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Tri-Technical Systems offers a data conversion service to help our customers reuse their existing item lists in a new cash register. *(These steps are for resellers to submit a data conversion request. For other requests please give our sales department a call – 800.670.1736)* There are two methods we use to convert the data, the first is a **file transfer** and the second is a **file conversion**.

A **file transfer** is when data is taken from one V7 Polling register database and converted to another V7 Polling database. PC/POLL data is transferred from one register to another PC/POLL register. For example, converting a Sam4s 7000 PLU file to a Sam4s 5x0 PLU file. Most V7 file transfers can be conducted on-demand directly by your dealership using V7 Polling features and tools to crosslink or export/import data directly. By using the tools within V7 Polling, dealers/resellers can very quickly create their new database files. Please call support for guidance in this **self transfer process**. Dealers on Tri-Tech's reseller plan receive discounted file transfers, however, transfers done by Tri-Tech can take up to 10 business days to complete, so it is highly recommended, for immediate turnaround, that resellers first call support to see if crosslinking or export/import options are applicable to their desired register models.

**Note:** Discounted file transfers from V6 register files will only apply to register data basics such as PLU code, description, price, & group/department numbers. If more data is required the data may need to be resaved in a V7 Polling database format or additional fees may apply.

A **file conversion** is when the beginning dataset does not originate within V6 or V7 Polling. It is a file from a vendor, another software module or from a manufacturer. **All file conversions are billable**. For conversions, dealers will need to agree to the estimated charges before work will begin. Conversion procedures could take up to 10 business days to complete, for rush orders additional fees may apply.

Both transfers and conversions primarily deal with the PLU (item), Group/Department and PLU Status Group files. Other files can be converted, additional fees may apply.

Please follow the steps below to request a file conversion or file transfer.

### **File Transfer Submission Steps (V6 or V7 Polling database formats)**

1. Connect to the original cash register with V6 or V7 Polling and save all programs from the cash register back to the PC.
2. Go into the maintain area of the software and export the PLU and Group/Department files. For some registers the PLU Status Group, PLU Link, Scan PLU Link and Scan PLU programs are also required. It is best to export and send in all files listed above.
3. For V7 Polling software exports, please create the export with headers on and use tab as the delimiter. This allows us to more quickly import the file into the software. **Remember when converting from one V7 Polling register type to another V7 Polling register most transfers can be done on-demand by your dealership. Please call support for guidance on a self file transfer.**
4. Next log onto Tri-Tech's member portal:  
[https://www.technology4retailers.com/signin.aspx?returnurl=driver.aspx?Topic=C2B\\_aePsptHome](https://www.technology4retailers.com/signin.aspx?returnurl=driver.aspx?Topic=C2B_aePsptHome) (Or go to [www.technology4retailers.com](http://www.technology4retailers.com) and click on the Member Portal button)
5. If needed, sign-up as a new member, or if you are already member simply log-in. The member portal area allows resellers to enter in new support cases, view and add to existing support cases, view extra

documentation, request emergency V7 Polling release codes, and much more. Note: Resellers will need to enter their access/account number to sign-up for a member portal account.

6. Once logged in, click on the Open Support Ticket link.
7. Enter your name.
8. In the Support Inquiry area include the following information:
  - a. Dealership contact info. (if different from what we have on file)
  - b. Contact person to receive price quote if needed and/or to answer questions about the conversion.
  - c. Which software application was used to collect the data file (V6 or V7 polling) and the software build number i.e. 6.3.1.050 or 7.3.1.337. (To find the version go to the Help Menu | select About)
  - d. Original register model and ROM version
  - e. Desired output register model and ROM version
  - f. Desired output software module (some registers overlap V6 and V7 Polling)
  - g. Fields to convert, please be specific, see examples below:
    - i. Just convert PLU code, description, and price and set all other fields to register defaults
    - ii. Convert all fields that are possible. Note: On certain registers this can result in a great number of PLU Status Groups i.e. converting a Sam4s 650 to a Sam4x 5x0 with linked PLUs and tax options enabled.
    - iii. Convert all fields that are possible, but contact us if there appears to be some non-standard settings such as more than 20 PLU Status Groups.
    - iv. Does the source file contain any price embedded barcodes?
  - h. If converting to or **from a Sharp or CASIO register file** and the original file contains scanning/UPC codes, the reseller will need to let us know the following:
    - i. For each code type (UPC-A, UPC-E, EAN8, EAN13) in the original file, is the check digit contained within the code number?
    - ii. How are you planning to setup the scanner for the destination register? Different output types require different formatting based on scanner settings for the check digits and UPC code expansion.
  - i. **On CASIO conversions** a few more things are required.
    - i. Include the desired memory allocations on the output register: PLU, Scan PLU, Scan PLU Link, Department, Sub Department, and Group.
    - ii. Also if applicable include the PLU number for starting the Scan PLU Link.
    - iii. If converting from or to a register file that does not contain all 3 grouping options: Department, Sub Department, and Group, please define how to map the original file to the destination file. I.e., the Group number from the original register should map to the Sub Department number on the CASIO output register.
9. After all required information is entered; please press the Submit button.
10. Send all exported files to [support@tritechretail.com](mailto:support@tritechretail.com) In the subject include **'File Conversion Request'** and please include the created case number within the subject. The case number will display on the screen after the case is submitted.
11. Resellers can return to Member Portal to update/add to this conversion case and/or see the status of other cases.

### **File Conversion Submission Steps (Non-Standard Database Formats)**

For non-Basic/non-Standard file conversions, files that do not come from a PC/POLL compatible cash register, please complete the steps above to create a Member Portal support case. Then follow the same steps to send in the files via email to [support@tritechretail.com](mailto:support@tritechretail.com). Tri-Tech programmers will look over the files to see if we are able to read the format and do the conversion. *Example formats:* Item files from another polling software or inventory packages, item files from POS systems, database files, vendor files and manufacturer files. Fees will apply. Minimum charge is \$500. The quote will need to be approved by the submitting dealership before work is started on the conversion.