

Sterling Store Associate Mobile

Application Guide

3.0.00

Sterling Commerce
An IBM Company

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What is Sterling Store Associate Mobile Application?

The Sterling Store Associate Mobile application enables a store associate to:

- View inventory availability in a store and other stores located within a specified radius of this store
- View item details
- View item specifications
- View related items
- View item-level promotions
- Place an order for a consumer
- Perform backroom pick for customer orders
- Print the order summary
- Select multiple payment methods
- Scan the barcode to get the details for an item
- Use a credit card reader to bill the customer for a purchase

Note: Sterling Store Associate Mobile supports only US English.

Where Can I get Sterling Store Associate Mobile Application From?

Download the Sterling Store Associate Mobile application from the iTunes® App Store.

You can also, copy the client-side pack from Support Center.

What Do I Require Before Using Sterling Store Associate Mobile Application?

To use the Sterling Store Associate Mobile application, the server-side pack and the client-side application must be installed:

Server-Side Pack:

- Selling and Fulfillment Foundation, Release 8.5, HF6 or above.
- Sterling Call Center, Release 8.5, and Sterling Store, Release 8.5.
- All the Catalog items must be indexed using Lucene, which is available with Selling and Fulfillment Foundation, Release 8.5. For more information about indexing catalog items, refer to the *Catalog Management Concepts Guide*.
- The store should support the backroom pick process. Ensure that your enterprise uses the pipeline provided by the Sterling Store application.

Client-Side:

- iPhone OS 3.1 or later. (for both iPhone and iPod touch).

How Do I Install Sterling Store Associate Mobile Application?

To install the Sterling Store Associate Mobile application:

1. Install the server side component as follows:

- a) Install the `ssa.jar` optional pack on the server side from the `<INSTALL_DIR>\bin` directory using the following command:

- For Windows:

```
InstallService.cmd ssa.jar
```

- For UNIX or Linux:

```
InstallService.sh ssa.jar
```

Here `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

- b) Build the `ssa` Web application and deploy it on the server side from the `<INSTALL_DIR>\bin` directory by using the following command:

- For Windows:

```
buildwar.cmd -Dappserver=<your application server> -Dwarfiles=ssa
```

- For UNIX or Linux:

```
buildwar.sh -Dappserver=<your application server> -Dwarfiles=ssa
```

Here `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

Note: When deploying applications ensure that the `ssa.war` is not a part of the `smcfs.ear`. Deploy `ssa.war` separately.

2. Install the client side component, download the Sterling Store Associate Mobile application from the iTunes® App Store and install the application to your iPhone or iPod touch.

What Do I Have to Configure Before Using Sterling Store Associate Mobile Application?

Before using the Sterling Store Associate Mobile application, you must perform the following client-side and server-side configurations:

1. On the client-side, configure the following profiles in the application settings:
 - Development
 - Test
 - Production

The following table describes the parameters that must be set for each of these listed profiles:

Parameters	Description
User ID	Optional. The value entered will be the default user identifier.
Password	Optional. The value entered will be the default password.
Server URL	URL of the Selling and Fulfillment Foundation server, for example, <code>http://<IP Address></code> .
Server Port	Port number of the Selling and Fulfillment Foundation server, for example, 7001.
Context Root	The value of this parameter must be set to <code>ssa</code> .
Image Server	Location on the image server where the images are stored, for example, <code>http://<IP Address></code> .
Image Type	The type of images that are stored in the image server, for example, <code>.png</code> , <code>.jpeg</code> , and so on.
Distance to Consider	Distance to be considered while searching for nearby stores.
Distance UOM	The unit of measure for the Distance to Consider parameter, for example, Mile.

Notes:

- If you do not want to use the development profile, or test profile, or both, do not configure them.
- Prefix `http://` or `https://` to the Server URL based on the protocol.
- Ensure that the Server URL is accessible from your network. You may have to configure the VPN on your mobile device in order to do so.

2. On the server side, perform the configurations specified below.

- To configure the print service for orders:
 - Set the value of the `yfs.iphone.sa.isPrinterEnabled` property to `Y`.
 - Override the `printOrderSummary4iPhone` action to print the order summary.

The application provides the input to the `printOrderSummary4iPhone` action in the following format:

```
<Order OrderHeaderKey="" OrderNo="" ShipNode="">
<Print PrinterId="" />
</Order>
```

Elements	Description
OrderHeaderKey	The unique identifier of the order.
OrderNo	The order identifier.
ShipNode	The store to which you are logged in.
PrinterID	The unique identifier of the printer to use for printing the order.

The application expects the output in the following format:

```
<Order OrderHeaderKey="" >
<Print ResultCode="" ResultDescription="" />
</Order>
```

Elements	Description
OrderHeaderKey	The unique identifier of the order.
ResultCode	The value of this element is <code>SUCCESS</code> only if printing is successful.
ResultDescription	If the printing is unsuccessful, a print failure message is displayed with the value of this element as the message body.

When an order is successfully confirmed, the **Send to Printer** text box is displayed and the **Print** button is enabled. You can invoke the print service by clicking the **Print** button. To change the printer ID, you can either enter the printer ID in the text box or scan the printer ID.

- To configure ship nodes with an appropriate address, phone number, e-mail ID, latitude, and longitude, in the `<INSTALL_DIR>\properties\yfs.properties_ssa_ext` file, modify the values of the properties, as described here:
 - If you want your store to accept calls from the store associates of other stores, set the value of `yfs.iphone.sa.store.isPhoneEnabled` property to Y. Otherwise, set the value to N.
 - If you want your store to accept e-mails from the store associates of other stores, set the value of `yfs.iphone.sa.store.isEmailEnabled` property to Y. Otherwise, set the value to N.
 - If you want to display your store on a map view, set the value of `yfs.iphone.sa.store.isMapAllowed` property to Y. Otherwise, set the value to N.
 - If you want your store to place orders, set the value of `yfs.iphone.sa.store.IsPickOrShipAllowed` property to Y. Otherwise, set the value to N.

Here, `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

It is recommended that you set the value to Y for any two of the following properties. If you set the value to Y for all the following properties, the `yfs.iphone.sa.store.isPhoneEnabled` property will be given the least priority.

- `yfs.iphone.sa.store.IsPickOrShipAllowed`
- `yfs.iphone.sa.store.isPhoneEnabled`
- `yfs.iphone.sa.store.isEmailEnabled`

- To add a promotion on the home page, provide the list of comma-separated image filenames for the `yfs.iphone.sa.store.ItemsUnderPromotion` property. For example:
`yfs.iphone.sa.store.ItemsUnderPromotion=0.png,1.png,2.png`

Note:

The image filename provided for the `yfs.iphone.sa.store.ItemsUnderPromotion` property depends on the value of the Image Type attribute set on the client-side.

- To customize labels and error messages, modify the `<INSTALL_DIR>\resources\ssabundle.properties` file.

Here, `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

- To customize the e-mail template, override `<INSTALL_DIR>\repository\xapi\template\source\ssa\email\storeassist\template_mail.xml`, which is the out-of-the-box template.

Here, `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

What Do I Have to Configure to Connect to My PA-DSS Server?

To enable the Payment Application Data Security Standard (PA-DSS) tokenization of credit card and store value card numbers:

1. Set the value of `yfs.iphone.sa.isPADSSEnabled` to Y, if it is not already set to Y.
2. Set up your PA-DSS server.
3. Set the value of `yfs.iphone.sa.urlForPADSSServer` to the URL of your PA-DSS server (format: `https://<host>:<port>/url`).

The application calls the url you provided with the following parameters:

Parameters	Description
<code>ssdcsAuthenticationToken</code>	Currently blank. Reserved for future releases.
<code>ssdcsRedirectUrl</code>	The output Java Server Page (JSP) to be used. Reserved for future releases.
<code>ssdcsDataToTokenize</code>	The Payment Application Number (PAN).
<code>ssdcsDataType</code>	Set to <code>ssdcsCreditCardNumber</code> for credit card or <code>ssdcsStoredValueCardNumber</code> for stored value card.
<code>ssdcsDataTypeDetail</code>	Provides the Payment Type being used.
<code>ssdcsResultCode</code>	Passed as INITIAL to tokenize Immediately.

4. The application expects the output in the following format:

```
<Tokenize>
<TokenInformation DataType="" Token="" DisplayValue="" AdditionalResultData=""/>
<ResultInformation ResultCode="" FailReason="" ResultDescription=""/>
</Tokenize>
```

Elements	Description
DataType	This should be set to CREDIT_CARD or STORED_VALUE_CARD.
Token	This should be set to the PAN.
DisplayValue	This should be set to the PAN to be displayed on the user interface.
AdditionalResultData	This should be set to the CREDIT_CARD_Type for credit card or PaymentReference3 for stored value card.
ResultCode	This should be set to SUCCESS if tokenization is successful.
FailReason	This should be set to the reason why tokenization failed. This value is displayed as the error message if tokenization fails.
ResultDescription	This should be set to the description of the result. Reserved for future releases.

How Do I Format the Phone Numbers Entered in the Customer Search Screen?

In the Sterling Store Associate Mobile Application, when a user searches for customers using the phone number, only numeric characters will be accepted. However, some organizations may store the phone numbers in a particular format, for example, (555)555 5555, 555-555-5555, and so on. In such situations, the phone number must be formatted before the `getCustomerContactList` API is called. To ensure that the phone number is formatted, perform the following tasks:

1. Override the `sms-getCustomerContactList` mashup in the `sa_mashups.xml` file. For more information about extending mashups, refer to the topic "Extending Mashups Using Override Extensibility (Web UI Framework)" in the *Selling and Fulfillment Foundation: Customizing the Web UI Framework Guide* and follow the instructions provided in the topic to automatically override a mashup.
2. Ensure that the class that overrides the mashup action extends the `com.sterlingcommerce.ui.web.platform.mashup.SCUIXAPIMashup` class.

Does Sterling Store Associate Mobile Support Internationalization?

The Sterling Store Associate Mobile Application supports internationalization that is specific to the U.K. only in the context of the following data:

- Date format of the U.K. locale (dd/mm/yyyy)
- Currency (£)

What Are the Issues That I May Encounter?

The following table describes the errors that you may encounter when using this application, and the causes and resolution for the same.

Error	Cause	Solution
Unable to connect because you do not have the Manage Mobile Device permission to log in to the Sterling Store Associate Mobile application.	You have not configured the mobile device permissions correctly in the Sterling Store Associate Mobile application, in the context of the User ID with which you are attempting to log in.	Configure the mobile device permissions correctly in the Sterling Store Associate Mobile application, in the context of the User ID with which you are attempting to log in.
Unable to log in to the Sterling Store Associate Mobile application.	The user name or password that you have entered are invalid.	Enter a valid user name and password.
Unable to connect because the secure connection has failed.	Your HTTPS setting is set to On, but you are trying to connect to a nonsecure port.	Connect to a secure port.
Unable to connect because of untrusted server certificate.	The Sterling Store Associate Mobile application has the HTTP Authentication turned On and is using a CA (Certificate Authority) certificate, but you do not have a valid CA public certificate installed on your iPhone or iPod touch.	Ensure that a valid CA public certificate is installed on your iPhone or iPod touch.
The connection times out when you log in to the Sterling Store Associate Mobile application.	This could be due to the following reasons: <ul style="list-style-type: none"> • Failure on the side of your iPhone or iPod touch service provider • Your IP address and port are not configured correctly. 	<ul style="list-style-type: none"> • Contact your iPhone or iPod touch service provider • Configure your IP address and port correctly.
After upgrading to Sterling Store Associate Mobile application, Release 3.0.00, the application's	Apple Inc. does not provide the capability to modify the version and build number in the iPhone or iPod touch application settings.	After upgrading to Sterling Store Associate Mobile application, Release 3.0.00, launch the application, the version number and build number will be automatically updated.

Error	Cause	Solution
version number and build number is not updated.		

Known Issues in Sterling Store Associate Mobile Application

Users may encounter the following known issues when using the Sterling Store Associate Mobile application, Release 3.0.00:

- 211176 – The Savings screen is not populating data for node users.

Solution/Workaround – This feature is available for users of the Pricing enterprise. The Sterling Selling and Fulfillment Suite restricts other users to access the data, and therefore, they are not able to view the data. This feature will be available to other users if Sterling Selling and Fulfillment Suite enables users to view the required data.

- 213971 – The ssabundle.properties file is not reading the Euro symbol.

Solution/Workaround – The symbol for Euro is not coming up in the application. It is recommended that the users use 'EUR' instead of the Euro symbol.

- 212240 – In the Cart Details screen, if all the items are dragged from the last section (Ship To section or Pickup section), users cannot drag any item back into it.

Solution/Workaround – None.

- 231405 – If a gift card or credit card is partially authorized or charged when placing an order, the store associate is unable to confirm the order using Sterling Store Associate Mobile Application.

Solution/Workaround – The store associate can confirm the order by opening the order using Sterling Call Center/Sterling Store.

- 231598: When placing an order, the application displays an error when the following sequence of events takes place:

1. A gift card or credit card is charged but the service is unavailable from the gift card or credit card vendor at that time.
2. The store associate tries to place the order after adding a new payment method and removing the erroneous payment method.

Solution/Workaround – The store associate can add a new payment method and remove the erroneous payment method by opening the order using Sterling Call Center/Sterling Store.

How Do I Get Customer Support for Sterling Store Associate Mobile Application?

Sterling Commerce fosters long-term business partnerships with its customers. Committed to customer satisfaction and quality support, Sterling Commerce Customer Support has a world-wide staff, providing support 24 hours a day, 365 days a year. For assistance with usage, configuration, or enhancement information, refer to the Customer Support Reference Guide. Our Support Reference outlines our support hours, contact information, and key information that will streamline your support experience with us. Reference this site at:

<http://www.sterlingcommerce.com/apps/collaterallibrary/external/DownloadFile.asp?fil=101797>

Additionally, you have access to Customer Center, which provides a wealth of online resources to enrich your business experience with us. By using Customer Center, you can access many Self-Support Tools, including a Knowledge-Base, Documentation, and Education. Reference this site at:

<http://customer.sterlingcommerce.com>

How Do I Access Documentation for Sterling Mobility Applications?

The online documentation for Sterling Mobility Applications is available at
<http://www.sterlingcommerce.com/documentation/home/mobile/MobileAppsHome.html>

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