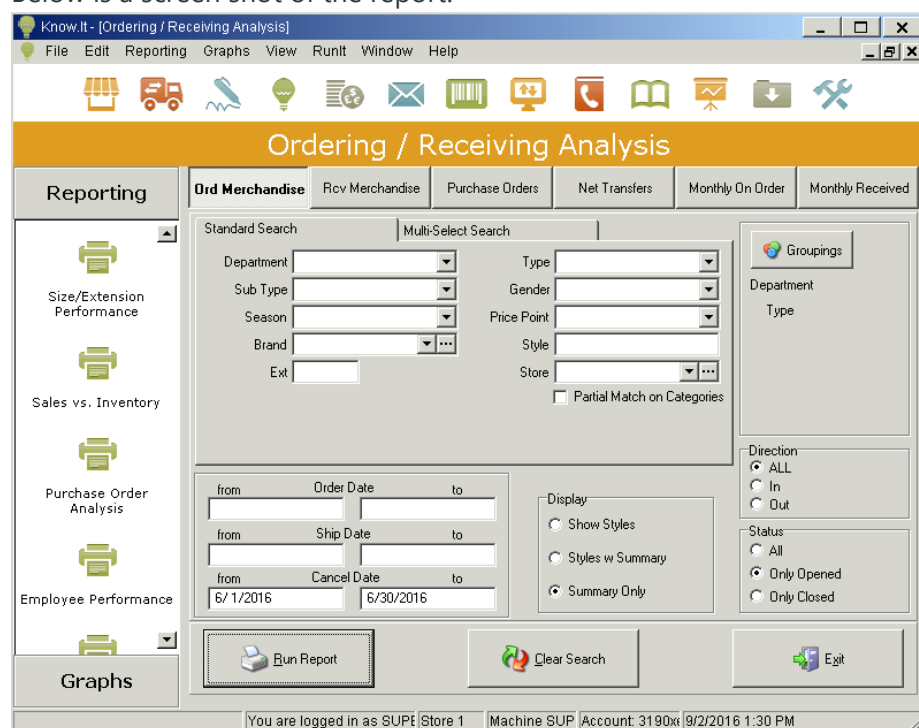
Are there any other nuances with Shuttle that I need to be aware of for this POS?

Items must be assigned both a Department and a Sub-Category in order to show up in the Management One utility that RunIt provides. If an item only has a Department assigned to it, it will not show in their list and therefore we will not capture that data.

To get a report on RunIt On Order you can go to KnowIt>Purchase Order Analysis>Ordered Merchandise

--group by dept/type--summary only--only opened--put in date range in cancel dates--run report.

Below is a screen shot of the report:



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