



## Manual for Petrosoft Users

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# ABOUT LOSS PREVENTION ANALYTICS

## Pre-Requirements

- You need to have PJR file processing enabled for your cash register. For more information, see [Enabling PJR Files](#)

## What is Loss Prevention Analytics

Loss Prevention Analytics is an advanced tool for viewing and analyzing your location activity in the real time and for the past period.

The location information can be viewed in a form of the following groups of reports:

### Chronicle reports

Group of reports based on chronological scale. With this reports you can track your location activity for the selected day and time frame grouped by different criteria (event types, locations, employees, sales by departments).

For more information, see [Events and Sales Chronicles](#)

### Risk Events rating reports

Group of reports based on risk events - voids, cancels, refunds, no sales, direct department sales, and their rating among the whole selection results. With this reports you can view the risk events grouped by different criteria ( locations, employees, shifts and departments).

For more information, see [Risk Events Rating](#)

### Risk Event Chronicles report

A report combining chronicles and risk events reports. With this report you can view the risk events in chronological view for the selected day and time frame grouped by the predefined filters - presets.

### Video Journal report

A powerful tool for viewing the cash register events matched with the video recording filtered by various temporal, locational, personal and business criteria.

For more information, see [Video Journal](#)

## Start a Free Trial

To start the free trial, select the stations > read and agree to the terms and conditions > click **Start your free trial now**.

**LOSS PREVENTION ANALYTICS**

Quickly discover theft and errors with a 30-day trial of Loss Prevention Analytics by Petrosoft.

[Start your free 30-day trial now](#) [Cancel](#)

I agree to the [Terms & Conditions](#) and I am authorized to make software purchasing decisions on behalf of the company.

Your Loss Prevention Analytics free trial will run through **February 25, 2017**.  
We will bill your method of payment for a monthly subscription in the end of your free trial period unless you cancel your LPA subscription prior to the end date of your trial period.

Your subscription applies to these locations:		A subscription is unavailable for these locations:	
<input checked="" type="checkbox"/> Aramingo	\$49.00/month	<input type="checkbox"/> Braddock Shell	POS journal events are not available
<input checked="" type="checkbox"/> Banksville	\$49.00/month	<input type="checkbox"/> Erie Sunoco	POS journal events are not available
<input checked="" type="checkbox"/> Centre	\$49.00/month	<input type="checkbox"/> Fleet	POS journal events are not available

## Terms and Conditions

- You are qualified for a **30-day** free trial of Loss Prevention Analytics subscription service.
- We will bill your method of payment for a monthly subscription in the end of your free trial period **unless you cancel** your LPA subscription prior to the end date of your trial period.
- You will **not** receive a notice from us that your paid subscription service has begun.
- The terms and conditions of the Petrosoft Master License and Services Agreement will apply to LPA subscription service with the start of the billing cycle.

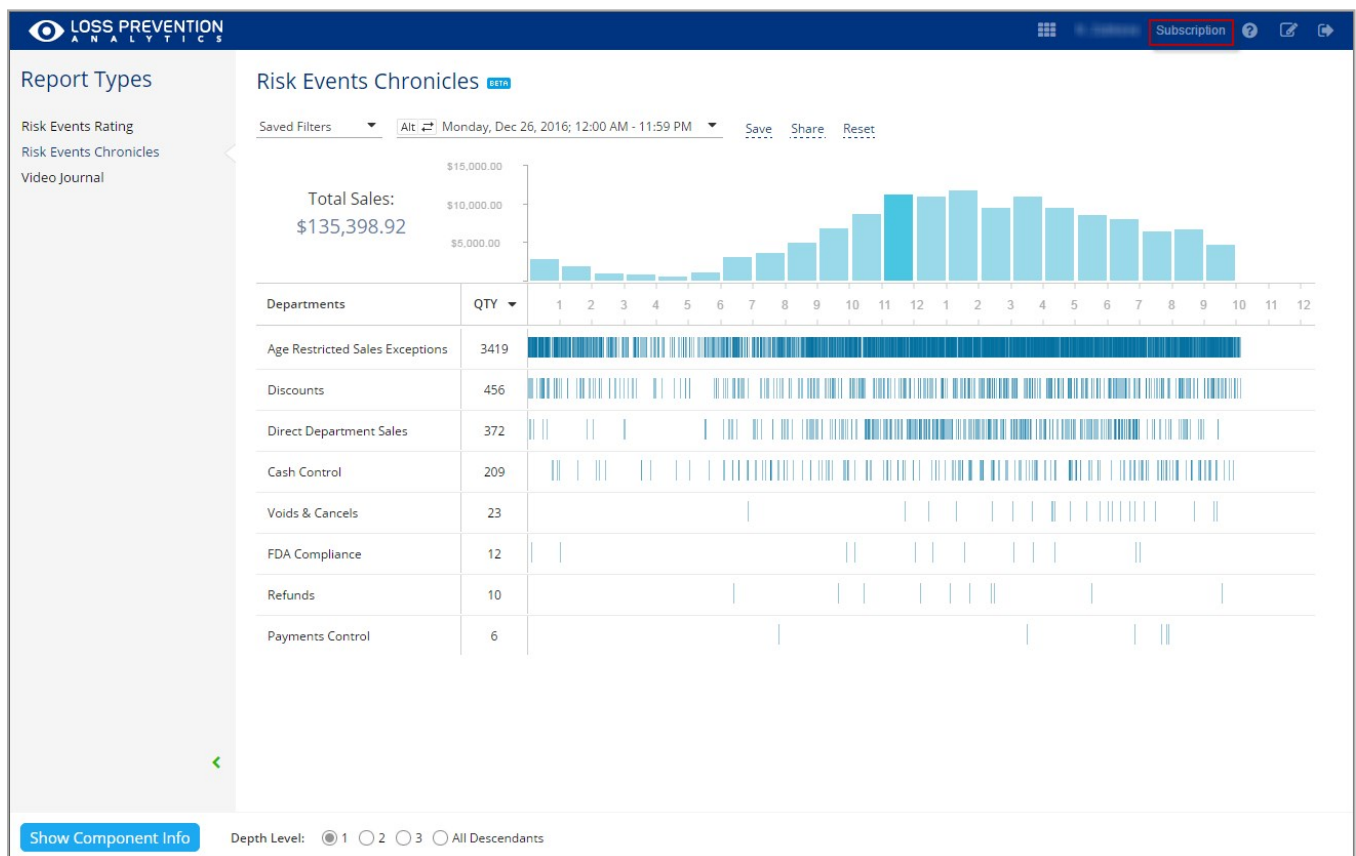
# LPA SUBSCRIPTION MANAGEMENT

You can manage the subscription in the following ways:

- Subscribe one or all your account stations to LPA
- Unsubscribe one or all your account stations from LPA
- View your subscription charges and duration
- View the stations that are not eligible for subscription due to the absence of the PJR file settings

## Accessing the Subscription Management Tool

You can find the subscription management tool in the top-right corner of the LPA product.



## Managing Loss Prevention Analytics subscription

The page for managing LPA subscription displays the following information:

- **Free trial ending date.** Date when the LPA free 30-day trial expires.
- **Location.** List of all your locations.
- **Status.** Subscription status of your locations - active or deactivated.

- **Billing period.** Period you are billed for the LPA subscription.
- **Billing date.** Billing date which is the next day after the free trial expiration.
- **Billing amount.** The amount charged monthly for using the LPA product.
- **Total amount.** The amount billed monthly for all the subscribed locations.
- **Ineligible locations.** Your locations that cannot be connected to LPA due to the configuration reasons. For information on the necessary settings, see [Enabling PJR Files](#)

### Your Subscription

30-Day Free Trial run through Jan 19, 2017

Location	Status	Billing period	Billing date: Feb 1, 2017
Craft	<input checked="" type="checkbox"/> Active	Jan 20, 2017 - Feb 28, 20...	\$119.98
Frankstown Shell	<input checked="" type="checkbox"/> Active	Jan 20, 2017 - Feb 28, 20...	\$119.98
Main Sunoco	<input checked="" type="checkbox"/> Active	Jan 20, 2017 - Feb 28, 20...	\$119.98
Negley	<input checked="" type="checkbox"/> Active	Jan 20, 2017 - Feb 28, 20...	\$119.98
Scottdale	<input checked="" type="checkbox"/> Active	Jan 20, 2017 - Feb 28, 20...	\$119.98
Banksville	<input checked="" type="checkbox"/> Active	Jan 20, 2017 - Feb 28, 20...	\$119.98
<b>Total:</b>			\$ 671.94

**A subscription is unavailable for these locations:**

POS journal events are disabled: \*

- 2wedfvbnbgds # 1
- Braddock Shell
- Erie Sunoco
- Fleet
- Frankstown BP
- Latrobe BP
- McMurray
- Moon BP
- Mt.Pleasant
- NACS16 SmartPOS 125
- NACS16 SmartPOS 400 International
- NACS16 SmartPOS800 - 1
- NACS16 SmartPOS800 - 2
- Norfolk
- Office

To unsubscribe from LPA, clear the check-box in the **Status** column for the location.

*The location is deactivated starting from the first day of the next month.*

To subscribe the location, select the check-box in the **Status** column for the location.

*You can decide, if you want it activated now or the first day of the next month. The amount charged is different for these scenarios.*

## FAQs: LPA Subscription

### HOW IS THE BILLING PERIOD CALCULATED?

Users are billed the first calendar day for the last month's period from the first till the last day of the month.

### IS IT POSSIBLE TO CANCEL DEACTIVATION IF I CHANGED MY MIND?

Yes, until the first day of the next month when deactivation comes in effect.

### IS IT POSSIBLE TO ACTIVATE AND DEACTIVATE A LOCATION SEVERAL TIMES WITHIN A MONTH?

Yes, in this case you are charged only for the days the product was activated for the specific location(s).

**I ACTIVATED THE SUBSCRIPTION BY MISTAKE**

Clear the subscription check-box for the location within 10 minutes after the occasional activation.

**MY TRIAL PERIOD IS OVER SOON. WHAT SHOULD I DO TO CONTINUE WORKING WITH LPA?**

Nothing. After expiration of the trial period the station automatically continues working in the subscription mode unless user unsubscribes his locations.

**ARE THERE ANY REQUIREMENTS FOR USING LPA WITH VIDEO?**

- DC501 - provided by Petrosoft
- Video cameras - provided by Petrosoft
- Installation of DC box and cameras by a technician

**DOES THE ABSENSE OR PRESENCE OF THE VIDEO SETUP AFFECTS THE PRICING?**

No, it does not.



# WORKING WITH FILTERS

## Available Filters

There are the following filtering options varying by the report type. Having set the filters, click **Apply**.

**i** Reports have different filters. This is a catalog of all available filters.

Filtering Option	Description
<b>Period</b>	Specify the period you are interested in manually using the corresponding <b>Period</b> field or use one of the available filtering options, and then click <b>Done</b> .  Use <b>ALT</b> → to navigate forwards, and <b>ALT</b> ← to navigate backwards the selected period.
<b>Time</b>	Specify the time frame for the events you are interested in.
<b>Employees</b>	Click the employee field, select the employee(s) from the list and click <b>Done</b> .
<b>Register</b>	Click the corresponding field, and then select the cash register you are interested in.
<b>Locations</b>	Click the location field, select the station(s) from the list and click <b>Done</b> .
<b>Departments</b>	Click the departments field, select the station(s) from the list and click <b>Done</b> .
<b>Fuel/Merch Sales</b>	Select the sales type: fuel or merchandise sales.
<b>Sale</b>	Select the ON mode for the main filter, and then specify the subfilters within it: <ul style="list-style-type: none"> <li>● <b>Sum</b>. Specify the sale amounts you want to view in the report.</li> <li>● <b>Items</b>. Select the item tag, e.g. Category, and then specify items within it.</li> <li>● <b>MOP</b>. Select the MOP you are interested in.</li> <li>● <b>Alert</b>. Select the events that accompanied the specific sale - age verification, discount, voiding item or voiding the whole sale.</li> <li>● <b>Fuel/Merchanise</b>. Select the sales type- fuel or merchandise sales.</li> <li>● <b>Inside/Outside</b>. Select the sale type - inside or outside (for fuel).</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>POS Code.</b> Enter the item UPC to filter the report data by the specific items</li> </ul>
<b>Refund</b>	<p>Refund instances:</p> <ul style="list-style-type: none"> <li>• <b>Itemized Refunds.</b> Select this option to display all item refunds.</li> <li>• <b>Non-itemized Refund.</b> Select this option to display all register / department refunds.</li> </ul>
<b>Financial</b>	<p>Financial events that affect the financial or inventory totals but are not sale, refund, or void (payout, price override, safe drop etc.)</p> <ul style="list-style-type: none"> <li>• <b>Safe Drop Detail.</b> Select this option to display all safe drop instances.</li> <li>• <b>Pump Test Detail.</b> Select this option to display all pump instances.</li> <li>• <b>Pay Out Detail.</b> Select this option to display all pay out instances.</li> </ul>
<b>Other</b>	<p><b>Other:</b> Other events, such as working with pay points, reports etc.</p> <ul style="list-style-type: none"> <li>• Shift</li> <li>• Register</li> <li>• Day</li> <li>• Alert</li> <li>• Cashier</li> <li>• No-Sale</li> </ul>
<b>No Event (Video Journal only)</b>	<p>Select this filter to view all no event instances. No event filters the occasions when cameras detect motion in the customer's area, but there is no transaction in this time frame detected at the register.</p>
<b>Bookmarks (Video Journal only)</b>	<p>Select this filter to view all bookmarked transaction.</p>


## Saving Filters

Saving filters allows saving the data for the specific period and location(s) and opening quickly when necessary.

 *Saved filters are sorted alphabetically for convenience purposes.*

To save filters, click **Save**, enter the filter name and click the save sign .

 Do not use duplicate filter names.

To cancel saving filters, click the cancel sign .

To reset the applied filters, click **Reset**.

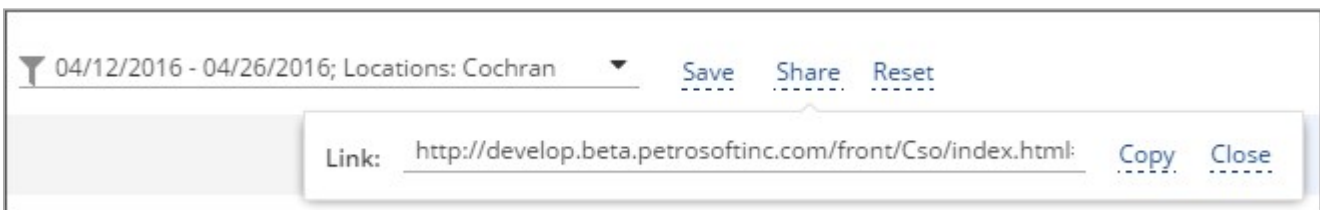
To open the saved filter, click **Saved Filters** and select the filter from the list.

To sort the column data, click the column heading.

## Sharing Filters

Sharing filters allows copying the current filters and sending them via link to other CSO users within your company.

To copy the filter, specify the filtering criteria and click **Share**, and **Copy**. The link is saved to the buffer. Paste it to the recipient.



# RISK EVENTS RATING

With Risk Events Rating you can gather sales data for the events that are considered to be of high risk in the industry. The data is collected for the period of 24 hours for selected location or all available locations. You can view sales data grouped by locations, cash register departments and employees.

**i** Since the information is collected from cash register transaction logs (PJR files), you need to have PJR file processing enabled for your cash register. For more information, see [Enabling PJR Files](#)

## Risk Events Rating by Employees

Risk Event Rating by employees provides information on the risk event instances broken down by employees who performed the action for the selected period and location(s). The information is also represented in a form of graphic indicators, where the largest amount is regarded as 100 %.

Employee	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs	
						Shorts	Overs
Cashier #2, Aramingo	\$2,245.21	\$1,576.76	(\$56.41)	50	442	\$0.00	\$0.00
Bagul Kulyyeva, Uniontown	\$883.26	\$83.99	\$0.00	138	1	\$0.00	\$0.00
Julie Fox, Uniontown	\$581.81	\$97.61	\$0.00	38	0	\$0.00	\$0.00
Cashier #2, Banksville	\$563.52	\$420.67	(\$107.54)	0	332	\$0.00	\$0.00
Rinat Sakhabutdinov, Centre	\$345.54	\$345.77	(\$9.96)	11	0	\$0.00	\$0.00
Yuliya Talsykh, Main Sunoco	\$295.25	\$795.38	(\$47.88)	45	10	\$0.00	\$0.00
Aleksey Arkipov, Frankstown Shell	\$286.06	\$83.76	(\$27.83)	21	242	\$0.00	\$0.00
William Redish, Latrobe BP	\$251.75	\$90.42	\$0.00	183	26	\$0.00	\$0.00
Ismailova Imani, Frankstown	\$219.25	\$62.48	(\$2.02)	7	0	\$0.00	\$0.00
Cashier #3, Banksville	\$219.07	\$19.55	\$0.00	0	169	\$0.00	\$0.00
Austin Perry, New Castle	\$203.61	\$32.73	(\$0.99)	7	1	\$0.00	\$0.00
Kamalov Chingizkhan, Frankstown Shell	\$201.88	\$32.80	(\$4.76)	6	30	\$0.00	\$0.00
Tajana Scukina, Centre	\$196.64	\$301.44	(\$41.40)	7	0	\$0.00	\$0.00
Stanislav Khegay, Negley	\$188.63	\$198.58	(\$28.85)	15	0	\$0.00	\$0.00
Cashier #7, Latrobe BP	\$183.91	\$29.77	\$0.00	36	25	\$0.00	\$0.00

For information on using the report filters, see [Working with Filters](#)

It contains the following information:

**i** The data is calculated with taxes.

- **Employee** - employee who performed the operation
- **Voids** - amount of voids performed by employees. Void means removing the whole transaction.
- **Cancels** - amount of cancels performed by employees. Cancel means removing the last item in the transaction.
- **Refunds** - amount of refunds performed by employees

- **DDS QTY** - number of Direct Department Sale events
- **No-Sales QTY** - number of no sale events (opening the cash drawer without making a sale)
- **Shorts** - shortage amount
- **Overs** - overage amount

## Risk Events Rating by Locations

Risk Event Rating by locations provides information on the risk event instances broken down by locations for the selected period. The information is also represented in a form of graphic indicators, where the largest amount is regarded as 100 %.

Location	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs	
						Shorts	Overs
Craft	\$1,064.17	\$3,341.48	(\$145.17)	958	801	\$0.00	\$0.00
Centre	\$247.73	\$426.37	(\$11.87)	19	0	\$0.00	\$0.00
Negley	\$177.28	\$1,657.81	(\$59.50)	35	0	\$0.00	\$0.00
Interboro	\$155.84	\$1,965.33	(\$78.47)	0	0	\$0.00	\$0.00
Trade Show	\$5.31	\$0.00	\$0.00	0	0	\$0.00	\$0.00
Highland	\$0.00	\$72.18	\$0.00	9	0	\$0.00	\$0.00
Fox Chapel BP	\$0.00	\$0.00	\$0.00	0	0	\$0.00	\$0.00

It contains the following information:

*The data is calculated with taxes.*

- **Location** - station name
- **Voids** - amount of voids performed by employees. Void means removing the whole transaction.
- **Cancels** - amount of cancels performed by employees. Cancel means removing the last item in the transaction.
- **Refunds** - amount of refunds performed by employees
- **DDS QTY** - number of Direct Department Sale events
- **No-Sales QTY** - number of no sale events (opening the cash drawer without making a sale)
- **Shorts** - shortage amount
- **Overs** - overage amount

## Risk Events Rating by Shifts

Risk Events Rating by shifts provides information on the risk event instances broken down by shift for the selected period. The information is also represented in a form of graphic indicators, where the largest amount is regarded as 100 %.

Shift	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs	
						Shorts	Overs
Cashier #2, Aramingo Fri 12/02/2016, #1	\$339.36	\$421.90	\$0.00	1	25	\$0.00	\$0.00
Cashier #2, Aramingo Mon 12/05/2016, #1	\$295.33	\$73.76	\$0.00	2	40	\$0.00	\$0.00
Bagul Kulyyeva, Uniontown Thu 12/01/2016, #1	\$234.29	\$40.23	\$0.00	22	0	\$0.00	\$0.00
Cashier #2, Aramingo Wed 11/30/2016, #2	\$211.24	\$15.90	(\$2.39)	1	20	\$0.00	\$0.00
William Redish, Latrobe BP Thu 12/01/2016, #2	\$209.57	\$9.15	\$0.00	33	14	\$0.00	\$0.00
Ismailova Inam, Frankstown Thu 12/01/2016, #2	\$194.91	\$17.08	(\$2.02)	4	0	\$0.00	\$0.00
Cashier #2, Aramingo Thu 12/01/2016, #1	\$179.11	\$306.83	(\$12.64)	7	43	\$0.00	\$0.00
Julie Fox, Uniontown Fri 12/02/2016, #2	\$177.64	\$11.19	\$0.00	1	0	\$0.00	\$0.00
Cashier #7, Latrobe BP Sun 12/04/2016, #1	\$173.90	\$5.50	\$0.00	35	18	\$0.00	\$0.00
Cashier #2, Aramingo Tue 12/06/2016, #0	\$172.67	\$16.35	(\$10.52)	1	42	\$0.00	\$0.00
Cashier #3, Banksville Mon 12/05/2016, #4	\$148.29	\$12.57	\$0.00	0	54	\$0.00	\$0.00
Cashier #2, Banksville Tue 12/06/2016, #0	\$143.86	\$0.00	\$0.00	0	55	\$0.00	\$0.00
Cashier #2, Aramingo Mon 12/05/2016, #2	\$126.32	\$20.00	\$0.00	3	8	\$0.00	\$0.00
Cashier #2, Aramingo Sat 12/03/2016, #1	\$121.02	\$171.69	(\$19.76)	5	58	\$0.00	\$0.00
Cashier #2, Aramingo Wed 11/30/2016, #1	\$119.63	\$11.20	\$0.00	2	34	\$0.00	\$0.00
Cashier #2, Aramingo Tue 12/06/2016, #0	\$109.08	\$0.00	\$0.00	1	15	\$0.00	\$0.00
Bagul Kulyyeva, Uniontown Fri 12/02/2016, #1	\$103.36	\$6.26	\$0.00	20	0	\$0.00	\$0.00
Bagul Kulyyeva, Uniontown Wed 11/30/2016, #2	\$97.55	\$1.40	\$0.00	7	0	\$0.00	\$0.00
Kamalov Chingizkhan, Frankstown S... Sun 12/04/2016, #2	\$90.81	\$2.00	(\$1.99)	2	6	\$0.00	\$0.00
Leroy Holland, New Castle Sat 12/03/2016, #3	\$85.50	\$0.00	(\$26.61)	0	0	\$0.00	\$0.00

It contains the following information:

 The data is calculated with taxes.

- **Shift** - CR shift information in the following format: cashier name / station name / date / shift number
- **Voids** - amount of voids performed by employees. Void means removing the whole transaction.
- **Cancels** - amount of cancels performed by employees. Cancel means removing the last item in the transaction.
- **Refunds** - amount of refunds performed by employees
- **DDS QTY** - number of Direct Department Sale events
- **No-Sales QTY** - number of no sale events (opening the cash drawer without making a sale)
- **Shorts** - shortage amount
- **Overs** - overage amount

## Viewing Video Recording for Selected Period

You can select the event and view it in more details including the video recording if applicable in scope of Video Analytics feature.

To view the specific period in Video Analytics interface, click the period.

## Keyboard Shortcuts

Use arrow keys to navigate the events you want to view in Video Journal.

Use CTRL+arrow to make the period to view larger.

**Risk Events Rating by Employees** EDIT

Saved Filters Alt 10/01/2016 - 11/22/2016 Save Share Reset

Employee	Voids	Cancels	Refunds	DDS QTY	No-Sales QTY	Shorts and Overs	
						Shorts	Overs
Anton Priamosudov, Craft	\$389.47	\$1,227.72	(\$44.71)	442	211	\$0.00	\$0.00
SARDORBEB BAKHTIYOROV, Craft	\$387.75	\$1,244.03	(\$26.74)	98	370	\$0.00	\$0.00
Andrei Vitiuc, Craft	\$152.07	\$185.28	(\$66.14)	93	55	\$0.00	\$0.00
Evgenia Vorobeva, Craft	\$134.88	\$684.45	(\$7.58)	325	165	\$0.00	\$0.00
Diana Henry, Centre	\$118.83	\$31.86	\$0.00	4	0	\$0.00	\$0.00
Aleksandr Svitin, Negley	\$100.73	\$1,046.99	(\$54.93)	6	0	\$0.00	\$0.00
Vitaliy Sivokhin, Interboro	\$86.23	\$926.00	(\$16.73)	0	0	\$0.00	\$0.00
Farkhod Tursunbaev, Interboro	\$62.14	\$539.58	(\$43.20)	0	0	\$0.00	\$0.00
Rinat Sakhabutdinov, Centre	\$52.21	\$151.42	(\$3.98)	9	0	\$0.00	\$0.00
Maxim Urozaev, Negley	\$45.75	\$208.26	(\$3.58)	10	0	\$0.00	\$0.00
Tatjana Scukina, Centre	\$39.27	\$152.44	(\$2.89)	5	0	\$0.00	\$0.00
Igor Chtchoukine, Centre	\$37.42	\$90.65	(\$5.00)	1	0	\$0.00	\$0.00
Ashley Germain, Negley	\$30.80	\$202.06	(\$0.99)	7	0	\$0.00	\$0.00
Cashier #1, Trade Show	\$5.31	\$0.00	\$0.00	0	0	\$0.00	\$0.00

For more information, see [Video Journal](#)

# RISK EVENTS CHRONICLES

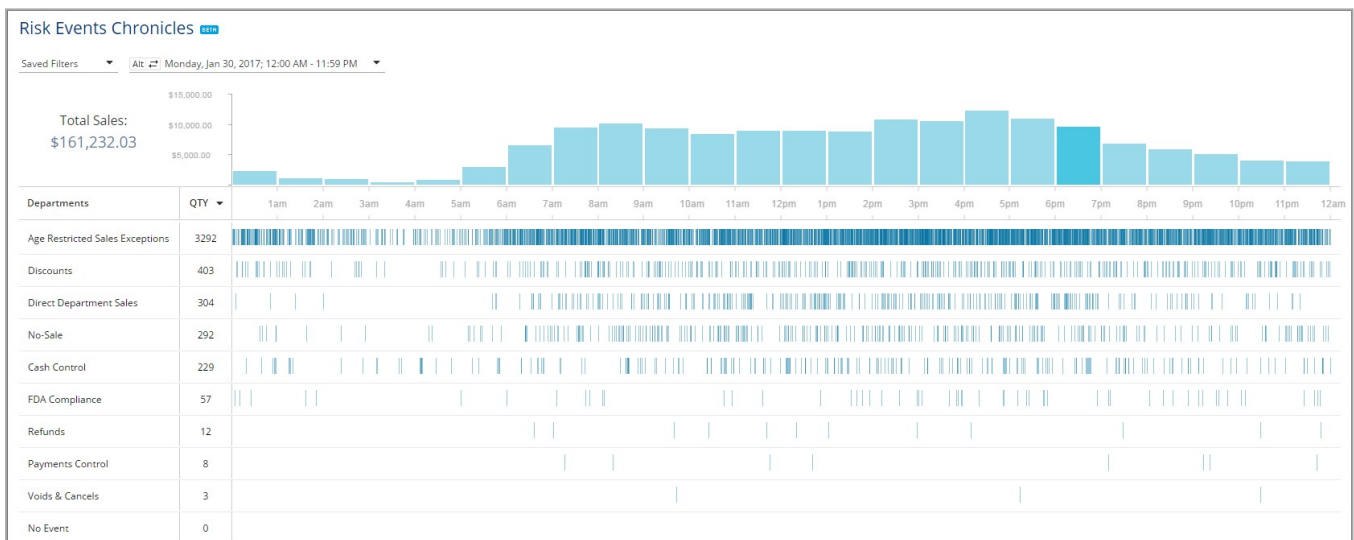
With Risk Events Chronicles you can gather chronological data for the events that are considered to be of high risk in the industry. The data is collected for the period of 24 hours for selected location or all available locations. The data is grouped by risk events. You can view the specific period for the specific risk event in more details by clicking it which leads you to Video Journal feature.



Since the information is collected from cash register transaction logs (PJR files), you need to have PJR file processing enabled for your cash register. For more information, see [Enabling PJR Files](#)

## Risk Events Chronicles

With Risk Events Chronicles you can gather chronological data for the events that are considered to be of high risk in the industry. The data is collected for the period of 24 hours for selected location or all available locations and grouped by risk events.



For information on using the report filters, see [Working with Filters](#)

Report contains the following information:



The data is calculated with taxes.

Name	Filtering Settings
<b>Age Restricted Sales Exceptions</b>	<ul style="list-style-type: none"> <li>● <b>Sale / Alert</b> - Age Verification</li> </ul>
<b>Discounts</b>	<ul style="list-style-type: none"> <li>● <b>MOP</b> - Cash</li> </ul>

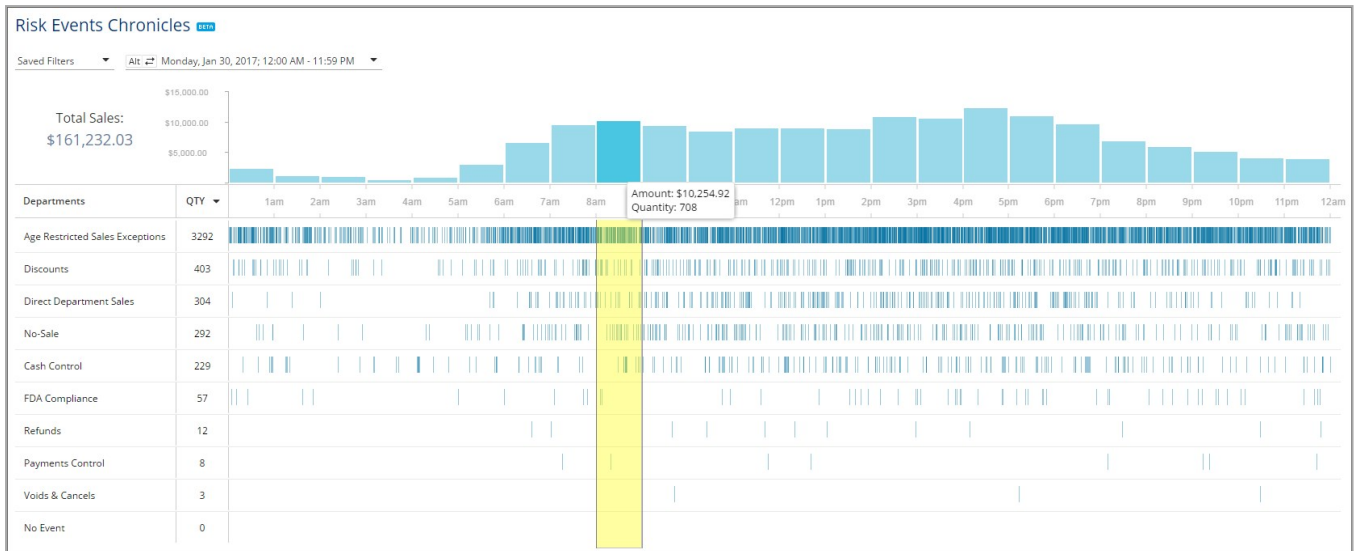


	<ul style="list-style-type: none"> <li>• <b>Sale / Alert</b> - Discount</li> </ul>
<b>Direct Department Sales</b>	<ul style="list-style-type: none"> <li>• <b>Sale / Alert</b> - Direct Department Sales</li> <li>• <b>Sale / Inside / Outside</b> - Inside Sales</li> </ul>
<b>No-Sale</b>	<ul style="list-style-type: none"> <li>• <b>Other</b> - No-Sale</li> </ul>
<b>Cash Control</b>	<ul style="list-style-type: none"> <li>• <b>Financial</b>- Safe Drop</li> <li>• <b>Financial</b>- Pay Out</li> <li>• <b>Sale / MOP</b> - Cash</li> <li>• <b>Sale / Sum</b>&gt;\$100</li> <li>• <b>Sale / Inside / Outside</b> - Inside</li> <li>• <b>Sales Fuel / Merch Sales</b> - Merchandise</li> </ul>
<b>FDA Compliance</b>	<ul style="list-style-type: none"> <li>• <b>MOP</b> - Food Stamps</li> <li>• <b>Sale / Inside / Outside</b> - Inside</li> <li>• <b>Sales Fuel / Merch Sales</b> - Merchandise</li> </ul>
<b>Refunds</b>	<ul style="list-style-type: none"> <li>• <b>MOP</b> - Cash</li> <li>• <b>Refunds</b> - Itemized Refunds (item refunds)</li> <li>• <b>Refunds</b> - Non-itemized Refunds (department refunds)</li> </ul>
<b>Payments Control</b>	<ul style="list-style-type: none"> <li>• <b>Sale / Sum</b>&gt;\$50</li> <li>• <b>MOP</b>: Credits</li> <li>• <b>Sale / Inside / Outside</b> - Inside Sales</li> <li>• <b>Fuel / Merch Sales</b> - Merchandise</li> </ul>
<b>Voids &amp; Cancels</b>	<ul style="list-style-type: none"> <li>• <b>MOP</b> - Cash</li> <li>• <b>Sale / Alert</b> - Void in Sale</li> <li>• <b>Sale / Alert</b> - Void all Sale</li> </ul>
<b>No Event</b>	<ul style="list-style-type: none"> <li>• <b>No Event</b>- turned on</li> </ul>

## Viewing Video Recording for Selected Period

You can select the event and view it in more details including the video recording if applicable in scope of Video Analytics feature.

To view the detailed information on the selected period, hover over the period you are interested in.

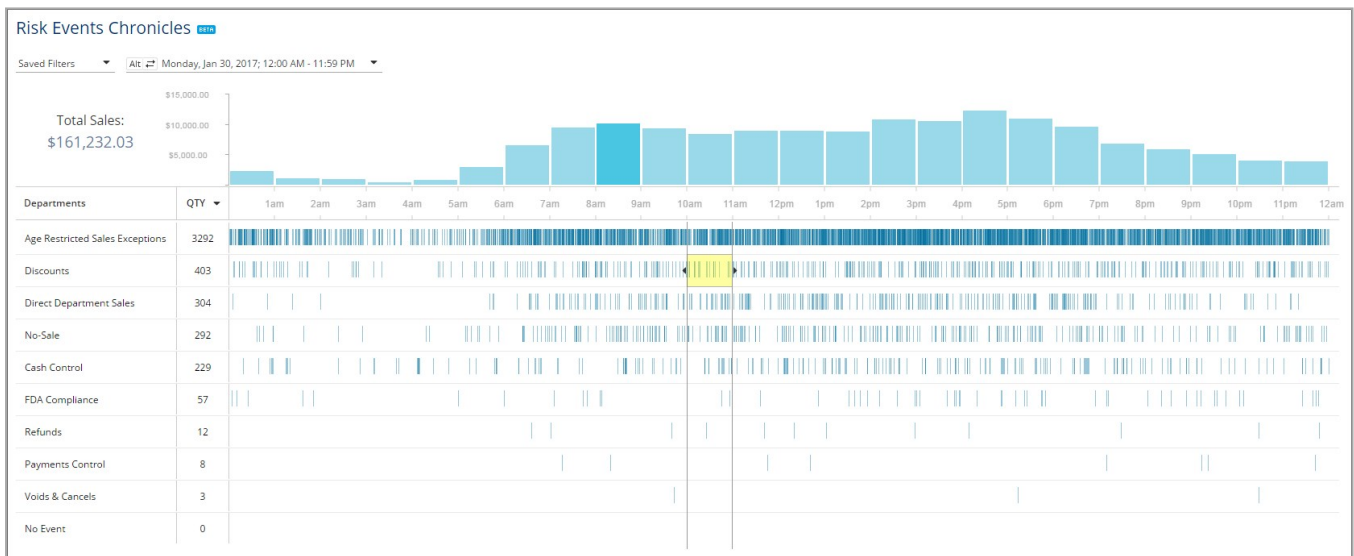


To view the specific period in Video Analytics interface, click the period.

## Keyboard Shortcuts

Use arrow keys to navigate the events you want to view in Video Journal.

Use CTRL+arrow to make the period to view larger.



For more information, see [Video Journal](#)

# EVENTS AND SALES CHRONICLES

With Events and Sales Chronicles feature you can gather event and sales data for the period of 24 hours for selected location or all available locations. You can view event and sales data grouped by locations, cash register departments and employees.

**i** Since information is collected from cash register transaction logs (PJR files), you need to have PJR file processing enabled for your cash register. For more information, see [Enabling PJR Files](#)

## Using Quick Filters: Presets

**i** Presets are available for Events Chronicles by Locations and Employees.

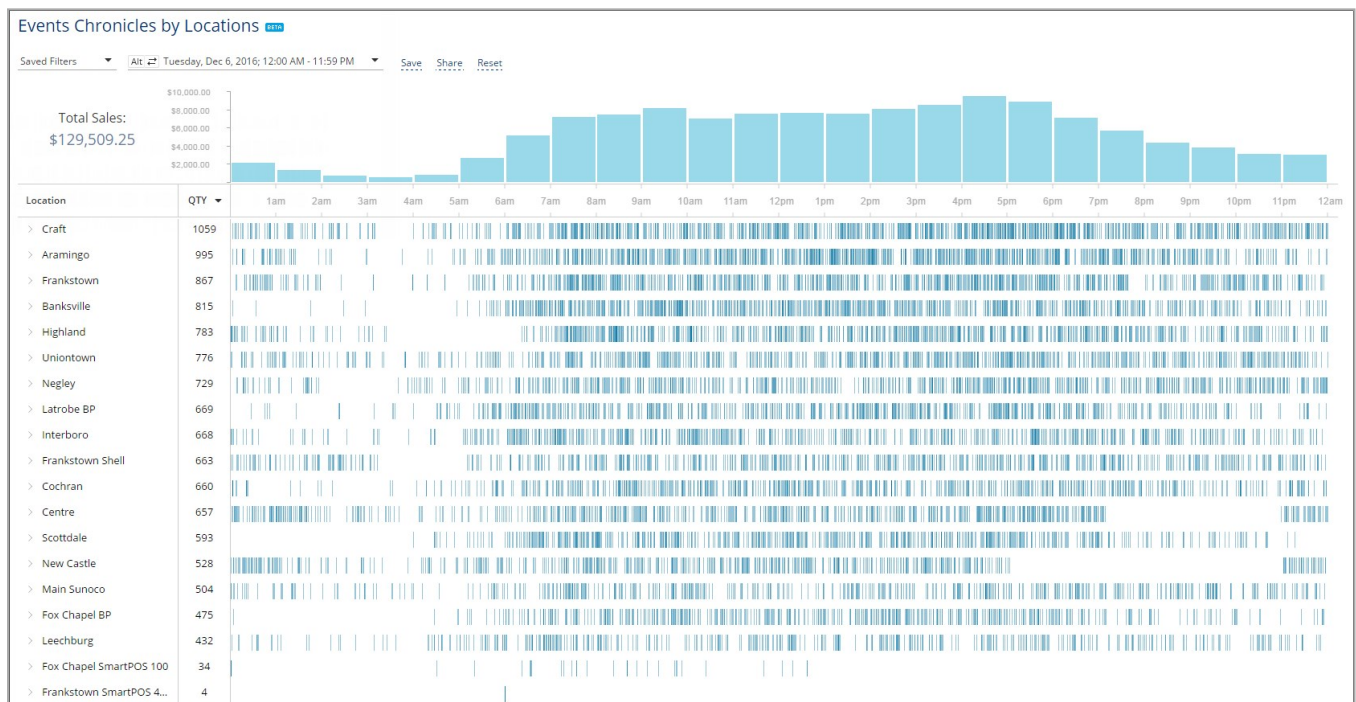
There are the following quick filters known as presets available in the left pane:

Preset Name	Preset Filtering Settings
<b>Voids &amp; Cancels</b>	<ul style="list-style-type: none"> <li>• <b>MOP</b> - Cash</li> <li>• <b>Sale / Alert</b> - Void in Sale</li> <li>• <b>Sale / Alert</b> - Void all Sale</li> </ul>
<b>Refunds</b>	<ul style="list-style-type: none"> <li>• <b>MOP</b> - Cash</li> <li>• <b>Refunds</b> - Itemized Refunds (item refunds)</li> <li>• <b>Refunds</b> - Non-itemized Refunds (department refunds)</li> </ul>
<b>No-Sale</b>	<ul style="list-style-type: none"> <li>• <b>Other</b> - No-Sale</li> </ul>
<b>Discounts</b>	<ul style="list-style-type: none"> <li>• <b>MOP</b> - Cash</li> <li>• <b>Sale / Alert</b> - Discount</li> </ul>
<b>Direct Department Sales</b>	<ul style="list-style-type: none"> <li>• <b>Sale / Alert</b> - Direct Department Sales</li> <li>• <b>Sale / Inside / Outside</b> - Inside Sales</li> </ul>
<b>Age Restricted Sales</b>	<ul style="list-style-type: none"> <li>• <b>Sale / Alert</b> - Age Verification</li> </ul>
<b>Exceptions</b>	
<b>Cash Control</b>	<ul style="list-style-type: none"> <li>• <b>Financial</b>- Safe Drop</li> <li>• <b>Financial</b>- Pay Out</li> <li>• <b>Sale / MOP</b> - Cash</li> <li>• <b>Sale / Sum</b>&gt;\$100</li> <li>• <b>Sale / Inside / Outside</b> - Inside</li> </ul>

	<ul style="list-style-type: none"> <li>● <b>Sales Fuel / Merch Sales</b> - Merchandise</li> </ul>
<b>Payments Control</b>	<ul style="list-style-type: none"> <li>● <b>Sale / Sum</b>&gt;\$50</li> <li>● <b>MOP:</b> Credits</li> <li>● <b>Sale / Inside / Outside</b> - Inside Sales</li> <li>● <b>Fuel / Merch Sales</b> - Merchandise</li> </ul>
<b>FDA Compliance</b>	<ul style="list-style-type: none"> <li>● <b>MOP</b> - Food Stamps</li> <li>● <b>Sale / Inside / Outside</b> - Inside</li> <li>● <b>Sales Fuel / Merch Sales</b> - Merchandise</li> </ul>

## Events Chronicles by Location

Events Chronicles by locations provides information on the sales instances for the selected 24 hour period and location(s).



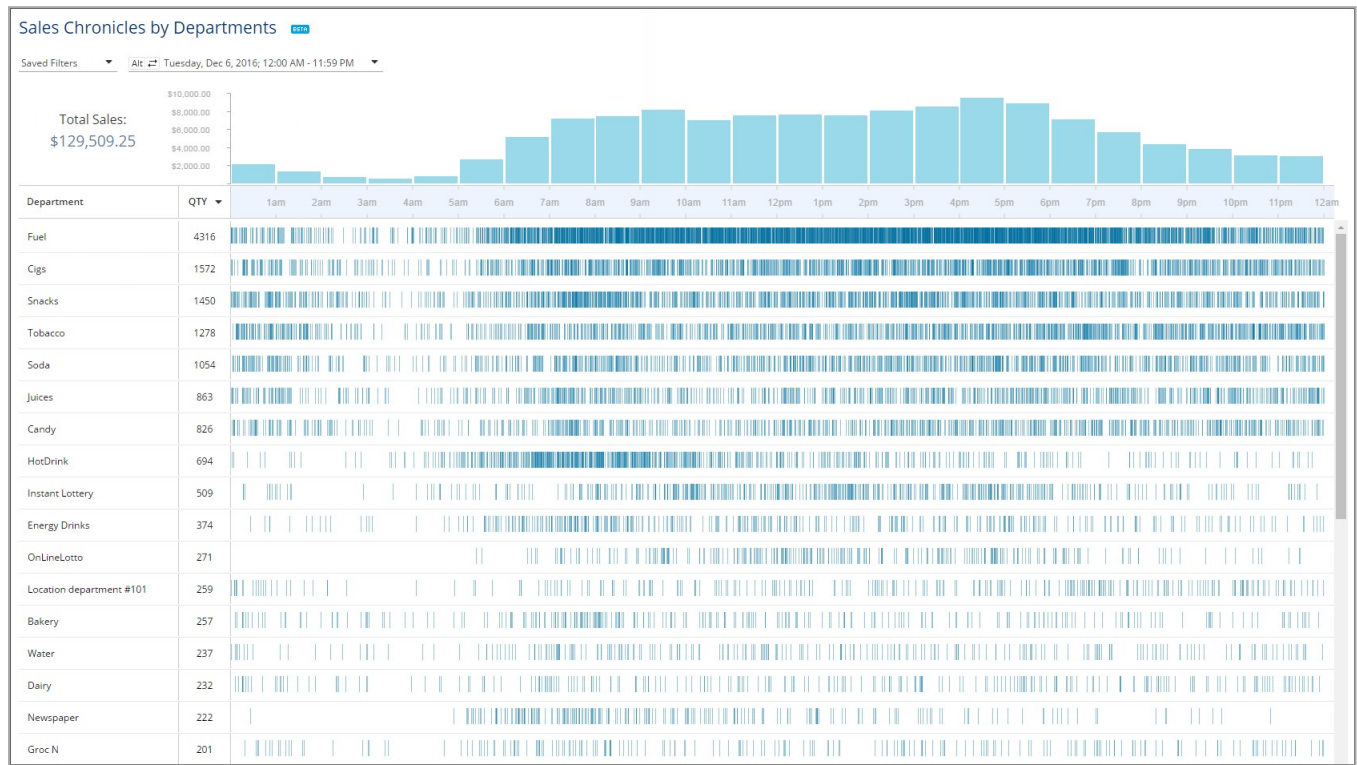
For information on using the report filters, see [Working with Filters](#)

It contains the following information:

- **Total Sales** - total amount sold for the selected period and location(s) + sales tax
- **Events Chart** - chart displaying fluctuations of the events number and sales amount during the day
- **Location** - click to expand: Station > Cash Register/ Self-service device > Cashier
- **Quantity** - number of events for location
- **Events** - graphic display of the location events and sales via hatchbars on the timeline

## Sales Chronicles by Department

Sales Chronicles by department provides information on the sales instances broken down by department for the selected 24 hour period and location(s).



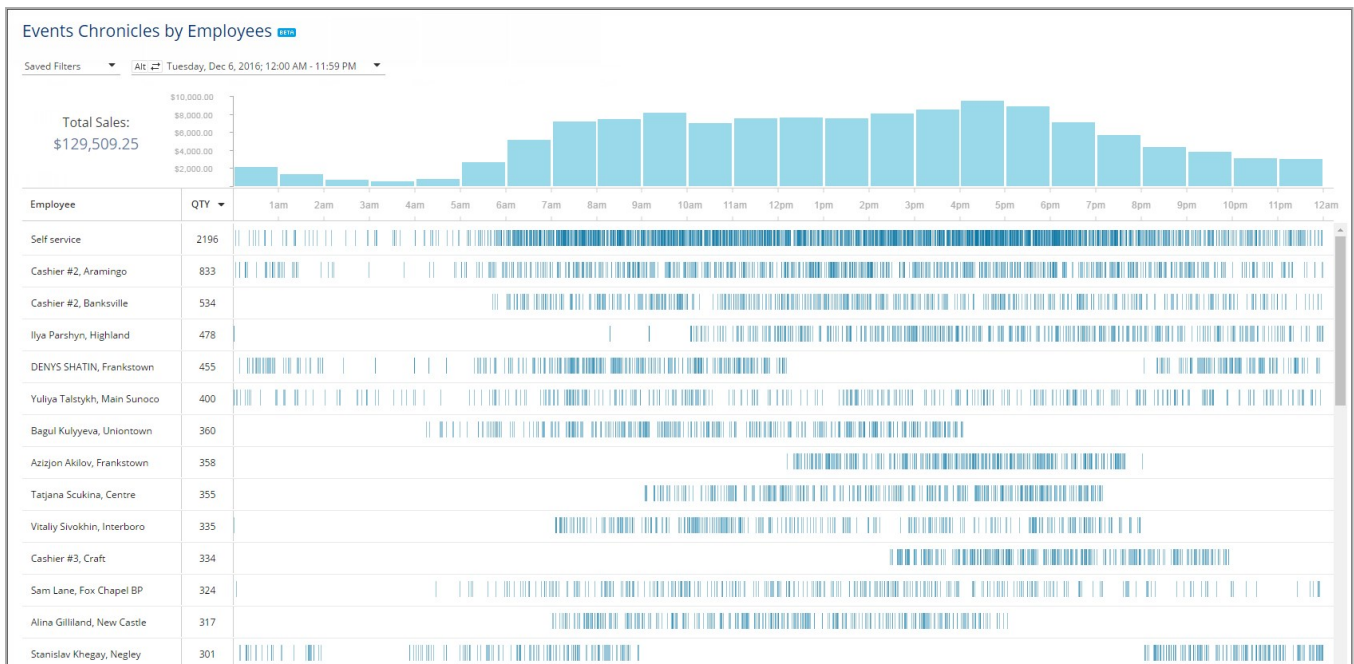
For information on using the report filters, see [Working with Filters](#)

It contains the following information:

- **Total Sales** - total amount sold for the selected period and location(s) + sales tax
- **Sales Chart** - chart displaying fluctuations of the sales amount during the day
- **Department** - cash register department
- **Quantity** - number of transactions for department
- **Sales** - graphic display of the department sales via sales hatchbars on the timeline

## Events Chronicles by Employee

Events Chronicles by employees provides information on the events and sales instances broken down by employees who performed the action for the selected time period and location(s).



For information on using the report filters, see [Working with Filters](#)

It contains the following information:

- **Total Sales** - total amount sold for the selected period and location(s) + sales tax
- **Events Chart** - chart displaying fluctuations of the events number and sales amount during the day
- **Department** - cash register department
- **Quantity** - number of transactions for department
- **Events** - graphic display of the location events and sales via hatchbars on the timeline

## Viewing Video Recording for Selected Period

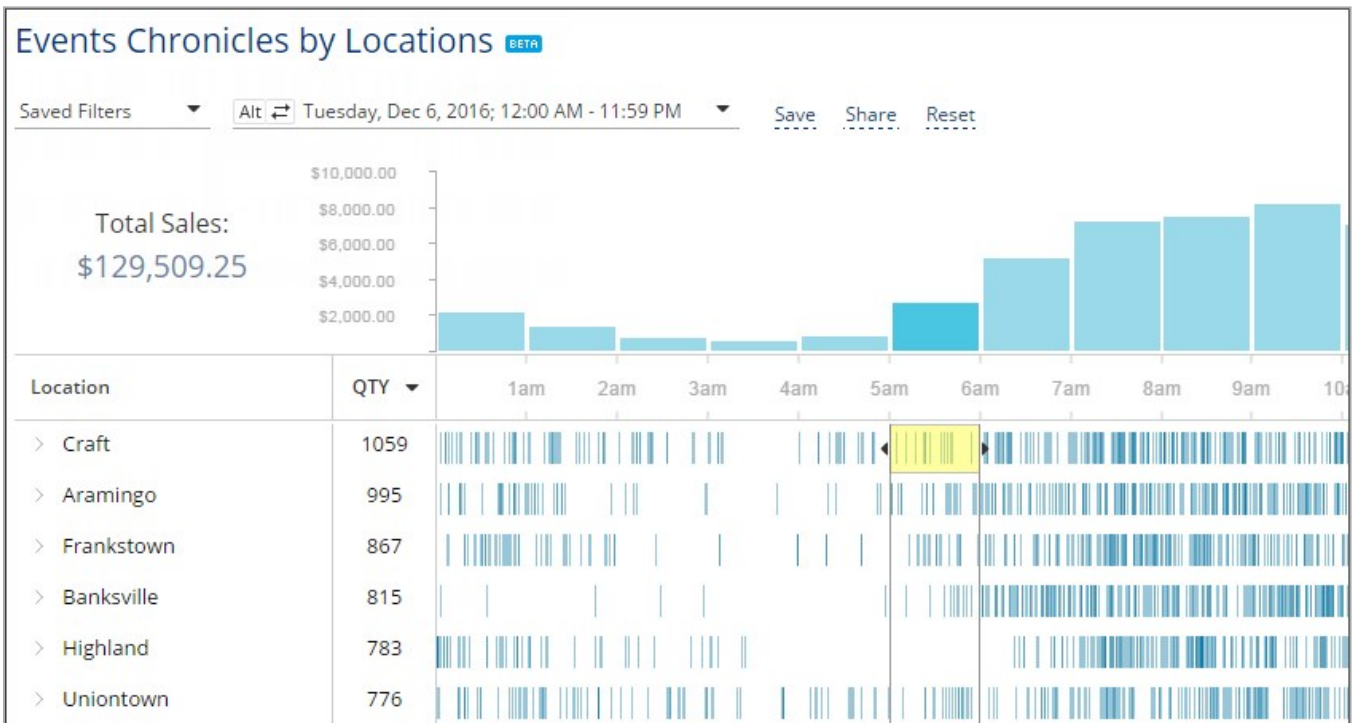
You can select the period on the time line and view it in more details including the video recording if applicable in scope of Video Analytics feature.

To view the detailed information on the selected period, hover over the period you are interested in.





To view the selected period in Video Analytics interface, select the period at click it.



For more information, see [Video Journal](#)

# VIDEO JOURNAL

With Video Journal you can view all cash register transaction data and store cameras video records for the selected periods and locations.

The video is displayed for the following time frame: 10 seconds before the event > event itself >10 seconds after the event.

## Pre-requirements

**i** Since information is collected from cash register transaction logs (PJR files), you need to have PJR file processing enabled for your cash register. For more information, see [Enabling PJR Files](#)

If video is not available for your account, a placeholder is displayed instead of the video.

The screenshot displays the 'Video Journal' interface. A large central video player area is overlaid with a white box containing the text: 'The video feature is currently not enabled. Please contact your sales representative to find out how to enable this option.' Below the main video area are four camera view thumbnails labeled #1 (Cashier cam top), #2 (Sales area cam), #3 (Customer cam), and #4 (Register cam). To the right of the video player is a table for 'Inside Sale #9040927'.

UPC	Description	QTY	Each	Total
951	PLUS CA #04 (4)	7.355 Gal	\$2.72	\$20.00
Date/Time: 12:01:54 AM 01/18/2017			<b>Subtotal:</b>	<b>\$20.00</b>
Business Date: 01/18/2017			<b>Tax:</b>	<b>\$0.00</b>
Cashier: Cashier #2			<b>Fee:</b>	<b>\$0.00</b>
Location: Aramingo			<b>Total:</b>	<b>\$20.00</b>
Register: 101			<b>Cash:</b>	<b>\$20.00</b>
Till: 1				

At the bottom of the interface is a timeline showing various transactions with their respective amounts and timestamps, such as 'Inside Sale: \$20.00 #9040927 12:01:54 AM 01/18/2017 Aramingo Cashier #2'.



## Interface and Navigation Overview

**Video Journal** [Help]

Search [ ]

Saved Filters: Alt [ ] 12/01/2016 - 12/31/2016; 12:00 AM - 11:59 PM; Locations: New Castle Save Share Reset

Use these manual filters to narrow down the information

Use these icons to search by event number and to print the event details

UPC	Description	QTY	Total
64401811243	Frosty Ca\$h	1	\$5.00
64401811242	Trim the Tree	1	\$10.00
<b>Subtotal:</b>			<b>\$15.00</b>
<b>Date/Time:</b> 12:48:51 AM 12/01/2016			<b>Tax:</b> \$0.00
<b>Business Date:</b> 12/01/2016			<b>Fee:</b> \$0.00
<b>Cashier:</b> Chris Hedge			<b>Total:</b> \$15.00
<b>Location:</b> New Castle			<b>Cash:</b> \$15.00
<b>Register:</b> 101			
<b>Till:</b> 1			

Use this section to view the information about the event

Use these controls to navigate the camera views

#1 Cashier Cam #2 Customer Cam #3 Lottery Cam #4 Counter Cam

This event is currently displayed

Bookmark a transaction for further investigation

This event is selected by the pre-focus and will open when clicked

This icon means the event have not been watched yet

Risk event icons Age restricted item sale Canceled item

Time scale with the events marked with "hatch bars" navigated by a mouse by dragging and dropping

## Using Quick Filters: Presets

There are the following quick filters known as presets available in the left pane:

Preset Name	Preset Filtering Settings
<b>All events</b>	Clears all selected presets
<b>Bookmarks</b>	<ul style="list-style-type: none"> <li>● <b>Bookmarks</b> - shows all bookmarked events</li> </ul>
<b>Voids &amp; Cancels</b>	<ul style="list-style-type: none"> <li>● <b>MOP</b> - Cash</li> <li>● <b>Sale / Alert</b> - Void in Sale</li> <li>● <b>Sale / Alert</b> - Void all Sale</li> </ul>
<b>Refunds</b>	<ul style="list-style-type: none"> <li>● <b>MOP</b> - Cash</li> <li>● <b>Refunds</b> - Itemized Refunds (item refunds)</li> <li>● <b>Refunds</b> - Non-itemized Refunds (department refunds)</li> </ul>
<b>No-Sale</b>	<ul style="list-style-type: none"> <li>● <b>Other</b> - No-Sale</li> </ul>
<b>Discounts</b>	<ul style="list-style-type: none"> <li>● <b>MOP</b> - Cash</li> <li>● <b>Sale / Alert</b> - Discount</li> </ul>
<b>Direct Department Sales</b>	<ul style="list-style-type: none"> <li>● <b>Sale / Alert</b> - Direct Department Sales</li> </ul>

	<ul style="list-style-type: none"> <li>● <b>Sale / Inside / Outside</b> - Inside Sales</li> </ul>
<b>Age Restricted Sales Exceptions</b>	<ul style="list-style-type: none"> <li>● <b>Sale / Alert</b> - Age Verification</li> </ul>
<b>Cash Control</b>	<ul style="list-style-type: none"> <li>● <b>Financial</b>- Safe Drop</li> <li>● <b>Financial</b>- Pay Out</li> <li>● <b>Sale / MOP</b> - Cash</li> <li>● <b>Sale / Sum</b>&gt;\$100</li> <li>● <b>Sale / Inside / Outside</b> - Inside</li> <li>● <b>Sales Fuel / Merch Sales</b> - Merchandise</li> </ul>
<b>Payments Control</b>	<ul style="list-style-type: none"> <li>● <b>Sale / Sum</b>&gt;\$50</li> <li>● <b>MOP</b>: Credits</li> <li>● <b>Sale / Inside / Outside</b> - Inside Sales</li> <li>● <b>Fuel / Merch Sales</b> - Merchandise</li> </ul>
<b>FDA Compliance</b>	<ul style="list-style-type: none"> <li>● <b>MOP</b> - Food Stamps</li> <li>● <b>Sale / Inside / Outside</b> - Inside</li> <li>● <b>Sales Fuel / Merch Sales</b> - Merchandise</li> </ul>

For information on using the video journal filters, see [Working with Filters](#)

## Video Journal

Video Journal contains the following information on the events:

- **Event type.** Inside or outside sale, cancel, refund etc.
- **Transaction amount.** Amount or the transaction if applicable.
- **Event number.** Numeric identifier of a transaction.
- **Date/Time.** Date and time of transaction.
- **Location.** Station
- **Employee.** Employee who performed the operation.
- **Alert.** Alert icon if present.

You can select the columns you want to be displayed.

There are the following event markers that require special attention

- **A** - age verification
- **N** - no sale
- **R** - refund
- **V** - void
- **D** - discount
- **C** - cancel

Video Journal Search

Saved Filters  Alt 12/01/2016 - 12/31/2016; 12:00 AM - 11:59 PM; Locations: New Castle Save Share Reset

UPC	Description	QTY	Each	Total
486	Snack Cake	1	\$0.49	\$0.49
486	Snack-Cake	±	(\$0.49)	(\$0.49)
7013711127	B&M JAZZ CIG	1	\$0.79	\$0.79
			<b>Subtotal:</b>	<b>\$0.79</b>
Date/Time: 12:09:07 AM 12/01/2016			<b>Tax:</b>	<b>\$0.05</b>
Business Date: 12/01/2016			<b>Fee:</b>	<b>\$0.00</b>
Cashier: Chris Hedge			<b>Total:</b>	<b>\$0.84</b>
Location: New Castle			<b>Cash:</b>	<b>\$5.00</b>
Register: 101			<b>Change:</b>	<b>\$4.16</b>
Till: 1				

Transaction Summary:

- Inside Sale: \$0.84 #1010213 12:07:30 AM 12/01/2016 New Castle Chris Hedge
- Inside Sale: \$9.21 #1010214 12:08:32 AM 12/01/2016 New Castle Chris Hedge
- Inside Sale: \$0.84 #1010215 12:09:07 AM 12/01/2016 New Castle Chris Hedge
- Cancel: \$0.49 #16341 12:09:24 AM 12/01/2016 New Castle Chris Hedge
- Inside Sale: \$2.20 #1010216 12:16:51 AM 12/01/2016 New Castle Chris Hedge
- Inside Sale: \$3.10 #1010217 12:17:13 AM 12/01/2016 New Castle Chris Hedge
- Inside Sale: \$10.00 #9035602 12:24:04 AM 12/01/2016 New Castle Chris Hedge
- Inside Sale: \$2.20 #1010219 12:25:01 AM 12/01/2016 New Castle Chris Hedge
- Inside Sale: \$20.00 #9015476 12:28:09 AM 12/01/2016 New Castle Chris Hedge

To view the transaction details - items sold , click it.

To view the alert explanation, hover over it.

Transaction List:

- Refund: (\$9.24) #37192 06:35:49 AM 01/30/2017 Leechburg Cashier # 17
- Refund: (\$4.99) #37207 07:01:10 AM 01/30/2017 Leechburg Robilio Rebecca Lynn
- Refund: (\$1.92) #1017258 09:38:57 AM 01/30/2017 Craft Evgenia Vorobeva

Refund tooltip:

Refund

There are the following transaction details available:

- **Event type and number.**
- (for sale event) **UPC.** Item UPC
- (for sale event) **Description.** Item description
- (for sale event) **QTY.** Number of items of the same UPC
- (for sale event) **Each.** Price of a single item
- (for sale event) **Total.** Total for the items with the same UPC
- (for sale event) **Subtotal.** Event subtotal
- (for sale event) **Tax.** Tax amount (is not displayed when equals 0)
- (for sale event) **Fee.** Item fee if applicable (is not displayed when equals 0)
- (for sale event) **Total .** Event total
- (for sale event) **Cash.** Cash amount
- (for sale event) **Credit Card.** Credit card payment amount and the last 4 digits of the card used.
- **Date/Time.** Date and time of the event
- **Business Date.** Business date of the device, which switches after changing shifts.
- **Cashier.** Cashier's first and last name.
- **Location.** Location name.
- **Register.** Register number.
- **Till.** Cash drawer identifier.

Inside Sale #1012593				
UPC	Description	QTY	Each	Total
2620032110	<b>D</b> FIRE CRACKER	1	(\$0.29) \$0.79	\$0.50
2620032110	<b>D</b> FIRE CRACKER	1	(\$0.29) \$0.79	\$0.50
Date/Time:	12:51:55 AM 01/20/2017		<b>Subtotal:</b>	<b>\$1.00</b>
Business Date:	01/20/2017		<b>Tax:</b>	<b>\$0.00</b>
Cashier:	Austin Perry		<b>Fee:</b>	<b>\$0.00</b>
Location:	New Castle		<b>Total:</b>	<b>\$1.00</b>
Register:	101		<b>Cash:</b>	<b>\$1.00</b>
Till:	1			

## Video Settings

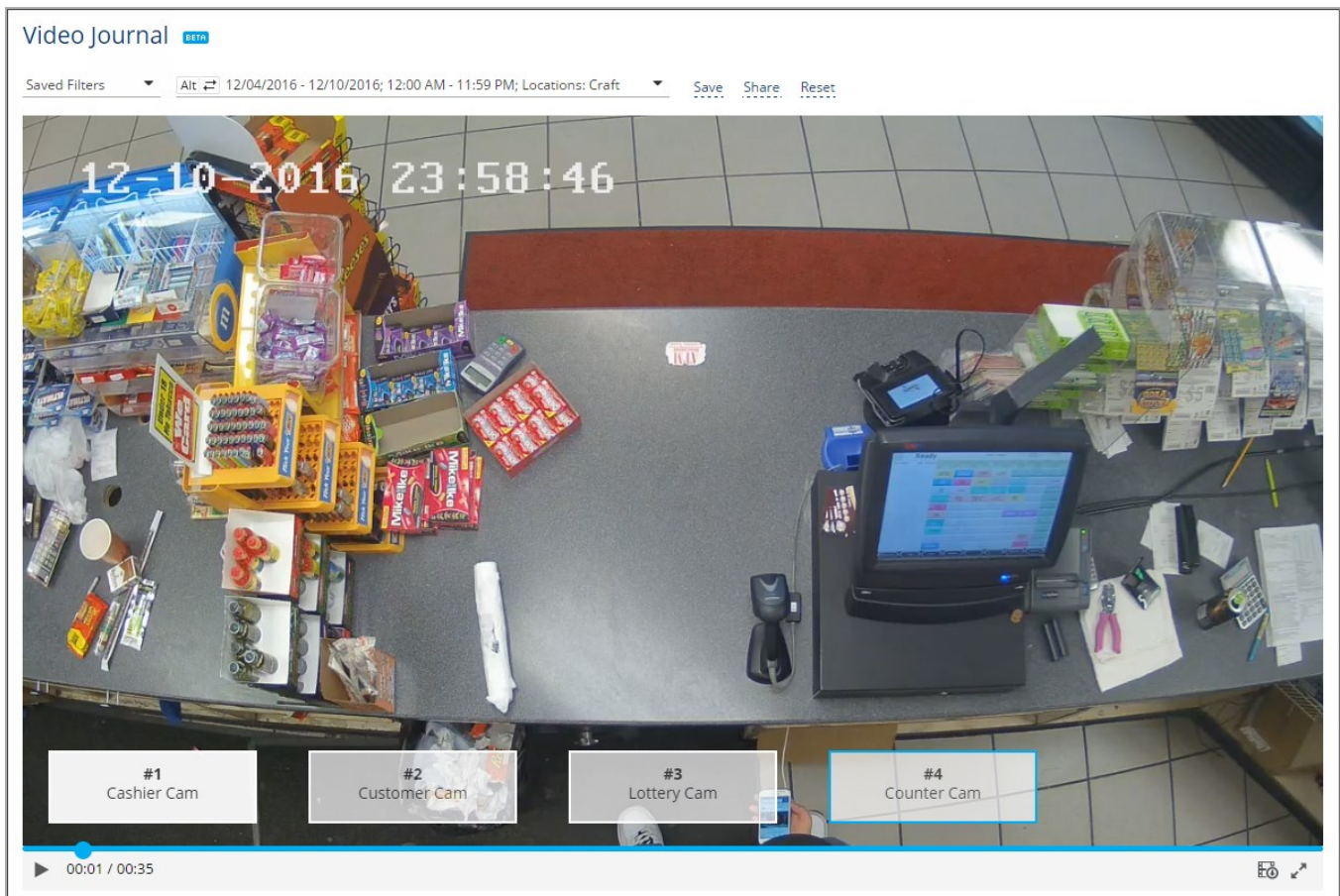
You can customize the video display to suit your needs.

To view the video in the full screen mode, click the full screen icon in the right bottom corner.



To download the specific video in the MP4 format, click the icon for downloading.

To select the view form different angle, hover over the video, and then select the camera you need.



## Keyboard Shortcuts

For the full screen mode press F, and ESC or F to exit it.

To navigate the cameras, press 1, 2, 3, 4

To get back to the multi camera view press Q.

To pause the video, press SPACE.

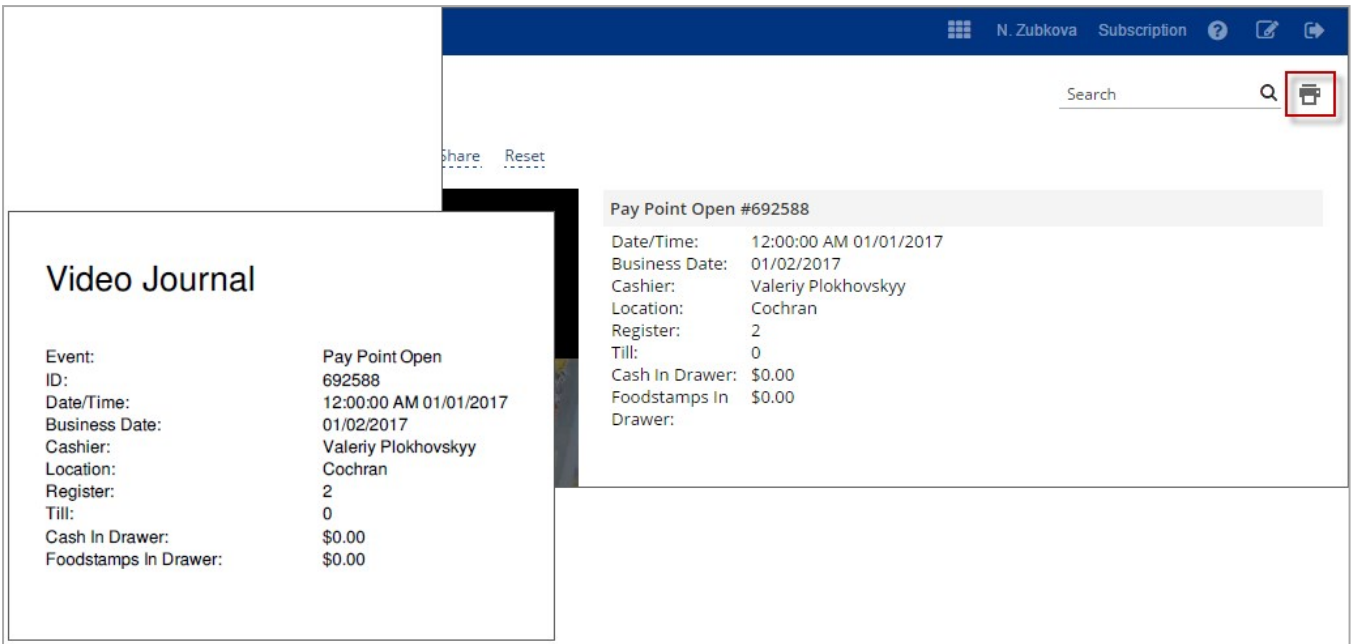
To start the video after pause press SPACE again.

To select several events for printing, use the CTRL key.

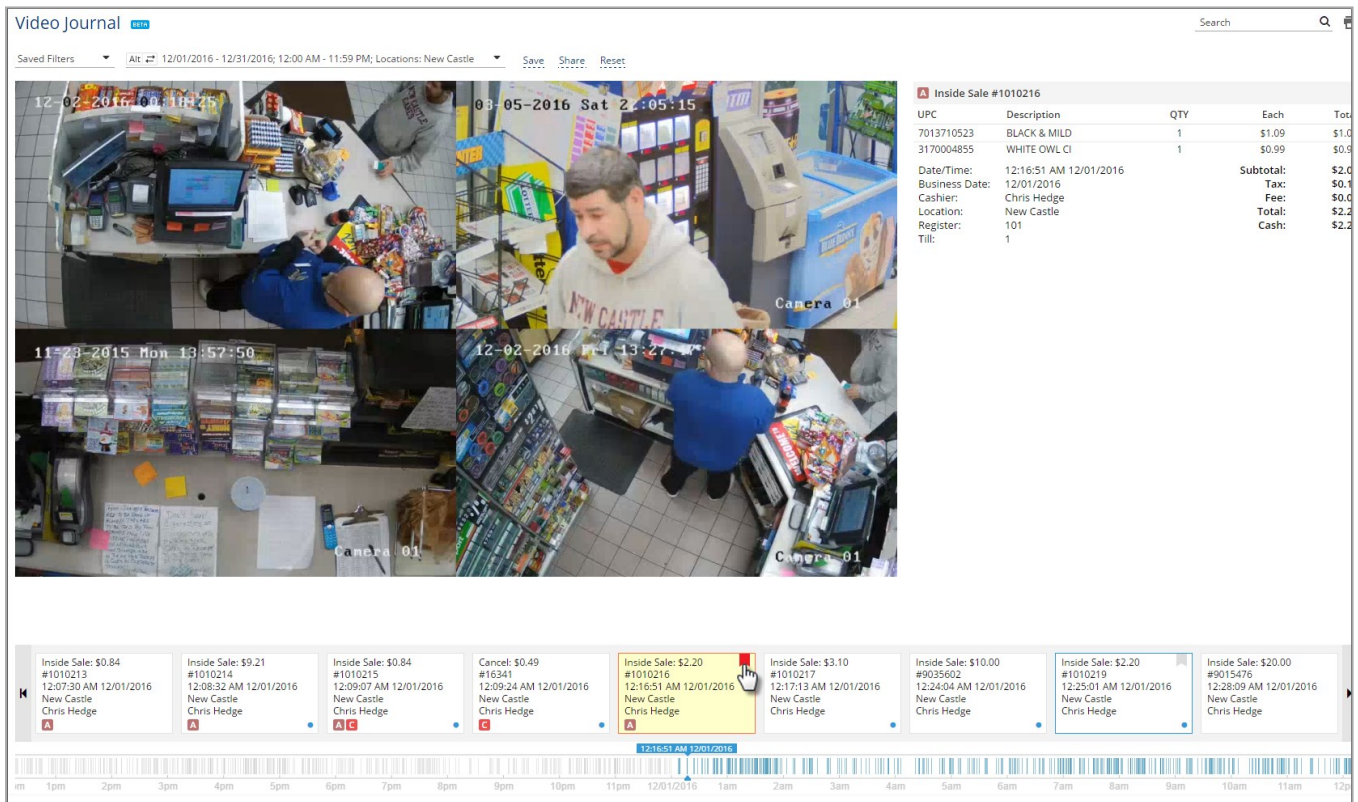
To copy information into the buffer, hover over information and make the double left-click.

## Investigation Tips

- To print the event you are interested in, open it and click the icon for printing in the top-right corner. To select several events for printing, use the CTRL key.



- To search for the event by the event number, click the search in the top-right corner and enter the event number.
- To postpone a suspicious transactions / events for further investigation, bookmark them and then review all at once using the bookmarks filter.



# ENABLING PJR FILES

PJR files are the POS Journal files that contain the transaction details from your register. You can enable these files for your cash register if applicable following the instructions below.

## For Gilbarco Passport

1. On the main Passport register, sign into Manager workstation.
2. Click **Setup**.
3. Click **Store**.
4. Click **Back Office** (you may have to scroll down to see this option).
5. Click **Back Office Interface**.
6. Under the **Document Generation Section** do the following:
  - Clear **Combine Transaction level Detail Files (PJR)**
  - Select **Generate Transaction level detail (PJR)**

PJR files will start generating after the next day close.

## For Wayne Nucleus

1. Sign into your main Nucleus register with the highest level credentials that you have.
2. Click on the clock at the top.
3. Click **Programming**.
4. Go to **System > Backoffice Configuration**.
5. Go to **NAXML Configuration**.
6. Select the **POS Journal** option.
7. Set **Number of Events** = 1
8. Set **Time in Minutes** = 0
9. Press **OK**.
10. Press **OK** again.
11. Go to **File**, and then click the close sign.

PJR Files will start generating after the next day close.

## For Verifone Sapphire / Topaz / Commander

Nothing needs to be done to enable this feature on these registers.

## For Verifone Plain Ruby

This feature is not supported for plain Ruby registers.

## For Radiant

Please contact your cash register tech support and ask them to enable generating the NAXML-POSJournal files every 15 minutes. We cannot enable this from our side, Radiant technical support needs to.



# LPA EVENTS

There are the following events available in LPA:

Event Name	Event Description
<b>Sale</b>	A regular event of sale: inside sale and outside sale (when customer pays at the pump)
<b>Void</b>	Canceling the whole transaction
<b>Refund</b>	Issuing a refund
<b>Safe Drop</b>	Dropping the money to the safe location after the amount in the cash drawer reaches a certain amount set in the cash register settings.
<b>Pump Test</b>	Testing the fuel pump by dispensing a small amount of fuel.
<b>Pay Out</b>	Issuing a pay out (to pay for some services, for example).
<b>Check Cash</b>	Cashing the customer's check. Fee is applied for this action.
<b>Drawer Loan</b>	Moving money from one cash drawer into the other. For example when a cashier doesn't have enough change.
<b>Drive Off</b>	Instance when customer fueled the car and left without paying.
<b>Pay In</b>	Making a pay in
<b>Safe Loan</b>	Moving money from safe into the cash drawer. For example when a cashier doesn't have enough change.
<b>No Sale</b>	Instance of opening the cash drawer to break up the money, for example.
<b>Drawer Alarm</b>	Instance of opening a cash drawer with a key.
<b>Day Open/Close</b>	Instance of opening and closing the day.
<b>Shift Open/Close</b>	Instance of opening and closing the shift.
<b>Register Open/Close</b>	Instance of opening and closing the register.
<b>Paypoint Open/Close</b>	Instance of opening and closing the paypoint.
<b>No Event</b>	Event appears when customer's camera detects some movement, but there is no cash register event in the relevant period.
<b>Lottery (payout, online sale, sale)</b>	Instance of lottery online / regular sale. Instance of issuing a lottery payout.
<b>Cancel/Error Correction</b>	Removing one or several items from sale when it is still in progress.

There are the following parameters available for each event:

Parameter Name	Parameter Description
Event Start	Event start time
Event End	Event end time
Business Date	A measurement of time that typically refers to any day in which normal business is conducted. This is generally considered to be Monday through Friday from 9am to 5pm local time, and excludes weekends and public holidays.
Cashier	Cashier's name or cashier's ID if the name is absent
Location	Station name or station ID if the name is absent
Register/Pump	Number of cash register / pump