

# List of available SmartAlerts

## Summary:

### Operations Alerts:

- Cash In Drawer \*Alert me when the cash in the drawer reaches a certain threshold.
- Drawer Over/Short by Amount \*Alert me when the drawer over/short amount is off by a given amount.
- Drawer Over/Short by Percentage \*Alert me when the drawer over/short amount is off by a given percentage.
- Failed Credit Card Settlement \*Alert me when a credit batch has failed to settle.
- High Sales Volume \*Alert me when the sales volume seems high.
- Low Inventory \*Alert me when the quantity for an item falls below the minimum quantity.
- No Sales Activity \*Alert me when there haven't been any sales in a given timeframe.
- Remote Sale \*Alert me when another store as sold inventory from this location.
- Sales Activity \*Show me a summary of the most recent sales figures (posted and unposted) for the day.

### Fraud Prevention Alerts:

- Discount Summary \*Provide me with a summary of discounts at the end of the day.
- Excessive Discounts Applied \*Alert me excessive

discounts have been applied in a given timeframe.

- Excessive No Sale Transactions \*Alert me when there have been an excessive number of no-sale transactions in a given timeframe.
- Excessive Price Overrides Applied \*Alert me when there is an excessive number of price overrides in a given timeframe.
- Excessive Quote Transactions \*Alert me when the number of quotes in a given timeframe exceeds a given amount.
- Excessive Return Transactions \*Alert me when the number of returns in a given timeframe exceeds a given amount.
- Excessive Voided Tickets \*Alert me when excessive ticket voids have been applied in a given timeframe.
- Large Discount Applied \*Alert me when a large percentage discount has been applied.
- Large Price Override Applied \*Alert me when a price override exceeds a certain percentage.
- Price Override Summary \*Provide me with a summary of all price overrides at the end of the day.
- Quote Transaction Summary \*Provide me with a summary of quote transactions at the end of the day.
- Refund After Close \*Alert me when a refund is performed after the store closes.
- Refund Before Open \*Alert me when a refund is performed before the store opens.
- Return Transaction Summary \*Provide me with a summary of return transactions at the end of the day.
- Sale After Close \*Alert me when a sale is performed after the store closes.
- Sale Before Open \*Alert me when a sale is performed before the store opens.
- Sign In After Close \*Alert me if someone signs into NCR Counterpoint after the store closes.
- Sign In Before Open \*Alert me if someone signs into NCR Counterpoint before the store opens.

- Ticket Entry Sign in After Close      \*Alert me if someone signs into Ticket Entry after the store closes.
- Ticket Entry Sign in Before Open      \*Alert me if someone signs into Ticket Entry before the store opens.

### **Customer Service Alerts:**

- Large Sale      \*Alert me when a sale exceeds a certain amount.
- No Active Drawer At Open      \*Alert me if there is no drawer activated once the store opens.
- Nobody Clocked In At Open      \*Alert me if there is no one clocked in when the store opens.
- Nobody Signed In At Open      \*Alert me if no one is signed into NCR Counterpoint when the store opens.
- Nobody Signed In To Ticket Entry      \*Alert me if no one is signed into Ticket Entry when the store opens.
- Pending Orders Alert      \*Alert me when the number of days for pending orders exceeds a given threshold.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=580>