

RMH Configuration Guide

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"Helping you build loyal customers"™

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1 Overview:

This document describes the process of installation/uninstallation of RMH POS. Detailed step by step explanation of the process of configuring the bLoyal RMH connector is explained in this document.

2 Software Requirements

The following are software requirements that allow for full functionality of the bLoyal integration with RMH:

- .NET Framework 4.5.2 or greater

3 bLoyal Configuration File Overview:

Files will get added by "bLoyal RMH POS" setup. The path will be as below, C:\Program Files (x86)\bLoyal\RMH Integration\ConnectorSettings.xml

This file contains configuration information required for integration of RMH POS application with bLoyal.

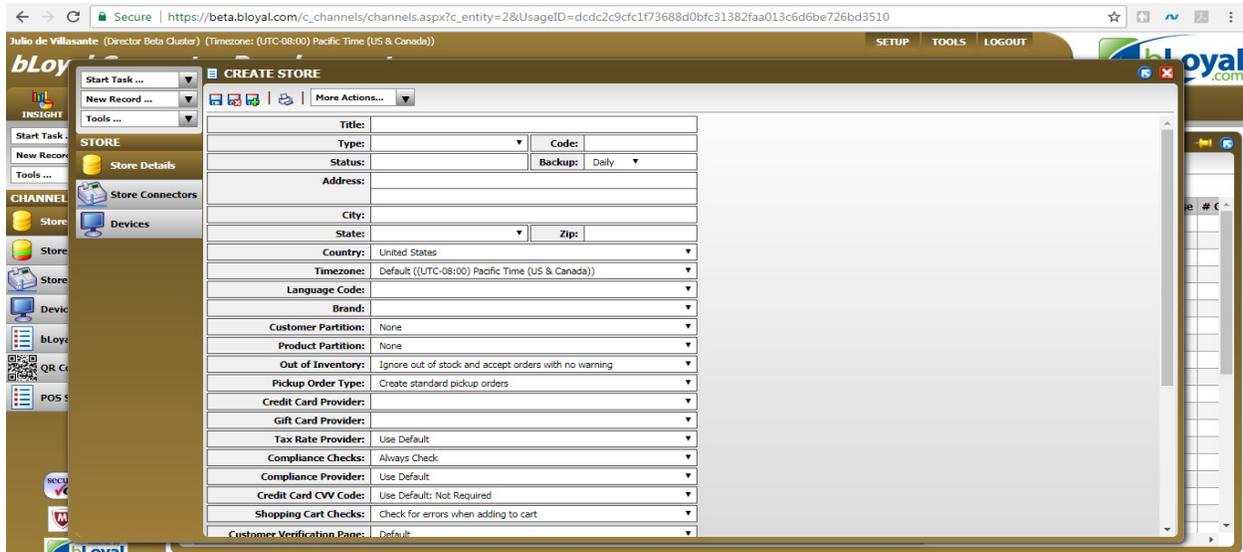
4 Configuration in Director:

4.1 Create a Store in bLoyal

Steps

Login bLoyal Director with valid credentials and Click on 'Channels' tab and navigate to Store menu.

ID	Title	Key	Code	Type	Store	Default	bLoyal Hosted	Access URL	Last Modified
50	Opt-Out 1	13CA1F23E5	Opt-Out 1	Opt Out	-	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Opt-Out 1	06/21/
49	test	10CA1F23E6	test	Reminders Portal	-	Yes	Yes	https://cartbeta.bloyal.com/ConnectorDev/test	06/13/
48	AL Account Management	11CA1F23E7	AL_ACTM	Account Management	-	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/AL_ACTM	06/1/2
47	AL_Login_Signup	0ECA1F23F8	AL_LOGIN	Login/Signup	Store 1	Yes	Yes	https://cartbeta.bloyal.com/ConnectorDev/AL_LOGIN	06/1/2
46	ClubRun	0FCA1F23F9	Clubrun	Club Signup	Store 1	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Clubrun	03/5/2
45	Snippet@	0CCA1F23FA	ClubSignup101	Club Signup	-	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/ClubSignup101/ BILLING-CLUB	06/13/
44	Club Signup test	0DCA1F23FB	ClubSignup1	Club Signup	-	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/ClubSignup1/ BILLING-CLUB	06/29/
43	Account Management	0ACA1F23FC	ACCTMGMT	Account Management	Aloha Test Store	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/ACCTMGMT	02/9/2
42	Place_Order	0BCA1F23FD	Place_Order	Place Order	Aloha Test Store	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Place_Order	06/1/2
41	Refer_Friend	08CA1F23FE	Refer_Friend	Tell A Friend	Aloha Test Store	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Refer_Friend	05/31/
40	Reminder_Portal	09CA1F23FF	Reminder_Portal	Reminders Portal	Aloha Test Store	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Reminder_Portal	01/28/
39	Customer_Reminder	06CA1F23F0	Customer_Reminder	Customer Reminder	-	-	No	n/a	01/28/
38	Gift Card Balance	07CA1F23F1	Gift_Card	Gift Card Balance	n/a	-	No	n/a	01/28/
37	Sign up with club	04CA1F23F2	Club_signup	Club Signup	Aloha Test Store	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Club_signup	06/13/
36	Old	05CA1F23F3	12345	Orders	-	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/12345	01/27/
35	Account Information	02CA1F23F4	Account_Info	Account Management	Aloha Test Store	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Account_Info	02/12/
34	Title_Coupon	03CA1F23F5	code_coupon	Coupon	-	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/code_Coupon/ COUPON1	03/10/
33	Order_Sel	00CA1F23F6	Sel_Order	Orders	-	No	Yes	https://cartbeta.bloyal.com/ConnectorDev/Sel_Order	01/12/



Click on 'New' button for Store and enter the below details

1. Title.
2. Type.
3. Code.
4. Brand.

4.2 Create Devices in bLoyal

You need to create a device associated with above store

Steps

Go to the 'Channels' tab and Click on 'Devices' menu link.

The screenshot shows the bLoyal Connector Development interface. The top navigation bar includes 'INSIGHT', 'CUSTOMERS', 'MAILINGS', 'LOYALTY', 'ORDERS', 'PRODUCTS', 'CHANNELS', 'PAYMENTS', and 'HELP'. The main content area displays a table of devices under the 'CHANNEL MANAGEMENT MODULE | DEVICES | Matching Devices: 70' heading. The table has columns for ID, Device, Code, Type, Model, Store, Default, Channel, Device Key, Operator, Version, and Status. The table lists various devices, including 'HMV Test Lane 1', 'Virtual Device', 'ALPHA EMULATOR DEV', and 'Device 1'.

ID	Device	Code	Type	Model	Store	Default	Channel	Device Key	Operator	Version	Status
16	HMV Test Lane 1	0000000000994-07	POS Lane		HMV Test Store	Yes	POS	SBTINTXUGZ-TQFKNTVY-TSCQPXLVK	n/a		Active
17	Virtual Device	S14-1	Virtual Lane		Dineware	Yes	Phone	SBTINTXUGZ-PCJHSVJNSD-PVYNLEUAGA	n/a		Active
22	Virtual Device	S16-1	Virtual Lane		Dineware QA	Yes	Phone	SBTINTXUGZ-PVYAFNRTP-PFAGTPLQGS	n/a		Active
24	Virtual Device	S17-1	Virtual Lane		Dineware QA1	Yes	Phone	SBTINTXUGZ-PWALRUTDF-PSKLAOCITB	n/a		Active
26	Virtual Device	S18-1	Virtual Lane		Clover Store	Yes	Phone	SBTINTXUGZ-PWAWRMDWVW-PEKRANXKD	n/a		Active
27	Virtual Device	S19-1	Virtual Lane		DinewareQA0916	Yes	Phone	SBTINTXUGZ-PJIDCMFSL-PTASIOYWS	n/a		Active
29	Virtual Device	S15-1	Virtual Lane		Clover QA Store	Yes	Phone	SBTINTXUGZ-PTKEVATUDH-PXREWASGO	n/a		Active
31	ALPHA EMULATOR DEV	ALPHA EMULATOR DEV	Mobile POS Lane		Clover Store	No	POS	SBTINTXUGZ-PWAWRMDWVW-PVFEWAOPK	n/a		Inactive
32	Virtual Device	S20-1	Virtual Lane		RMH Dev	Yes	Phone	SBTINTXUGZ-PWQVHMUEDF-PQYLDQJNTA	n/a		Active
33	AlfaEmulatorQA1 - Auto Created	AlfaEmulatorQA1	POS Lane		Clover_QA Store	No	POS	SBTINTXUGZ-PTKEVATUDH-PKIOINPQORT	n/a		Inactive
34	Device 2	2	POS Lane		knickerbocker	Yes	Phone	SBTINTXUGZ-PWQVHMUEDF-PQYLDQJNTA	n/a		Active
35	Kent Device2	2	Virtual Lane		kent	Yes	POS	SBTINTXUGZ-PLTGWFRTRQ-PEAMKAMXG	n/a		Active
37	Driggs Device2	2	Virtual Lane		Driggs	Yes	POS	SBTINTXUGZ-PNORJTXQMF-PREFNIPJMI	n/a		Active
39	7th ave Device1	1	POS Lane		7th ave	Yes	POS	SBTINTXUGZ-PCYANGTDAK-PUGJKNNDWV	n/a		Active
41	myrtle Device1	1	Virtual Lane		myrtle	Yes	Phone	SBTINTXUGZ-PFERMISTMF-PEKYWGFEB	n/a		Active
43	Device 1	1	Virtual Lane		Graham	Yes	Phone	SBTINTXUGZ-PUIQETIVJK-POXSMOKEKE	n/a		Active
45	Device 1	1	POS Lane		Hoboken	Yes	Phone	SBTINTXUGZ-PMTGRKNPAQ-PVCEBLETJU	n/a		Active
47	Device 1	1	POS Lane		5th ave	Yes	Phone	SBTINTXUGZ-PJBVPGHAF-PEYKTPHPHQ	n/a		Active

The screenshot shows the 'CREATE DEVICE' form in the bLoyal Connector Development interface. The form includes fields for Store, Version, Operator, Device Key, Device Code, Device Name, Device Model, Device Type, Integrated Application, and Order Channel. There are also checkboxes for 'Do not allow channel to be changed when entering phone and POS orders', 'Gift Card TerminalID', 'Credit Card TerminalID', 'Default Visit Type', 'Default Price Level', 'Status', and 'Default Sales Rep'. A red error message states 'Must be unique within a store' next to the Device Code field. The form is set to 'Automatically subscribe new Customers to the following Subscriber Groups' with 'Company Favorite Store (FAVORITE)' selected.

Click on 'New' button and enter the below details.

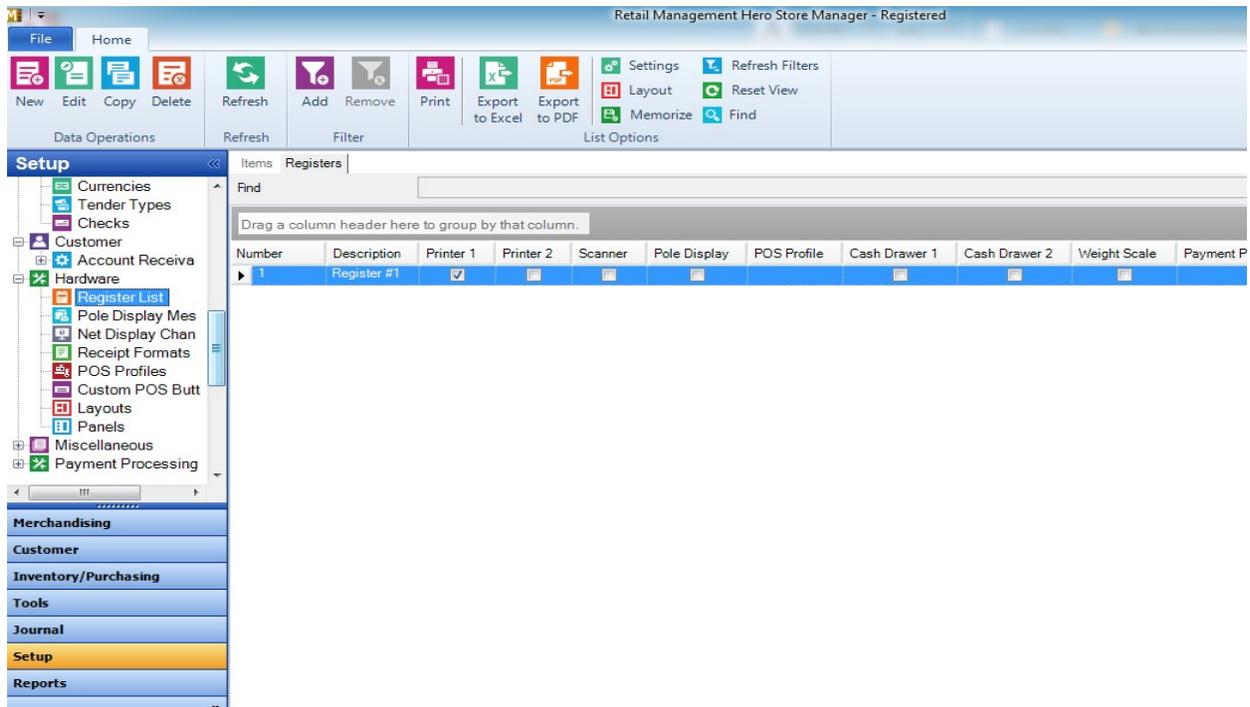
- Store (Created above)
- Enter Device Code - **This should be same as the register number in RMH Store Manager. For searching the Register Number see below section.**
- Device Name.
- Device type as 'Mobile POS Lane'.
- 'Integrated application' as Retail Management Hero. (present for bLoyal)
- Order Channel as 'POS' and select 'Default Price Level'.
- You can select POS Snippet Configuration from multiple configuration by clicking on 'Use the following POS Snippet Configuration Profile ' radio button or you can choose 'Use POS Application default configuration ' radio button for default

Click on the "Save" button.

Note- The Device Code should be same as the register number in RMH Store Manager. You will need to create same number of devices in Director as they are present in RMH Store Manager. API Keys will be different for all the devices.

Get Register Number

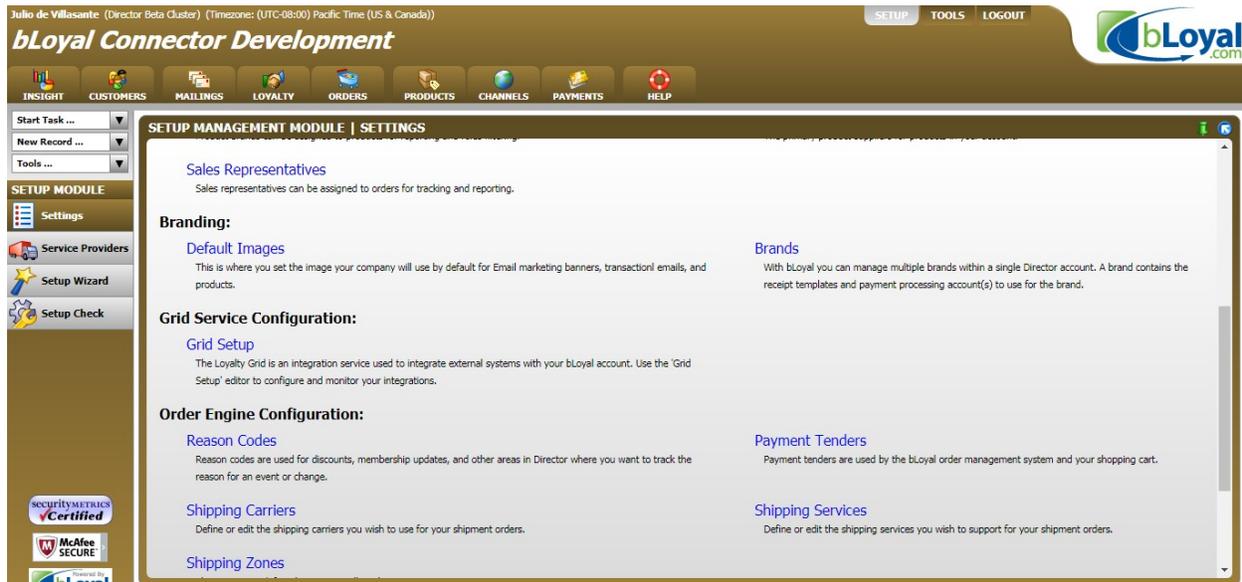
- Go To "RMH Store Manager". Select "Setup" from the list of menu options on the right.
- Expand "Hardware" option and select "Register List" option. All the devices in the store will be displayed here with register number.



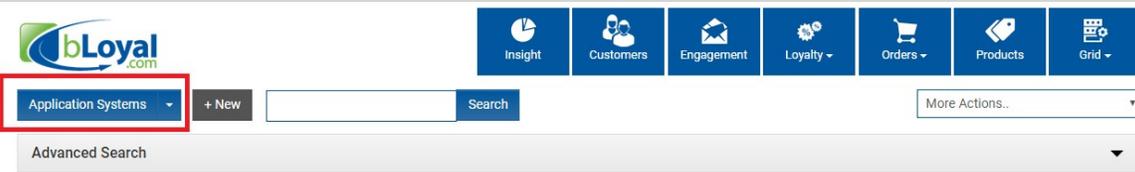
4.3 Create Application System

A bLoyal Application System, API key & Connector Profile are pre-requisite for configuring the RMH Connector. Please refer to the following steps to create an Application System:

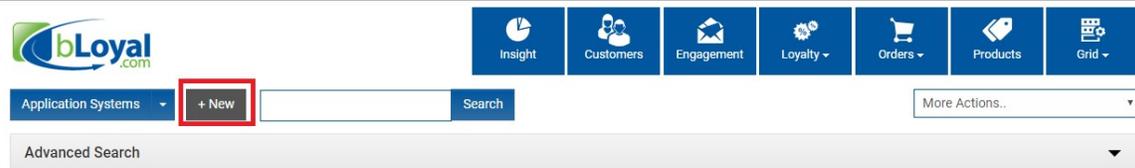
1. Click "Setup" in the upper-right corner of bLoyal, then click the "Settings" tab on the left-hand side, then select "Grid Setup" under Grid Service Configuration.



2. Click the drop-down menu in the upper-left corner and select "Application system".



3. Click the "+New" button.



4. Enter the following details and click the "Save" button to create the Application System.
 - Name
 - Order Discount Behavior – This should be selected as "Line".
 - Order Discount Code
 - Please add a Non-Inventory Product into RMH that has an Item Lookup Code that is the same as the Order Discount Code.
 - Order Discount Name

- Shipping Charge Behavior - This should be selected as "Line"
- Shipping Charge Code
- Shipping Charge Name
- Tax Behavior - This should be selected as "Line"
- Tax Charge Code
- Tax Charge Name

bLoyal

Application Systems + New

Name: RMH

Order Discount Behavior: Line

Shipping Charge Behavior: Line

Tax Behavior: Line

Order Discount Code: OrderDiscount

Shipping Charge Code: Shipping

Tax Charge Code: SalesTax

Disable Order Engine:

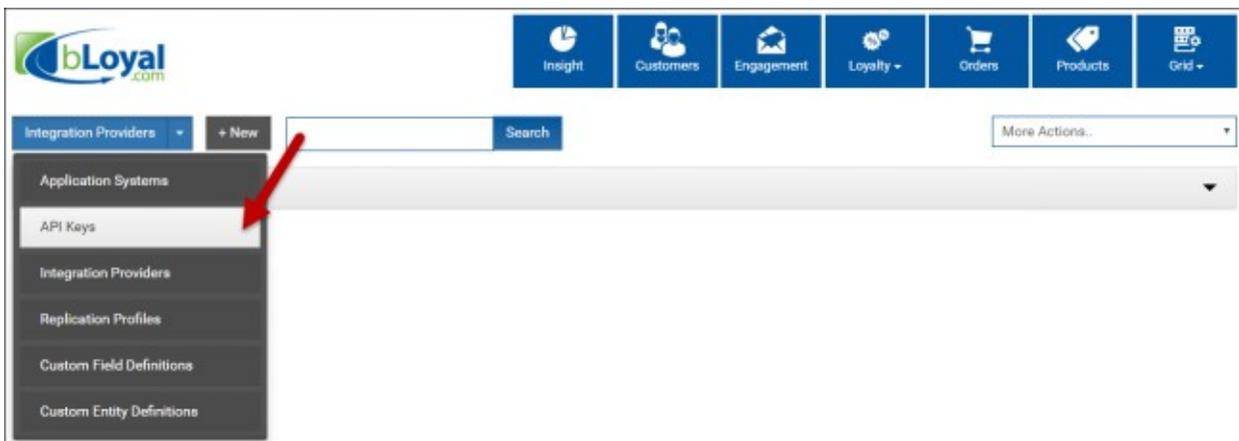
Create Sales Transactions from Cart Commitments:

Use product 'on sale' flag from Direct:

4.4 Create a bLoyal API Key for Backend Connector

A bLoyal API key is a pre-requisite for configuring the RMH Connector.

1. Click the drop-down menu in the upper-left corner and select "API Key".



2. Click the "+New" button.

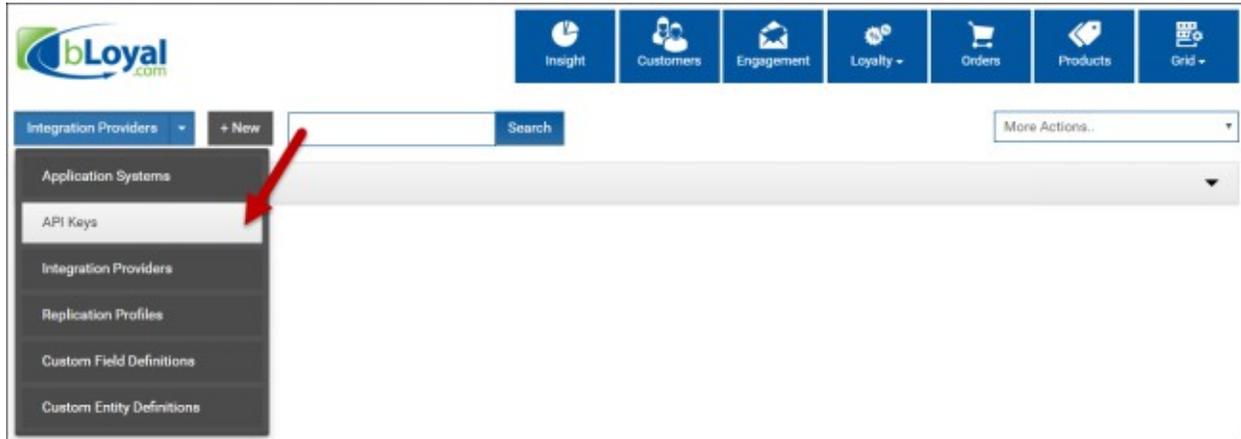


3. To create new API Key for use with the RMH backend connector, provide the following information:
 - Name – Enter a name used simply for identification purposes.
 - Application System – Choose the application system created above.
 - Connectors – "Retail Management Hero(RMH)" type.
 - Key Type – Choose "Store".
 - Store – Select the store created above.
 - Connector Profile – Use Default
4. Click "Finish".

4.5 Create a bLoyal API Key for Front End Connector

A bLoyal API key is a pre-requisite for configuring the RMH Connector.

1. Click the drop-down menu in the upper-left corner and select "API Key".



2. Click the "+New" button.



API Keys ▾ + New

Name	RMH API
Application System	RMH POS ▾
Connectors	Retail Management ▾
Key Type	Device ▾
Device	RMH STORE:RMH D ▾
Connector Profile	Use Default ▾

Disabled

Locked

Cancel

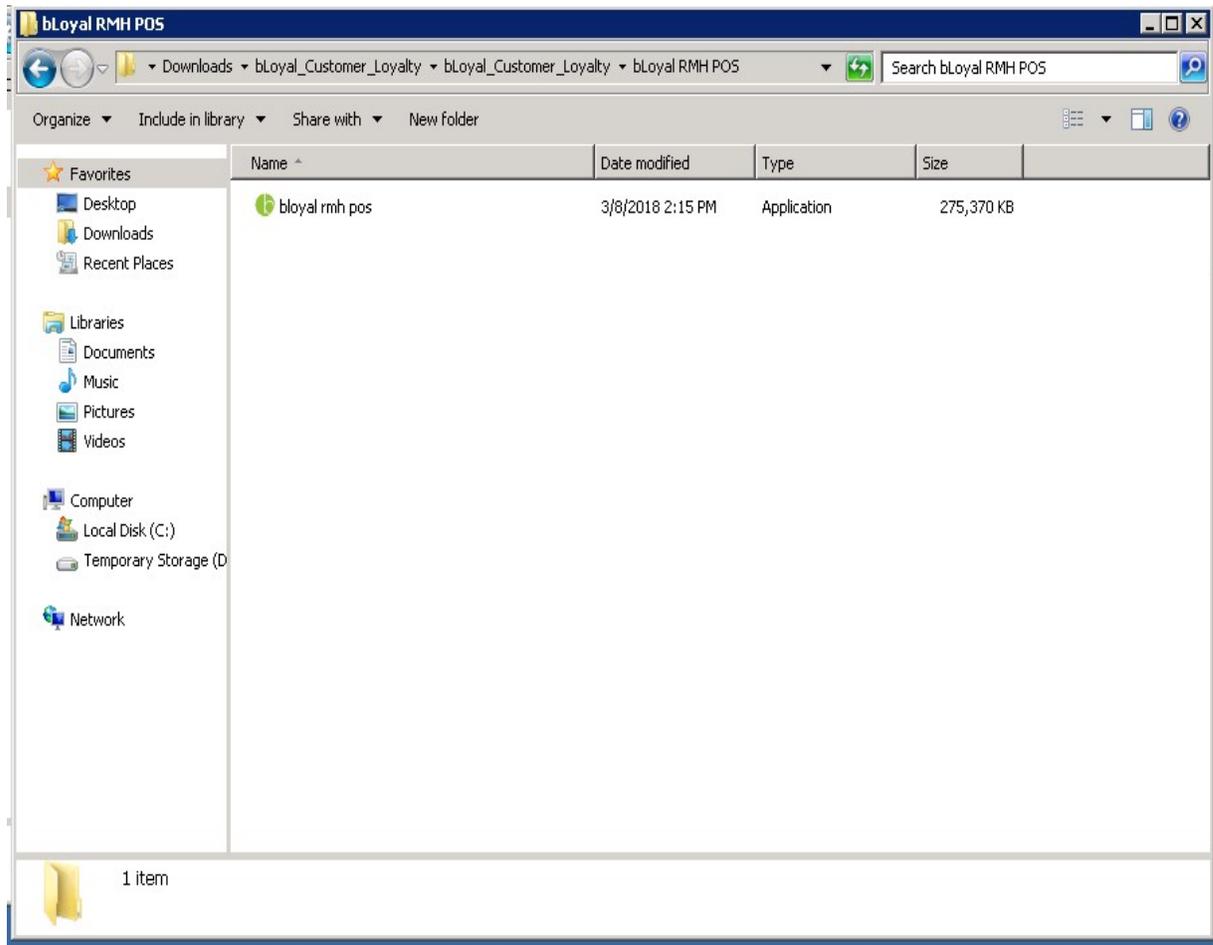
3. To configure the newly created API key for use with the RMH backend connector, provide the following information:
 - Name – Enter a name used simply for identification purposes.
 - Application System – Choose the application system created above.
 - Connectors – "Retail Management Hero(RMH)" type.
 - Key Type – Choose "Device".
 - Device – Created above.
 - Connector Profile – Use Default
4. Click "Finish".

5 Configuration in RMH:

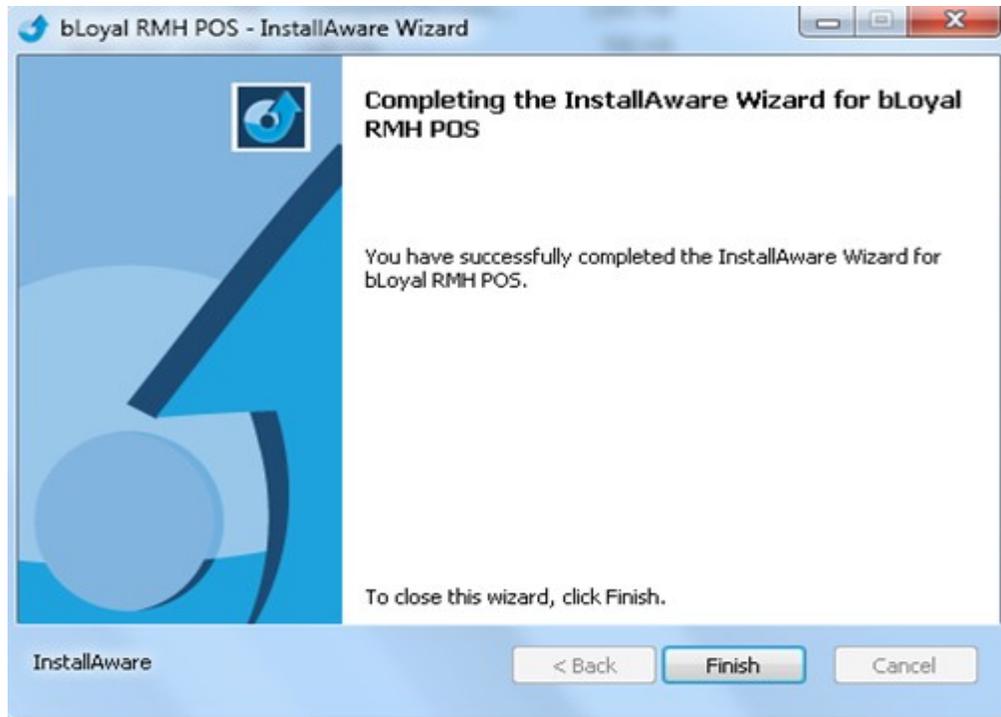
5.1 Workstations Setup on RMH POS:

This step will add “.dll” files that are required for bLoyal integration with RMH.

1. Go to 'bLoyal_Customer_Loyalty>bLoyal RMH POS' folder.



2. Double click on “bLoyal RMH POS” setup file.



3. Click on "Finish" button.

It will automatically add .dll files in "Retail Hero\RMH POS\Extensions\bLoyal" folder, and we need to restart RMH POS and Store Manager to see the changes.

Files will be added to the below path: -

32 Bit System path = C:\Program Files\Retail Hero\RMH POS\Extensions\bLoyal
OR

64 Bit System path = C:\Program Files (x86)\Retail Hero\RMH POS\Extensions\bLoyal

After this process, it will automatically add Master Setting button under Customer Buttons of RMH POS.

5.2 Setup "ConfigSampleApp"

- i. Go to C:\Program Files (x86)\bLoyal\RMH Integration\Configuration Application
- ii. It will open "Master Settings" window.
- iii. Click on the "Enable bLoyal" button. (This will create a POSConnectorSettings file in "C:\ProgramData\bLoyal\Settings" folder)
- iv. Fill-up all information and Generate the Access Key before saving it.
- v. Please test the database connection by clicking the button "Test Database Connection."

Master Settings Version : 1.1.3517698.001

Loyalty Engine Credentials

Login Domain: *

ApiKey: *

Connection Status : Pass

Loyalty Tender Code: *

Gift Card Tender Code: *

Gift Card SKU:

bLoyal Custom URLs

POS Snippet URL:

Domain URL:

RMH Database Connection

Server Name: *

Database Name: *

Authentication: *

User ID: *

Password: *

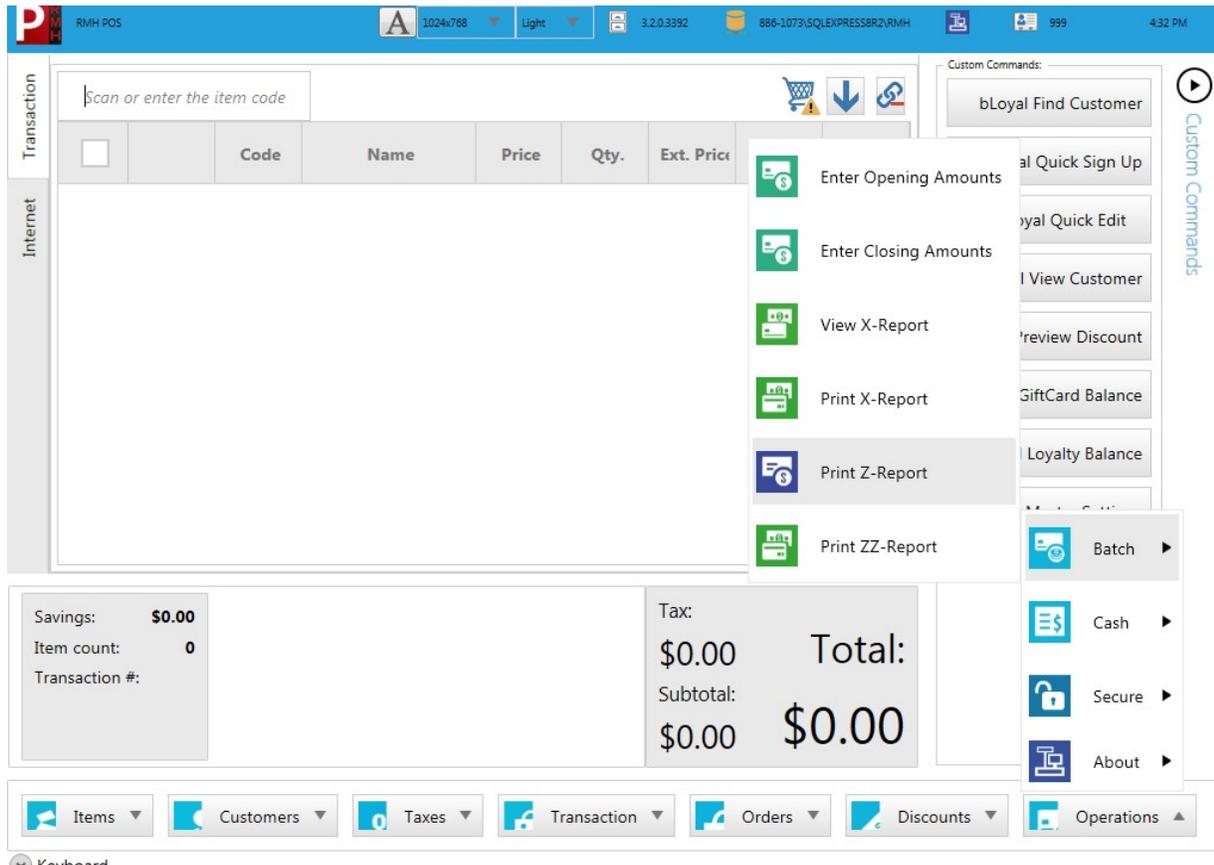
Connection Status : Pass

Fields	Description
Login Domain	This is the company used to access your bLoyal Director account.
API Key	This is an API key from your bLoyal Director account. Here API Key type should be Device specific. This is the API Key created above for Front End Connector.
Lock	This will lock the API key and generate the access key.
Test bLoyal Connection	This will check the type of API key that is required for configuration.
Loyalty Tender Code	This is the code corresponding to the loyalty tender in your bLoyal Director account.
Gift Card Tender Code	This is the code corresponding to the Gift Card tender in your bLoyal Director account.
Gift Card SKU	(Optional) This is the SKU of the RMH item that will be used to trigger the action of loading a balance onto a bLoyal gift card.
Custom POS Snippet URL	This is optional and is only required if you've been given specific instructions from bLoyal.
Domain URL	If you own multiple domains then this can be used to launch custom domains. (Optional)
Server Name	This is a SQL Database Server name. This will be the name of server where we need to connect to install for accessing RMH database for all the operations.
Database Name	This is a Database Name, where all data will be stored.
Authentication	This is the type of authentication for database.

Type	
User ID	This is a user/login name of SQL Database Server.
Password	This is a password of SQL Database Server.
Test Database Connection	This is useful to test the connection to the Database through POS system.
Enable/Disable bLoyal Functionality	This will enable/disable the bLoyal Functionality, and will block all the bLoyal Snippets or Feature from use.
Update bLoyal Service URL	This can be used to update the bLoyal Service URLs.

Note: Once you complete the master settings please go ahead and close & open the RMH POS.

After opening the RMH POS go to the below "Operations" Menu Option below and select the "Batch" and then finally select "Print Z-Report" and click Yes on the confirmation pop-up.

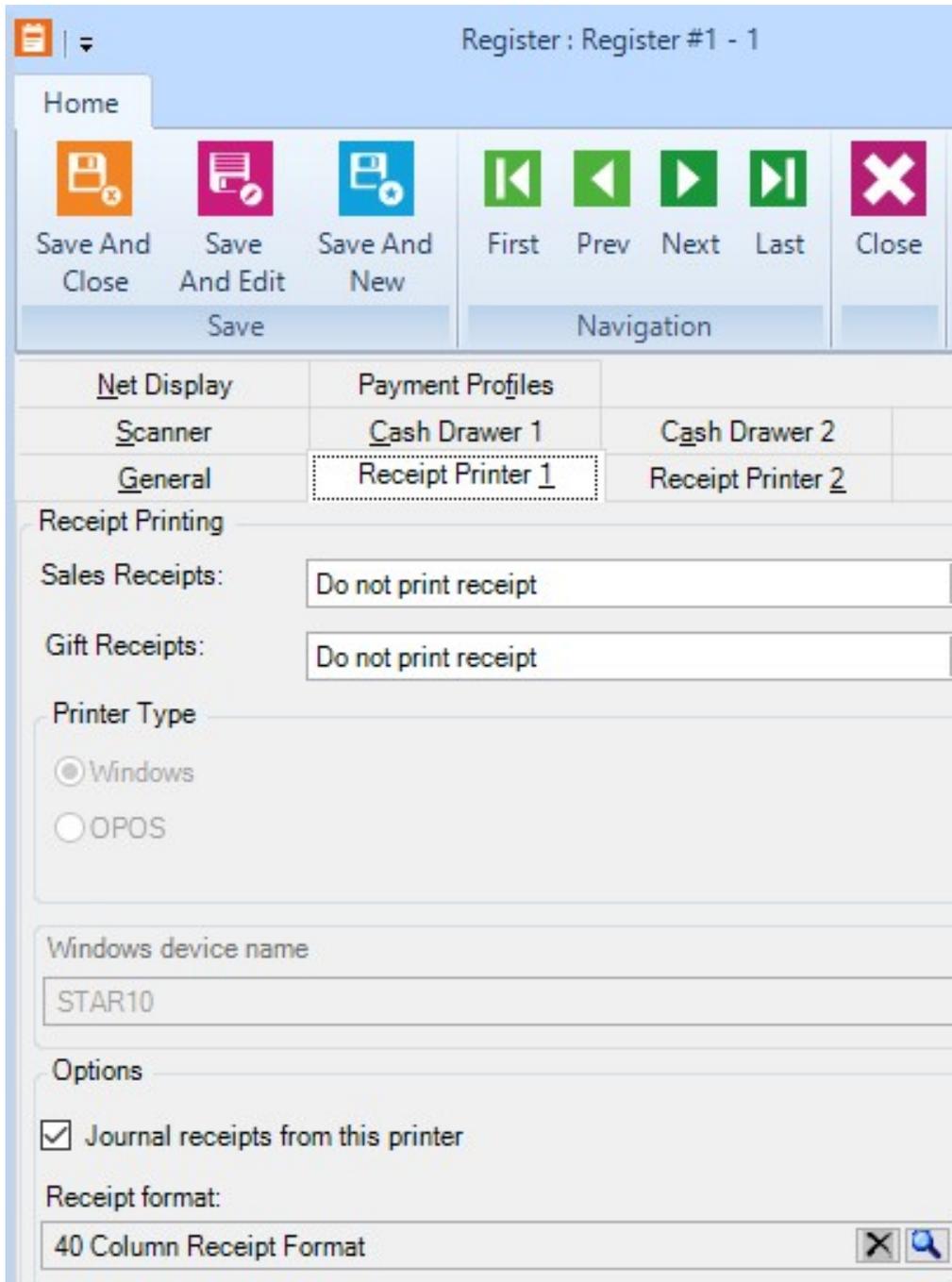


5.3 bLoyal Loyalty Receipt Setup

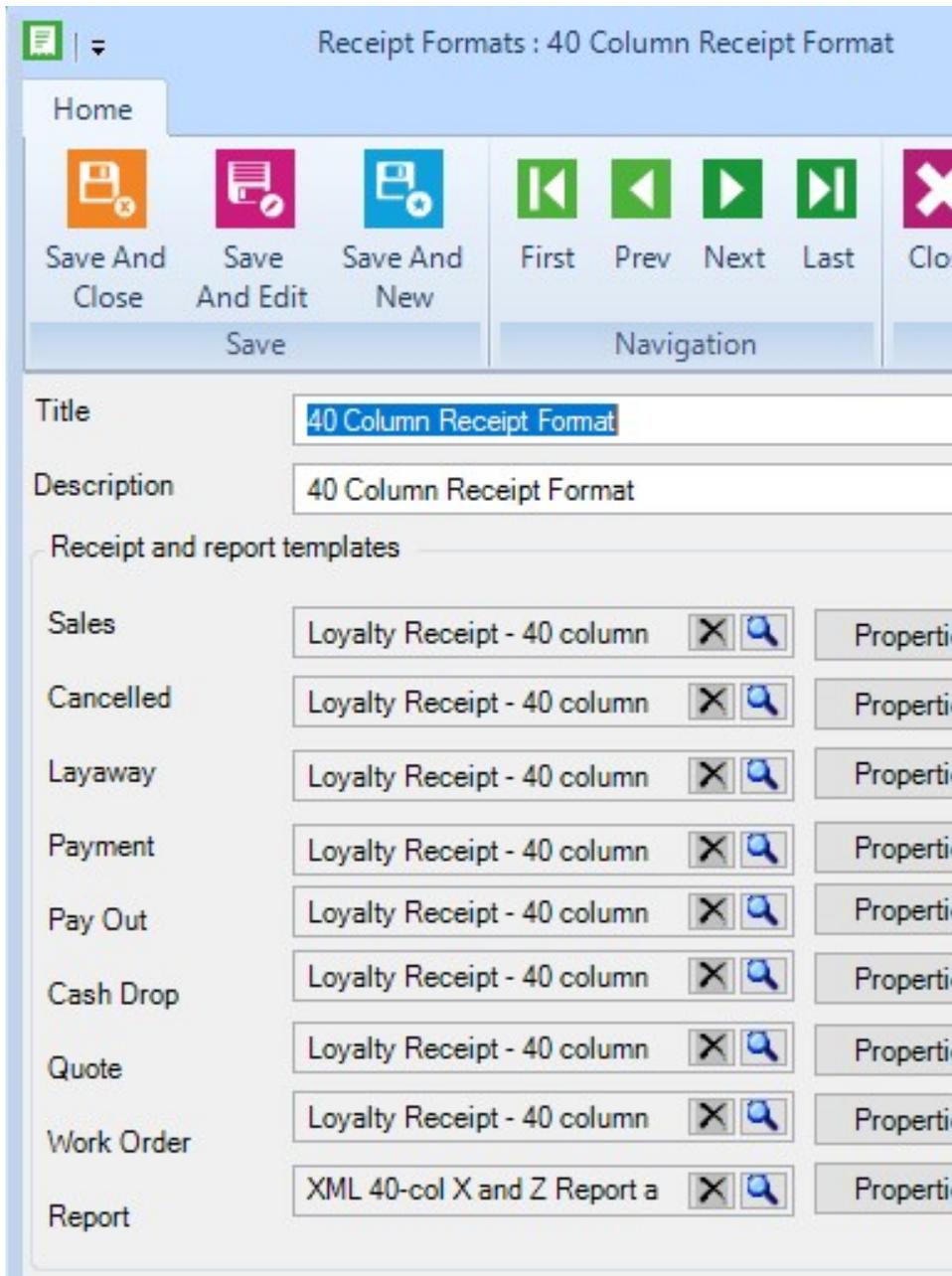
To enable bLoyal Receipt Messages, please follow the steps below.

1. Open RMH Store Manager.

2. Navigate to Setups -> Hardware -> Register List
3. Edit the Register that is being used.
4. Navigate to Printer Receipt 1 and view which Receipt Format is currently being used.



5. Remember the name of the Receipt Format and next navigate to Setup -> Hardware -> Receipt Formats
6. Click on the Receipt Format that is being used with the Register and press Edit.



7. Press the magnifying glass on the "Sales" Receipt Format and navigate to "C:\Program Files (x86)\bLoyal\RMH Integration" in the popped up file explorer to find the "LoyaltyReceipt.xml" file.
8. Click on the "LoyaltyReceipt.xml" file and set that to the "Sales" Receipt Format.

Example of RMH Receipt:

Store 1 2982 Main St. Newport Beach CA 84382 (213) 555-0143	
Sales Receipt	
Transaction #:	9987507
Account #:	D00700010016
Date: 2/24/2022	Time: 4:45 PM
Cashier: 1	Register #: 1
Item	Description
-----	-----
15100	Football
	=====
	Sub Total
	Total
	Cash Tendered
	Change Due
	
9987507	
Thank you for shopping	
Store 1	

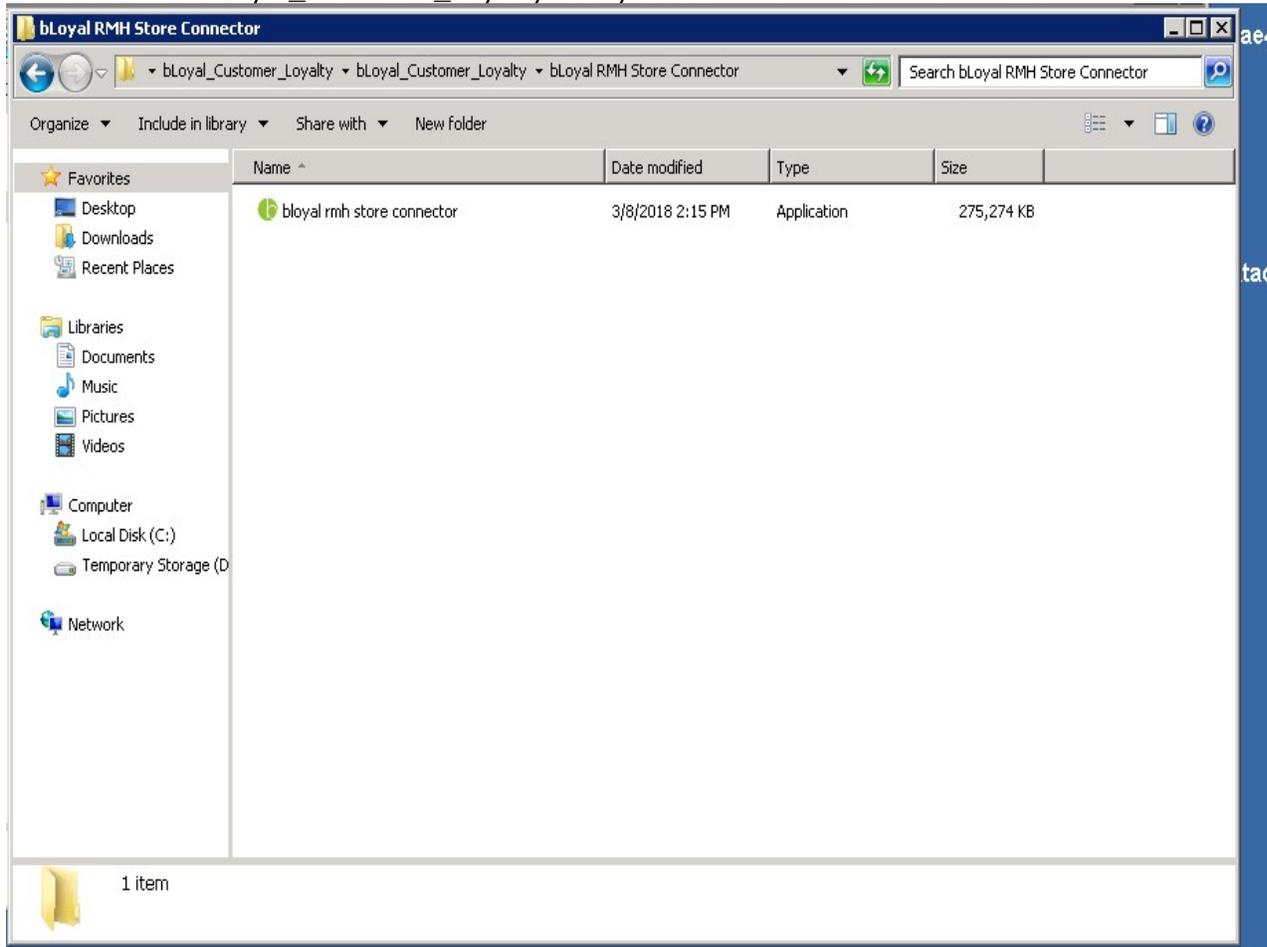
Now the RMH Register will add the bLoyal Loyalty Receipt Message when creating receipts.

6 Data Sync Service integration

This is required to sync the data from RMH to bLoyal and vice versa. For example, Products, Departments, Customers, Orders etc.

6.1 Process to add Data Sync Service:

- i. Go to "bLoyal_Customer_Loyalty>bLoyal RMH Store Connector" folder



- ii. Double click on "bloyal rmh store connector" setup file.



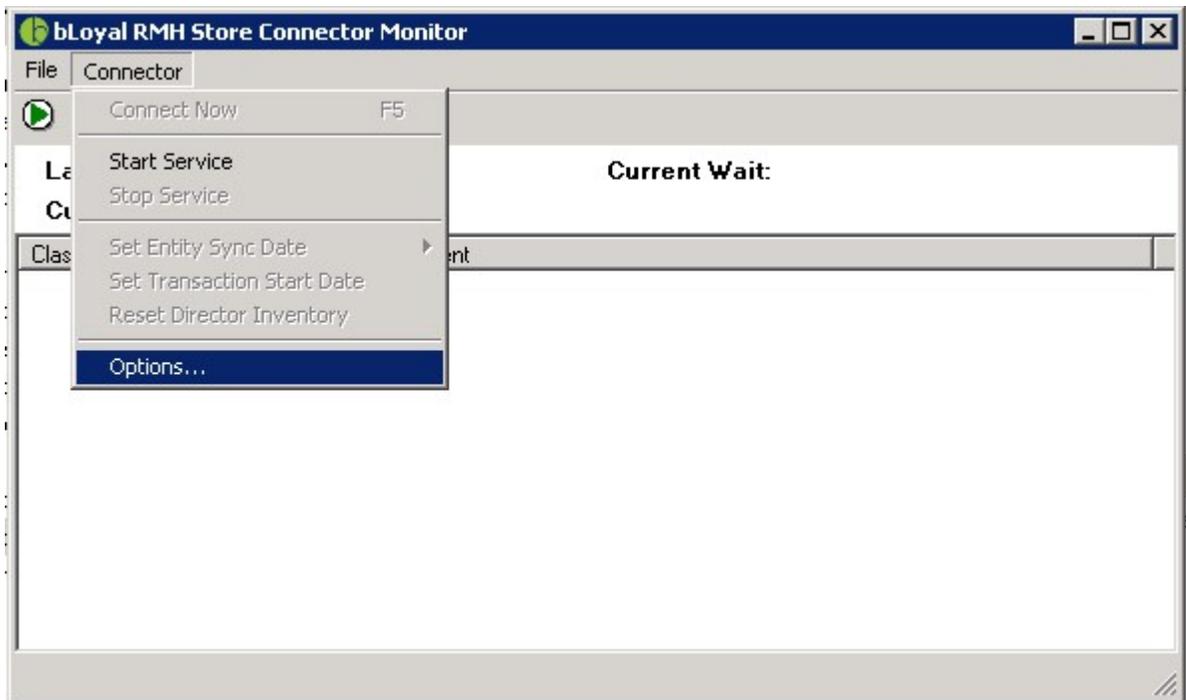
- iii. Click on "Finish" button.

6.2 Process to start Data Sync Service:

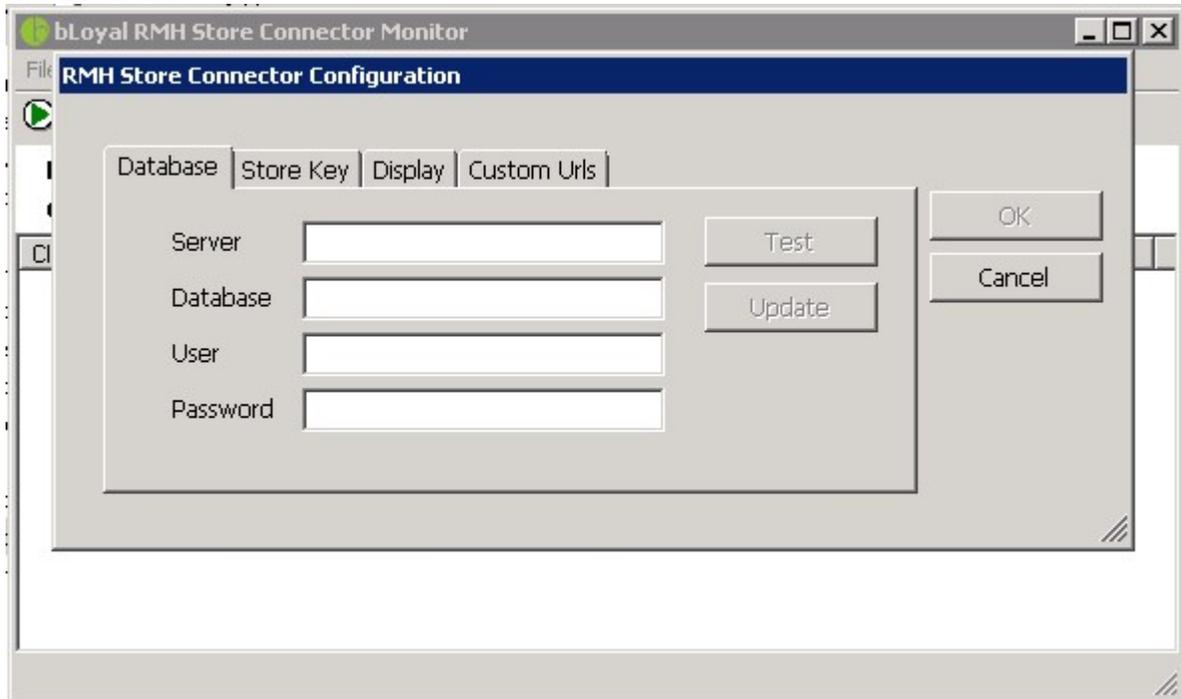
1. Go to the "C:\Program Files (x86)\bLoyal\Store Connector for RMH" folder location
2. Double click on "BLoyal.RMHMonitor" exe file.
3. It will open Data Sync Service window.

 BLoyal.Connector.Engine	3/3/2017 10:07 AM	Application	55 KB
 BLoyal.Connector.Engine.pdb	3/3/2017 10:07 AM	PDB File	110 KB
 bLoyal.Connectors.Grid.dll	12/10/2016 6:32 PM	Application extension	367 KB
 BLoyal.DataConnector.RMH.dll	3/3/2017 10:07 AM	Application extension	139 KB
 BLoyal.DataConnector.RMH.pdb	3/3/2017 10:07 AM	PDB File	158 KB
 bLoyal.dll	12/8/2016 6:01 AM	Application extension	64 KB
 BLoyal.MonitorCore.dll	3/3/2017 10:07 AM	Application extension	85 KB
 BLoyal.MonitorCore.pdb	3/3/2017 10:07 AM	PDB File	68 KB
 BLoyal.RMHMonitor	3/3/2017 10:07 AM	Application	14 KB
 BLoyal.RMHMonitor.exe	1/3/2017 2:27 PM	XML Configuration File	1 KB
 BLoyal.RMHMonitor.pdb	3/3/2017 10:07 AM	PDB File	16 KB
 BLoyal.RMHStoreConnector	3/3/2017 10:07 AM	Application	11 KB
 BLoyal.RMHStoreConnector.pdb	3/3/2017 10:07 AM	PDB File	24 KB
 BLoyal.VSFramework.dll	3/3/2017 10:07 AM	Application extension	804 KB
 BLoyal.VSFramework.pdb	3/3/2017 10:07 AM	PDB File	1,922 KB
 EntityMap	1/3/2017 2:27 PM	XML Document	100 KB
 Newtonsoft.Json.dll	6/13/2016 5:36 PM	Application extension	514 KB
 Newtonsoft.Json	6/13/2016 5:36 PM	XML Document	511 KB
 StoredProcs	1/3/2017 2:27 PM	XML Document	1 KB
 System.Net.Http.Formatting.dll	1/27/2015 10:32 PM	Application extension	182 KB
 System.Net.Http.Formatting	1/27/2015 10:32 PM	XML Document	189 KB
 TableMap	1/3/2017 2:27 PM	XML Document	105 KB

4. Click on Connector Tab.
5. Click on "Options..." link.



6. It will open "RMH Store Connection Configuration" window.
7. Under "Database" menu, it will show the Database details that needs to be configured in RMH Store Connector Configuration form.
8. Server, Database, User & Password- These details should be entered to connect with the database.

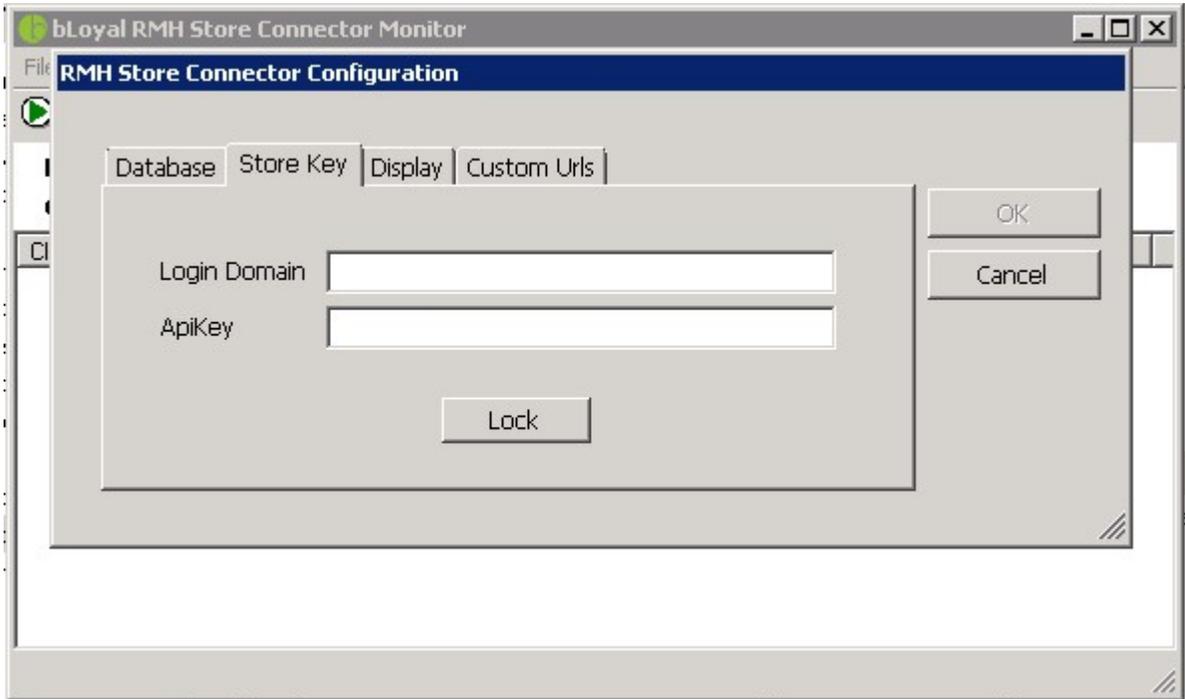


9. Click on Store Key to add Login Domain and API Key.
10. User will be able to Lock the API key by clicking the button "Lock" button only after

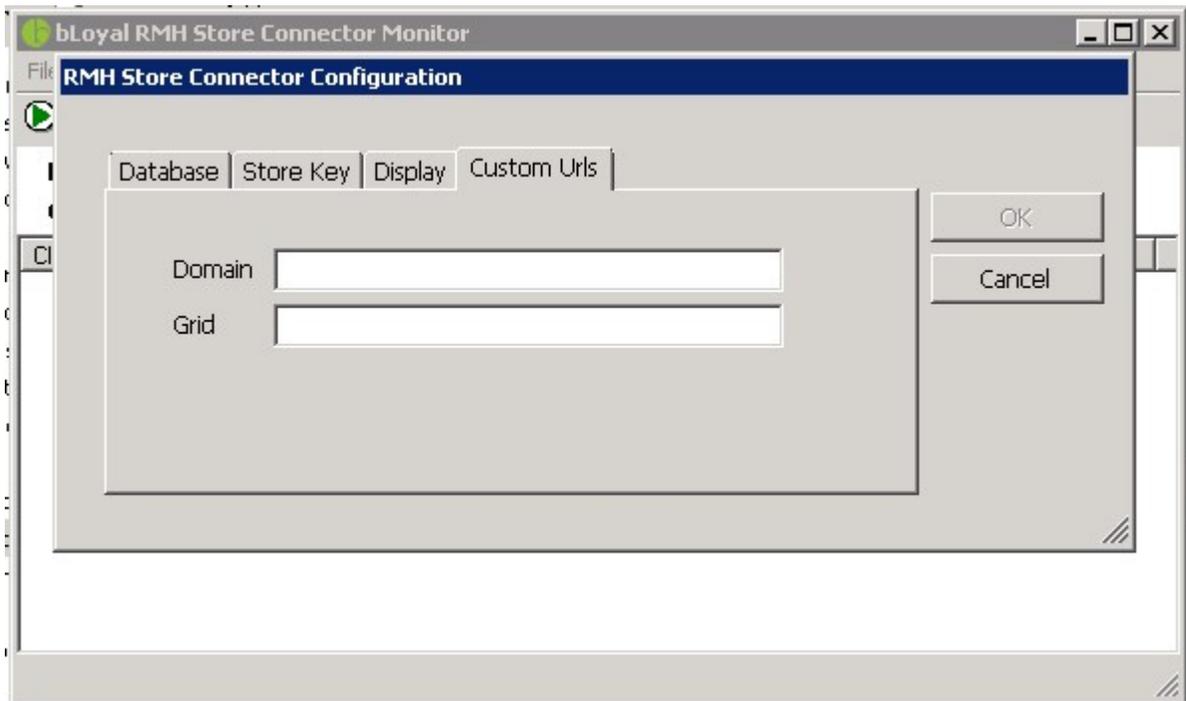
entering the Login Domain & API Key.

11. Click on the "OK" button to save the configuration.

Note: Enter the API Key created above for Back End Connector which is Store specific.



12. Customer URL: This is optional and is only required if you've been given specific instructions from bLoyal.



7 Uninstall Packages

This process contains steps to uninstall bLoyal integration with RMH

1. Go to "Control Panel".
2. Then, go to "Uninstall a program".
3. Select "bLoyal RMH POS" and right click.

Name	Publisher	I...	Size	Version
 Retail Management Hero Store Manager	Retail Hero	4/13/2017	252 MB	3.2.0.3415
 Retail Management Hero POS	Retail Hero	4/13/2017	48.3 MB	3.2.0
 bLoyal RMH Store Connector	bLoyal	4/13/2017		1.0
 bLoyal RMH POS	bLoyal	4/13/2017		1.0

4. Then, click on Uninstall.
5. Click on "Finish" button.



It will automatically remove bLoyal integration's .dll files from "Retail Hero\RMH POS\Extensions" folder.

This process will remove files from following locations depending on your Operating system:

32 Bit System path = C:\Program Files\Retail Hero\RMH POS\Extensions\bLoyal

OR

64 Bit System path = C:\Program Files (x86) \Retail Hero\RMH POS\Extensions\bLoyal

8 Uninstall Data Sync Service

This will uninstall the service that sync data between Dinerware and bLoyal systems.

1. Go to "Control Panel".
2. Then, go to "Uninstall a program".
3. Then, select "bLoyal RMH Store Connector" and right click.
4. Then, click on Uninstall.

Organize ▾					
Name	Publisher	I...	Size	Version	
 Retail Management Hero Store Manager	Retail Hero	4/13/2017	252 MB	3.2.0.3415	
 Retail Management Hero POS	Retail Hero	4/13/2017	48.3 MB	3.2.0	
 bLoyal RMH Store Connector	bLoyal	4/13/2017		1.0	
 bLoyal RMH POS	bLoyal	4/13/2017		1.0	

5. Click on "Finish" button.

After this process, it will automatically remove the RMH Data Sync Service.

