

The Power of ORBIT Shuttle™



ORBIT Shuttle™ is the Retail ORBIT® data collection and upload vehicle. ORBIT Shuttle™ exists to move data from a retailer's point of sale system to the Retail ORBIT® environment. It's faster, simpler, and less prone to error than manually entering data, and, even better, it can operate completely automatically.

If the question is "What's the best way for me to get my data into Retail ORBIT®?" the answer is ORBIT Shuttle™.

How does ORBIT Shuttle™ work?

ORBIT Shuttle™ is a small software program, installed on the computer that hosts your point of sale system's data.

When ORBIT Shuttle™ is configured, a schedule is set for it to retrieve data from the Point of Sale system and upload it automatically to Retail ORBIT®. Normally, this is scheduled to happen once per day after hours, when no one is using the point of sale machine.

The upload process can also be started manually, by opening up the program and choosing to do an export.

ORBIT Shuttle™ will upload the data to Retail ORBIT®, and then instruct it to process that data. If it's the last day of the month, ORBIT Shuttle™ will also instruct the system to finalize the information after it is processed, and let our planners know it's ready for them to start making new plans.

What do I need in order to use ORBIT Shuttle™?

The ORBIT Shuttle™ program has very modest requirements to run. In order for ORBIT Shuttle™ to work properly, you need the following:

- A compatible Point of Sale system
- A computer running Microsoft Windows 7, Windows 8, or Windows 10
- An internet connection

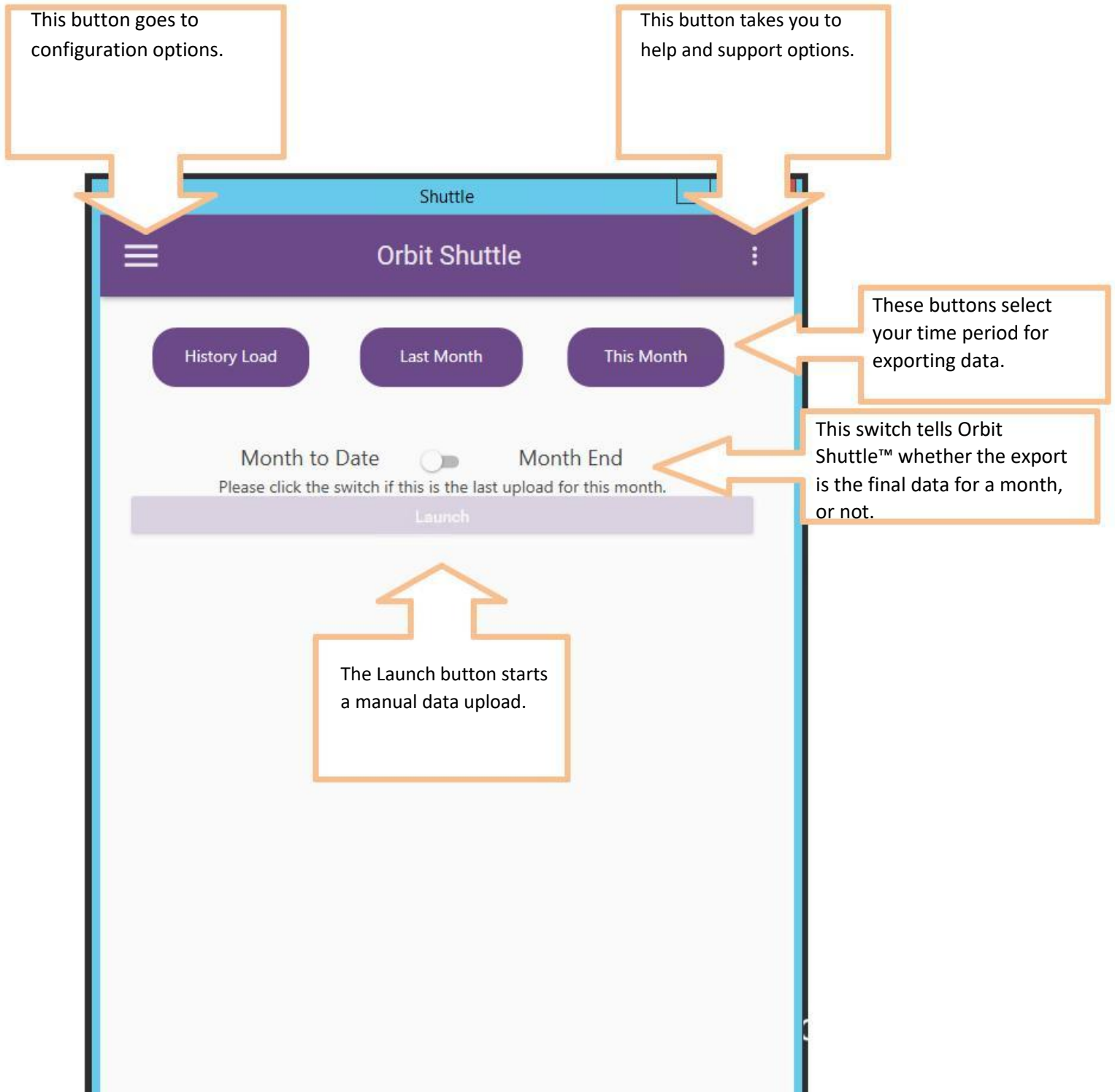
For the best results, ORBIT Shuttle™ should be installed on the same computer that hosts your Point of Sale data. It's possible in some cases for ORBIT Shuttle™ to run on a second computer and request data from your POS system across a network connection, but the data collection process will be much slower.

The computer needs to be powered on and connected to the internet at the time ORBIT

Shuttle™ is scheduled to run. **If the computer is turned off or asleep at the scheduled time, ORBIT Shuttle™ will not be able to transfer data to Retail ORBIT®.**

Orbit Shuttle™ Control Panel

The Orbit Shuttle™ controls are designed to be straightforward to understand and use. When you open up Orbit Shuttle™, you should see the following screen:



Launching My Retail Data Into Orbit Shuttle™

If you want to perform a manual data upload, open up Orbit Shuttle™, pick the time period for data you want to export, select whether the data is for the month to date or the completed end of month, and click Launch.

Orbit Shuttle™ will start reading sales and inventory data from your point of sale system immediately, according to its existing settings. When it has finished collecting data, it will automatically upload it to the Retail Orbit® servers.

What Time Period Should I Select?

You have three options for the data that is collected.

This Month instructs Orbit Shuttle™ to request the sales and inventory numbers from your point of sale system starting from the beginning of the current month, and ending on today's date. This Month's data should usually be a Month to Date upload. You can upload This Month data whenever you want.

Last Month instructs Orbit Shuttle™ to request the information from the first day of the previous month to the last day of the previous month. When you launch Last Month's data, it will usually be a Month End upload, because it has a complete month's data. When you manually upload Last Month's data, it's generally a good idea to also do a This Month data upload, too. Orbit Shuttle™ will give you a notice asking you to also upload This Month data. You should only upload Last Month information if you do not currently have finalized data set in Retail Orbit® for the previous month. If you already have finalized data in Retail Orbit®, and attempt to load Last Month data, Orbit Shuttle™ will not be able to upload the new information.

History Load instructs Orbit Shuttle™ to produce new data files for each of the previous 24 months. A history load should only be performed when instructed to do so by Retail Orbit® support, or an affiliate. History loads are most commonly needed for initial setup of a new client, or if major class changes have been made. Unlike This Month or Last Month data, History Load data is not automatically uploaded to Retail Orbit®. History Load will produce data files which must be manually entered.

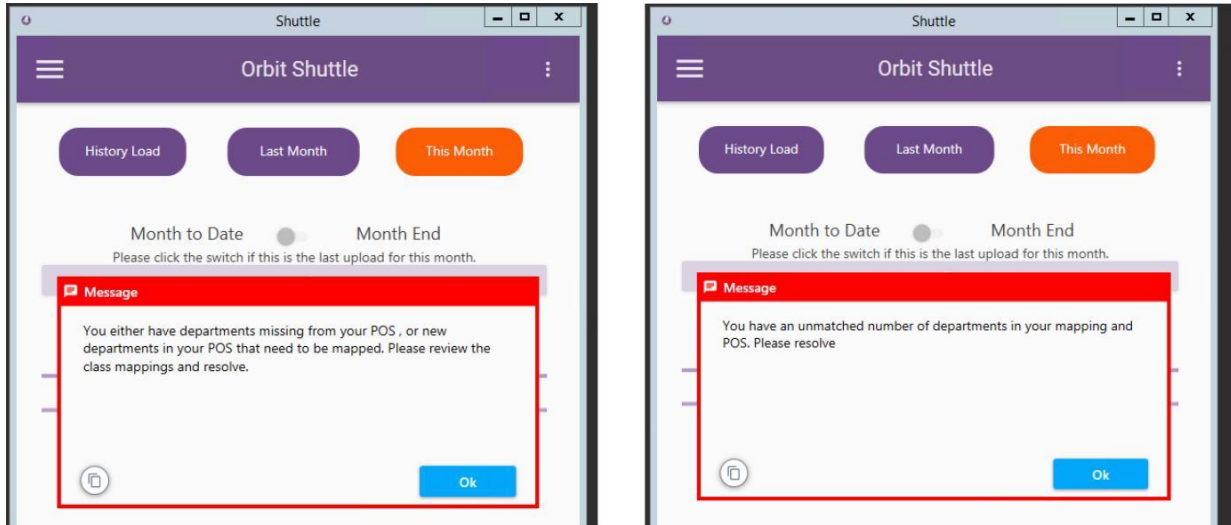
Month to Date or Month End?

The only difference between Month End and Month To Date data is that Month End uploads are finalized and cannot be overwritten again afterwards. Month End files are used for producing plans each month, and generally only one set of Month End data is uploaded per month, after business is completed on the last day. Month to Date files can be produced and uploaded as often as you want.

Orbit Shuttle™ will default to Month To Date. Switch to Month End only if you're sending the final data for a completed month.

What Could Go Wrong?

When you run a manual data export, Orbit Shuttle™ reads through your point of sale system's departments and classes to match up your data with the planning classes in Retail Orbit®. Every department in the point of sale system has to be matched up with a class in Retail Orbit®, or we won't be able to transfer complete data. If something doesn't match, Orbit Shuttle™ will display one or both of the following messages:

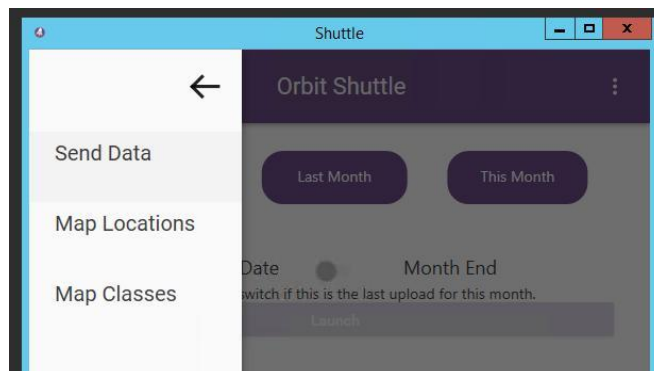


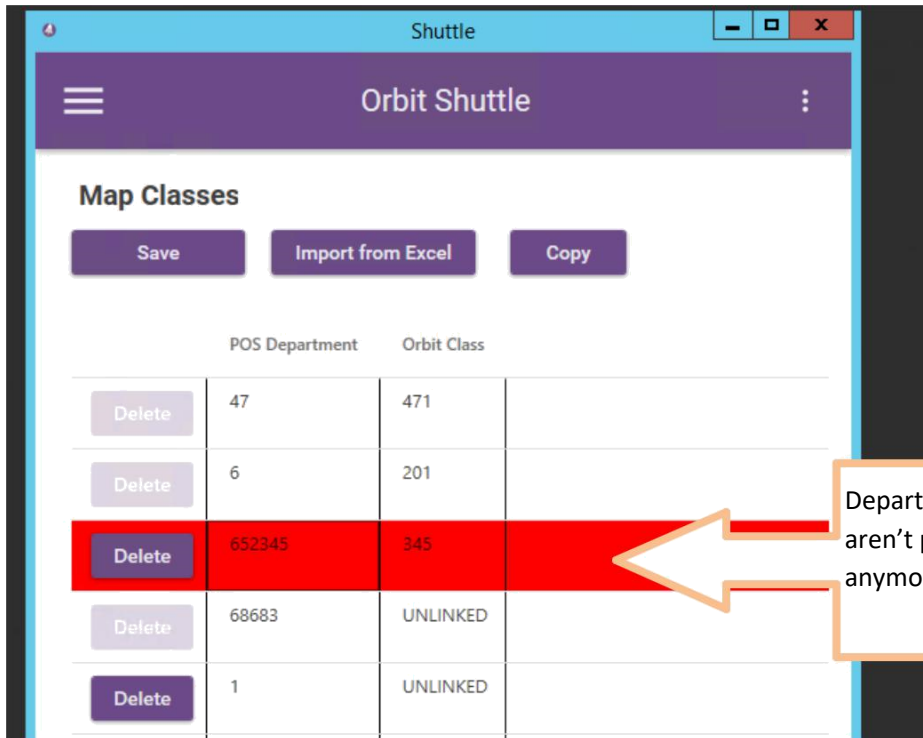
If either of those messages appears, there is a problem with Orbit Shuttle™ class mappings. Either a department in the point of sale system is not being mapped to a class in Retail Orbit®, or Orbit Shuttle™ has a class mapping on file for a department which is no longer present in the point of sale.

In either case, the mapping needs to be fixed before an upload can complete.

If you need to fix the class mapping, first contact the affiliate or Retail Orbit® support and inform them of the problem. They'll be able to help determine where the problem is, and correct it.

The class mapping can be accessed by clicking the button in the top left corner of the window, and choosing Map Classes from the menu that appears.





Departments highlighted in red aren't present in the POS system anymore, and should be deleted.

If the Retail Orbit® Class is "Unlinked", the department is not matched with a class in Retail Orbit®. The appropriate class code should be entered.

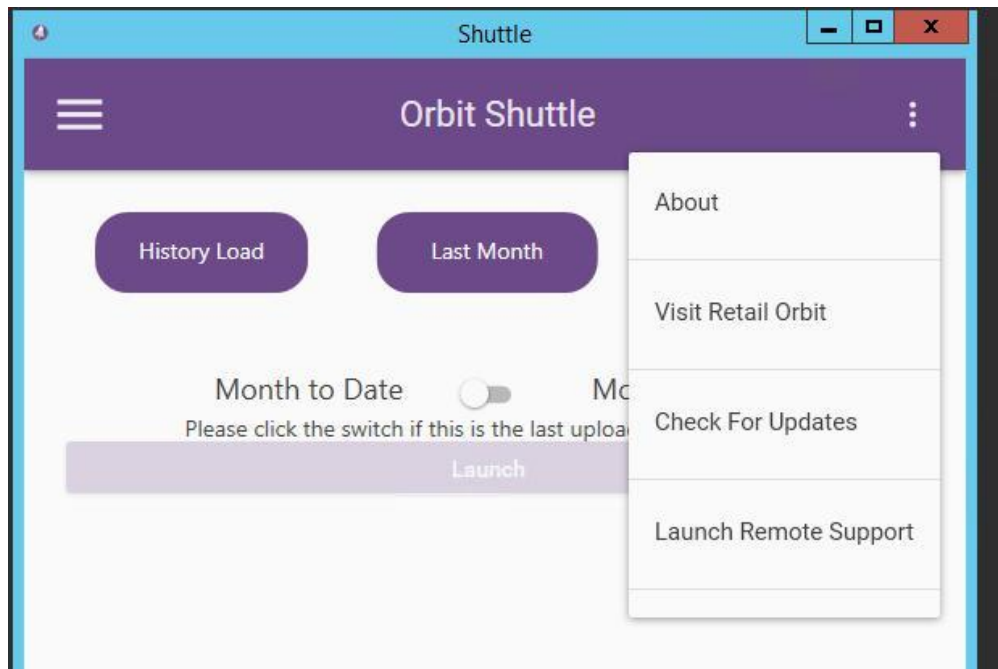
In the Map Classes screen, there will be a list of departments found in the POS system, and a corresponding Retail Orbit® class is matched to each one. Every department must be matched to a Retail Orbit® class. Several departments can be matched to the same Retail Orbit® class. Enter the desired Retail Orbit® class for each Unlinked department.

If the department mapping exists in Orbit Shuttle™, but the department is no longer present in the POS, the entry will be highlighted in red. Missing departments need to be deleted with the "Delete" button on the left side.

When your changes are complete, save the class mapping with the button at the top of the window, and then restart the Orbit Shuttle™ program, and try to launch your data upload again.

Can I Get Some Help?

In the top right corner of the window is a button with useful links.



About will show you the current version and details of the Orbit Shuttle™ software.

Visit Retail Orbit® will launch your web browser and take you to the Retail Orbit® website, where you can log in and view your plans and reports.

Check For Updates will tell Orbit Shuttle™ to see if there have been any new bug fixes or enhancements released for the Orbit Shuttle™ software itself, and help you install them.

Launch Remote Support downloads the program that allows the Retail Orbit® support staff to connect to your computer for remote troubleshooting. Use it if you have a support issue and a technician directs you to launch a support session.

Where Does My Data Go?

When Orbit Shuttle™ produces a data export, it saves a copy of the data file to your local hard drive, and uploads a copy to Retail Orbit®.

The local copy is placed in a folder named “Orbit Shuttle™” in the computer’s Public Documents. Usually, that means the actual file location is “c:\Users\Public\Public Documents\Shuttle”. When Orbit Shuttle™ is installed, a shortcut to the export folder is created on the computer desktop, named “Orbit Shuttle™ Exports”, and can be used to access the created data files.