



Glossary

This glossary is a list of key words used throughout Teamwork's documentation (specifically the *POS Quick Reference Guides* and *CHQ Manuals*).

If any definition seems incomplete or incomprehensible, please contact your Teamwork representative for future explanation.

NOTE

Additionally, for user convenience, there is an [Abbreviation List](#) at the end of this Glossary to provide the full names of abbreviations used throughout Teamwork documentation.

Word list

Address Verification Service (AVS): An Address Verification Service (AVS) verifies the accuracy of an address to ensure its existence.

Adjustment: An adjustment is a document in CHQ used to change the quantity of merchandise for correcting the on hand inventory amounts. Adjustments would be used when actual stock count is found to be incorrect for any reason. Common adjustments would be damaged merchandise, stolen merchandise, post physical stock count summaries.

Advance Ship Notice (ASN): An Advance Ship Notice (ASN) is a document usually sent from a warehouse that indicates what was actually assembled to be shipped and is now in transit to the store/location.

Allocation: Allocation is an act of distributing something. In Teamwork, it means how the items on an order are being distributed to the store's various locations. Allocation is used if you want to pre-allocate the quantities. This means all the quantities will come into the warehouse, but you want to pre-allocate them to go out to different locations. This differs from Drop Ship. Teamwork offers an Allocation worksheet you can use to see existing quantities in all locations and distribute inventory accordingly.

Alternate Classification Code: Used to further define the Department Classification Code when setting up inventory. For example, the broad Department Classification Code is "Men's Clothing" and the Alternate Classification Code is "Polos".

Amazon Web Services (AWS): A subsidiary of Amazon providing on-demand cloud computing platforms and APIs to individuals, companies, and governments, on a metered pay-as-you-go basis. These cloud computing web services provide a variety of basic abstract technical



infrastructure and distributed computing building blocks and tools. The Amazon Web Services (AWS) technology is implemented at server farms throughout the world, and maintained by the Amazon subsidiary. Fees are based on a combination of usage (known as a “Pay-as-you-go” model), hardware, operating system, software, or networking features chosen by the subscriber required availability, redundancy, security, and service options. Subscribers can pay for a single virtual AWS computer, a dedicated physical computer, or clusters of either. As part of the subscription agreement, Amazon will also provide security for subscribers' systems. AWS operates from many global geographical regions.

Analytics: The analytics section in CHQ PRO not only provides statistics but also helps plan your inventory replenishment and distribution. It includes reports (standard and custom), dashboards (collections of queries displayed as visualizations on a page), and data mines (interactive reports used for business intelligence).

Appease Memo: Appease Memos are credits issued to the customer, reducing the amount that the customer owes for a completed sale or order.

App Designer: In V6 App Designer in CHQ, you can configure the layout of the Teamwork POS PRO. In V4 App Designer in CHQ, you can configure the layout of the Teamwork POS application V4.

Apple Business Manager (ABM): A web portal that Teamwork uses to distribute its apps.

Application Programming Interface (API): API stands for application programming interface. An API is a set of protocols and instructions that determine how two software components will communicate with each other. APIs work behind the scenes to allow users to locate and retrieve the requested information.

Architecture: A set of solutions for organizing the software structure: choosing structural elements and interfaces, the correlation between elements and their behavior.

Archive Order: Archiving an order marks the order as “completed” or “abandoned.” Once archived, you can look at the order for information but no longer edit or work on it.

Asynchronus import/export: Where the client continues execution after initiating the request and processes the result whenever the AppServer makes it available.

Asset/Memo: When setting up inventory, this field indicates whether that item will be bought up front or if the item will be purchased on consignment. Asset is used for items purchased outright and Memo is selected for items purchased on consignment where the vendor pays for the item once it's sold.

Associate: A store employee.



Attribute: A characteristic of the item that falls within a specific category. There are different Attribute sets: *Attribute 1*, *Attribute 2*, and *Attribute 3*. For example, for a t-shirt, *Attribute 1* could be “COLOR” and *Attribute 2* could be “MATERIAL”.

Authentication: In computing, authentication refers to a process of validating that persons are who they claim to be when accessing an online service or device. Multi Factor Authentication (MFA), which involves more than one login step, is considered a cybersecurity best practice.

Available to sell (ATS): ATS stands for “Available to sell” and indicates the amount of each piece of inventory that is available and ok to sell. Some stock may be “on hand” but not available to sell due to reserves, layaway, waiting for post return inspection etc.

Average Transactional Value (ATV): The Retail Value (before discounts and taxes) for the period selected divided by the number of Sales Receipts which were included in the Retail Value calculation. Retail Value is calculated based on item sales, but does not include non-item lines such as gift cards, gift certificates, sales order deposits, charge items, fees, and taxes.

Average Unit Retail: The average Retail Value of net items sold for the period, calculated by the Retail Value (before discounts and taxes) of all merchandise sold for the period divided by the net number of items sold for the period.

Backend developers: Backend developers are in charge of producing applications that typically run on servers, are invisible to the end user, but provide business layer functionality such as database access, business logic, and many other back-office chores.

Backup. A backup is a virtual or physical copy of data that helps recover it if it is lost or deleted. It is one component of a data loss prevention plan.

Base Price: When inputting pricing for an item, the base price is the lowest or original price without any store markup or discounts.

Beginning On Hand Cost: The value of all inventory held at a location at the beginning of a day (12:00:00 a.m.).

Big data: Big data is a label that typically applies to extremely large and/or unstructured data sets or data sets.

Binary Large Object (BLOB): A data type that stores binary data. Binary Large Objects (BLOBs) can be complex files like images or videos, unlike other data strings that only store letters and numbers.

Boolean: When referring to computer data, Boolean denotes data having two values, either “true” or “false”. For example, if an item can be rented or not would be a Boolean value in the computer.



Business Intelligence (BI): Business intelligence (BI) is the organized information from raw data that is collected by the computer. In Teamwork, BI involves using Data Mines to find the information you want.

Business Operation System (BOS): A proprietary Teamwork application designed to log time spent on tasks.

Business To Business (B2B): Business To Business (B2B) is a transaction type which occurs between two businesses.

Business To Customer (B2C): Business To Customer (B2C) is a transaction type between a business and one of its customers.

Buy Online Pickup In-Store (BOPIS): Buy Online, Pickup In-Store (BOPIS) Orders are used when customers purchase items online via a website or webpage, and the customer picks up the item or items at a store rather than have the items shipped to them.

Caches: Cashes are digital storage used to store temporary files that devices can use for future requests in order to run more efficiently.

Card History: The history of a gift card, including purchases or money added.

Card on file (COF): Card on file feature links customer to their credit card data by saving the respective token. Once saved, on the customer's request, the store associate can simply tap a saved card during checkout instead of entering card details on the terminal. This feature may be useful for loyal customers who frequently shop in the retailer's stores. In particular, using cards on file speeds up the checkout process, simplifying recurring payments, improving customer experience, and building customer loyalty.

Cashier: The employee ringing up the sale. For commission purposes, this can be a distinct individual from the Associate logged on the sale.

Cash and Carry: A standard sale where the customer purchases an item and walks out with it that same day. Different from a Sales Order.

Catalog: The compilation of all store items and their relevant information stored in Teamwork's database.

Change SVS Token: The button used to change the token, which is the "key" that links all Stored Value Services made by customers.

Channel: In iPad POS, when processing a return, channel refers to where the item was originally purchased. For example, in-store or online. In CHQ, channel refers to the various ways of selling items through the web. Examples include Amazon or on a website.



Clear Rich Media Cache: The Clear Rich Media Cache action clears the rich media (pictures) cache. A “cache” is a collection of files of the same type in a hidden or inaccessible place.

Client: a) *Tech*. From the IT perspective, a program or computer that connects to and requests information from a server. A client program also may be referred to as "client software". b) *Business*. From the Teamwork perspective, Clients are retailers who operate our software to sustain their basic operations. See customer.

Cloud computing: Cloud computing is the model of providing virtual infrastructure or software via network connections in a way that allows more self-service and dynamic allocation. This can be done by working with a public cloud provider or building a private cloud implementation.

Cloud Headquarters (CHQ): CHQ is the back-end management tool of Teamwork Commerce Retail Management Suite. CHQ manages inventory, purchasing, sales, analytics, employees, and much more, all on a single platform.

Coded Gift Price: Coded Gift Price is a field used by some retailers that encodes gift receipts with an alphanumeric code that hides the value of the item to the customer. This code, however, can be “decoded” to reveal the original price of the item, which is useful for returns.

Column Dimensions: In CHQ Analytics, column dimensions add depth to values, providing comparison data. Unlike row dimensions, these are not required to create a data mine.

Commit: a) The action used to save the last changes and adjustments in the code to the repository. b) In a database environment, the action by which a transaction is finished. See transaction.

Company Price: Also called General Price. This price is used for all locations of a company and overrides any Base Price set. General Price has a ledger tracking any price changes and retailers can set new General Prices to activate in the future.

Compiling: The process of converting the source code (written in the programming language, understood by humans) into machine code (understood by machines).

Contact: Customer contacts allow users to save information on the people associated with the primary customer. This is useful for collecting information about the end users of a product if the primary customer themselves are not the end user. For example, if a parent is buying shoes for their child, the parent is the primary customer, and the child can be added as a contact to the primary customer record. While the parent is the one paying, the end user is the child. The retailer may want to capture information relevant specifically to the child (such as shoe size, etc).

Content Delivery Network (CDN): A Content Delivery Network (CDN), also referred to as a Content Distribution Network (CDN), is a geographically distributed network of proxy servers



and their data centers. The goal is to provide high availability and performance by distributing the service spatially relative to end users. CDNs are a layer in the internet ecosystem. Content owners such as media companies and e-commerce vendors pay CDN operators to deliver their content to their end users. In turn, a CDN pays Internet service providers (ISPs), carriers, and network operators for hosting its servers in their data centers.

CDN is an umbrella term spanning different types of content delivery services: video streaming, software downloads, web and mobile content acceleration, licensed/managed CDN, transparent caching, and services to measure CDN performance, load balancing, Multi CDN switching, and analytics and cloud intelligence. CDN vendors may cross over into other industries like security, with DDoS (Distributed Denial Of Service) protection and web application firewalls (WAF), and WAN (Wide Area Network) optimization.

Cost: The price the retailer pays to the vendor for the merchandise.

Cost by Quantity: An inventory field used when a vendor offers a separate price when the item is purchased in bulk.

Cost of Goods Sold (COGS): The cost of goods sold (COGS) is the total cost of inventory that has been sold by a company. This figure is calculated by adding together the variable cost of materials, labor, and overhead associated with each unit of inventory sold.

Count Memo: A document detailing the count of all stock after a physical inventory count was performed.

Coupon Program: A coupon program is a program set up in CHQ to execute a specific coupon offer related to a specific event. As an example this could be something like a "Birthday coupon" program that offers a coupon to every customer on their birthday.

Credit Memo (CM): A Credit Memo (CM) is given to a customer by a seller that provides goods and/or services. The memo is issued as a way to reduce the amount owed by the customer. The deduction is taken from an invoice that was previously issued, which is the most common type of credit memorandum. Unlike a refund, a credit memo does not remit money to the customer.

Credit Memo Deposit (CMD): A credit memo generated against a Review Order as a deposit. A credit memo of this type can be assigned if it is linked to the Review Order and unassigned if the customer cancels/deletes the Review Order after making a deposit.

Credit Memo Store Credit (CMSC): A credit memo issued against a return instead of refunding the original payment (or by manual entry as an appeasement).



Cross-sell: When setting up an ecommerce site in CHQ, cross-sell refers to items that can be sold in connection with a specific item. For example, when a customer purchases a jacket, they can also buy a matching scarf. That matching scarf would be a cross-sell item.

Currency Exchange Rate Group: A way of managing currency exchange rates by grouping and associating them with locations. It can be helpful if the user is required to set up different exchange rates for different locations.

Current On Hand: The value of inventory currently at a location at the time a report is run.

Current On Order: The value of inventory currently in posted purchase orders but not received.

Custom Field: This is a field within a custom table which represents non-standard data.

Custom Lookup (CLU): A Custom Lookup (CLU) identifier is an alphanumeric identifier used for stores that have their own special designation for items.

Custom Table: A table that can be configured and set up within CHQ database tables to house non-standard data for the client.

Customer: In Teamwork realm, the person who visits, physically or virtually, the retailers' facilities to buy what they offer.

Customer capture and management: The comprehensive customer management platform in Teamwork Commerce PRO allows users to create and manage customer records, access a customer's purchase history, merge customer records, delete all personal identifiable information associated with a customer, and more.

Customer Relationship Manager (CRM): Teamwork's Customer Relationship Manager (CRM) allows retailers to manage how they interact with their customers. This can include loyalty programs, marketing programs, and customer analytics.

Dashboards: BigQuery-based dashboards are collections of queries that enable creating interactive reports in different areas like sales, purchases, stock inventory, etc. Dashboards are created and stored in Looker but can be run within CHQ PRO.

Data Mine: An interactive report with "drill-down" capability that provides real-time information of your business. Drill-down capability is the ability to access data in a lower level of structured data. All information, including but not limited to sales, returns, and employee clock-in times is collected and stored within a data mine. Data Mines are more powerful than just two-valued reports.

Days of Supply: Computed by dividing the Current On Hand by the Daily Sales.



Delivery Order: A sales order for an item or items to be delivered to the customer. With certain companies, some items can only be delivered. A customer may purchase the item in a store but is not able to take it home from there. The item will have to be delivered to the customer at their location. These items would be handled with a Delivery Order.

Department Classification Code: The first required field for the item when setting up inventory. This is a broad classification such as “Men’s Clothing”.

Deploy: Putting the code to the server where it’ll work.

Device Transaction Number (DTN): A number assigned to a transaction which is unique for a given device.

Deposit: A partial payment required when a Sales Order is placed. Some stores require a deposit to reserve or order the item.

Deprecate. The action of stopping development and support for a certain software application, module, or feature. Normally this happens as a result of new releases or because the provided functionality is no longer needed or demanded. Deprecation does not mean deleting the feature; It remains operating but it is advisable to stop using it.

Deprovisioning: Deprovisioning is the part of the employee lifecycle in which access rights to software and network services are taken away.

Description: When setting up inventory in Nav HQ or Cloud HQ, these are the fields used to detail the item. In iPad POS, you can search for an item based on these descriptions. **Description 1** is typically the style or model of the item and is searchable at the store level. **Description 2** is used as additional information for style/model and is not searchable. **Description 3** is used to detail the specific item. **Description 4** is available in Nav HQ only (changed to Store Description in CHQ) and is most commonly used because it is the Store Description and is searchable at the store level.

Detached Payment: A detached payment is a terminal payment that is not attached to any Sales Receipt. Detached payments usually occur when POS doesn’t, for a reason, receive a “payment approved” response from the corresponding payment processor. That may happen if: POS crashes before a receipt is finalized; the user cancels in POS after the payment went through on the terminal; the authorization operation was slow and the payment request in POS timed out. Detached payments must be resolved via the automated detached payment check function or manually.

Dictionaries: Predefined lists of values including seasons, attributes, etc. that characterize inventory. Dictionaries are the criteria that specific inventory items fall under.



Digital asset: Intellectual content which has been digitized and can be referenced or retrieved online; for example, PowerPoint slides, audio or video files, or files created in a word processing application, etc.

Digital Asset Manager (DAM): Digital Asset Manager (DAM) is a system that lets you organize and access your digital assets quickly and efficiently. Think of it as a library, where the needed information is accessible at your fingertips. Any media content can be defined as a digital asset, but the most common ones include images, videos, and documents. Such an asset should be accompanied by metadata. This metadata can range from the very basics (I.E., the name of the asset and its date of creation) to include more comprehensive details such as tags, which not only facilitate searchability, but empower users to find an asset as quickly as possible.

Discard Order: In iPad POS, discarding an order completely deletes the order so that there is no record of it ever being created.

Discount: Discounts are deductions from the normal price of the item. There are single-item, or line item, discounts which apply to only one item on the receipt, and there are global discounts, which apply to the entire receipt.

Drawer Memo: Documents which record all of the incoming and outgoing money within the store. All types of sales are recorded against the drawer memo.

Drop Ship: A way to distribute items to customers. Specifically, this is when an order comes straight from the vendor warehouse to the customer, rather than from the warehouse to the store to the customer.

E.164 Standard: A numbering plan for the worldwide public switched telephone network (PSTN) and some other data networks. E.164 defines a general format for international telephone numbers. Plan-conforming telephone numbers are limited to only digits and to a maximum of fifteen digits. The specification divides the digit string into a country code of one to three digits, and the subscriber telephone number of a maximum of twelve digits. Alternative formats (with area codes and country specific numbers) are available. Any country-specific international call prefixes are not contained in the specification.

Echo Table: A table within CHQ used to qualify and confirm correct operation between Teamwork and an external system where real time acknowledgements don't exist or are untrustworthy. An example would be if a catalog document is passed to a warehouse system and dropped in an SFTP folder, an echo table can be used to have the external system return their version of the catalog later in the day allowing CHQ to confirm the match. If they do not match, this would allow for alerts and subsequent analysis of the failure to ingest the file.



Employee Allowance Program (EAP): Employee Allowance Program is the amount the employee can use to purchase products with a discount over a period, which can result in a 100% discount on products.

Employee Benefit Program (EBP): Employee Benefit Program is utilized to provide a flexible system of discounts to customers marked as employees.

Encryption: The process of concealing private information by converting digital information into something that can only be read with a key related to the type of conversion.

End user: End user is someone who a piece of software or hardware is designed to serve. End users are the intended users.

Ending On Hand: The total cost of all items at a location at the end of the day (11:59:59 p.m.) in a specific reporting period.

Enterprise Resource Planning (ERP): A comprehensive software solution that companies use to manage many facets of their business such as accounting, supply chain, buying, merchandise planning, financial planning, inventory, and analytics among others.

External Data Mart (EDM): A BigQuery-based service designed by Teamwork Commerce to provide a simplified representation of Teamwork-generated data commonly needed for business analysis.

External Identifier (EID): External Identifier (EID) is an alphanumeric identifier of an entity (an item, a receipt, etc.) in non-Teamwork software which a retailer may currently be using.

External Ship Memos (EXSMs): Ship Memos processed by an external Order Management System (OMS) rather than Teamwork Commerce's OMS.

Extract, Transform, and Load (ETL): Extract, Transform, and Load (ETL) is a data integration process that combines data from multiple data sources into a single, consistent data store that is loaded into a data warehouse or other target system. ETL provides the foundation for data analytics. Through a series of business rules, ETL cleanses and organizes data in a way which addresses specific business intelligence needs, like monthly reporting, but it can also tackle more advanced analytics, which can improve back-end processes or end user experiences.

First in, first out (FIFO): First in, first out (FIFO) is a method of managing items in the warehouse or storage: the first products that come must be sold first.

Fiscal Date: The date that shows when the document was posted to the Teamwork Ledger.



Fiscal Zone: Indicates a region with its own fiscal requirements. This most commonly is indicative of an individual country but can be used for a smaller area with their own fiscal requirements (taxes etc.).

Front end developers: Front end developers use programming languages such as HTML, CSS and JavaScript to design and develop the look and feel of a website or some other end user interface.

General Price: Also called Company Price. This price is used for all locations of a company and overrides any Base Price set. General Price has a ledger tracking any price changes and retailers can set new General Prices to activate in the future.

Genius: The Genius is a payment processing device that accepts credit cards. This is a physical device that sits on the counter and is used to process credit cards outside of Teamwork's credit card processing within the app. Genius is the brand name for this device.

General Data Protection Regulation (GDPR): The General Data Protection Regulation (GDPR) is a regulation in European Union (EU) law on data protection and privacy in the EU and the European Economic Area (EEA). It also addresses the transfer of personal data outside the EU and EEA areas. The GDPR's primary aim is to enhance an individual's control and rights over their personal data and to simplify the regulatory environment for international business. The regulation contains provisions and requirements related to the processing of personal data of individuals who are located in the EEA, and applies to any enterprise (regardless of its location and the data subjects' citizenship or residence) which is processing personal information of individuals inside the EEA.

Gift Card (GC): A document that includes a monetary credit. When sold, gift cards have an initial balance that can be spent with a certain retailer. In Teamwork Commerce PRO, the native gift card functionality includes features such as gift card redemption, balance check, transfer, and reload, virtual gift cards, refunding to gift cards, support of PINs and passwords, and more.

Gift with purchase (GWP): A form of marketing in which the retailer offers customers a gift (usually free) upon spending a certain amount or purchasing a specific product.

Global discount: A type of discount, which applies to the entire receipt. See Discount for more information.

Global Trade Item Number (GTIN): A unique identifier for trade items used to look up product information in a database.

Globally Unique Identifier (GUID): A GUID is a 128-bit text string that represents an identification (ID). Organizations generate GUIDs when a unique reference number is needed to



identify information on a computer or network. A GUID can be used to ID hardware, software, accounts, documents and other items.

Gross Margin: Gross margin is the difference between revenue and cost of goods sold divided by revenue. Gross margin is expressed as a percentage.

Gross Margin Return on Investment (GMROI or GMRI) is used in retail to analyze and calculate the profitability of inventory purchases. In other words, the GMROI formula lets you know how much profit you get from each dollar you invest into inventory. The standard formula is:

GMROI = Gross margin / Average inventory cost, where:

- Gross margin = Revenue - Cost of goods sold (COGS).
- Average inventory (over a year) = (Sum of beginning inventory cost for every month [Jan.–Dec.] + Ending inventory cost for December) / 13

NOTE

The formula for GMROI is similar in most situations; however, the costs taken into account (e.g., real estate, storage, labor, transportation, etc.) to calculate gross margin may vary depending on the retailer's goal.

GMROI should always be more than one, which would indicate that the business is profitable. However, you should also consider the industry's GMROI benchmarks to ensure your business is competitive.

Gross Revenue: Revenue minus Cost of Goods Sold.

Guest record: A guest record is the stored customer record of an unregistered customer. This record is used to record transactions against even if anonymous. Should the customer register later and an identity field such as mobile phone or email address be present, it may be merged to the registered customer record, retaining all sales history.

Held Receipts: A section in iPad POS where you can find the receipts that have been held. Here you can edit receipts that were put on hold.

High Availability (HA): An infrastructure architecture solution with two SQL servers that Teamwork uses to minimize downtime.

Hold: To temporarily place a document on "hold" so as to continue it later. This is a button located on Sales Receipts and Sales Orders that allow you to pause working on that document and do another sale or order.

Hold Orders: Hold Orders are orders that will be held at the store for the customer to pick up at a later time and date. The items in the order are put on hold and assigned to the customer so that they are no longer available to be sold in the store. Similar to other sales orders, Hold



Orders can require a deposit or not. This can be a set percentage or a dollar amount. Typically, stores will require a deposit to secure the holding of an item.

Home Location: The location an employee typically works the most.

House Account: A house account is an account that is acquired by a salesperson as new business but then transitions to a renewal team that provides the right level of service and support for the size of the account.

Initialize: Initialization is the process of getting all of a store location's information from the Cloud to the device. Data such as items, prices, employee logins, and customer information, are all brought down onto the device during this process.

Instant Refund: Instant Refund is a feature within Teamwork's Returns Manager functionality that allows businesses to refund purchases and exchange goods prior to receiving the shipment of returned items. Retailers may want to utilize this feature to retain customer satisfaction and enhance a customer's experience with the brand.

Integer: A whole number without any fractional component.

Integrator: Integrator is a Teamwork ETL software platform used by many of our clients to handle the integrations between CHQ and external systems.

Inventory: A supply of goods stored in a place; the fully classified on-hand items that you have available to sell.

Inventory Class (DCSS): The term DCSS refers to the hierarchical structure retailers use to classify their merchandise. In Teamwork, we use *Department*, *Class*, *Subclass1*, and *Subclass2*. Department is required, but the other levels are optional. Traditionally, retailers classify merchandise using a hierarchical structure. With today's computing technology, any set of dimensions can be organized hierarchically in modern analytical platforms. However, the traditional hierarchical classification is still used and preferred by many retailers. This is why we maintain this structure in our system. As an example, a retailer has a department "Womens" with a class of "Sport" and subclasses of "Summer" and "Tops". In this case "Sport" is a class and "Summer" and "tops" are subclasses.

Inventory Department (DCSS): The term DCSS refers to the hierarchical structure retailers use to classify their merchandise. In Teamwork, we use Department, Class, Subclass1, and Subclass2. Department is required, but the other levels are optional. Traditionally, retailers classify merchandise using a hierarchical structure. With today's computing technology, any set of dimensions can be organized hierarchically in modern analytical platforms. However, the traditional hierarchical classification is still used and preferred by many retailers. This is why we



maintain this structure in our system. As an example a retailer have a department "Womens" with a class of "Sport" and subclasses of "Summer" and "Tops". In this case the department is "Womens".

Inventory Season: Merchandisers plan products by season because the demand may rise and fall with each season. Obviously, winter clothing is best sold in late fall and in winter, while swimsuits are in demand in summertime and just before the summer. These would be the best seasons to offer those products. That said, identifying the product's season helps improve the product's classification in the catalog. Basic seasons are *Spring*, *Summer*, *Fall*, and *Winter*. Other possible examples of seasons are "Back to School", "Spring Festival" in China, or "Holiday" in Europe. Seasons are defined as a dictionary supporting the catalog. Retailers can add new seasons to the dictionary based on the needs of their particular business. Every product you sell is recorded on a Sales Receipt, including the season assigned to that product. Sometimes, a retailer may wish to carry over a successful product to the next year. In the catalog, this product should be updated with the same season of the next year (e.g. Fall 2022 instead of Fall 2021). This done, all future Sales Receipts containing the product will refer to the new season, not the old one, while past Sales Receipts will not be affected.

Inventory receiving control: Purchase Orders, Receipts, and Return Receipts in Teamwork Commerce PRO provide retailers with extensive control in terms of inventory purchasing. These documents can be created and finalized both from CHQ and POS.

Inventory transfer control: Retailers can create Transfer Orders both from CHQ and POS to move inventory from one location to another. The transfer is completed when the source location finalizes the resulting Transfer Out document, and the target location finalizes the Transfer In.

Item: A single product that has a distinct attribute, such as color or size.

Last Landed Cost: This is the cost of an item with any fees or additional costs applied.

Layaway: This allows a customer to reserve an item by placing a deposit on it, and then continually making small payments until the price is paid in full. This is a type of Sales Order.

Lead Time: The number of days it takes the vendor to ship an order once it's been placed.

Legacy system/software: Refers to older software solutions that businesses continue to use even after they've become outdated.

Library: A collection of code pieces that help development by providing sustaining functions and reusing previously developed modules.



Line item discount: A single-item, or line item, discount which applies to only one item on the receipt. See Discount for more information.

Link Gift Card: Links a gift card with a customer account, so that the physical gift card is no longer needed. Instead the gift card is attached to the customer account and can be used when the customer is added to the receipt.

Linked Customer Accounts: Linking accounts allows the client to associate related customer records, such as parent and child, husband and wife. For example, the retailer could then use that information for marketing purposes. One account can be linked to many accounts, such as spouse, parent, child. Linked accounts appear on both accounts in POS PRO if this is designed in CHQ.

List View: Almost every area in HQ will display a List View. List Views in the CHQ user interface display records related to that section in a line format.

Local Price: A specialized price set for an individual store location, such as a franchise. Local prices have a ledger tracking any previous prices and the Local Price overrides Base Price, General Price, and Location Price.

Location Price: Also called Location Group Price. Pricing that is set specific to an area, commonly either metro or suburban areas. Location Price overrides Base Price or General Price.

Lot Tracking: When setting up inventory, this is used to track perishable items with a sell or use by date. These items are received in a “lot” and this option allows Teamwork to track the merchandise.

Loyalty Rewards Program (LRP): A program rewarding loyalty for customers that continually shop in the same store. The rewards point system can be different for each store but, generally, a customer can earn a reward after a certain number of purchases.

Magento: The name of one company Teamwork works with for eCommerce.

Manual Key Entry (MKE): The Manual Key Entry option allows for the manual input of card details on a payment terminal. MKE can be used when the payment terminal fails to obtain the card details from the card’s chip or magnetic stripe.

Manual Returns: A return done without finding and using the original receipt. It is done by simply adding items in the Return tab.

Margin: The percent of profit the store makes when selling an item. This is a non-editable field when setting up inventory that is calculated from the order cost and selling price to determine the profit margin.



Margin Amount: Difference between Retail Value (before discounts and taxes) of all merchandise sold for the period selected and cost of goods of the same merchandise, calculated by Stock Ledger.

Margin Percentage: Difference between Retail Value (before discounts and taxes) of all merchandise sold for the period selected and cost of goods of the same merchandise, divided by Retail Value and expressed in percentage.

Matrix View: Shows the available styles for any given product in a spreadsheet-type view with rows and columns.

Membership programs: Teamwork Commerce PRO native membership programs allow retailers to sell memberships for a fee or dynamically assign membership levels based on customers' loyalty reward points.

Metadata: A set of data that describes and gives information about other data. Metadata summarizes basic information about data, which can make finding and working with particular instances of data easier. For example, "author", "date created", "date modified", and file size are examples of basic document metadata.

Metatags: These are keywords that help categorize the webpage, document, or, in Teamwork's case inventory items. Metatags are a type of metadata.

Mobile Device Management (MDM): Any routine or tool intended to distribute applications, data, and configuration settings to mobile communications devices. The intent of MDM is to optimize the functionality and security of a mobile communications network.

Multi Percentage: A metric displaying what percentage of sales receipts included more than one item. Used to measure the effectiveness of cross-selling.

Navigation Pane: The window you use to access each major section of Nav HQ (see Navision HQ).

Navision HQ: This is the main headquarters for a retailer's operations. Settings and the setup of the actual POS are managed in Nav HQ. Navision is an Enterprise Resource Planning (ERP) product from Microsoft. Nav HQ is where the management of the enterprise is performed. Cloud HQ is replacing Nav HQ, which is accessible through a website.

Net Sales: Total sales (total sales receipt) without Sales Tax (in VAT countries, net sales includes the tax).

Omnichannel retail: A strategy in which retailers and brands engage customers through multiple, integrated digital and physical touchpoints, such as physical stores, websites, social media, and apps.



On-Hand Cost: Total cost of inventory items currently at a location.

On-Hand Quantity: Total number of inventory items currently at a location.

On-Hand Retail: Total retail price of inventory items currently at a location.

Order Fill Logic (OFL): Order Fill Logic (OFL) describes a set of rules/policies used to fulfill customer orders. In cases of limited supply OFL rules will define a prioritized sequence of locations utilized to ship orders to an address or an internal location for customer pick up. These locations can be a blend of warehouses, retail stores, distribution centers and even external partners such as manufacturers or wholesalers in some instances.

Order Management System (OMS): Teamwork's native Order Management System (OMS) is used to manage two types of Sales Orders: Web Sales and Send Sales. Every order created must be approved in OMS to become visible at the fulfill location. In OMS, you can create/edit/import orders and create Ship Memos.

Open Returns: A type of return that allows you to return items with or without the original receipt. Open Returns are different from Manual Returns because they can capture some of the original receipt information. Open Returns are useful when a store is transitioning from another POS to Teamwork, as previous receipts might not be in the Teamwork database.

Payment Orchestration Platform (POP): The purpose of the Payment Orchestration Platform (POP) is to get payment reports from the Adyen processor and process the data for CHQ.

Personal Info Record (PIR): When a sales document is created or imported, any personal info is saved to a Personal Info Record (PIR) stored in Secure CRM.

Personally Identifiable Information (PII): Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means.

Personal identification numbers: social security number (SSN), passport number, driver's license number, taxpayer identification number, patient identification number, financial account number, or credit card number. Personal address information: street address, or email address. Personal telephone numbers.

Phishing: Phishing attacks use email, phone or text to get someone to provide sensitive information such as passwords and credit card information.

Point-of-Sale (POS): Teamwork POS system that operates on Apple iOS devices. The application uses cloud technology that supports a centralized database with real-time data across all channels.



Pre-Order: This is used when a customer orders something in advance, before it is in the store. This may or may not require a deposit.

Pre-Sets: Customized item buttons that allow the associate to quickly add items to the receipt.

Price: What the customer pays to purchase the merchandise from the store.

Price Formula: A formula based on an existing price level that affects another price level. This allows you to change a group of prices quickly. The price change can be based on a numerical amount or a percentage.

Price Level: A category for a certain price type. For example, various price levels could be "General", "Member", "Employee", etc. Price Levels are used in conjunction with Price Types.

Price Memo: A Price Memo allows an Administrator to change a group of items quickly and easily. Price Memos allow retailers to change prices for a given period as well. For example, you can use a price memo to make a number of items 10% off for the month of July.

Price Type: A basic pricing structure to differentiate prices, so you can charge the correct price for the location, customer, and season for that item. The different pricing types are Base Price, General Price, Location Price, and Local Price.

Primary Contact: This is the first choice contact for the customer.

Primary Identification Field: Primary identification fields serve to uniquely identify a customer (the MemberCode, EMail1, and CellPhone fields) and enable communication with them (the EMail1 and CellPhone fields). These are registration identifiers a customer provides at the registration. Their values, if present, must be unique within a client's instance of CHQ. As such, they can be used to search for a customer. The data also may (but is not required to) be unique globally. The purpose of the other identification fields is to identify a customer using identifiers that may, or may not, be unique across CHQ or globally.

Product Lookup (PLU): Product Lookup (PLU) is a unique 6-digit number assigned to each item by Teamwork.

Promo Group: A group of products to be available for a given promo. Example "all pants, buy one, get one free". The group, in this case is "all pants".

Promo set: A promo set is a list of items forming a single promotion instance on a Sales Receipt. The receipt can have more than one instance of the same promotion and, accordingly, more than one promo set.

Promotions: The Promotion Engine in CHQ offers predefined promo types which are easy to configure. They can apply based on either the sale quantity or sale amount. It is also possible to



configure the application of promos based on certain customer attributes or membership categories. There are 7 promo types in CHQ PRO. In CHQ Enterprise, there are 5 promo options available, but only one ("Buy More, Get More") is currently in use.

Purchase Receipt: Purchase Receipt is the document which records which of the products that were ordered have been received, so that the Purchase Order (PO) lines can then be processed for invoicing. This is one of the 4 documents which affect stock quantities in Teamwork.

Purchase Worksheet: Purchase worksheets display inventory and sales information about store locations to assist in replenishing low-quantity inventory. They are also used to create purchase orders for a vendor.

Quality assurance (QA): The process of product review to identify if it meets required expectations or has any errors.

Quick Drawer Memo (QDM): A simplified version of the Drawer Memo that can manage credit card, credit memo, store credit, and gift card payment types and excludes all cash-based features. As of its initial release, QDM is used only in POS PRO V6 for iPhones.

Quote: A type of Sales Order that is used to give a customer a quote or price estimate for a custom order. Typically used for luxury retailers where a customer wants to set up a quote for a customized item. For example, if someone wanted to order a suit and wanted it tailored, then you would create a Quote Order to give that customer a quote or an estimation of the total cost.

Real Time Availability (RTA): Real-time product availability means that both shoppers and company employees have the ability to view accurate inventory status for all products. Real-time means that inventory is updated instantaneously across sales channels when items are sold. (Not every day. Not every hour.)

Real-Time Connector (RTC): A shell for Teamwork Commerce integrations with external systems, such as discount platforms, loyalty programs, CRMs, etc., that retailers utilize. A separate real-time connector should be created, configured, and used for every integration.

Refactoring: Code structure optimization process without an impact on functionality.

Related: When setting up an ecommerce site in CHQ, Related refers to items that are related to the style/item being posted. For example, a matching jacket to go with a pair of pants.

Repository: A place where data is gathered and protected.

Reserve Order: An order "holding" stock for completion and distribution later. Reserve Orders can be used to also remove certain stock for the available to sell stock and later returned by cancelling the reserve order.



Restream: To restream a receipt or any change in POS means to send that information again to the Cloud. If Wi-Fi is down when a sale is completed, Teamwork will try to stream the information up to Cloud but will be unable to until Wi-Fi is back. Once back online, Teamwork POS will automatically restream that receipt to the Cloud.

Retail Amount: Quantity Sold multiplied by the price before discounts.

Retail Calendar: A specialized calendar for looking at the week, month, quarter, and year to compare with previous years.

Retail Value: The total price paid by all customers in a specified period for items only. This does not include non-item lines such as taxes, gift card purchases, fees, or taxes. The price of an item multiplied by quantity. For this value, the type of price (base, sale, or another price) can be selected in individual reports. For reports based on sales receipts, retail value is calculated before any discounts and the price is based on the price when the sales receipt was created.

Return Merchandise Authorization (RMA): When a Sales Receipt is created, each line is assigned a unique RMA code that can be then used to streamline a return.

Return Receipt: A return receipt is a receipt (much like a sales receipt) except it is a document showing the confirmed return of merchandise by a customer and the subsequent fiscal adjustments (money returned to card, cash given back, etc).

Return Value: The value of the item being returned. This defaults to the price the customer paid, unless otherwise specified for a different amount.

Review Order (RVO): An exclusive type of order that allows a customer (typically a VIP or celebrity) to review products at home before making a purchase. Products in review remain on-hand in the retailer's inventory but are taken out of the available-to-sell quantity. When the customer makes a final decision, a Review Order is easily converted to a Sales Receipt.

Rich Content Media: Rich Media or Rich Content Media (RCM). Image files of inventory styles and items.

RMA Order: A Return Merchandise Authorization (RMA) Order is a document telling the system that merchandise is about to be returned. An RMA Order allows for grouping return merchandise units, setting the return quantity, and specifying return details such as the shipping method, preferred refund method, and so on.

Row Dimensions: In CHQ Analytics, row dimensions represent the primary topics of your data search, such as location, department, or item. At least one row dimension is required to create a data mine.



Sale Credit: When doing a Send Sale, the Sale Credit is the party receiving the payment for the order.

Sales History: Shows a list of all previous completed sales. It can be sorted by different criteria, such as Date, Associate, etc.

Sales Orders (SO): This is when a customer orders something to be purchased and taken home at a later time. These differ from regular cash and carry sales where a customer purchases something and takes it after the purchase.

Sales Receipt: A sales receipt is the document produced when a sale is performed. Customers, Items, Payments and much more are all recorded on a sales receipt. In Teamwork POS, the Sales Receipt area is where new sales are started.

Same Day Delivery: In a Same Day Delivery transaction, a customer's online purchase is delivered from a store by a courier service. Same Day Delivery orders may have additional delivery details imported from the integrated eCommerce platform, such as the date and time when the courier is to pick up the order at a store.

Season: When setting up inventory, this field indicates the season (Spring, Winter, etc.) assigned to a style or item.

Secure Customer Relationship Manager (SCRM): Starting with v6.20, Secure Customer Relationship Manager (SCRM) in Teamwork CHQ brings a number of benefits for security, extends functionality, and minimizes duplication of customer profiles. Secure CRM utilizes the concept of the Universal Customer using tokens to securely store, retrieve, and utilize confidential customer data across all integrated channels of commerce. Secure CRM will support GDPR as a Universal Customer Service. Through tokenization customer data is located in only one place. This makes it easy to safeguard, export, and use customer data, and ensures complete deletion (when required) of all instances of a customer's data.

Self Checkout (SCO): SCO mode in POS PRO is designed for a high-volume, rapid-paced retail setting. It allows customers to manage their carts and pay for the merchandise without interacting with an associate. SCO is highly intuitive for customers to scan their membership code, add items to their cart (by RFID, barcode scanning, or selecting items from presets), see/use discounts, and pay for the goods.

Sell/Fulfill From: In a Send Sale, this is the location that is fulfilling the item.

Sell Through: Sold inventory expressed as a percentage of inventory received from vendors.

Send Sale Order: A Send Sale Order is a Sales Order generated for transactions where the items are paid in store but should be delivered to the address provided by the customer. Alternatively,



the customer can choose to pick up their purchase at another location (a warehouse or another store).

Serial Number Tracking: Serial numbers are used to differentiate between identical items so the store can track what was actually sold. For example, many expensive items (watches, jewelry) may use serial numbers so you know the exact item was sold.

Server: A computer that is responsible for responding to requests made by a client program (e.g., a web browser or an e-mail program) or computer. Also referred to as a “file server”.

Service Item: A non-inventory related item that provides a service, such as dry-cleaning or alterations.

Ship Memo (SM): Ship Memo (SM) is a document issued to fulfillment locations containing picking and shipping information. Ship Memos tell the warehouse or store staff which items to pick, how many, and how and where to ship the items.

Ship to Store: A Ship to Store transaction occurs when a customer requests picking up their purchase at a specific store but that store doesn’t have the required product in stock. Along with the Ship Memo for the fill location, Teamwork OMS creates a Transfer Order to transfer merchandise to the location chosen by the customer.

Shopper Display: The Shopper Display is the iPad Display that is facing the customer during the sale. It has its own app that is linked with iPad POS to show all the information of the sale as it happens, so the customer can see the items added, the prices of each item, any discounts, etc. Customers can even sign the shopper display so Associates don’t have to hand over their device to get the customer’s signature.

Single-item discount: A single-item, or line item, discount which applies to only one item on the receipt. See Discount for more information.

Social engineering: The method of gaining the trust of a user so that the attacker can acquire sensitive information that can be used to access data.

Special Order (SO): A type of sales order in which a customer requests a specialized kind of item or a specialized kind of service. For example, embroidery or tailoring.

Staging Table: An intermediary connection between CHQ and your ecommerce site.

Stock Ledger: A retail stock ledger values all of your sales at retail price. It also deducts returns and markdowns, allowing you to calculate the gross income from goods sold. The retail stock ledger also calculates the cost of goods sold to give you a net figure for your sales.



Stock to Sales Ratio: A ratio expressing the relationship of the value inventory available for sale to the actual amount sold.

Store and Forward (SaF): The Store and Forward feature automatically switches to offline payments when POS loses connection to Global Payments, allowing the retailer to continue processing the sale. When the connection is restored, the payment card processor completes the transaction. All SaF settings are on the payment processor side and cannot be changed in CHQ.

Store Credit: Money that a customer has already paid to the store which is being held as credit to be used for purchases.

Store Pick Up: In a Store Pick Up transaction, a customer makes a purchase online and requests picking up the product at a store. Alternatively, the customer can buy a product at store 1 but pick it up at store 2 (if the product is out of stock in store 1). Teamwork OMS issues a Ship Memo (document instructing what products to set aside for the customer) for the fill location.

Stored Value Services (SVS): The service that tracks how much credit a customer has, whether on a gift card or store credit. SVS also tracks loyalty reward points that translate to store credit.

Structured Number: A structured number refers to a phone number stored in Teamwork that has been qualified as being fully e.164 compliant in format.

Style: A basic pattern, regardless of specific attributes, of an item. For example, "501 Levi Jeans" would be the style, and the individual items would be size "31", "32", "33". The individual items have unique PLUs but all have the same style number.

Subject-matter expert (SME): A person who has accumulated great knowledge in a particular field or topic.

SVS Token: An SVS (Stored Value Services) token is the "key" that links all Stored Value Services transactions made by customers.

Synchronous Export/Import: Where the client blocks and waits for the result of the remote request before continuing execution.

Tax Area: The tax amount for the area where the customer purchased the item. This can be modified if the customer purchased the item in a different location where tax is a different amount. Modifying the Tax Area automatically modifies the Tax Value.

Tax Category: Tax categories represent merchandise categories to which different tax rates are applied. Examples of tax categories would be *Apparel*, *Accessories*, *Drinks*, or *Non-Taxable Items*.



Tax Group Code: When setting up inventory, this field is used to determine the amount of tax charged for an item.

Tax Refund Voucher: A paper document issued by the cashier to a foreign tourist customer so that they can get a VAT refund on the items exported from the country.

Tax Value: The monetary amount of the tax percentage applied to the purchase price. The Tax Value automatically updates if the Tax Area amount is modified.

Tax Zone: Same as Tax Area. The tax amount for the area where the customer purchased the item. This can be modified if the customer purchased the item in a different location where tax is a different amount. Modifying the Tax Area automatically modifies the Tax Value.

TC Live: A Custom Date field used to store the date that a location started using Traffic Counter.

Teamwork Commerce Integration Platform (TCIP): An ETL solution that ensures flawless information exchange between Teamwork and other software systems.

Token: A “key” used to keep records. This key allows iPad POS to send information to the correct server. Also, a token can be used as part of a Stored Value Service loyalty rewards program. This “token” allows a customer to get a reward based on earlier purchases.

Traffic Counter: A system used to count foot traffic entering and leaving a retailer’s establishment.

Transaction. a) In retail, an exchange, or transfer of goods between a customer and a retailer. The customer usually gets goods and the retailer money. b) In databases, a set of instructions that change more than one stored value, and must be completed entirely so as not to render corrupted data. If the transaction does not end completely, it must be **rolled back**.

Transfer Memo (TM): In Teamwork, the transactional document for completed transfers is called a Transfer Memo. A Transfer Memo does update the Stock Ledger.

Transfer Orders: Orders that tell a source location to transfer items to a target location. For example, transferring items from a warehouse to a store.

TR PinPad: The TR PinPad is a payment processing device that accepts debit cards. This is used for Canadian retailers. This is a physical device that sits on the counter that is used to process credit cards outside of Teamwork’s credit card processing within the app. TR is the brand name for this device.

UI (user interface) design: Software design with a focus on looks and style to make the user’s interaction as smooth as possible.



Undefined Payment Type: Indicates that the exact payment type for a transaction has not been recorded. Usually occurs with credit card payments.

Unit control (UC): A feature that allows retailers to track and manage separate item units by their unique IDs, such as serial numbers.

Unit control ID (UCID): Products with activated UC are tracked in inventory as well as when on sale by unique identifiers associated with the separate units.

Units Per Transaction (UPT): Net items sold for the period selected, divided by the number of Sales Receipts that include item sales during that period.

Universal Product Code (UPC): Universal Product Code (UPC) is a unique, 12-digit number assigned to retail merchandise identifying both the product and the vendor selling the product.

Unreferenced refund: The unreferenced refund is a way to return the money on a credit card without reference to the original payment. E. g., the customer has paid for the purchase with cash and then, during the refund, asked to return the money to their credit card.

Up-sell: When setting up an ecommerce site in CHQ, up-sell refers to related items you are trying to sell a customer to get them to buy more. For example, an up-sell would be if a customer purchased a pack of five t-shirts instead of a pack of three.

UX (user experience) design: Software design with a focus on usability and user satisfaction with the product.

Value Added Tax (VAT): A Value Added Tax (VAT), known in some countries as a Goods and Services Tax (GST), is a type of tax that is assessed incrementally. It is levied on the price of a product or service at each stage of production, distribution, or sale to the customer. If the customer is a business that collects and pays to the government VAT on its products or services, it can reclaim the tax paid. It is similar to, and is often compared with, a sales tax. VAT essentially compensates for the shared service and infrastructure provided in a certain locality by a state and is funded by its taxpayers. Not all localities require VAT to be charged, and exports are often exempt. VAT is usually implemented as a destination-based tax, where the tax rate is based on the location of the consumer and applied to the sales price. The terms VAT, GST, and the more general consumption tax are sometimes used interchangeably.

Variants: Variants are attributes of the item (size, color, etc.) that allow you to note more complex variations and attributes of the same product.

Vendor lookup (VLU): Vendor lookup (VLU) is a number used to identify vendors.



Vendor UPC: This is the UPC that the vendor uses for an item and is often required when reordering merchandise.

Verified Return: A return transaction that is linked to the original sale. Such linking allows for easy verification that the merchandise was sold to the customer as well as transferring item details – such as fees and discounts – from the sale to the return.

Verify Time Settings: Synchronizes the time settings between the device on hand and Cloud Headquarters (CHQ).

Virtual Gift Card: A gift card with no physical mass but instead an electronic record.

Visual Allocation (VA): Visual Allocation (VA) is the process used to create automated transfer orders across a range of locations.

Wallet: A general term referring to stored values and rewards that are associated with a customer record. For example, this can include coupons, credit memos, loyalty reward points, gift cards, etc.

Warehouse integrations: CHQ supports integration with third-party warehouse management systems to optimize global supply chains. CHQ can export catalog data and ship/transfer documents to such a system to increase product availability and reduce transportation costs.

Warehouse Management System (WMS): Software that helps companies manage and control daily warehouse operations.

Warehouse Order (WO): Warehouse Order (WO) is an order issued to the warehouse to take action on a customer's order.

Web Orders: Web Orders are used when customers purchase items online via a website or webpage, and the item or items are shipped directly to the customer.

Webhook: Webhooks allow third-party applications to make subscriptions to certain events in Teamwork and receive updates once such events happen.

Weeks of Supply (WOS): Total inventory on-hand at a location divided by the average weekly sales. This shows how many weeks the location can sell items before needing more. Weeks of Supply is a metric indicating the approximate amount of time before a product sells out completely based on current rates of sale and existing On-Hand inventories.



Abbreviation List

ABM: Apple Business Manager.

ALU: Alternate Lookup. Same as CLU, an alphanumeric identifier for stores that have their own special designation for items.

API: Application Programming Interface (API) is a method of obtaining information from, or supplying information to, Teamwork's Cloud HQ (CHQ).

ASN: An Advance Ship Notice (ASN) is a document usually sent from a warehouse that indicates what was actually packed to be shipped and is now in transit to the store/location.

ATF: Available to fill.

ATS: Available to sell.

ATV: Average Transactional Value (ATV) is the Retail Value (before discounts and taxes) for the period selected divided by the number of Sales Receipts which were included in the Retail Value calculation. Retail Value is calculated based on item sales, but does not include non-item lines such as gift cards, gift certificates, sales order deposits, charge items, fees, and taxes.

AUR: Average Unit Retail (AUR) is an average Retail Value of net items sold for the period, calculated by the Retail Value (before discounts and taxes) of all merchandise sold for the period divided by the net number of items sold for the period.

AVS: An Address Verification Service (AVS) verifies the accuracy of an address to ensure its existence.

AWS: Amazon Web Services (AWS) is a subsidiary of Amazon providing on-demand cloud computing platforms and APIs to individuals, companies, and governments, on a metered pay-as-you-go basis.

B2B: Business To Business (B2B) is a transaction type which occurs between two businesses.

B2C: Business To Customer (B2C) is a transaction type between a business and one of its customers.

BI: Business intelligence (BI) is the organized information from raw data that is collected by the computer. In Teamwork, BI involves using Data Mines to find the information you want.

BLOB: Stands for a "Binary Large Object," a data type that stores binary data. Binary Large Objects (BLOBs) can be complex files like images or videos, unlike other data strings that only store letters and numbers.

BOM: Beginning of month.



BOPIS: Buy Online, Pickup In-Store (BOPIS) Orders are used when customers purchase items online via a website or webpage, and the customer picks up the item or items at a store rather than have the items shipped to them.

BOS: Business Operation System.

BQ: BigQuery.

CDN: Content Delivery Network (CDN), also referred to as a Content Distribution Network.

CF: Control Form.

CHQ: Cloud Headquarters.

CLU: A Custom Lookup (CLU) identifier is an alphanumeric identifier used for stores that have their own special designation for items.

CM: A Credit Memo (CM) is given to a customer by a seller that provides goods and/or services.

CMD: Credit Memo Deposit.

CMSC: Credit Memo Store Credit.

COF: Card on file.

COG: Cost of Goods.

COGS: Cost Of Goods Sold.

CRM: Teamwork's Customer Relationship Manager (CRM) allows retailers to manage how they interact with their customers. This can include loyalty programs, marketing programs, and customer analytics.

CRS: Customer Service Representative.

CSHQ: Cloud Services Headquarters (CSHQ) means the headquarters of the cloud services - something like the senior management of all "cloud services". The noun is "Headquarters" and the Cloud Services is the type of headquarters it is.

DAM: Digital Asset Manager.

DCSS: An abbreviation of Department, Class, Subclass 1, Subclass 2. This hierarchy is used to organize items within a catalog.

DDoS: Distributed Denial Of Service. A DDoS attack is the intentional paralyzing of a computer network by flooding it with data sent simultaneously from many individual computers.

DRP: Disaster Recovery Plan.



DTN: Device Transaction Number (DTN) is a number assigned to a transaction which is unique for a given device.

EAP: Employee Allowance Program (EAP) is the amount the employee can use to purchase products with a discount over a period, which can result in a 100% discount on products.

EBP: Employee Benefit Program (EBP) is utilized to provide a flexible system of discounts to customers marked as employees.

EC: Ecommerce.

EDM: External Data Mart.

EID: External Identifier (EID) is an alphanumeric identifier of an entity (an item, a receipt, etc.) in non-Teamwork software which a retailer may currently be using.

EMS: An EMail Service or Provider (EMS) supplies support for email.

EOD: End of day.

EOM: End of month.

EPC: Electronic Product Code (EPC).

ERP: Enterprise Resource Planning (EPR) is a comprehensive software solution that companies use to manage many facets of their business such as accounting, supply chain, buying, merchandise planning, financial planning, inventory, and analytics among others.

ETL: Extract, Transform, and Load (ETL) is a data integration process that combines data from multiple data sources into a single, consistent data store that is loaded into a data warehouse or other target system.

EXCM: External CRM.

EXSMs: External Ship Memos (EXSMs).

EXSO: External Sales Orders.

FC: Foreign currency.

FIFO: First in, first out (FIFO) is a method of managing items in the warehouse or storage: the first products that come must be sold first.

GAE: The Google Application Engine (often referred to as GAE, Google App Engine, or simply App Engine) is a cloud computing platform as a service for developing and hosting web applications in Google-managed data centers. Applications are sandboxed and run across multiple servers. App Engine offers automatic scaling for web applications. As the number of



requests increases for an application, App Engine automatically allocates more resources for the web application to handle the additional demand.

GC: Gift Card.

GCP: Google Cloud Platform.

GDPR: General Data Protection Regulation (GDPR) is a regulation in European Union (EU) law on data protection and privacy in the EU and the European Economic Area (EEA). It also addresses the transfer of personal data outside the EU and EEA areas.

GMROI / GMRI: Gross Margin Return on Investment (GMROI or GMRI).

GTIN: Global Trade Item Number.

GUID: Stands for Globally Unique Identifier. A GUID is a 128-bit text string that represents an identification (ID).

GWP: Gift with purchase (GWP) is a form of marketing in which the retailer offers customers a gift (usually free) upon spending a certain amount or purchasing a specific product.

HA: High Availability - an infrastructure architecture solution with two SQL servers that Teamwork uses to minimize downtime.

HQ: Headquarters. The compilation of data throughout your store or stores.

HRM: Human Resource Manager.

JSON: JavaScript Object Notation.

LRP: Loyalty Rewards Program.

LTS: Long Term Support version. For example, version 6.47 of POS PRO. This release is for clients who need consistent, stable operations. LTS versions are updated with bug fixes and are intended to be reliable for an extended period (6-12 months).

MDM: Mobile Device Management (MDM) is a third-party solution that allows for the management and control of applications installed on devices within an organization's control.

MFA: Multi Factor Authentication.

MKE: Manual Key Entry.

MSRP: Manufacturer's Suggested Retail Price. This is the price the manufacturer suggests selling the item at.

Nav HQ: Navision HQ.

O/H: On Hand.



OFL: Order Fill Logic (OFL) describes a set of rules/policies used to fulfill customer orders.

OMS: Order Management System.

Ops: This referred to Store Operations, the precursor to iPad POS.

OR: Open Return.

PBL: Pay by Link.

PCI: Payment Card Industry (PCI), the industry that verifies that processing and transmitting credit card information is done through a secure environment.

PCO: Personal Checkout.

PGC: Physical Gift Card.

PII: Personally Identifiable Information.

PIR: Personal Info Record.

PLU: Product Lookup (PLU) is a unique 6-digit number assigned to each item by Teamwork.

PO: Purchase Order.

POC: Point of Contact

POP: Payment Orchestration Platform.

POS: Point-of-Sale.

PR: PR stands for: 1) Purchase Receipt, or 2) Purchase Return.

PSP: Payment Service Provider.

QA: Quality assurance (QA) is the process of product review to identify if it meets required expectations or has any errors.

QDM: Quick Drawer Memo.

QPBL: Quick Pay by Link.

RCM: Rich Content Media.

RCM: Rich Content Manager.

RCT: Retail Cloud Technologies.

RDL: Report Design Language is used by Teamwork's developers to design reports and data relations.

RMA: Return Merchandise Authorization.



RO: Reserve Order.

RR: Return Receipt.

RR version: RR stands for Rapid Release. Rapid Releases come with the newest functionalities and improvements, with special approval required due to their rapid development cycle. A Rapid Release may not be as stable as a Long-Term-Support Release and the support timeframe for a Rapid Release is shorter (only 4 to 8 weeks, compared to the 6 to 12 months for a Long-Term-Support Release).

RTA: Real-time availability.

RTC: Real-Time Connector.

RTV: Return to Vendor Receipt.

RTW: Retail Teamwork.

RVO: Review Order.

SA: Store associate.

SaF: Store and Forward.

SCO: Self Checkout.

SCRM: Secure Customer Relationship Manager.

SFCC: Sales Force Commerce Cloud.

SFTP: Secure File Transfer Protocol.

SFV: Ship From Vendor.

SKU: Stock Keeping Unit (SKU). A term used by retailers to indicate a certain style or a particular item.

SM: Ship Memo.

SMTP: Simple Mail Transfer Protocol, which is the way e-mails are sent.

SO: Special Orders. These are done when an item is not readily available in the store.

SO: Sales Order.

SP: Store pickup.

SR: Sales Receipt.

SSID: Service Set Identifier. A case-sensitive, 32-alphanumeric character unique identifier on a public Wi-Fi network, ensuring that only those approved users can access the network.



SSL: Secure Sockets Layer. A system some servers use to encrypt data that is being transmitted over the web.

SSO: Ship Sales Order.

SVS: Stored Value Services. This is how Teamwork tracks how much credit a customer has, whether on a gift card or store credit.

T-IN: Transfer In.

T-OUT: Transfer Out.

TAS: Teamwork Analytic Services.

TCIP: Teamwork Commerce Integration Platform.

TM: Transfer Memo.

UAT: User Acceptance Testing.

UC: Unit Control (UC) is a feature that allows retailers to track and manage separate item units by their unique IDs, such as serial numbers.

UPC: Universal Product Code (UPC) is a unique, 12-digit number assigned to retail merchandise identifying both the product and the vendor selling the product.

UCID: Unit control ID.

UPT: Units Per Transaction.

VA: Visual Allocation (VA) is the process used to create automated transfer orders across a range of locations.

VAT: Value Added Tax.

VGC: Virtual Gift Card.

VLU: Vendor lookup (VLU) is a number used to identify vendors.

VPOS: Virtual Point of Sale

VR: Verified Return.

WMS: Warehouse Management System.

WO: Warehouse Order (WO) is an order issued to the warehouse to take action on a customer's order.

WOS: Weeks of supply.

XML: Extensible Markup Language (XML).



XSD: EXtensible Scheme Definition (XSD).