



RMH CUSTOM BUTTON COMMANDS

Retail Management Hero (RMH)

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Support is provided only through the RMH support system: <http://support.rrdisti.com/account/login>.

RMH Product Website: www.rmhpos.com



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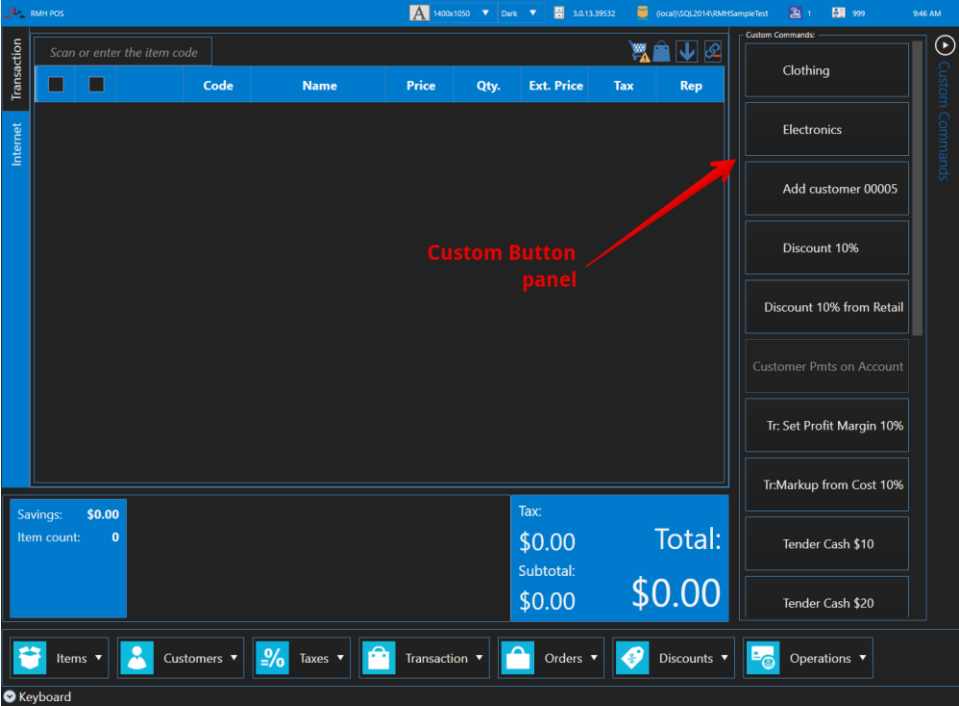
RMH Custom Button Commands

Custom Buttons in RMH

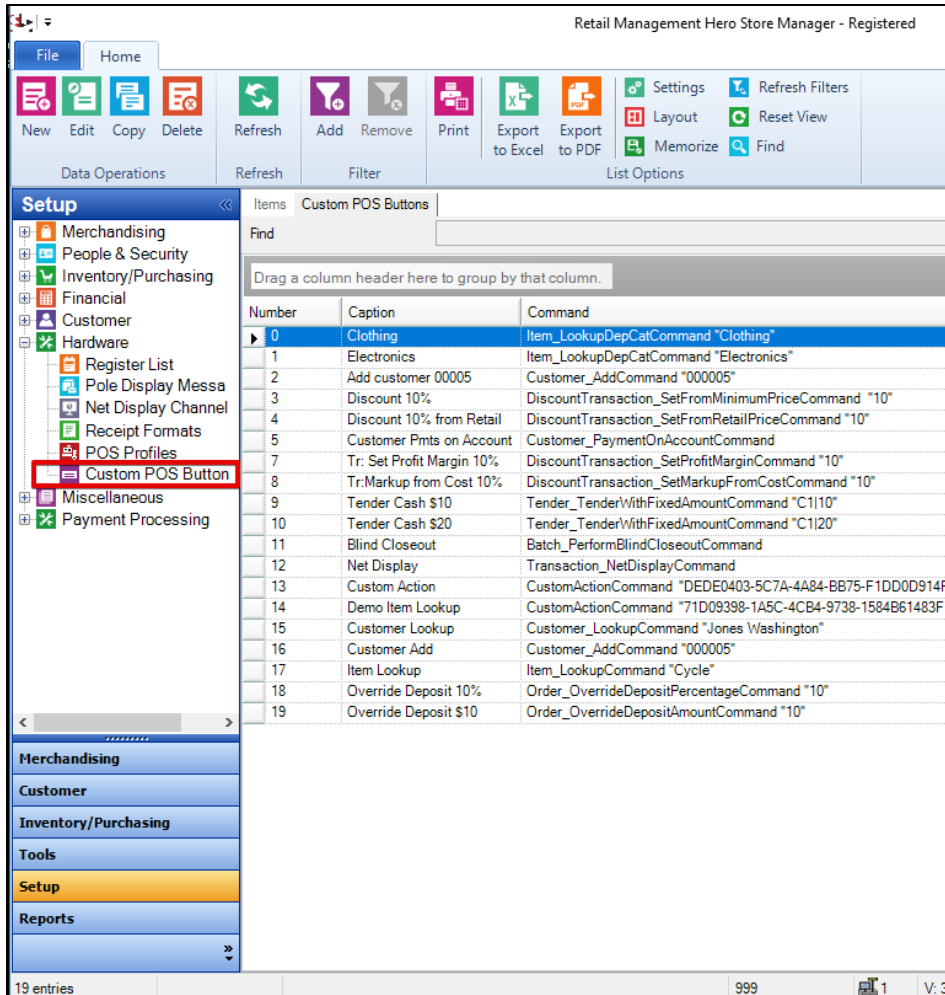
The Custom Buttons are used in the RMH POS program for automating certain functions that otherwise may not be included in the control panel buttons.

For example, you may want to use custom buttons to apply a predefined 10% discount to the transaction, or quickly tender the transaction with a \$10 bill. The rich set of custom commands allows a wide variety of such actions.

In the POS User Interface (UI), the Customer Buttons display in the right-hand side panel. The custom buttons could be also “clicked” by using the shortcut (consistent with Microsoft Dynamics RMS): Ctrl/{#} key combination (where {#} signifies the number key 0-9 - “0” being the topmost button, “1” the next down and so forth).



Define the Custom Buttons in RMH Back Office Manager (BOM). Use the following menu: **Setup -> Hardware -> Custom POS Buttons:**



In order to define a custom button, in the above screen click **New** in the ribbon and create a new custom button. You need to provide the following:

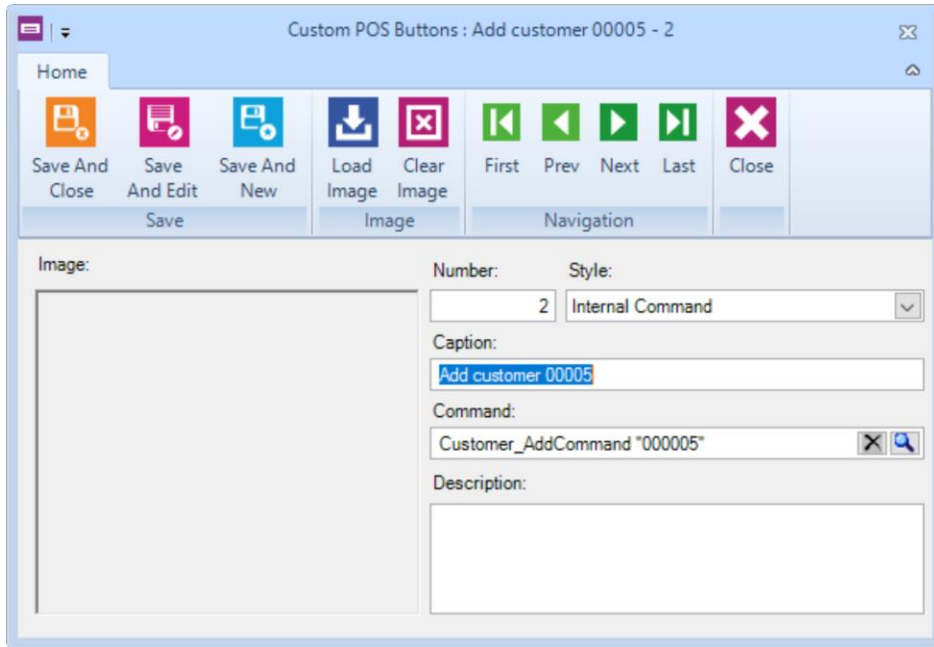
- The button consecutive number (must be unique)
- Style (must be "Internal Command")
- Caption
- Command with parameter or not

Optional parameters are:

- Description
- Button image

The image must be the appropriate dimensions to fit into the button. Usually the most ideal are square images no larger than 250pxx250px resolution, of .png or .jpg format.

After completing the custom button set-up, click **Save and Close**, and restart the RMH POS application.



Custom Button Commands Reference

Batch Commands

The Batch commands are used to operate various batch operations: opening and closing amounts, printing X/Z reports, etc.

Batch_CloseCommand

Closes the current batch, takes no parameter. This is the same as Blind Close.

Usage:

Batch_CloseCommand

Batch_EnterClosingAmountsCommand

Invokes Enter Closing Amounts dialog. No parameters

Usage:

Batch_EnterClosingAmountsCommand

Batch_EnterOpeningAmountsCommand

Invokes Enter Opening Amounts dialog. No parameters

Usage:

Batch_EnterOpeningAmountsCommand

Batch_PerformBlindCloseoutCommand

Performs Blind Closeout. No parameters

Usage:

Batch_PerformBlindCloseoutCommand

Batch_ViewXReportCommand

Invokes displays the X Report. No parameters

Usage:

Batch_ViewXReportCommand

Charge Commands

Charge commands are used to deal with various charges during the POS transaction.

Charge_AddNoTemplateCommand

Adds a run-time charge without using a template charge defined in the RMH Back Office. The command takes an optional complex parameter charge code and price, separated by "|": {Charge Code}|{Price}.

If no parameter is provided, invokes the Lookup Charge dialog and then prompts for the price.

Usage:

Charge_AddNoTemplateCommand "CH|15.10"

Charge_AddCommand

Adds a charge to the transaction using a charge template. The command takes an optional complex parameter: {Charge Code}|{Price}. If the parameter is not provided, then invokes the Charge Lookup dialog and prompts for price.

Usage:

1. *Adds charge with code and price*
Charge_AddCommand "CHARG1|15.10"
2. *Adds charge with code - will prompt for the price*
Charge_AddCommand "CHARG1"
3. *Invokes "Charge Lookup" and "Enter Price" dialogs*
Charge_AddCommand

Customer Commands

RMH Customer commands are used to perform various customer-related operations.

Customer_AddCommand

Adds a customer to the transaction. Requires a mandatory parameter –customer account number.

Usage – adds a customer with account number "000005":

Customer_AddCommand "000005"



Customer_ClearCommand

Clears the current customer from the transaction. Takes no parameter

Usage:

Customer_ClearCommand

Customer_DisplayHistoryCommand

Displays the dialog with the current customer's purchase history. Takes no parameter

Usage:

Customer_DisplayHistoryCommand

Customer_EditCommand

Invokes the Customer Edit dialog to edit the current customer. Takes no parameter

Usage:

Customer_EditCommand

Customer_LookupCommand

Adds a customer to the transaction. Takes an optional parameter: customer account number. If the parameter is omitted or the account is not found, brings up the Customer Lookup dialog with a list of customers that fits the search criteria.

Usage:

1. *Invokes Customer Lookup dialog to add a customer to the transaction*
Customer_LookupCommand
2. *Adds a customer with account number "000005" to the transaction*
Customer_LookupCommand "000005"
3. *Invokes Customer Lookup dialog with the search criteria "Jon"*
Customer_LookupCommand "Jon"

Customer_NewCommand

Invokes the "Create New Customer Wizard" dialog to create a new customer. Takes no parameter

Usage:

Customer_NewCommand

Customer_PaymentOnAccountCommand

Initiates payment on account for the current customer. Takes no parameter

Usage:

Customer_PaymentOnAccountCommand



Customer_SelectShippingAddressCommand

Invokes the “Select Shipping Address” dialog to assign shipping address for the current customer. Takes no parameter

Usage:

Customer_SelectShippingAddressCommand

Discount Commands

The discount commands are used to apply various discounts and price levels to the selected item, all items in the transaction, or the entire transaction.

Discount_InvokeDiscountManuCommand

Invokes the Discount Menu dialog. Takes no parameter

Usage:

Discount_InvokeDiscountMenuCommand

Discount All Items Commands

The following commands apply the discount to all items that are currently in the transaction. This will not affect the items that are added after an “All Items” command is used.

DiscountAllItems_SetNoDiscountCommand

Removes any discount applied to all items which are currently in the transaction. Takes no parameter

Usage:

DiscountAllItems_SetNoDiscountCommand

DiscountAllItems_SetAmountFromCurrentPriceCommand

Sets a dollar amount discount from the current price to all items in the transaction. Takes an optional parameter as the discount amount. If the parameter is omitted, invokes the Enter Discount Amount dialog.

Usage: Discount the subtotal by \$10 dollars, for all items from Current price

DiscountAllItems_SetAmountFromCurrentPriceCommand “10”

DiscountAllItems_SetPercentFromCurrentPriceCommand

Sets a percentage discount from the current price to all items in the transaction. Takes an optional parameter as percentage discount. If the parameter is omitted, invokes the Enter Discount Percentage dialog.

Usage: Sets 10% discount for all items from the Current price.

DiscountAllItems_SetPercentFromCurrentPriceCommand “10”



DiscountAllItems_SetSubtotalAmountCommand

Sets the transaction subtotal amount by proportionally discounting the transaction items. Takes an optional parameter: target subtotal amount. If the parameter is omitted, invokes the Enter Amount dialog.

Usage: Sets the subtotal amount to \$20 by discounting all items proportionally.

DiscountAllItems_SetSubtotalAmountCommand "20"

DiscountAllItems_SetPriceLevelACommand

Applies Price Level A to all items in the transaction. Takes no parameter

Usage:

DiscountAllItems_SetPriceLevelACommand

DiscountAllItems_SetPriceLevelBCommand

Applies Price Level B to all items in the transaction. Takes no parameter

Usage:

DiscountAllItems_SetPriceLevelBCommand

DiscountAllItems_SetPriceLevelCCommand

Applies Price Level C to all items in the transaction. Takes no parameter

Usage:

DiscountAllItems_SetPriceLevelCCommand

DiscountAllItems_SetPriceLevelDefaultCommand

Removes the price level from all items in the transaction. Takes no parameter

Usage:

DiscountAllItems_SetPriceLevelDefaultCommand

Discount Current Item Commands

The following commands apply the discount to the currently selected item.

DiscountCurrentItem_SetNoDiscountCommand

Removes any applied discount from the selected item. Takes no parameter

Usage:

DiscountCurrentItem_SetNoDiscountCommand



DiscountCurrentItem_SetPercentFromCurrentPriceCommand

Sets the percentage discount for current item from Current Price. Takes an optional parameter: discount percentage. If the parameter is omitted, invokes the Enter Discount Percentage dialog.

Usage: Discount the current item 10% from minimum price

DiscountCurrentItem_SetPercentFromCurrentPriceCommand "10"

DiscountCurrentItem_SetPercentFromRetailPriceCommand

Sets the percentage discount for the current item from Retail price. Takes an optional parameter: discount percentage. If the parameter is omitted, invokes the Enter Discount Percentage dialog.

Usage: Discount the current item 10% from retail price.

DiscountCurrentItem_SetPercentFromRetailPriceCommand "10"

DiscountCurrentItem_SetProfitMarginCommand

Sets the profit margin to the selected item. Takes an optional parameter: profit margin percentage. If the parameter is missing, invokes the Enter Percentage dialog.

Usage: Sets 10% profit margin.

DiscountItemCurrentItem_SetProfitMarginCommand "10"

DiscountItemCurrentItem_SetPriceLevelACommand

Applies Price Level A to the current item. Takes no parameter

Usage:

DiscountItemCurrentItem_SetPriceLevelACommand

DiscountItemCurrentItem_SetPriceLevelBCommand

Applies Price Level B to the current item. Takes no parameter

Usage:

DiscountItemCurrentItem_SetPriceLevelBCommand

DiscountItemCurrentItem_SetPriceLevelCCommand

Applies Price Level C to the current item. Takes no parameter

Usage:

DiscountItemCurrentItem_SetPriceLevelCCommand

DiscountItemCurrentItem_SetPriceLevelDefaultCommand

Removes any Price Level from the current item. Takes no parameter

Usage:

DiscountItemCurrentItem_SetPriceLevelDefaultCommand



Discount Transaction Commands

The following commands apply the discount to the current entire transaction and all items that already are in the transaction or will be added later.

DiscountTransaction_SetNoDiscountCommand

Removes the transaction discount. Takes no parameter

Usage:

DiscountTransaction_SetNoDiscountCommand

DiscountTransaction_SetFromMinimumPriceCommand

Sets the transaction discount from the Minimum price. Takes an optional parameter: discount percentage. If the parameter is omitted, invokes the Enter Discount Percentage dialog.

Usage: Set the 10% transaction discount from the minimum price.

DiscountTransaction_SetFromMinimumPriceCommand "10"

DiscountTransaction_SetFromRetailPriceCommand

Sets the transaction discount from the Retail price. Takes an optional parameter: discount percentage. If the parameter is omitted, invokes the Enter Discount Percentage dialog.

Usage: Set 10% transaction discount from retail price.

DiscountTransaction_SetFromRetailPriceCommand "10"

DiscountTransaction_SetMarkupFromCostCommand

Sets the transaction markup from cost. Takes an optional parameter: markup percentage. If the parameter is omitted, invokes the Enter Markup Percentage dialog.

Usage:

DiscountTransaction_SetMarkupFromCostCommand "10"

DiscountTransaction_SetProfitMarginCommand

Sets the transaction profit margin. Takes an optional parameter: profit margin percentage. If the parameter is omitted, invokes the Enter Profit Margin Percentage dialog.

Usage:

DiscountTransaction_SetProfitMarginCommand "10"

DiscountTransaction_SetPriceLevelACommand

Sets the transaction price level to Price Level A. Takes no parameter

Usage:

DiscountTransaction_SetPriceLevelACommand



DiscountTransaction_SetPriceLevelBCommand

Sets the transaction price level to Price Level B. Take no parameter

Usage:

DiscountTransaction_SetPriceLevelBCommand

DiscountTransaction_SetPriceLevelCCommand

Sets the transaction price level to Price Level C. Takes no parameter

Usage:

DiscountTransaction_SetPriceLevelCCommand

DiscountTransaction_SetPriceLevelDefaultCommand

Removes the transaction price level. Takes no parameter

Usage:

DiscountTransaction_SetPriceLevelDefaultCommand

Cash Drawer Commands

The Drawer commands are used to perform various drawer functions.

Drawer_CashDropCommand

Initiates a cash drop operation and invokes Cash Drop dialog. Takes no parameter

Usage:

Drawer_CashDropCommand

Drawer_CashPayOutCommand

Performs a payout operation and invokes Cash Payout Dialog. Takes no parameter

Usage:

Drawer_CashPayOutCommand

Item Commands

The Item commands are used to perform various transaction item functions: e.g. add an item to the transaction, delete an item from the transaction, etc.

Item_AddCommand

Adds a Transaction Item into Transaction. Takes a parameter: item lookup code.

Usage: Adds an item with the item lookup code 12345678

Item_AddCommand "12345678"



Item_AddCommentCommand

Adds a comment to the currently selected item. It takes in an optional parameter: the comment text. If the parameter is omitted, invokes the Item Comment dialog.

Usage:

Item_AddCommentCommand "My comment on this item"

Item_ClearAllCommand

Clears all items in the transaction. Takes no parameter

Usage:

Item_ClearAllCommand

Item_DeleteCommand

Deletes an item from the transaction. It takes a parameter as Item Lookup Code. If there's no parameters, it deletes the selected item(s).

Usage:

1. *Deletes the item 12345678 from the transaction, if found.*
Item_DeleteCommand "12345678"
2. *Deletes the currently selected item(s) from the transaction.*
Item_DeleteCommand

Item_DuplicateCommand

Duplicates an item in the transaction. Takes a parameter: Item Lookup Code. If there's no parameter, it duplicates the selected item.

Usage:

1. *Duplicates the item 12345678 in the transaction, if found.*
Item_DuplicateCommand "12345678"
2. *Duplicates the currently selected item in the transaction.*
Item_DuplicateCommand

Item_InvokeltemActionsDialogCommand

Invokes the item actions dialog for the selected item. Takes no parameter

Usage:

Item_InvokeltemActionsDialogCommand



Item_LookupCommand

Initiates the item lookup operation. Takes an optional parameter: search criteria, which may be a combination of partial ILC, description etc. If there is no parameter, invokes Item Lookup dialog without any search criteria.

Usage: Invoke the item lookup dialog with search criteria "123 My"

Item_LookupCommand "123 My"

Item_LookupDepCatCommand

Initiates the item department and/or category lookup operation. Takes an optional parameter as department and/or category name as search criteria. If both department and category are in search criteria, in the parameter they are separated by "/"

Examples:

1. *Initiates item search by department or category "Camping"*
Item_LookupDepCatCommand "Camping"
2. *Initiates item search by department and category "Clothing/Boys"*
Item_LookupDepCatCommand "Clothing/Boys"

Item Tax Commands

Various commands for changing item taxes

ItemTax_SetDestinationTaxCommand

Applies the RMH Destination Tax based on the shipping address. Takes no parameter

Usage:

ItemTax_SetDestinationTaxCommand

ItemTax_SetNoItemTaxForTransactionCommand

Sets the transaction tax-free. Takes no parameter

Usage:

ItemTax_SetNoItemTaxForTransactionCommand

ItemTax_SetForCurrentItemCommand

Applies an item tax to the currently selected item by invoking the Select Item Tax. Takes no parameter

Usage:

ItemTax_SetForCurrentItemCommand

ItemTax_SetForTransactionCommand

Applies an item tax to the entire transaction by invoking the Select Item Tax. Takes no parameter



Usage:

ItemTax_SetForTransactionCommand

ItemTax_ToggleForItemCommand

Toggles item tax on/off for the selected item(s). Takes no parameter

Usage:

ItemTax_ToggleForItemCommand

ItemTax_ToggleForTransactionCommand

Toggles the transaction item tax on/off. Takes no parameter.

Usage

ItemTax_ToggleForTransactionCommand

Security Commands

The login commands are used to invoke the user login functionality:

Login_ChangeUserCommand

Logs out the current user and Invokes the Login dialog. Takes no parameter

Usage:

Security_ChangeUserCommand

Order Commands

The order commands are used to invoke various order-related functionality for work orders, back orders, layaways, and quotes.

Order_InvokeOrderInfoDialogCommand

Invokes the Order Comment dialog to add a comment to order. Takes no parameter

Usage:

Order_InvokeOrderInfoDialogCommand

Order_DepositCommand

Initiates the Order Deposit process and invokes Order Deposit dialog. Takes no parameter

Usage:

Order_DepositCommand

Order_OverrideDepositPercentageCommand

Overrides the order deposit with a percentage. Takes a parameter: deposit percentage.



Usage: Overrides order deposit with 10% of order total

Order_OverrideDepositPercentageCommand "10"

Order_OverrideDepositAmountCommand

Overrides the order deposit with an amount. Takes a parameter: deposit amount.

Usage: Overrides order deposit with an amount of \$100

Order_OverrideDepositAmountCommand "100"

Order_ChangeDueDateCommand

Invokes the Order Due Date dialog. Takes no parameter

Usage:

Order_ChangeDueDateCommand

WorkOrder_RecallCommand

Invokes the Recall a Work Order dialog.

Usage:

WorkOrder_RecallCommand

Quote_RecallCommand

Invokes Quote Recall dialog to select a quote. Takes no comment

Usage:

Quote_RecallCommand

BackOrder_RecallCommand

Brings up the Recall Back Order dialog, takes no parameters

Usage:

BackOrder_RecallCommand

Layaway_RecallCommand

Invokes the Recall a Layaway dialog. Takes no parameter

Usage:

Layaway_RecallCommand

Layaway_PaymentCommand

Initiates the Payment to Layaway process. Takes no parameter

Usage:

Layaway_PaymentCommand



Reason Code Commands

The Reason Code commands are used to apply various reason codes to items and transactions.

ReasonCode_SetReasonCodeForCurrentItemCommand

Applies reason code to the currently selected item. Takes a parameter: reason code's code.

Usage: Applies RMI01 reason code to the selected item

ReasonCode_SetReasonCodeForCurrentItemCommand "RMI01"

ReasonCode_SetReasonCodeForItemCommand

Applies a reason code to an item, using the transaction item key and the reason code.

Usage: Applies a reason code RC01 to the transaction item with the item key "2"

ReasonCode_SetReasonCodeForItemCommand "2|RC01"

ReasonCode_SetReasonCodeForTransactionCommand

Applies reason code to the Transaction. Takes the parameter: reason code's code.

Usage: Applies RMI01 reason code to the transaction

ReasonCode_SetReasonCodeForTransactionCommand "RMI01"

ReasonCode_SetReasonCodeForAllItemsCommand

Applies a reason code to all items in the transaction. Takes a parameter: reason code's code.

Usage: Applies RMI01 reason code to all items in the transaction list

ReasonCode_SetReasonCodeForAllItemsCommand "RMI01"

Receipt Commands

Use these commands to work with receipt printing.

Receipt_PrintXReportCommand

Prints X-Report to the printer. Takes no parameter

Usage:

Receipt_PrintXReportCommand

Receipt_PrintZReportCommand

Prints Z-Report to the printer. Takes no parameter

Usage:

Receipt_PrintZReportCommand



Receipt_PrintZZReportCommand

Prints ZZ-Report to the printer. Takes no parameter

Usage:

Receipt_PrintZZReportCommand

Receipt_ReprintCommand

Reprints the last receipt. Takes no parameter

Usage:

Receipt_ReprintCommand

Receipt_ReprintGiftCommand

Reprints the last receipt as a gift receipt. Requires a receipt template with the Gift section. Takes no parameter

Usage:

Receipt_ReprintGiftCommand

Receipt_ReprintWithTemplateCommand

Initiates the process of reprinting the last receipt using a different template. Takes no parameter

Usage:

Receipt_ReprintWithTemplateCommand

Receipt_PreviewCommand

Receipt preview. It takes a string parameter "Printer1" or "Printer2" to select which printer to preview. Requires the specified printer to be configured with a receipt template.

Usage: View the receipt for a Printer1

Receipt_PreviewCommand "Printer1"

Receipt Message Commands

Receipt message commands are used to set or clear custom Session Variables used in the receipt template to print custom messages. This requires a customized receipt template which takes advantage of these functions.

ReceiptMessage_RemoveCustomMessageCommand

Clears custom message from a receipt session variable SessionVariable{#}. It takes a parameter: session variable number.

Usage: Clears Session.Variable1

ReceiptMessage_RemoveCustomMessageCommand "1"



ReceiptMessage_SetCustomMessageCommand

Sets a custom message to a session variable for printing on the receipt. Takes a complex parameter: session variable number and value separated with “|”.

Usage: Sets the Session.Variable1 value to "My Message".

ReceiptMessage_SetCustomMessageCommand "1|My message"

Sales Rep Commands

The sales rep commands are used to perform all the following:

SalesRep_SetForCurrentItemCommand

Applies a sales representative to the currently selected item. Takes an optional parameter: the Sales Rep’s “Number”. If there is no parameter or the number is not found, it invokes the Sales Representative Lookup dialog to select a Sales Representative.

Usage: Sets the sales rep “001” to the current item:

SalesRep_SetForCurrentItemCommand “001”

SalesRep_SetForTransactionCommand

Applies a sales rep to the transaction. Takes an optional parameter: the Sales Rep’s “Number”. If there is no parameter or the number is not found, it invokes the Sales Representative Lookup dialog to select a Sales Representative.

Usage – sets the sales rep “002” to the entire transaction:

SalesRep_SetForTransactionCommand “002”

SalesRep_ClearFromCurrentItemCommand

Removes assigned sales representative from the currently selected item.

Usage:

SalesRep_ClearFromCurrentItemCommand

SalesRep_ClearFromTransactionCommand

Removes assigned sales representative from the transaction.

Usage:

SalesRep_ClearFromTransactionCommand

Tender Commands

The tender commands to activate various functionality related to transaction tendering. Is used in the same way as Transaction_InvokeTenderDialogCommand.

Tender_BeginCommand

Begins the tendering process.

Usage:

Tender_BeginCommand

Tender_FixedAmountCommand

Tenders a specific tender (by tender code) with a specified amount. It takes a complex parameter: tender code and amount "{TenderCode}|{DecimalAmount}".

Usage: Tenders a tender code CSH with an amount \$10.25

Tender_FixedAmountCommand "CSH|10.25"

Transaction Commands

Various commands for altering the transaction flow.

Transaction_CancelTransactionCommand

Cancels the transaction. Takes no parameter

Usage:

Transaction_CancelTransactionCommand

Transaction_ChangeToLayawayCommand

Changes the transaction to a layaway. Takes no parameter

Usage:

Transaction_ChangeToLayawayCommand

Transaction_ChangeToQuoteCommand

Changes the transaction to Quote. Takes no parameter

Usage:

Transaction_ChangeToQuoteCommand

Transaction_ChangeToWorkOrderCommand

Changes the transaction to Work Order. Takes no parameter

Usage:

Transaction_ChangeToWorkOrderCommand

Transaction_AddCommentCommand

Adds a transaction comment. Takes an optional parameter: comment text. If used without the parameter, invokes the Transaction Comment dialog.



Usage:

Transaction_AddCommentCommand “test transaction”

Transaction_SetReturnModeCommand

Changes the transaction to return transaction. Takes no parameter

Usage:

Transaction_SetReturnModeCommand

Transaction_SetSalesModeCommand

Changes the transaction from return to sale. Takes no parameter

Usage:

Transaction_SetSalesModeCommand

Transaction_SetOnHoldCommand

Puts the current transaction on hold. Takes no parameter

Usage:

Transaction_SetOnHoldCommand

Transaction_InvokeTenderDialogCommand

Invokes the tender dialog and begins the tendering process. Takes no parameter. Similar to Tender_BeginCommand

Usage:

Transaction_InvokeTenderDialogCommand

Transaction_NetDisplayCommand

Toggles the Net Display on/off. Net Display must be enabled in RMH BOM. It takes a parameter as a switch. If there's no parameter, it toggles the net display on/off.

Usage:

1. *Turns On Net Display.*
Transaction_NetDisplayCommand “ON”
2. *Turns off Net Display.*
Transaction_NetDisplayCommand “OFF”
3. *Toggles Net Display on/off.*
Transaction_NetDisplayCommand

Transaction_NoSaleCommand:

Performs No Sale transaction. Takes no parameter



Usage:

Transaction_NoSaleCommand

Transaction_RecallForReturnCommand

Initiates the Recall for Return process.

Usage:

Transaction_RecallForReturnCommand

Transaction_RecallForVoidCommand

Initiates the Recall for Void process. Takes no parameter

Usage:

Transaction_RecallForVoidCommand

Transaction_RecallFromHoldCommand

Recall a transaction from Hold. Takes no parameter

Usage:

Transaction_RecallFromHoldCommand

Transaction_ToggleReturnModeCommand

Toggles the transaction return mode On/Off. Takes no parameter

Usage:

Transaction_ToggleReturnModeCommand

Transaction_ViewJournalCommand:

Displays the Journal. Takes no parameter

Usage:

Transaction_ViewJournalCommand

Web Browser Commands

WebBrowser_NavigateCommand

Navigates the built-in Web Browser to a page. It takes a command parameter as a web address or URL.

Usage:

WebBrowser_NavigateCommand "http://www.retailhero.com"

