



In this newsletter, we have previews of features that will be rolling out in upcoming releases which will make the software more robust so you can more efficiently track and manage your store operations.

Ingram Updates

If you are an Ingram customer, you may be using the Ingram Content Web Services integration in ThunderPOS Windows client to look up and import item information. In the upcoming months, we will also be adding this capability through thunderpos.net for subscribers to the service who are on the cloud version.

Additionally, Ingram publishers are striving to better serve bookstores. To support this, Ingram Content Group is aggregating data from booksellers around the US and the world, and we have added support for reporting of this data. If you choose to participate, your store will not be named publicly but rather anonymized in overall Ingram sales data, similar to other sales data and analytics providers. If you are interested, we get you started with the new Ingram program and get you in touch with the appropriate points of contact at their company.

eCommerce Syncing Enhancements

We're working on ways to make eCommerce syncing more robust and give you more visibility/control, especially in cases where there are connection errors or issues with particular items. While currently the system will retry items that are failing indefinitely, there is no mechanism for reviewing what has been synced with the eCommerce platform of your choice, viewing the items that are an issue, or efficiently correcting and retrying failed items.

Item ID	Name	Description	Dept	Cat	Type	New Qty	Used Qty	New Price	New Price Online	Used Price
00000	smoke buddy mrs black McDLT	d1	ROCK	Manga	BigCommerce	3	105	\$3.00	\$11.00	\$1.00
000000000826	Un Nuevo Camino Real	Refugio Norteno	8888	DJLUONGO	BigCommerce	3	1	\$2,490.00	\$0.00	\$40.00
000000029711	Bagz Unlimited SLPSR3 - 12 LP IN LP Jacket Sleeve	Bu Spar3 LP Jacket Sleeve Resealable 100 Crt Cr	BS	90	BigCommerce	3	55	\$33.99	\$0.00	\$0.00
000000124843	Water for Your Eyes	Entropic Advance	1	364	BigCommerce	3	-3	\$10.98	\$0.00	\$0.00
000000134762	Jeopardy	1851	SOFTWARE	GBY	BigCommerce	3	-1	\$1.00	\$0.00	\$2.99
000000160919	David Bowie - Glam		0	0	BigCommerce	3	0	\$40.00	\$0.00	\$40.00
000000500784	X360 - KINECT ADVENTURES - UNOPENED		SOFTWARE	X360	BigCommerce	3	1	\$50.99	\$0.00	\$4.99
000000505178	12541		HARDWARE	NDS	BigCommerce	3	0	\$546.00	\$0.00	\$89.99
000000505185	NINTENDO DS LITE PRE-OWNED	changed	BS	NDS	BigCommerce	3	0	\$546.00	\$0.00	\$99.99
000000505208	NINTENDO DSI XL PRE-OWNED		HARDWARE	NDS	BigCommerce	3	0	\$30.00	\$0.00	\$89.99
000000505215	000000505215	bad	HARDWARE	936	BigCommerce	3	0	\$10.00	\$0.00	\$129.99
000000507882	FISHING CONTROLLER - SEGA DREAMCAST (Sega Brand)		CONTROLL	410	BigCommerce	3	0	\$25.99	\$0.00	\$19.99
000000510790	CONTROLLER - DREAMCAST (THIRD PARTY)		CONTROLL	0	BigCommerce	3	0	\$10.99	\$0.00	\$12.99
000000510868	CONTROLLER - GUN - GUNCON		CONTROLL	PS1	BigCommerce	3	0	\$50.00	\$0.00	\$70.00
000000510875	ACCESSORY - SEGA GENESIS MULTITAP		ACCESSOR	SEGA	BigCommerce	3	0	\$26.00	\$0.00	\$12.99
000000512961	POSTER - 51296b - SUPER MARIO CHASE		TOY	POSTER	BigCommerce	3	0	\$1.00	\$0.00	\$0.00
000000528108	PS VITA SLIM		HARDWARE	FSV	BigCommerce	3	0	\$546.00	\$0.00	\$199.99
000000708012	Magic Mirror	Magic Mirror	03	CatNew	BigCommerce	3	0	\$20.95	\$0.00	\$0.00
000000708074	Title Time Matrix	Description Time Matrix	432	HORROR	BigCommerce	3	0	\$19.95	\$0.00	\$0.00
000000708180	Exit the Wild	15	1	527	BigCommerce	3	2	\$3.00	\$0.00	\$4.00
0000013119218	Magician	Paolo Kay	23954	93218	BigCommerce	3	0	\$18.98	\$0.00	\$0.00
000004182436	Duluth EP	Vinnie & Stardusters	1	102	BigCommerce	3	0	\$10.98	\$0.00	\$0.00
000008800930	My Life Is a Movie	Frank White	1	152	BigCommerce	3	0	\$791.00	\$0.00	\$0.00
00010201220	Urban Jungle	Basement Freaks	432	156	BigCommerce	3	0	\$17.98	\$0.00	\$0.00
000334908522	MASTERPIECES FROM THE CHURCH O	VARIOUS ARTISTS	CD	ORCHESTR	BigCommerce	3	0	\$18.99	\$0.00	\$0.00
00045496704346	SWAG - SUPER MARIO GALAXY COIN		MISC	UNI	BigCommerce	3	0	\$1.00	\$0.00	\$9.99
0004549689042	CONTROLLER - Wii CLASSIC CONTROLLER PRO		CONTROLL	Wii	BigCommerce	3	0	\$1.00	\$0.00	\$19.99
000768518328	God Gave Me A Song	Oalo Gospel Choir	1	630	BigCommerce	3	0	\$16.98	\$0.00	\$0.00
000768655702	Poets & Saints	All Sons & Daughters	1	630	BigCommerce	3	0	\$25.00	\$0.00	\$0.00
000768655702	Thru 1001 Loe London Records Presentation With Most	Music Cold	1	073	BigCommerce	3	0	\$15.00	\$0.00	\$0.00

From the new eCommerce syncing screen above, you can visit the item on your

eCommerce site by clicking visit on site, and also see any items that might be failing through the failed items button. From there, you can retry those failing items or edit them to make a correction if there is a conflict that may be causing the error, such as missing or invalid fields.

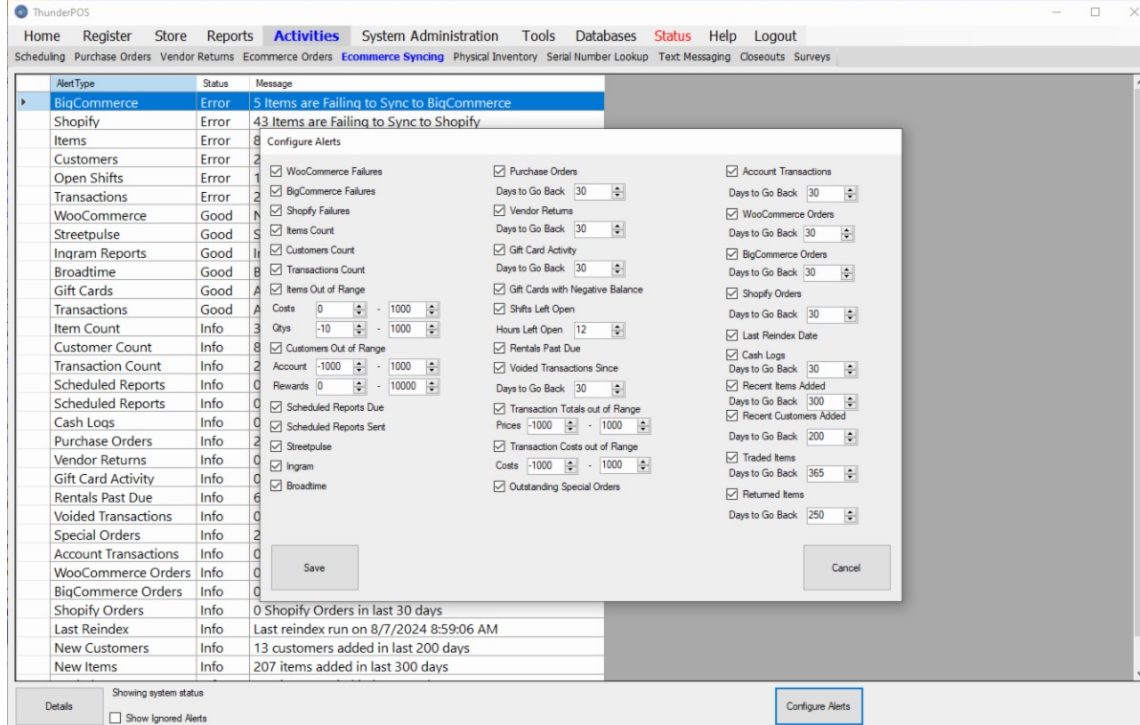
We're hopeful this will increase the efficiency of syncing as well as providing you with more detailed information as to what is going on in your store.

Status Monitoring

Similar to the eCommerce changes mentioned above, we're also attempting to give stores an easier time knowing when something is out of the ordinary within your store through the new status feature that will be coming soon. In the screenshot above, you may notice the red 'Status' link in the menu. This indicates that something is outside of the range of expected results we've configured for our status page. If we go there, we'll see the following screen:

Alert Type	Status	Message
BigCommerce	Error	5 Items are Failing to Sync to BigCommerce
Shopify	Error	43 Items are Failing to Sync to Shopify
Items	Error	8 Items are out of range
Customers	Error	2 customers are out of range
Open Shifts	Error	1 time clock shifts have been open for more than 12 hours
Transactions	Error	21 transactions are out of cost limits in last 30 days
WooCommerce	Good	No WooCommerce Errors
Streetpulse	Good	Streetpulse not enabled
Ingram Reports	Good	Ingram not enabled
Broadtime	Good	Broadtime not enabled
Gift Cards	Good	All gift cards have a valid balance
Transactions	Good	All transactions in last 30 days are in price limits
Item Count	Info	39763 items in system
Customer Count	Info	80 customers in system
Transaction Count	Info	2984 transactions in system
Scheduled Reports	Info	0 Scheduled Reports due to Send
Scheduled Reports	Info	0 Scheduled Reports Sent
Cash Logs	Info	0 cash logs in last 30 days
Purchase Orders	Info	2 purchase orders in last 30 days
Vendor Returns	Info	0 vendor returns in last 30 days
Gift Card Activity	Info	0 gift card transactions in last 30 days
Rentals Past Due	Info	6 rentals are past due
Voided Transactions	Info	0 transactions voided in the last 30 days
Special Orders	Info	24 open special orders
Account Transactions	Info	0 account transactions in last 30 days
WooCommerce Orders	Info	0 WooCommerce Orders in last 30 days
BigCommerce Orders	Info	0 BigCommerce Orders in last 30 days
Shopify Orders	Info	0 Shopify Orders in last 30 days
Last Reindex	Info	Last reindex run on 8/7/2024 8:59:06 AM
New Customers	Info	13 customers added in last 200 days
New Items	Info	207 items added in last 300 days

This will show us a variety of information about the system. This includes aspects that are not a problem right now, errors that are outside the range of what you have configured, and some purely informational fields like recent transaction activity or new customers. Depending on the error, you may be able to drill down into details to see more on what's causing it, for example specific items or customers that are out of the ranges you specify, and even fix it on the spot.



You can configure just what is checked and what shows up on the screen through the configure alerts button in the bottom right. The pictures shown are from a developmental version and may not fully represent all options that will be available in the finished product, but there's already a wide array of options. Anything you don't want to use can be turned off as well, preventing you from needing to see information not relevant to your store or helpful for you.

Please keep an eye out for the patch notes when this version is released!

We will be closed Monday, September 2nd for Labor Day.

The current version of the software, available for supported users, is 24.7.1. To get back on support, or to upgrade to phone support from email support, contact sales at (919) 387-7597 x100. If you are not on phone support, and you call, a response will be sent to the email address on file. You can also buy a support incident from our website.

If you are on a version older than 5.0 that has been sunset, you can contact sales for information on purchasing an update. All versions prior to ThunderPOS 5.0 have been sunset from support as of December 31st, 2022.

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