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.

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:

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.
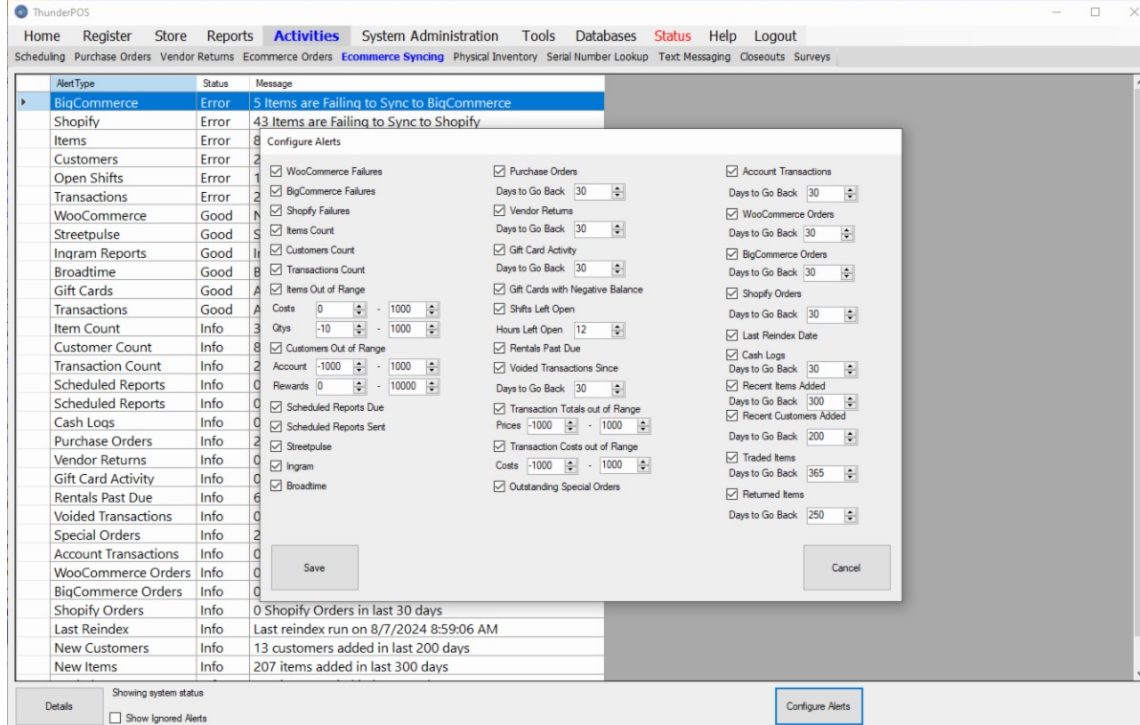
You can configure just what is checked and what shows up on the screen through the configure alerts button in the bottom right. The pictures shown are from a developmental version and may not fully represent all options that will be available in the finished product, but there's already a wide array 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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