

Manager Overrides

Customer:

I need to make a return; can you help me with that?

Andrew:

Sure, let me help you...

Can I have the receipt.

Customer:

No, I didn't save it, but It was \$86.32

Andrew:

Oh ok, let me see here.

There you go, have a great day!

Andrew (to Robert):

Hey, I took a return, but I'm not sure where to restock it.

Robert:

oh... uh, that's not a product we stock... Did they have their receipt?

Andrew:

For security reasons, you may want to require a manager override to prevent mistakes. For example, if I had to check with the manager, I wouldn't have accepted this fraudulent return.

Let us show you how to go about setting up and performing a manager override. Select a Topic to continue.

Topics

- Security Bits
- Completing an Override
- Tips

Security Bits

Inspect the Manager Override security bits and adjust them to align with your store policy.

When you select a bit, notice that a description and how it interacts with others appears in this box

Some security bits contain a simple Yes/No, like security bit #776 – Ability to continue past 'bad check' warning.

When set to No, Eagle prompts for a manager override before continuing.

Note that any user who has a Yes on a bit can perform an override for a person who has a No. You do not need to be a manager; you just need to have a Yes.

In other situations, Eagle may require two or more security bits to use a function. Let's look at credit memos and posting a credit item as an example.

The four bits 74, 558, 784 and 785 control adding credit memos and line item credits to transactions.

Cashiers require all four security bits to process returns from start to finish.

If you only enable bit 74 for the cashier, he can start the return, but it requires a manager override before completing the transaction.

Bit 558 allows the cashier to complete the return on their own.

If bit 74 is set to no, 784 and 785 control posting credit line items and credit memos respectively.

While most options stand alone, some are interdependent. Review your Manager Override security bits and align them with your store policy to control POS functions.

Completing a Manager Override

Eagle automatically prompts for Manager Overrides in Point of Sale.

You can perform the override either remotely or on the terminal that prompts the override.

If you can approve the override request at the terminal, simply enter your sign-in name and password to authorize the action and then press Enter.

If your system is set up for it, you can also perform the override with a fingerprint scanner. Put the cursor in the Manager box and scan your finger to complete the override.

Another option is to complete the override from another terminal.

From the Eagle browser, select Remote POS Security Override (OVR).

Choose the terminal that needs the override.

Review the transaction details and if appropriate, select the Override button.

Once the you complete the override, the cashier presses Enter to continue the transaction.

Manager Override Tips

Although overrides are a pretty straight-forward process, here are a few tips that help setup and day-to-day store operations run smoothly and securely.

Remember to look for the (MO) in the security bit description that shows that you can require a Manager's Override.

Consider creating a unique login for Manager Overrides. This helps create an additional layer of security for your overrides. If somebody who should not have clearance learns the password, you can limit the override account's access to Point of Sale and easily change the password.

Likewise, using fingerprint scanners for Manager Override logins is more secure than typing in your password.

You could also set up a customer service counter to handle most transactions that would require an override. This reduces the number of overrides on your primary terminals.

The override process itself is easy. The important part is managing the security bits that control your manager Overrides for your store's security.

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