

Sterling Store Associate Mobile

Application Guide

Release 2.0

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Sterling Commerce
An IBM Company

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What Is Sterling Store Associate Mobile Application?

The Sterling Store Associate Mobile application enables a store associate to:

- ◆ View inventory availability in a store and other stores located within a specified radius of this store
- ◆ View item details
- ◆ View item specifications
- ◆ View related items
- ◆ View item-level promotions
- ◆ Place an order for a consumer
- ◆ Perform backroom pick for customer orders

Where Can I Get the Sterling Store Associate Mobile Application From?

The Sterling Store Associate Mobile application can be downloaded using either of the following methods:

- ◆ Download the Sterling Store Associate Mobile client application from the iTunes® App Store.
- ◆ Copy the server-side pack from Support Center.

What Do I Require Before Using the Sterling Store Associate Mobile Application?

To use the Sterling Store Associate Mobile application, the server-side pack and the client-side application must be installed:

Server-Side Pack:

- ◆ Selling and Fulfillment Foundation, Release 8.5, HF6
- ◆ Sterling Call Center, Release 8.5, and Sterling Store, Release 8.5
- ◆ All the Catalog items must be indexed using Lucene, which is available with Selling and Fulfillment Foundation, Release 8.5. For more information about indexing catalog items, refer to the topic “An Overview of Catalog Search” in the *Catalog Management Concepts Guide*.
- ◆ The store should support the backroom pick process. Ensure that your enterprise uses the pipeline provided by the Sterling Store application.

Client-Side:

- ◆ iPhone OS 3.1 or later. (If you are using an iPod Touch, ensure that the iPod Touch functions on an iPhone OS 3.1 or later)

How Do I Install the Sterling Store Associate Mobile Application?

To install the Sterling Store Associate Mobile application:

Server-Side Component:

1. Install the `ssa.jar` optional pack on the server side from the `<INSTALL_DIR>\bin` directory using the following command:

- ◆ For Windows:

```
InstallService.cmd ssa.jar
```

- ◆ For UNIX or Linux:

```
InstallService.sh ssa.jar
```

Here `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

2. Build the `ssa` Web application and deploy it on the server side from the `<INSTALL_DIR>\bin` directory by using the following command:

- ◆ For Windows:

```
buildwar.cmd -Dappserver=<your application server> -Dwarfiles=ssa
```

- ◆ For UNIX or Linux:

```
buildwar.sh -Dappserver=<your application server> -Dwarfiles=ssa
```

Here `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

Note: When deploying applications ensure that the `ssa.war` is not a part of the `smcfs.ear`. Deploy `ssa.war` separately.

Client-Side Component:

Download the Sterling Store Associate Mobile application from the iTunes® App Store and install the application to your iPhone.

What Do I Have to Configure Before Using the Sterling Store Associate Mobile Application?

Before using the Sterling Store Associate Mobile application, you must perform the following client-side and server-side configurations:

Client-Side Configurations:

Configure the following profiles in the Sterling Store Associate Mobile application settings:

- ◆ Development

- ◆ Test
- ◆ Production

The following table describes the parameters that must be set for each of these listed profiles:

Parameters	Description
User ID	Optional. The value entered will be the default user identifier.
Password	Optional. The value entered will be the default password.
Server URL	URL of the Selling and Fulfillment Foundation server, for example, http://<IP Address>.
Server Port	Port number of the Selling and Fulfillment Foundation server, for example, 7001.
Context Root	The value of this parameter must be set to ssa.
Image Server	Location on the image server where the images are stored, for example, http://<IP Address>.
Image Type	The type of images that are stored in the image server, for example, .png, .jpeg and so on.
Distance to Consider	Distance to be considered while searching for nearby stores.
Distance UOM	The unit of measure for the Distance to Consider parameter, for example, Mile.

Notes:

- ◆ If you do not want to use the development profile, or test profile, or both, do not configure them.
- ◆ Prefix http:// or https:// to the Server URL based on the protocol.
- ◆ Ensure that the Server URL is accessible from your network. You may have to configure the VPN on your mobile device in order to do so.

Server-Side Configurations:

In the `yfs.properties_ssa_ext` file, which is located in `<INSTALL_DIR>\properties`, modify the values of the properties, as described here.

Configure ship nodes with an appropriate address, phone number, e-mail ID, latitude, and longitude:

- ◆ If you want your store to accept calls from the store associates of other stores, set the value of `yfs.iphone.sa.store.isPhoneEnabled` property to Y. Otherwise, set the value to N.
- ◆ If you want your store to accept e-mails from the store associates of other stores, set the value of `yfs.iphone.sa.store.isEmailEnabled` property to Y. Otherwise, set the value to N.
- ◆ If you want to display your store on a map view, set the value of `yfs.iphone.sa.store.isMapAllowed` property to Y. Otherwise, set the value to N.
- ◆ If you want your store to place orders, set the value of `yfs.iphone.sa.store.IsPickOrShipAllowed` property to Y. Otherwise, set the value to N.

It is recommended that you set the value to Y for any two of the following properties. If you set the value to Y for all the following properties, the `yfs.iphone.sa.store.isPhoneEnabled` property will be given the least priority.

- ◆ `yfs.iphone.sa.store.IsPickOrShipAllowed`
- ◆ `yfs.iphone.sa.store.isPhoneEnabled`
- ◆ `yfs.iphone.sa.store.isEmailEnabled`

To add a promotion on the home page, provide the list of comma-separated image filenames for the `yfs.iphone.sa.store.ItemsUnderPromotion` property.

Note: The image filename provided for the `yfs.iphone.sa.store.ItemsUnderPromotion` property depends on the value of the Image Type attribute set on the client-side.

Example: `yfs.iphone.sa.store.ItemsUnderPromotion=0.png,1.png,2.png`

To customize labels and error messages, modify the `ssabundle.properties` file, which is available in `<INSTALL_DIR>\resources`.

To customize the e-mail template, override `template_mail.xml`, which is the out-of-the-box template, and is available in

`<INSTALL_DIR>\repository\xapi\template\source\ssa\email\storeassist`.

Here `<INSTALL_DIR>` refers to the location at which Selling and Fulfillment Foundation, Release 8.5 is installed.

How Do I Format Phone Numbers Entered in the Customer Search Screen?

In the Sterling Store Associate Mobile Application, when a user searches for customers using the phone number, only numeric characters will be accepted. However, some organizations may store the phone numbers in a particular format, for example, (555)555 5555, 555-555-5555, and so on. In such situations, the phone number must be formatted before the `getCustomerContactList` API is called. To ensure that the phone number is formatted, perform the following tasks:

1. Override the `sms-getCustomerContactList` mashup in the `sa_mashups.xml` file. For more information about extending mashups, refer to the topic “Extending Mashups Using Override Extensibility (Web UI Framework)” in the *Selling and Fulfillment Foundation: Customizing the Web UI Framework Guide* and follow the instructions provided in the topic to automatically override a mashup.
2. Ensure that the class that overrides the mashup action extends the `com.sterlingcommerce.ui.web.platform.mashup.SCUIXAPIMashup` class.
3. Override the `massageInput(Element inputEl, SCUIMashupMetaData mashupMetaData, SCUIMashupContext uiContext)` method to massage the input passed to the `getCustomerContactList` API. The input and the phone number format can be modified.

Note: The phone number is captured in the `DayPhone` attribute.

Does Sterling Store Associate Mobile Application Support Internationalization?

The Sterling Store Associate Mobile Application supports internationalization that is specific to the U.K. in the context of the following data:

- ◆ Date format of the U.K. locale (dd/mm/yyyy)
- ◆ Currency (£)

What Are the Issues That I May Encounter?

The following table describes the errors that may be encountered when using this application and the causes for the same.

Error	Cause	Solution
Unable to connect because you do not have the Manage Mobile Device permission to log in to Sterling Store Associate Mobile application.	You have not configured the mobile device permissions correctly in Sterling Store Associate Mobile application in the context of the User ID with which you are attempting to log in.	Configure the mobile device permissions correctly in Sterling Store Associate Mobile application in the context of the User ID with which you are attempting to log in.
Unable to log in to Sterling Store Associate Mobile application.	The user name or password that you have entered are invalid.	Enter a valid user name and password.
Unable to connect because the secure connection has failed.	Your HTTPS setting is set to On, but you are trying to connect to a nonsecure port.	Connect to a secure port.
Unable to connect because of untrusted server certificate.	The Sterling Store Associate Mobile application has the HTTP Authentication turned On and is using a CA certificate, but you do not have a valid CA public certificate installed on your iPhone.	Ensure that a valid CA public certificate is installed on your iPhone.
The connection times out when you log in to Sterling Store Associate Mobile application.	This may be because of a failure on the part of your iPhone service provider or your IP address and port are not configured correctly.	Contact your iPhone service provider or configure your IP address and port correctly.

Error	Cause	Solution
After upgrading to Sterling Store Associate Mobile application, Release 2.0, the application's version number and build number is not updated.	Apple Inc. does not provide the capability to modify the version and build number in the iPhone application settings.	After upgrading to Sterling Store Associate Mobile application, Release 2.0, launch the application, the version number and build number will be automatically updated.

Known Issues in Sterling Store Associate Mobile Application

Users may encounter the following known issues when using Sterling Store Associate Mobile Application, Release 2.0:

- ◆ 211176 – The Savings screen is not populating data for node users.
Solution/Workaround – This feature is available for users of the Pricing enterprise. The Sterling Selling and Fulfillment Suite restricts other users to access the data, and therefore, they are not able to view the data. This feature will be available to other users if Sterling Selling and Fulfillment Suite enables users to view the required data.
- ◆ 213971 – The `ssabundle.properties` file is not reading the Euro symbol.
Solution/Workaround – The symbol for Euro is not coming up in the application. It is recommended that the users use 'EUR' instead of the Euro symbol.
- ◆ 212240 – In the Cart Details screen, if all the items are dragged from the last section (Ship To section or Pickup section), users cannot drag any item back into it.

Where Do I Go for Help?

For help in configuring or using your Sterling Store Associate Mobile application, log in to the Sterling Commerce Customer Center at:

<http://customer.sterlingcommerce.com>

If you are a new user and do not have a password, click the **Join Now** link and follow the instructions provided.

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