SYNAR SYNAR SYNAR SYNAR SYNAR SUPPLEMENT

JANUARY 2021

SYNAR SUPPLEMENT

How to Update Synar Interventions for Fiscal Year 2020 – 2021

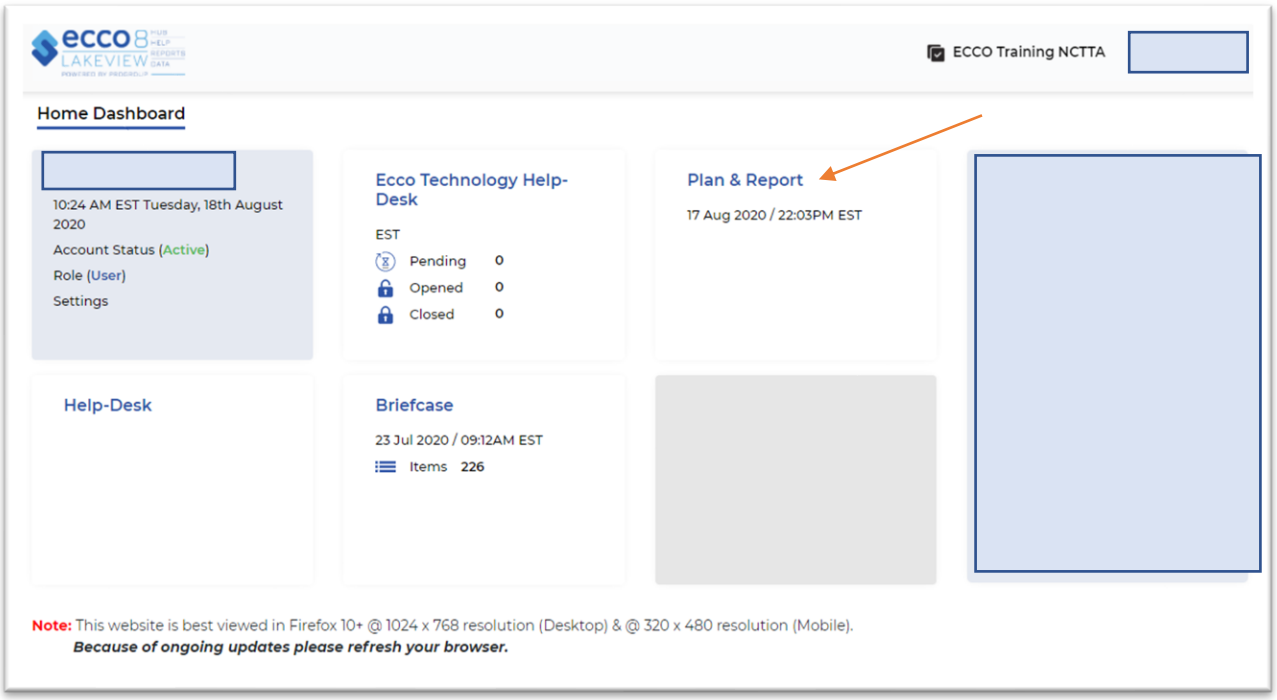
ECCO is created to only allow providers to create new Intervention Profiles for the upcoming Fiscal Year for all interventions except for Synar. In the past interventions related to Synar needed to be Duplicated/Replicated in ECCO. The Duplication/Replication process for Synar is no longer required due to system updates related to the merchant list.

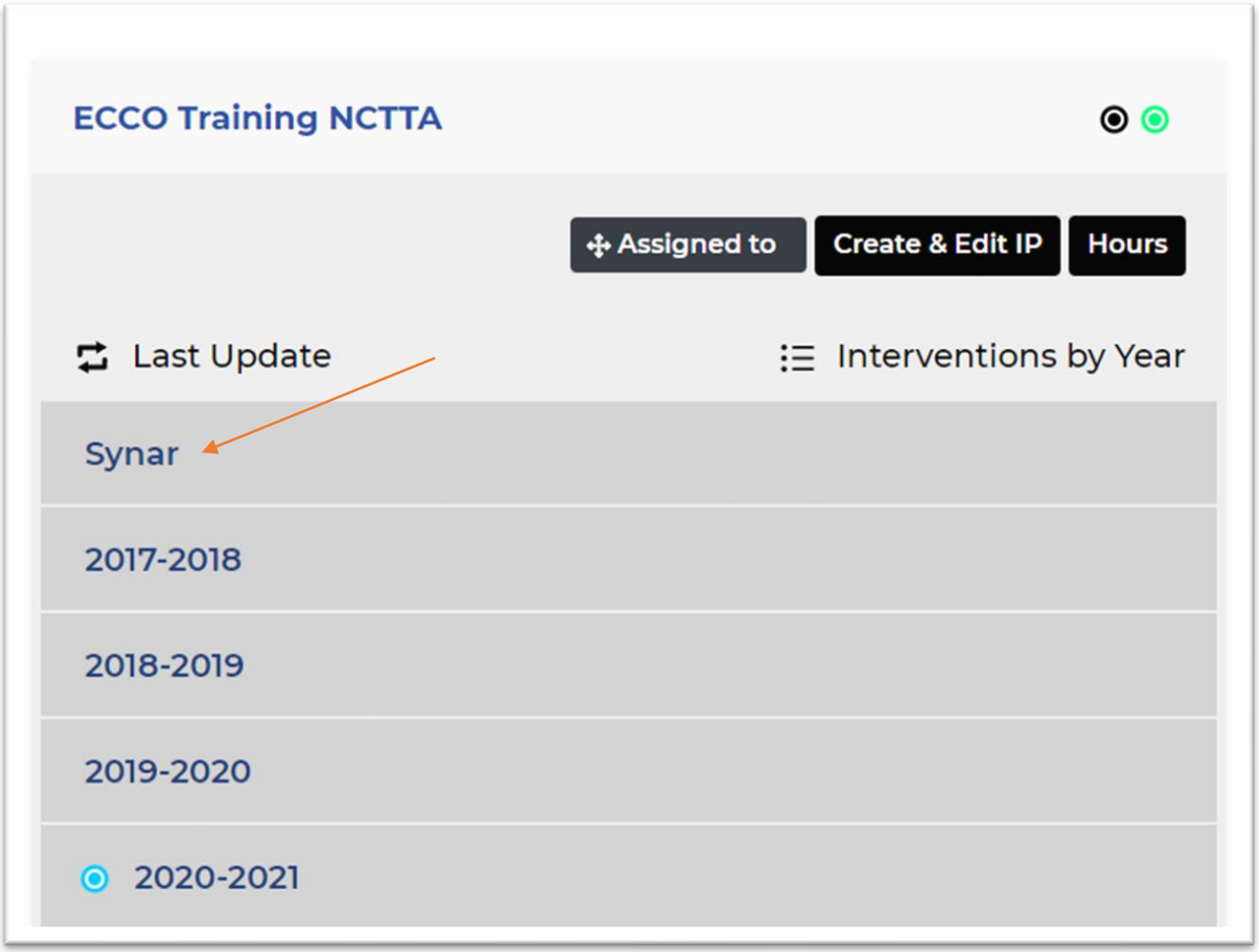
Note!

Please contact the NCTTA Center if you have any questions about updating Synar Interventions or creating new Intervention Profiles for Youth Prevention Education and/or Environmental. Submit a Help Desk Ticket or contact staff at nctta@ncpreventionttta.org.

Step 1 – Navigate to the Synar Intervention Tray after clicking on the Plan & Report Dashboard.

Plan and Report Dashboard

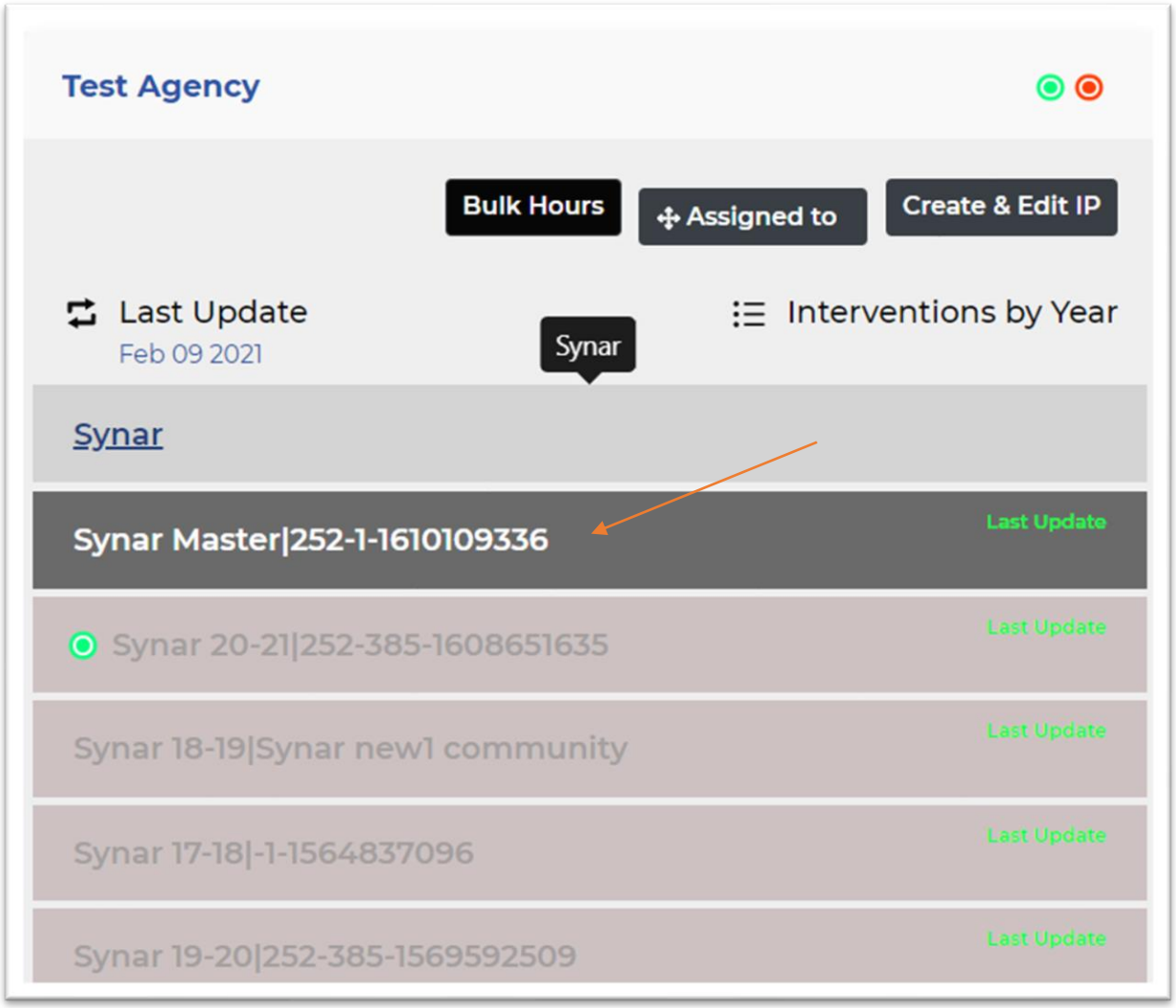




Step 2 – Navigate to the Synar Master Intervention

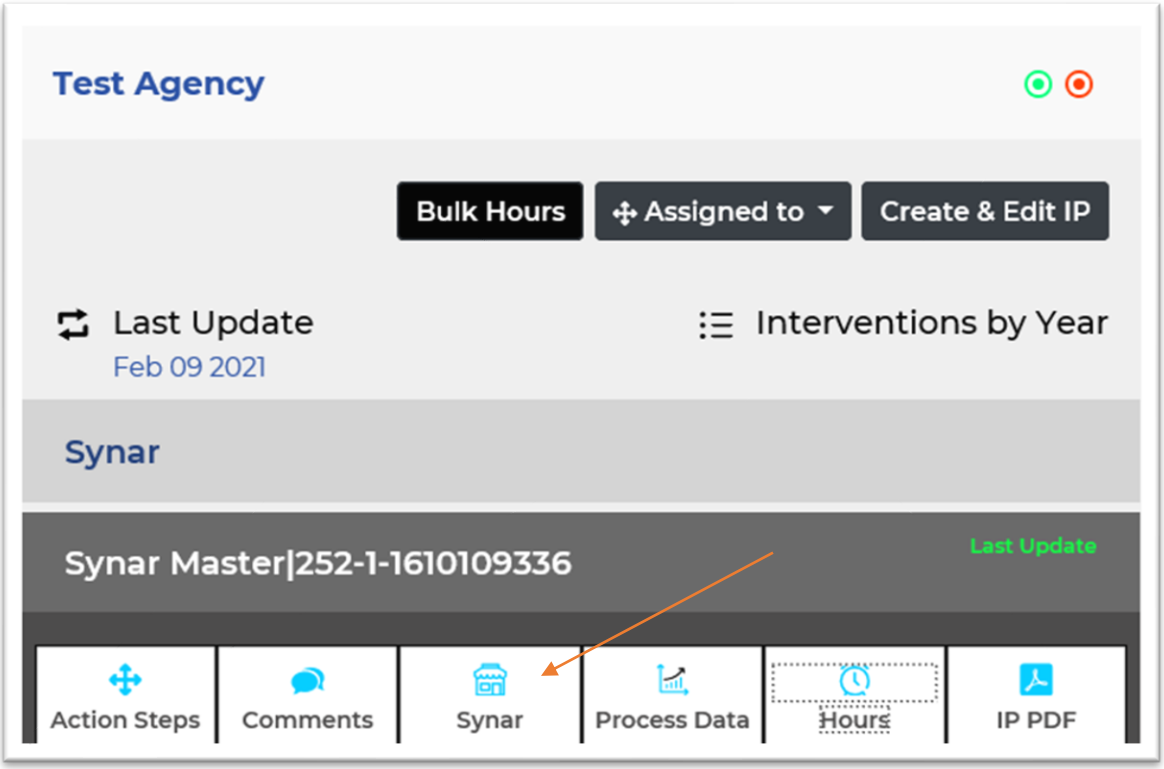
Previously Synar imitated other interventions by having a Synar Intervention Profile for each Fiscal Year. Due to updates this is no longer required, and the Synar Master Intervention Profile will carry forward each Fiscal Year. The Synar Master Intervention is highlighted to confirm active intervention status where data can be updated. The Synar Intervention profiles that were entered for each Fiscal Year in the past are still listed below but are inactive. All Synar data is captured in the Synar Master Intervention.

Synar Master Intervention



Note: It is not necessary to Create a New Intervention Profile or Duplicate/Replicate the previous Synar Intervention. For your work to be captured correctly it must be entered under the Synar Master Intervention.

Once you click on the Synar Master Intervention Profile there will be five blue icons that appear like other interventions except for the addition of the Synar Merchant Tracker icon.



Synar is reported in ECCO using three features:

Hours (Staff)

Process Data

Synar Merchant Tracking

Below you will find a review of each of these features complimented by screen shots to assist in the entry of your data.

Process Data Entry - Hours Only for Synar

Instructions for Completing Process Data Reach Hours for Synar Only

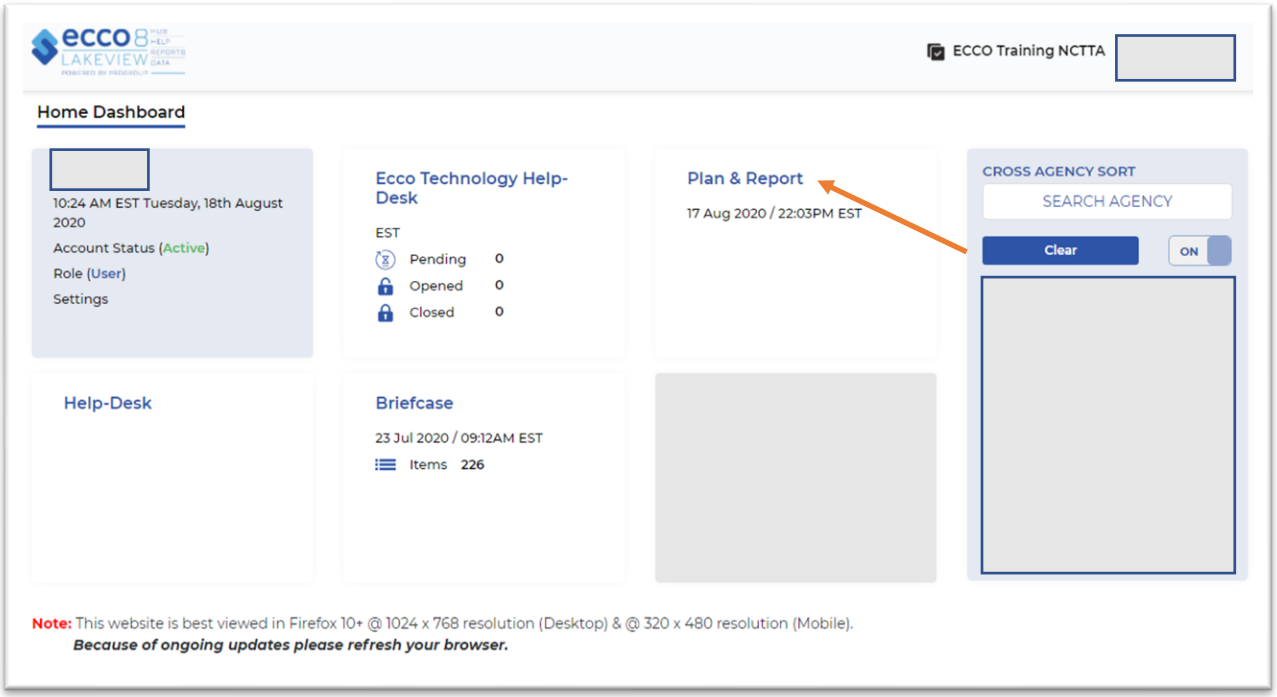
There are two ways to enter hours for an intervention, under Bulk Hours and the Specific Intervention.

Bulk Hours Entry – This method is how hours have been entered in the past. Under Bulk Hours you can enter hours for multiple interventions by choosing an intervention from a drop-down list.

<u>Step 1</u>

From the ECCO Dashboard/Home Page click on Plan and Report.

Plan and Report Dashboard



Step 2

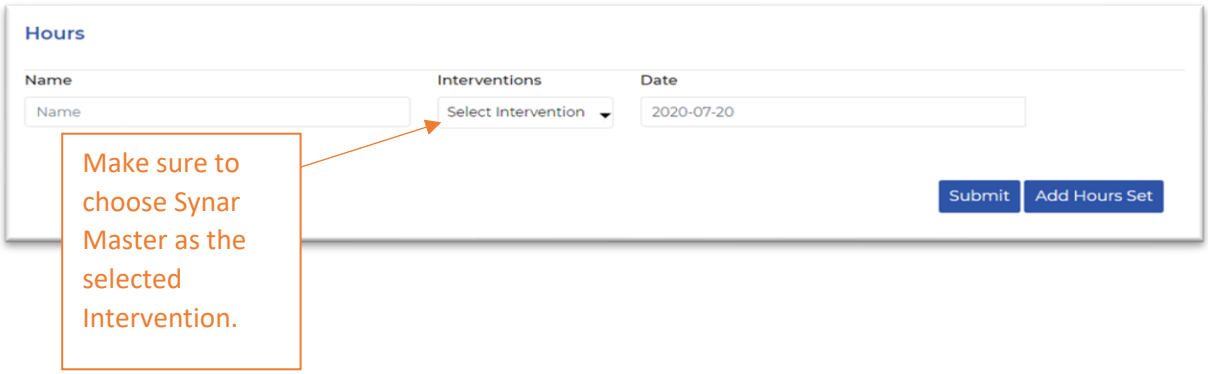
Click on the Bulk Hours (see arrow below). This is found on the main Plan and Report Intervention Page within each agency/LME/MCO. You will be able to enter all hours for every intervention (aka strategy) by clicking on the Hours button.

ECCO Implementation Planning Dashboard – Hours Button Screen Capture

Step 3

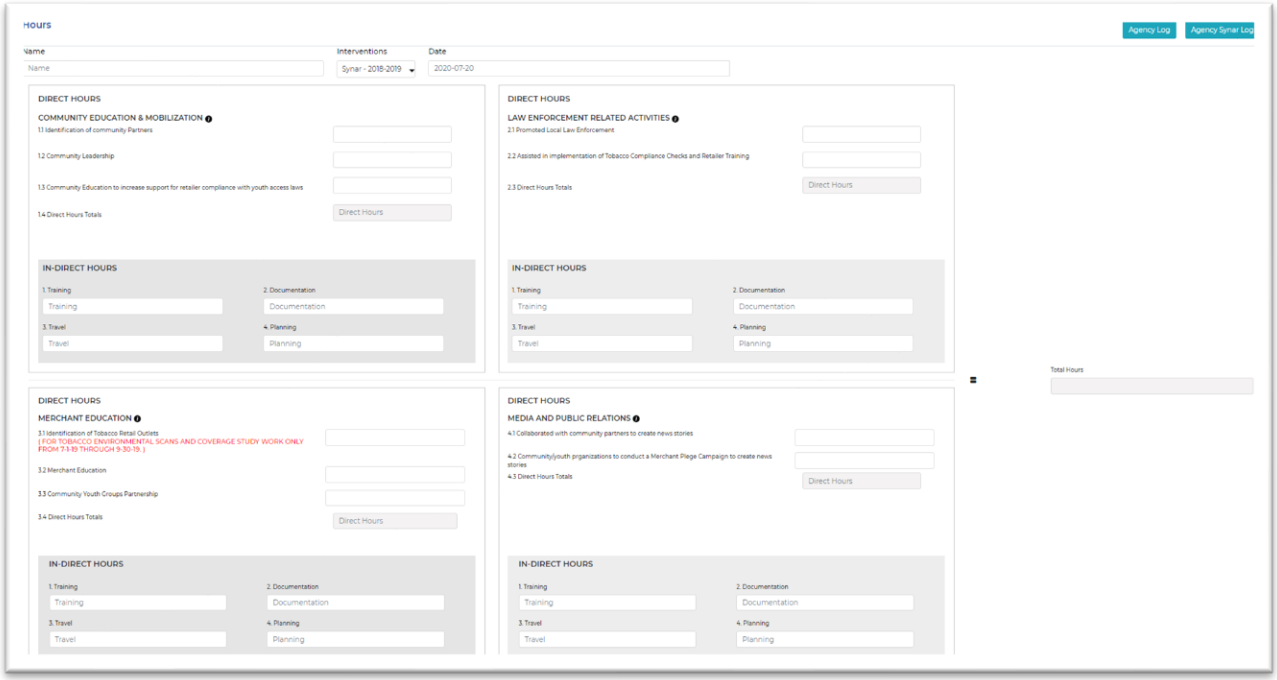
Clicking on the Hours button takes users to the Hours Data Entry page.

Example Hours ECCO Data Entry Screen based on Intervention Type Screen Capture



After choosing Synar from the Intervention Drop Down Box, the screen will change to include the following fields as indicated in the screen capture below. Each box includes Direct and In-direct hours for Community Education and Mobilization, Law Enforcement Related Activities, Merchant Education, and Media and Public Relations.

Example Hours ECCO Data Entry Screen based on Synar Selection



Step 4
Entering Hours by Staff Person for Synar

Specific Intervention Hour Entry

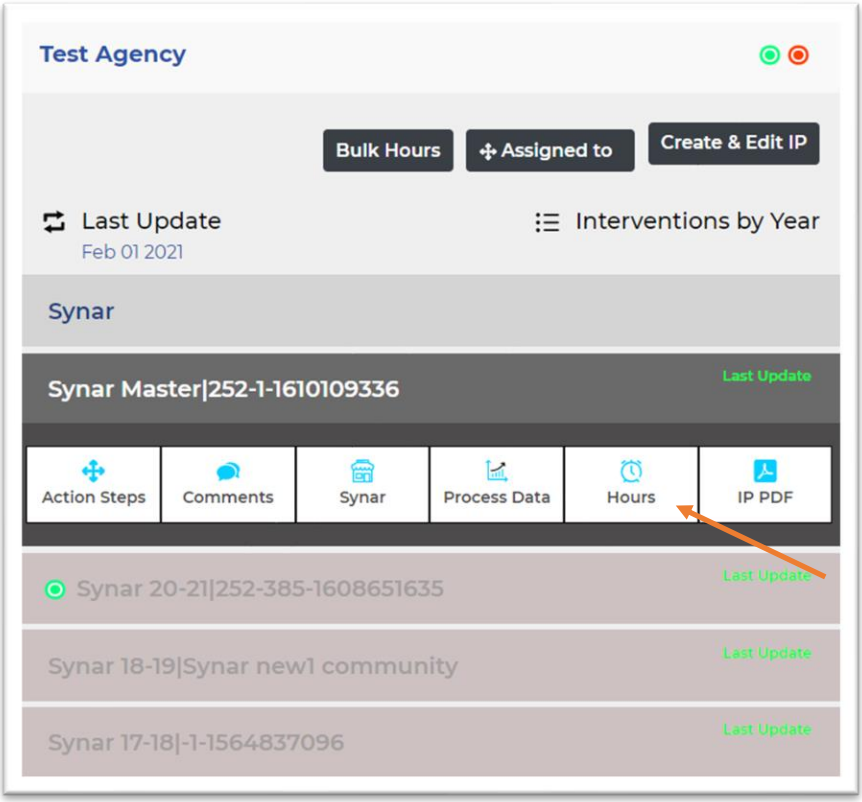
Step 1

From the ECCO Dashboard/Home Page click on Plan and Report as you do to enter under Bulk Hours.

Step 2

Click on the Synar Intervention (see arrow below). This is found on the main Plan and Report Intervention Page within each agency/LME/MCO. From this location you will only be able to enter hours associated to that specific intervention. This feature was created to reduce potential errors when reporting.

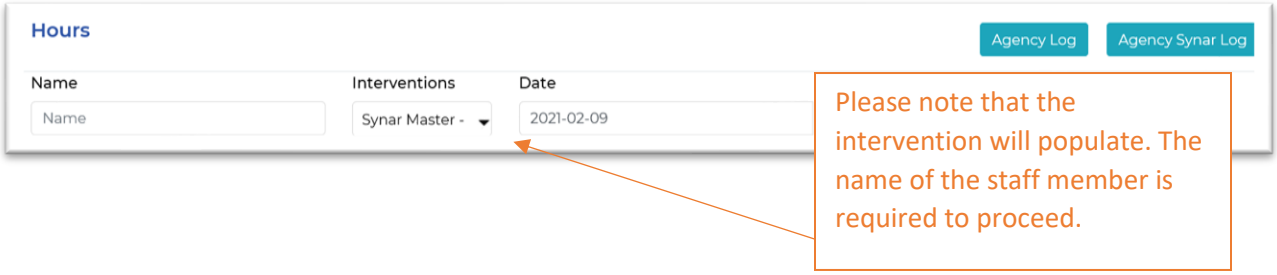
ECCO Implementation Planning Dashboard – Synar Master Intervention



Step 3

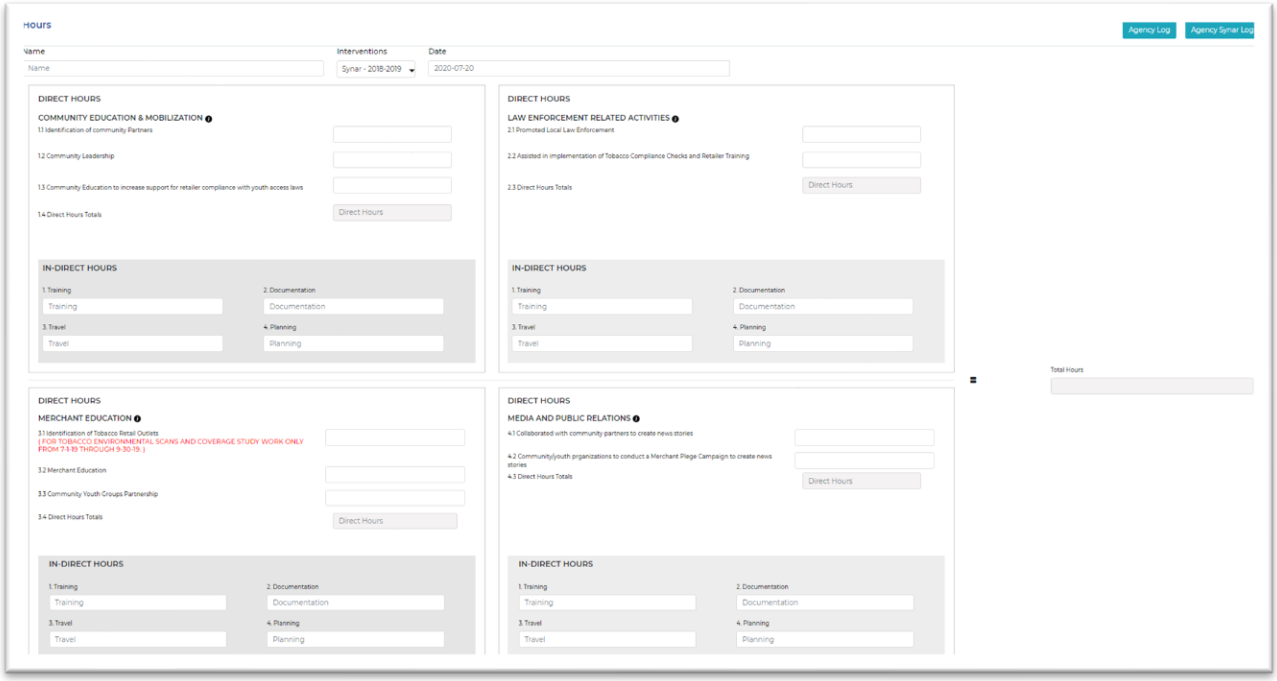
Clicking on the Hours button takes users to the Hours Data Entry page.

Example Hours ECCO Data Entry Screen based on Intervention Type Screen Capture



When entering hours from the Hours button directly under the intervention the screen will automatically include the following fields as indicated in the screen capture below. Each box includes Direct and In-direct hours for Community Education and Mobilization, Law Enforcement Related Activities, Merchant Education, and Media and Public Relations.

Example Hours ECCO Data Entry Screen based on Synar Selection



Step 4

Entering Hours by Staff Person for Synar

Required Information for entering Staff Hours Screen Capture for Bulk & Specific Intervention Entry Method

ECCO Category	Instructions
Name	To maintain consistency and accuracy, enter each staff member's name *the same way, every time*. i.e., Jane Preventionist should not be entered as "Mary Jane Preventionist" another time.
Interventions	Choose Synar Master if entering hours from the Bulk Hours Entry Option. If entering from the Specific Intervention this will populate.
Date	Select the specific date.
Community Education and Mobilization	
Identification of Community Partners	Identified and determined the level of interest and involvement of community partners who share the goal of reducing youth access to tobacco products. *Time can be added in .25 increments.*
Community Leadership	Community Leadership: Took the lead in pulling together community partners and local retailers to develop strategies to reduce youth access in your service area(s). *Time can be added in .25 increments.*
Community Education to increase support for retailer compliance with youth access laws	Provided information on youth access (i.e., laws, penalties) to policy makers, community leaders, youth and civic groups to educate and actively involve them in efforts to reduce youth access to tobacco products. *Time can be added in .25 increments.*
Merchant Education	
Identification of Tobacco Retail Outlets	Identified the number and location of all tobacco retail outlets including over the counter and vending machines in the area(s) served using FDA retail, commercial business lists and Synar inspection data. *Time can be added in .25 increments.*

Merchant Education	Contacted tobacco retail outlets in your area(s) to ensure that they have received specific information (i.e., Red Flag Merchant Education Packet) on their responsibilities and penalties for violation of state and federal youth access laws. *Time can be added in .25 increments.*
Community Youth Groups Partnership	Collaborated with community organizations to conduct a Merchant Pledge Campaign and publicize results. *Time can be added in .25 increments.*
Law Enforcement Related Activities	
Promoted Local Law Enforcement	Contacted officers from your local police or sheriffs' departments to promote increased enforcement of youth access laws. *Time can be added in .25 increments.*
Assisted in Implementation of Tobacco Compliance Checks and Retailer Training	Assisted local law enforcement/ALE officers to conduct compliance checks and retailer training by developing a comprehensive list of retail tobacco outlets, recruiting and age testing youth for an enforcement operation, serving as an adult observer or monitor during an enforcement operation, providing incentives for clerks who don't sell tobacco products to minors during enforcement operations, providing refreshments and/or incentives to youth volunteers, assisting in coordination and recruitment of store employees to participate in retailer trainings conducted by law enforcement officers, and/or recruiting retailers cited for violations of the youth access to tobacco law(s) to attend the training. *Time can be added in .25 increments.*
Media and Public Relations	
Collaborated with Community Partners to Create News Stories	Collaborated with community partners to create media to increase awareness of youth access to tobacco laws and publicize compliance inspection results. Time can be added in .25 increments.
Community/Youth Organizations to Conduct a Merchant Pledge	Collaborated with community/youth organizations to conduct a Merchant Pledge Campaign and publicized results to recognize merchants and clerks who have pledged not to sell tobacco products to minors.

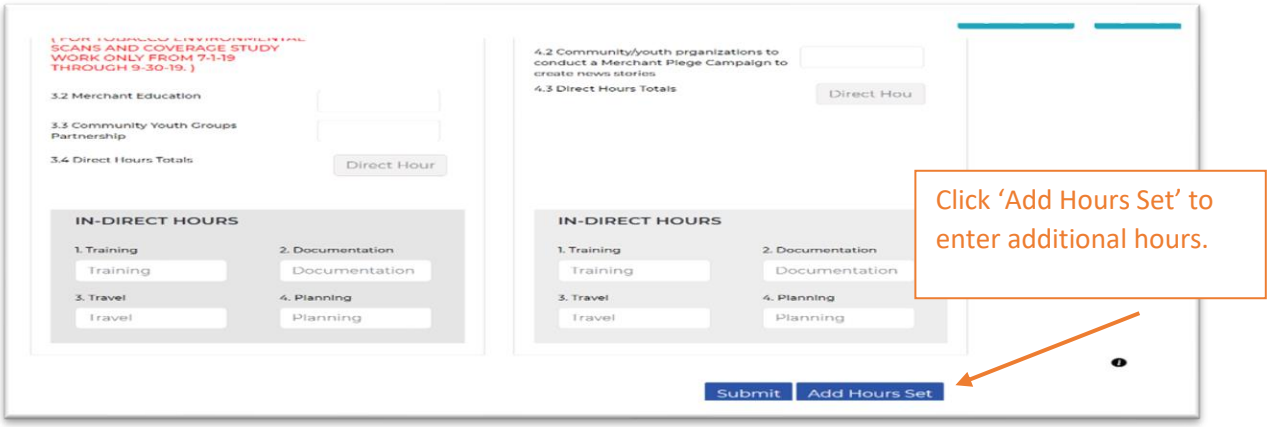
Campaign to Create News Stories	*Time can be added in .25 increments.*

Note: The Hours Box will automatically calculate based on the respective entries from the Community Education and Mobilization, Merchant Education, Law Enforcement Related Activities and Media and Public Relations Hours Entries.

Step 5 (Bulk & Specific Intervention Hours Entry Method)

Users may click on Add Hours Set to add multiple sets of hours for an individual user as indicated below.

Add Set Hours



Step 7

Click the blue Submit button to enter your hours

Reach Data Entry – for Synar

Please follow the process below to enter Process Data for Synar

Step 1 Master Total Reach

Click on the Process Data Tab under Synar Master Intervention. Users will then select the reporting period and proceed to the Master Total Reach area of ECCO to report on the activities requested as indicated on the screen capture below. Make sure to Save progress.

Only capture participants once in Master Reach. If you have multiple interactions with the same person in each month or in subsequent months you will only count them one time for the entire contract period for each intervention.

Note: All activities under Synar count as one intervention, therefore, if they have already been counted in for a Synar Activity do not count them for subsequent Synar Activities.

Fill in new participants reached each month for merchant education visits and compliance checks by counting the number of clerks, managers, etc. that you interact with during the intervention. You will only count participants at coalition meetings if the meeting is specific to Synar. If you visit all the merchants in a zip code, city, or county, you will use the census reach tool to estimate total impact for 12-17-year-olds once per contract year. Their reach should be counted in the month you worked with the last merchant in the zip code, city or county.

Synar Master Total Reach – Participants

Master Total Reach

1. Number of new participants started this reporting period?

2. Are counts exactAre counts exact?

Yes No

3. New Participants By Gender:

Male | Female | Gender Unknown

4.Attendees by Age 0-65+ Count:

Age 0-4 | Age 5-11 | Age 12-14 | Age 15-17

Age 18-20 | Age 21-24

Attendees by Age: 25-44

Attendees by Age: 45-64

Age 65+

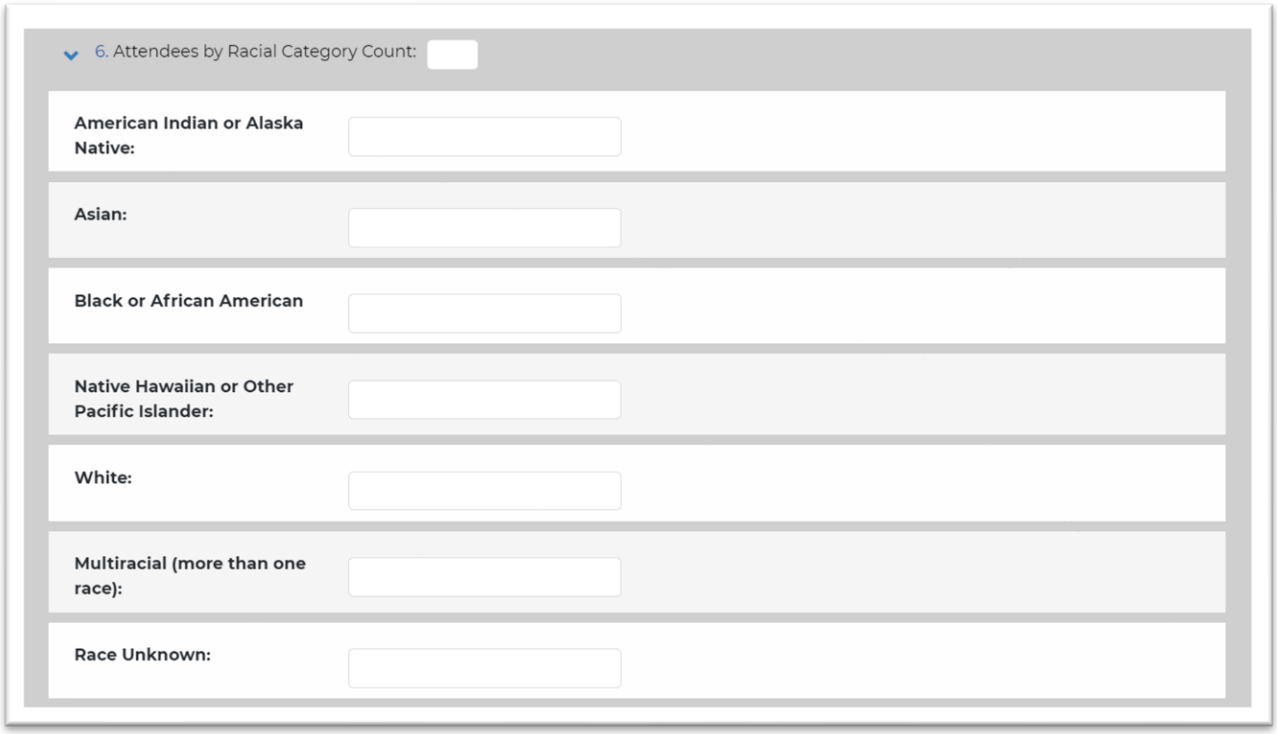
Age Unknown

5. Attendees by Hispanic Origin Count:

Hispanic or Latino:

Not Hispanic or Latino:

Hispanic Origin Unknown:



Instructions for Completing Reach

Synar

Master Total Reach

ECCO Question Number	Question	Instructions
1	Number of new participants started this reporting period?	Count all new participants *per prevention education program* one time per fiscal year. i.e., *If you conduct All Stars in October with 23 students and 2 joins in November, count 23 students in October and 2 in November. If you conduct Project Alert in February, count all participants one time per fiscal year regardless of whether they attended your October All Stars program.*
2	Are counts exact?	Enter Yes or No. Do your best to get counts exact but be honest if they are not.
3	New Participants by gender	Count the number of new participants by Male, Female or Gender Unknown (if applicable)

4	Attendees by age 0-65+	Enter attendees by age ranges while the sum will auto-calculate. If you do not enter a matching number calculated for age as was calculated for gender, you will get a RED number. Make changes until the number is no longer red.
5	Attendees by Hispanic Origin Count	Enter attendees by Hispanic origin while the sum will auto-calculate. Choices include: Hispanic or Latino, Not Hispanic or Latino, Hispanic Origin Unknown. If you do not enter a matching number calculated for Hispanic origin as was calculated for gender and age, you will get a RED number. Make changes until the number is no longer red.
6	Attendees by Racial Category Count	Enter attendees by racial category while the sum will auto-calculate. Choices include: American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White, Multiracial (more than one race), and Race Unknown. If you do not enter a matching number calculated for age as was calculated for gender, age and Hispanic origin, you will get a RED number. Make changes until the number is no longer red.

**Reach questions are worded slightly differently on the example than in the instructions. The instructions reflect the most recent wording on ECCO.*

Save your data every time by pressing Save on the bottom center of the screen. Remember that within each month, the numbers will not auto-calculate and must be added manually as necessary.

ECCO Reach Dashboard Screen Capture
Synar Master Community Mobilization and Education

Community Mobilization and Education

7. Identification of Community Partners: Identified and determined the level of interest and involvement of community partners who share the goal of reducing youth access to tobacco products.

Yes No

7.1. How many new community partners were identified and secured this reporting period?

7.2. Using the Community Partners Tool below list each of the current community partners, this information will be forward each month, if a partner is no longer active you may indicate this by checking "not active."

Active Not Active

7.2a.0 List the community partners you secured to promote increased enforcement of youth retail tobacco sales laws.

7.2b.0 Select Current Level of Support

Select

Synar Reach Dashboard Screen Capture
Synar Master Community Mobilization and Education

8. Community Leadership: Took the lead in pulling together community partners and local retailers to develop strategies to reduce youth access in your service area(s)

Yes No

8.1. How many meetings did you have with partners and local retailers to develop strategies to reduce youth retail access to tobacco this reporting period?

8.2. What strategies were implemented to reduce youth retail access to tobacco this reporting period?

9. Community Education: Provided information on youth access (i.e., laws, penalties) to policy makers, community leaders, youth and civic groups to educate and actively involve them in efforts to reduce youth access to tobacco products.

Yes No

9.1 What groups did you provide information to actively involve them in efforts to reduce youth access to tobacco products?

9.2. Did you conduct tobacco surveys?

Yes No

9.3 If you conducted Tobacco Survey, did you refer those who failed to ask for ID to local law enforcement? (by law enforcement agency)

Yes No

9.4 If you referred those who failed to ask for ID to local law enforcement, how many compliance checks did they conduct this reporting period?

10. Number of non-enforcement inspections held?

11. Number of meetings held?

Synar Master Merchant Education

Merchant Education

10. Merchant Education (Select all that apply.)

Law Enforcement Related Activities

Law Enforcement Related Activities

13. Promoted Local Law Enforcement: Contacted officers from your local police or sheriffs' departments to promote increased enforcement of youth access laws.

Yes No

13.1.0 List the law enforcement agencies you contacted to promote increased enforcement of youth retail tobacco sales laws.

13.2.0 Select Current Level of Support

Select

14. Assisted in implementation of Tobacco Compliance Checks and Retailer Training: Assisted local law enforcement/ALE officers to conduct compliance checks and retailer training by participating in any of the following tasks: (Note: SAPTBG Funds may not be used for actual enforcement activities.)

Yes No

14.1. Select the tasks Completed.

14. Assisted in implementation of Tobacco Compliance Checks and Retailer Training: Assisted local law enforcement/ALE officers to conduct compliance checks and retailer training by participating in any of the following tasks: (Note: SAPTBG Funds may not be used for actual enforcement activities.)

Yes No

14.1. Select the tasks Completed.

15. Number of meetings held?

16. Number of incentives disseminated to clerks?

17. Number of retailers in violation of youth access to tobacco laws?

18. Number of enforcement operations?

19. Number of retailer training workshops offered in conjunction with local law enforcement?

20. Number of retailers attending training?

21. Number of participants in retailer education workshops?

Media and Public Relations

Media and Public Relations

15. Collaborated with community partners to create news stories, letters to the editor, bill boards, newsletters, public service announcements, etc. to increase awareness of youth access to tobacco laws and penalties and to publicize compliance inspections results.

Yes No

15.1.0 Specify which of the following Synar communications were generated this reporting period.

Select

15.2.0 Media Source.

15.3.0 Media Reach

15.4.0 Media Type

Select

15.5.0 Compliance Inspection Results

15.6.0 Upload Print Sources

Upload

Drop files here

16. Collaborated with community/youth organizations to conduct a Merchant Pledge Campaign and publicized results to recognize merchants and clerks who have pledged not to sell tobacco products to minors.

Yes No

16.1. How many merchants pledged to not sell tobacco products to minors?

16.2. Specify where you recognized stores that pledged to not sell tobacco products to minors?

Select

17. Number of organization collaborated on Merchant Pledge Campaign?

Note: It is not required to enter action steps for Community Mobilization and Education nor Merchant Education as these will be monitored in process data and the merchant tracker moving forward. Providers only need to enter action steps for Law Enforcement Related Activities and Media and Public Relations this year.

Instructional Flow Charts for Synar Reach related to Community Mobilization, Merchant Education, Law Enforcement Related Activities, and Media and Public Relations can be found on the NC TTA help-desk.

How to Complete Synar Merchant Tracking

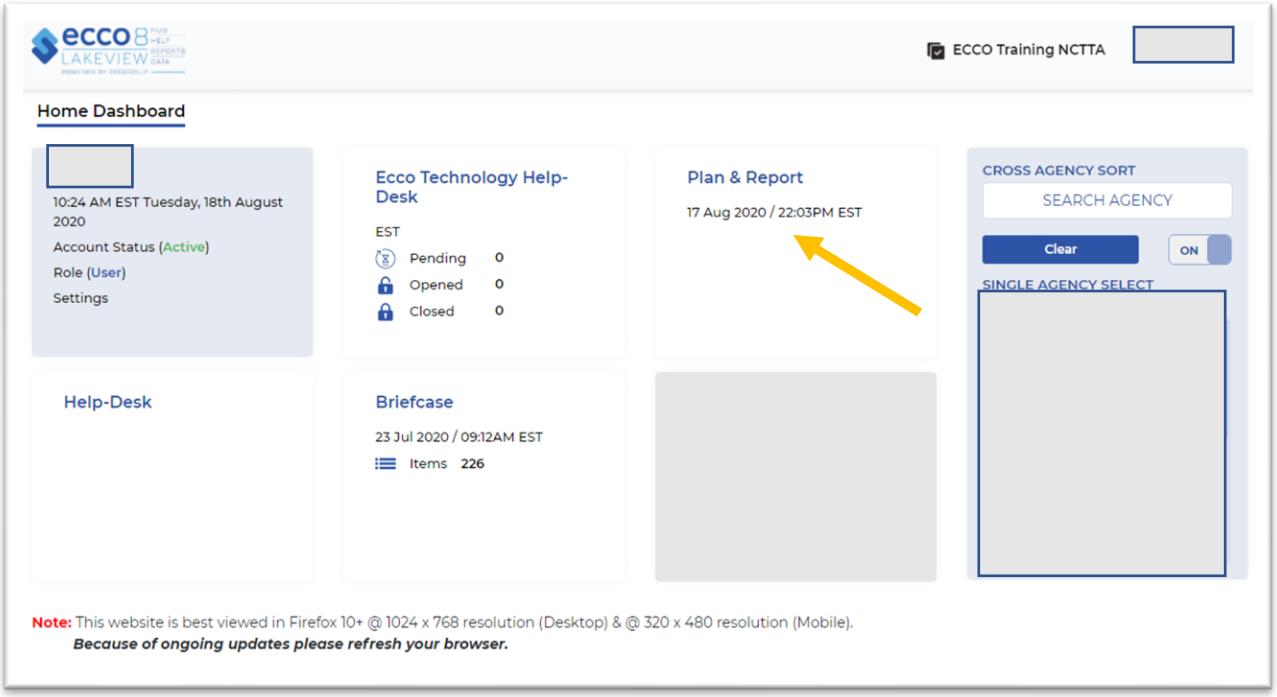
Accurate reporting of Synar Merchant Activity is a very important part of documenting the success providers are having in their communities addressing underage tobacco use.

This section discusses Synar Merchant Tracking only.

<u>Step 1 – Navigating to the Respective Synar Intervention</u>

From the ECCO Dashboard/Home Page click on Plan and Report.

Plan & Report Dashboard



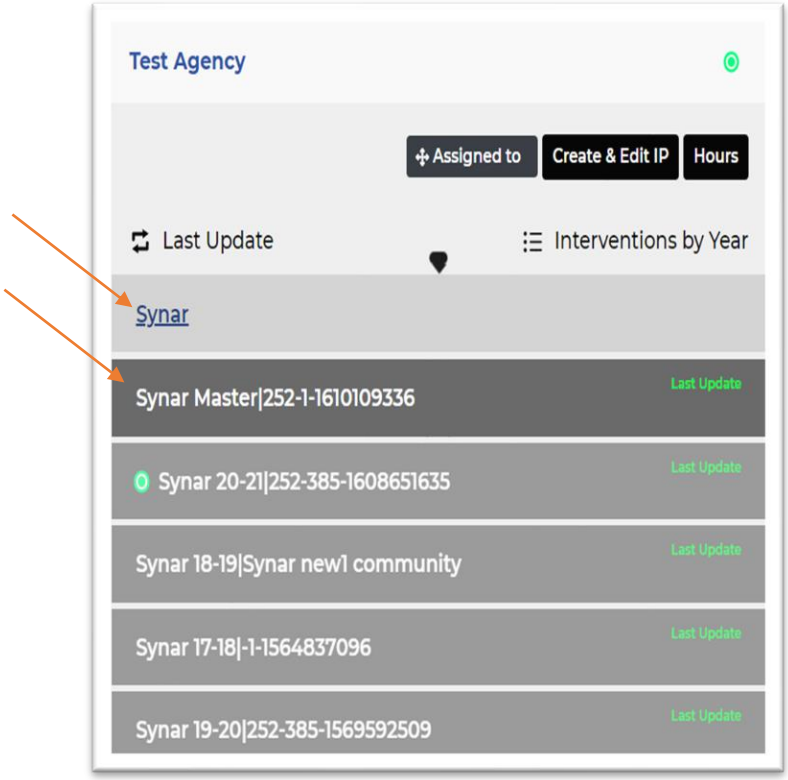
<u>Step 2 – Choosing Synar (Merchant Tracking)</u>

Remember, Synar now has a separate tray from the other Fiscal Years. Click on the Synar tray where the Synar Master Intervention as well as interventions from previous fiscal years will be displayed. Moving forward you click the Synar Master Intervention to capture Synar data.

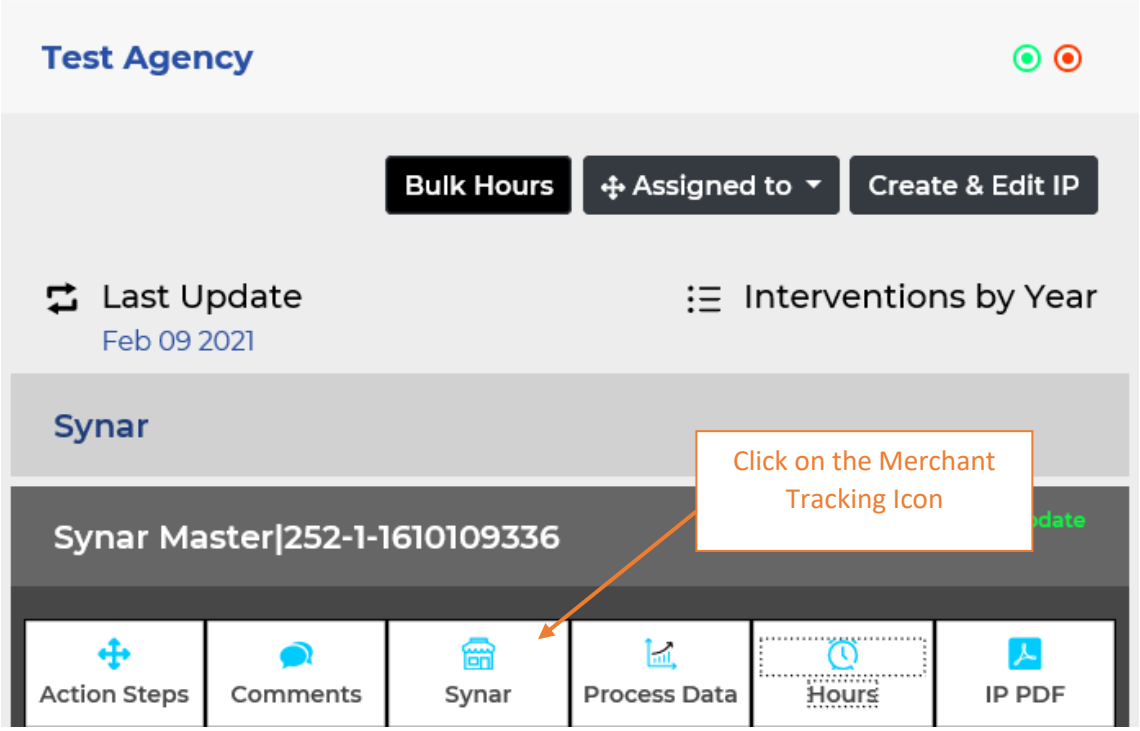
Please Note: Synar Interventions from previous fiscal years remain visible under the Synar Master Intervention but are not active.

Synar

Synar Master Intervention



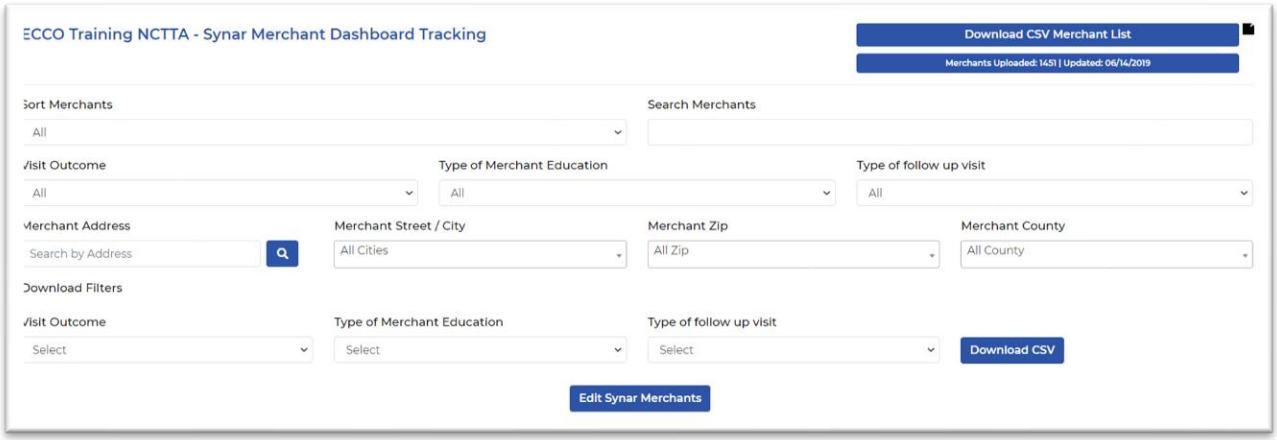
Then click on the Synar Master Intervention to provide a drop-down tray with five blue icons (see arrows provided on the next two screenshots). This is found on the main Plan and Report intervention page within each agency/LME/MCO. Note: The tray with the blue icons only presents five icons when an Intervention Profile is coded as Synar.



Step 3 – Working with the Synar Merchant Tracking Screen

After clicking on the Blue Synar icon described in Step 2 above, users will be presented with a screen that slides from right to left and overlays your screen. This screen includes valuable options including: Merchant Information Filtering Options, Download Commands, Store Information, Merchant Education Visit and Tobacco Survey Reporting Screens. An example of the screen is provided below displaying Merchant Information Filtering Options along with File Download Commands.

Merchant Information Filtering Options

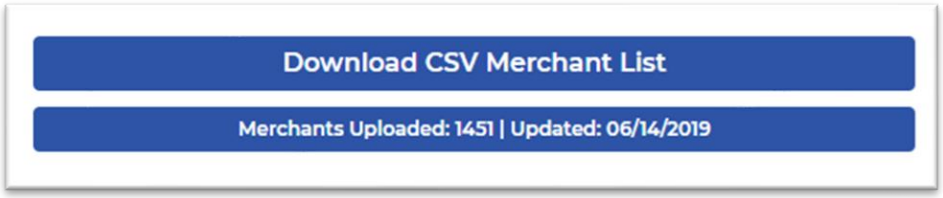


Note: The Synar Merchant Dashboard Screens are Mobile Responsive. This means the items on the screen will automatically format and resize based on the dimensions of your mobile device. The question order and questions remain the same. These screens are optimized to allow for data entry in the field to support Synar Activities.

<u>Step 4 - Download .CSV Merchant List</u>

Note 2 blue boxes in the top right corner labeled as Download CSV Merchant List and Merchants Uploaded. Users will only be able to Download their Merchant List, there is no longer an option for a user to upload a Merchant List into ECCO. This is to protect the integrity of the Merchant List itself and the data that is being entered. In the second blue box the number of Merchants Uploaded will be reflected.

Synar Merchant Dashboard Tracking Desktop Screen Capture Detail of CSV Boxes.



Synar Merchant Dashboard Tracking Desktop Screen Capture

Merchant Information Filtering Options – CSV Files

Table Instructions

ECCO Label	Intended Action
Download CSV Merchant List	Users may download Merchant Lists from ECCO at any time after SYNAR work is entered into the system.
Merchants Uploaded	This box provides users the numbers of Merchants uploaded based on their account access permissions/catchment area.

What is a CSV File?

CSV is a simple file format used to store tabular data, such as a spreadsheet or database. Files in the CSV format can be imported to and exported from programs that store data in tables, such as Microsoft Excel. ECCO will also accept files in .CSV format for the Synar Merchant list uploads.

Important Note

Merchant list will already be uploaded into ECCO. Any changes/updates that need to be made to this list will be done on a quarterly basis by a designated staff person from the state office. Contact the state office with any questions regarding merchant lists.

Synar Merchant Dashboard Tracking Categories
General Merchant Sort and Information Instructions

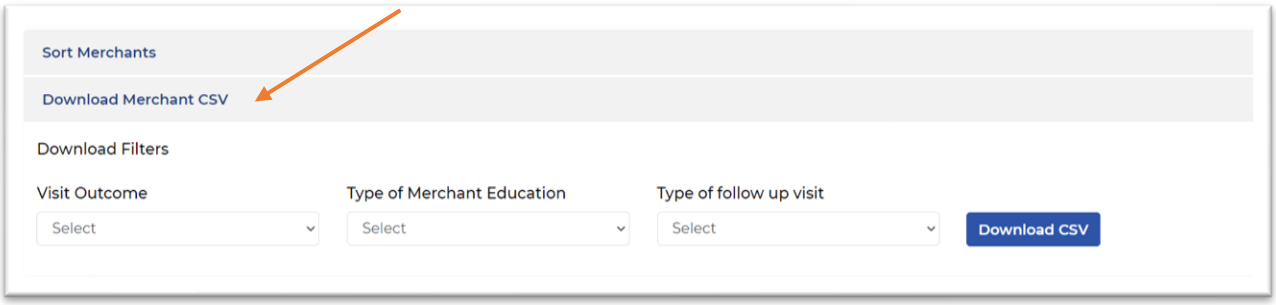
ECCO has multiple new filtering and reporting features for users that are available for download via a .CSV file.

Step 5 – Synar Merchant Activity and Filtering

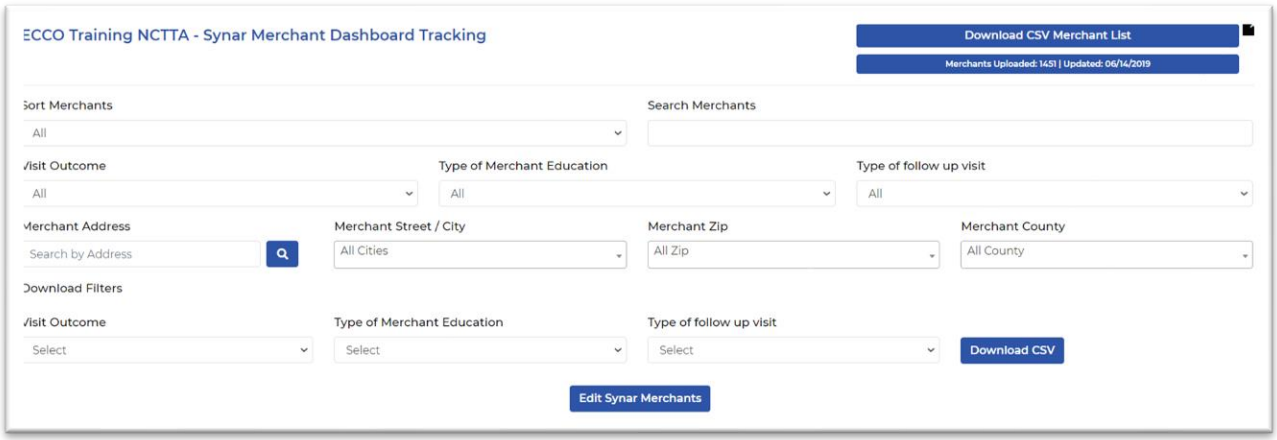
ECCO now includes the opportunity to better sort reported Synar Merchant Activity in more convenient ways to improve reporting via .CSV Format. Merchants can now be sorted by the following categories:

- Sort Merchants
- Search Merchants
- Visit Outcome
- Type of Merchant Education Delivered
- Type of Follow Up Visit
- Merchant Address
- Merchant Zip Code
- County Location

Additional download filters are also available to include the Visit Outcome, Type of Merchant Education and Type of Follow Up Visit in the second tray.



Synar Merchant Dashboard Tracking Categories
General Merchant Sort and Information



Synar Merchant Dashboard Tracking Categories
General Merchant Sort and Information Table Instructions

Field	Instructions
Sort Merchants	Merchants may be sorted by: • All • Last Updated • Follow Up Status
Search Merchants	Merchants may be searched by typing into the search box the name of the Merchant.
Visit Outcome	Merchants may be sorted by Visit Outcome by selecting one of the following: • Visit Complete • Store Temporarily Closed • Store Out of Business • Store Moved • Store Refused • Unsafe Location • Other

Type of Merchant Education	Select from the drop-down box the Type of Merchant Education Visit: • Routine Visit • Manger Follow Up • State Sign Non-Compliance • FDA Non-Compliance
Type of Follow Up Visit	Select from the drop-down box the Type of Follow Up Visit: • Manger Follow-Up • State Sign Follow-Up • FDA Referral • Law Enforcement Referral • Tobacco Survey
Merchant Address – All Cities	The Merchant can be searched for using the store street address and includes all cities.
Merchant Address – All Zip	The Merchant can be searched for using the zip code and includes all cities.
Merchant Address – All County	The Merchant can be searched for using the county the store belongs to.
Download Filters	
Visit Outcome	Merchants may be sorted by Visit Outcome by selecting one of the following: • Visit Complete • Store Temporarily Closed • Store Out of Business • Store Moved • Store Refused • Unsafe Location • Other
Types of Merchant Education	Select from the drop-down box the Type of Merchant Education Visit: • Routine Visit • Manger Follow Up • State Sign Non-Compliance

	• FDA Non-Compliance
Type of Follow-Up Visit	Select from the drop-down box the Type of Follow Up Visit: • Manger Follow-Up • State Sign Follow-Up • FDA Referral • Law Enforcement Referral • Tobacco Survey
Blue Download .CSV Button	Download the requested report via spreadsheet format to your computer.

Step 6 – Synar Merchant Dashboard – Store Information

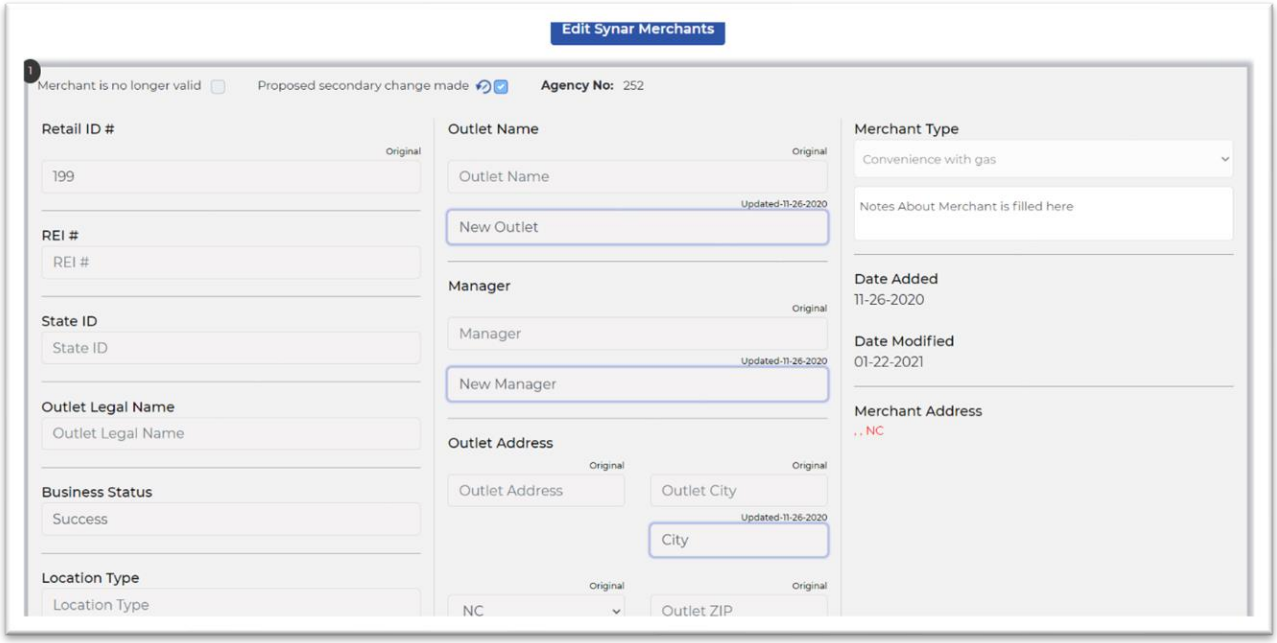
An important section of ECCO that serves as a foundation for accurate statewide Synar work is that of the actual ECCO Merchant Dashboard that can be found under the filter options. This dashboard allows providers to input accurate and up to date location and management information about Merchants visited during Synar activities. Make sure to click on Edit first to create or change store information. After editing is complete, choose Save to secure your data entry. When changes are made to the Synar Merchant Dashboard, the changes are captured in the system. Please note the importance of ensuring accurate and complete data entry to supporting your local Synar activities.

Synar Merchant Dashboard

Store Information

The Merchant Dashboard includes contact information about the Merchant. The Retail ID #, REI # and State ID will populate and are associated with state tracking.

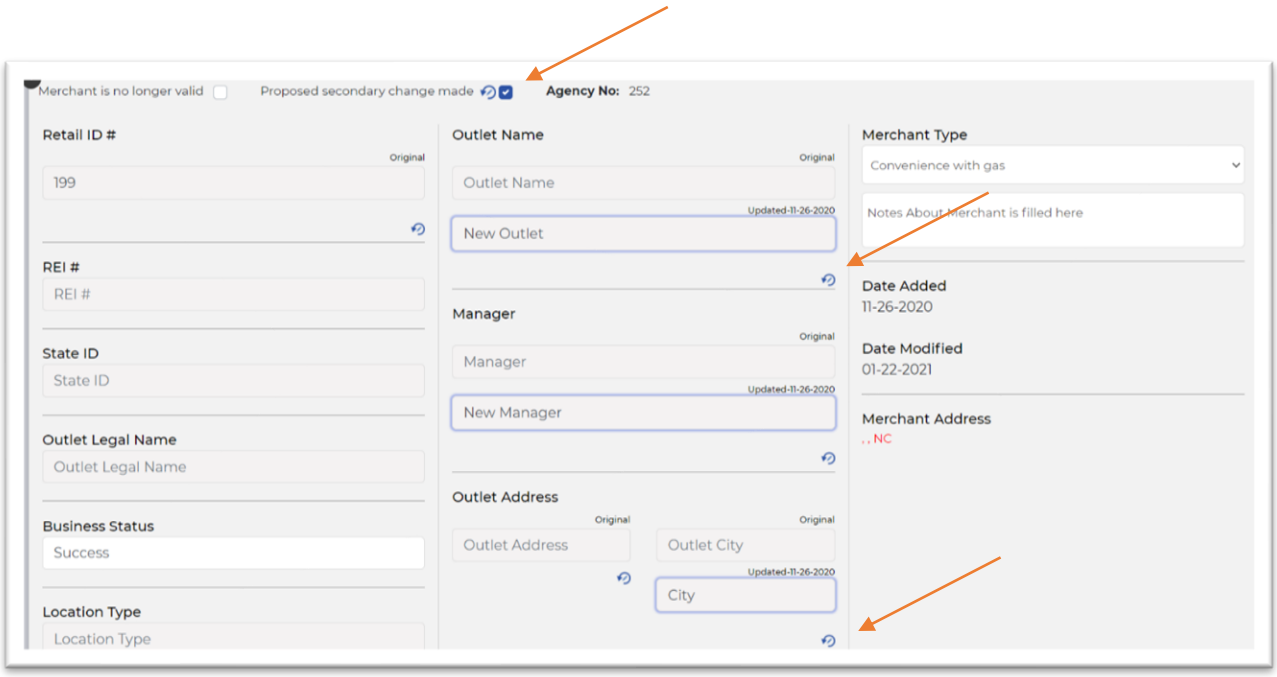
Merchant Dashboard



To update store information please follow the steps below to propose secondary changes.

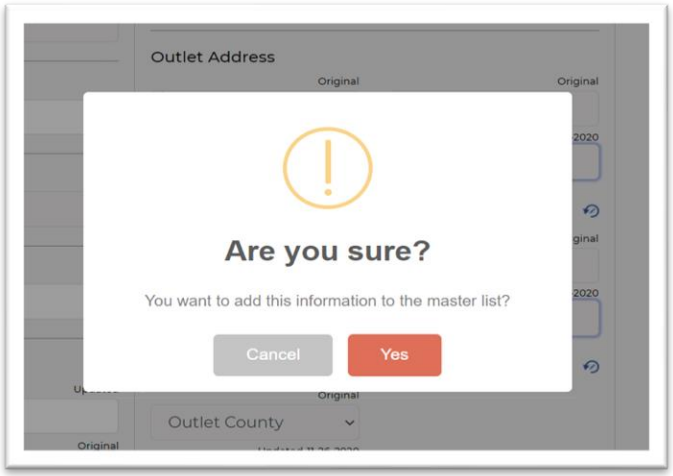
<u>Step 1 Edit Merchant Information</u>

Click the Edit Synar Merchants button and scroll to the box below with Merchant information. Once this is completed user may propose secondary changes related to that specific merchant. These changes are proposed by clicking the blue icon beside the field you wish to update.



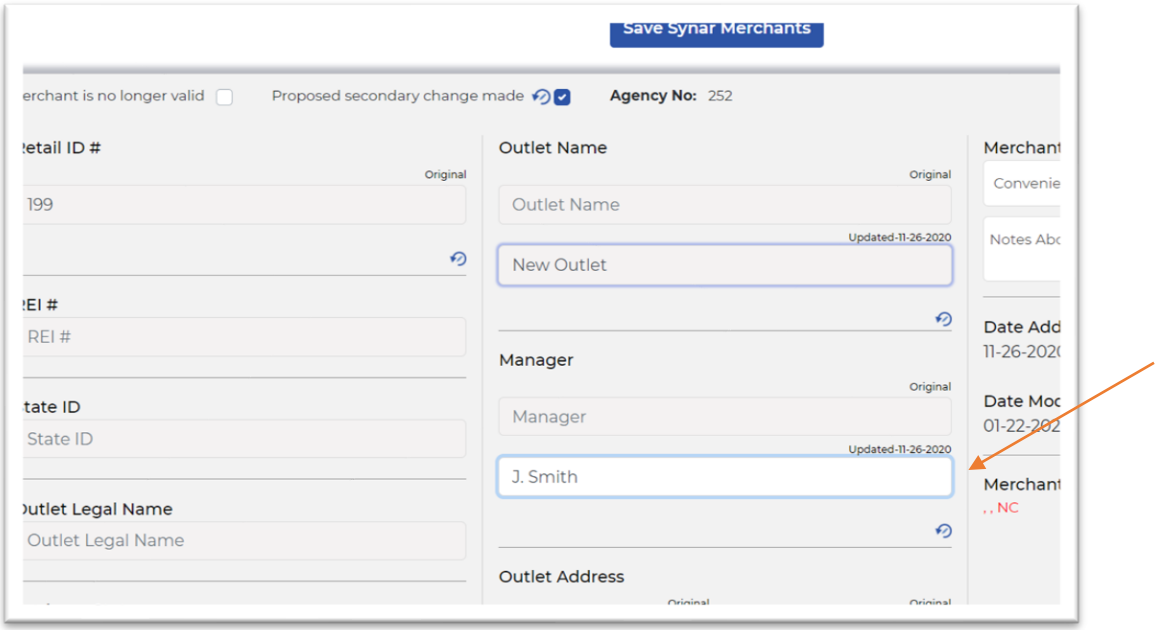
Step 2 Propose Secondary Changes

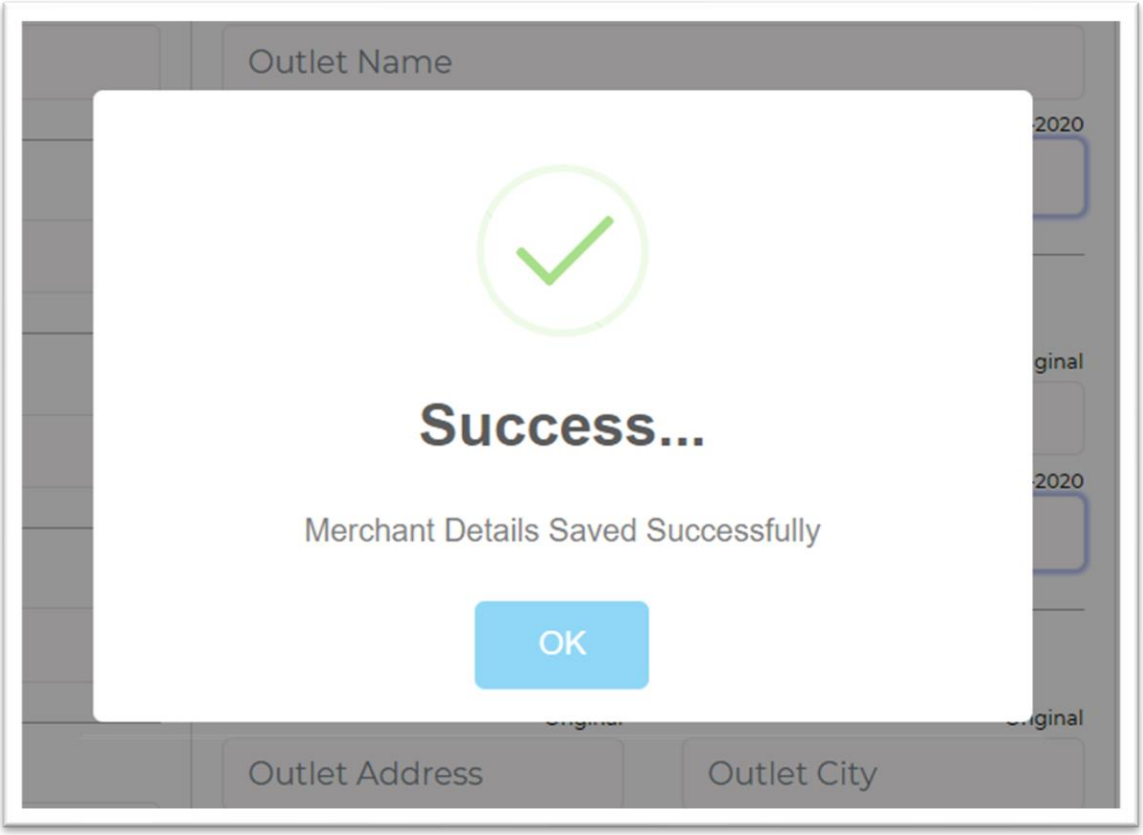
To maintain the centralized list, the original information associated will remain visible as well as proposed changes. Once you click the blue icon under the field you need to update, you will be prompted to confirm that you want to proceed with adding information to the list.



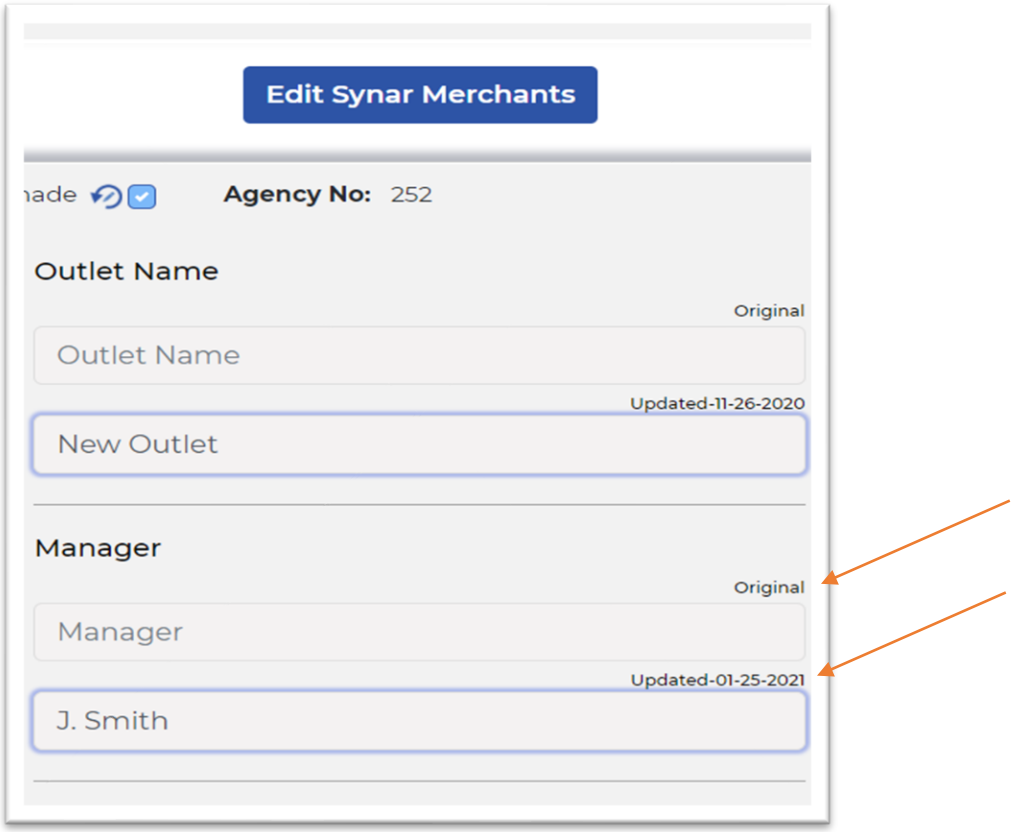
Step 3 Adding Updated Merchant Information

Once you confirm that you are sure you want to add information you will notice that the field turns white for you to enter your proposed secondary changes. Once that field is complete click save, a box will appear to confirm proposed changes successfully saved. Please note that not all fields have the option to propose a secondary change.


Save Synar Merchants
erchant is no longer valid
Proposed secondary change made
Agency No: 252
etail ID #
Original
199
EI #
REI #
tate ID
State ID
utlet Legal Name
Outlet Legal Name
Outlet Name
Original
Outlet Name
Updated-11-26-2020
New Outlet
Manager
Original
Manager
Updated-11-26-2020
J. Smith
Outlet Address
Merchant
Convenie
Notes Abc
Date Add
11-26-202
Date Moc
01-22-202
Merchant
, , NC


Outlet Name
Success...
Merchant Details Saved Successfully
OK
Outlet Address
Outlet City

Please note that the original information based on your Merchant List will still be reflected on the Merchant Dashboard and noted as Original. The proposed changes will be listed below the Original and will reflect the date of when the update was suggested. Proposed changes will be reviewed and made accordingly when the Merchant List are reviewed quarterly.



Store Information Table Instructions

Field	Instructions
Outlet Name	Name of the Merchant (Store). Propose secondary changes if the name of the merchant needs to be updated.
Manager	Name of the Manager. Propose secondary changes if the name of the Manager needs to be updated.
Outlet Phone Number	Store Phone Number with the Area Code. Propose secondary changes if the Phone Number needs to be updated.

Outlet Address	Merchants Street Address, City/Town, State (which is always NC), Zip Code and County. Propose secondary changes if the Address needs to be updated.
Merchant Type	Select the Merchant Type from the drop-down list: • Convenience with gas • Convenience w/o gas – tobacco store • Convenience w/o gas – vape shop • Convenience w/o gas – other • Grocery Store • Drug Store/Pharmacy • Dept/Discount Store • Gas Only • Other
Business Status	Enter the status of the business
Notes	Enter any relevant notes regarding this store or location.

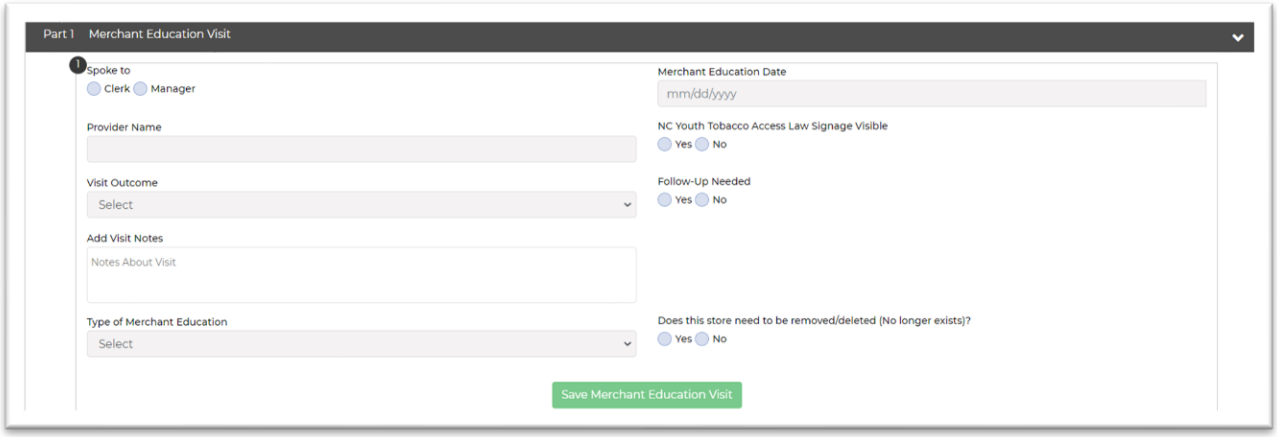
Step 7 – Synar Merchant Education Visit

All providers need to click on Part 1 Merchant Education Visit if Merchant Education Activities are being reported after updating an existing record. Complete the information related to the Merchant Education visit completely. Available options for each question are provided in the table below.

Make sure to save your work by clicking on the Green Save Button. Multiple Merchant Education Visits can be added for the same Store by clicking on the Add Merchant Education Visit Button.

Synar Merchant Dashboard Tracking Desktop

Merchant Education Visit



Synar Merchant Dashboard Tracking

Merchant Education Visit Table Instructions

Field	Instructions
Spoke to	Choose the type of Merchant Staff person contacted: • Clerk • Manager
Provider Name	Indicate the name of the Prevention Provider Staff Person delivering Merchant Education.
Visit Outcome	Choose one of the following: • Visit Complete • Store Temporarily Closed • Store Out of Business • Store Moved • Store Refused • Unsafe Location • Other
Add Visit Notes	Include relevant notes about the Merchant Education Visit.
Type of Merchant Education	Indicate one of the following: • Routine Visit • Manager Follow-Up • State Sign Non-Compliance • FDA Non-Compliance
Merchant Education Dates	Indicate when the Merchant Education Visit was conducted.
NC Youth Tobacco Law Signage Visible	Choose Yes or No based on if NC Youth Tobacco Law Signage was Visible.

Follow Up Needed	Choose Yes or No based on if Store Follow-Up is needed.
Does this store need to be removed/deleted (No longer exists)?	Choose Yes or No based-on status. Please note that if you choose No the store will still be reflected on the dashboard and your downloaded list. The system captures your response of No and when the list is reviewed quarterly by the state office that merchant will be removed from your list.

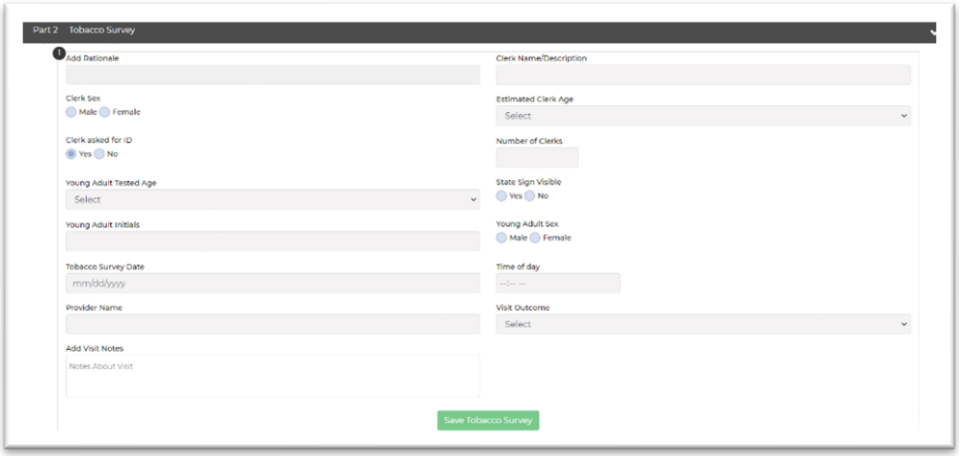
Step 8 – Synar Tobacco Survey

All providers need to click on Part 2 Tobacco Survey visit if Tobacco Survey activities are being reported after updating an existing record. Complete the information related to the Tobacco Survey Event completely. Available options for each question are provided in the table below.

Make sure to save your work by clicking on the Green Save Button. Multiple Tobacco Survey Events can be added for the same Store by clicking on the Add Tobacco Survey Button.

Synar Merchant Dashboard Tracking Desktop

Tobacco Survey



Synar Merchant Dashboard Tracking

Tobacco Survey Table Instructions

Field	Instructions
Add Rationale	Choose Rationale Trigging the Tobacco Survey: • State Sign Non-Compliance • FDA Non-Compliance • Synar Non-Compliance • Other
Clerk Sex	The clerk was: • Male • Female
Young Adult Tested Age	Indicate the age of the Inspector (in years): • 15 • 16 • 17
Young Adult Initials	Indicate the three letter initials of the inspector.
Tobacco Survey Date	Indicate the date that the inspection occurred.
Provider Name	Indicate the name of the Prevention Provider Staff Person delivering Merchant Education.
Add Visit Notes	Include relevant notes about the Tobacco Survey Visit.
Clerk Name/Description	Include the name of the clerk if collected or a description.
Estimated Clerk Age	Identify the estimated age of the clerk via the drop-down box:

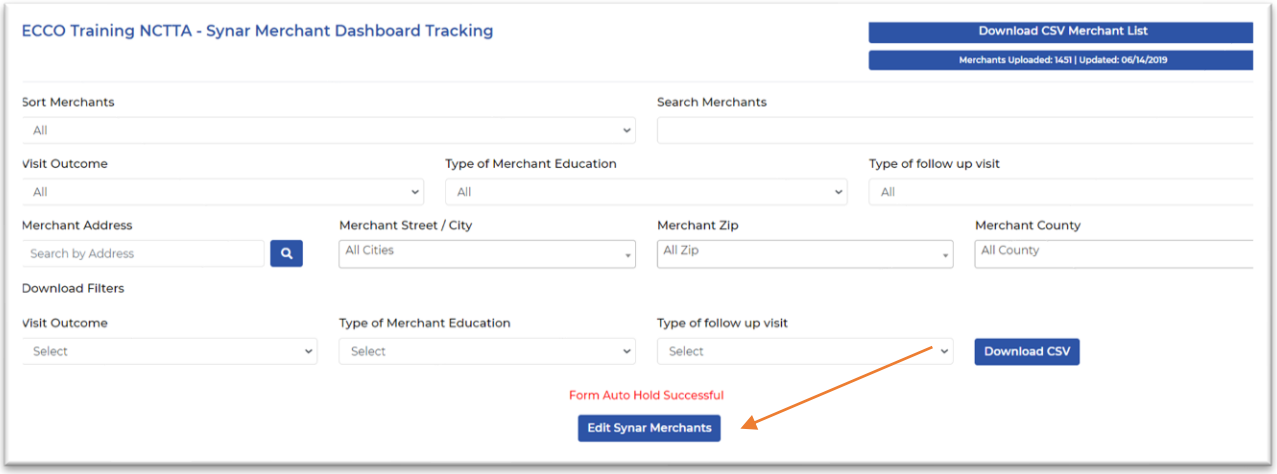
	• Under 18 • 18 to 40 • 40+
Number of clerks	Indicate the number of clerks in the merchant.
State Sign visible	Indicate if state sign was visible in the merchant
Clerk Asked for ID	Indicate either Yes or No that the Clerk asked for Purchaser ID.
Inspector Sex	Choose male or female for the sex of the inspector.
Visit Not Completed	Choose one of the following if applicable: • Store Temporarily Closed • Store out of business • Store moved • Store refused • Unsafe location • Visit Complete • Other

Removing a Store in Synar Merchant Dashboard Tracking

Previously users could delete a store in the ECCO Merchant Tracking Section of ECCO. Due to considerable changes made to secure the integrity of the Merchant List users are no longer able to upload list or have the option to delete a merchant with it being automatically reflected. If a Merchant needs to be deleted from the list the user will need navigate to Part 1 Merchant Education Visit and choose YES, when asked if the store needs to be removed/deleted. Once you choose YES to confirm, click SAVE to secure the response. The store will still appear on the Merchant Dashboard with the response being reflected and captured in the background under that specific Merchant Education date. Once the list is reviewed quarterly by the state office the store will then be removed based on your response to this question. See Below.

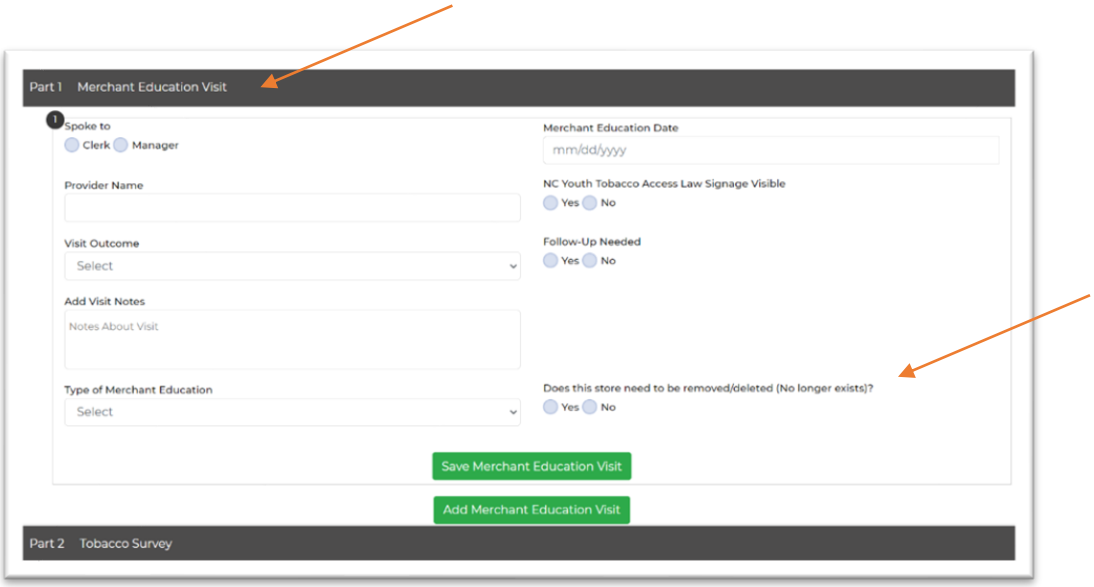
<u>Step 1: Entering Edit Mode</u>

From the Synar Merchant Dashboard Tracking Screen click on the Edit Button.



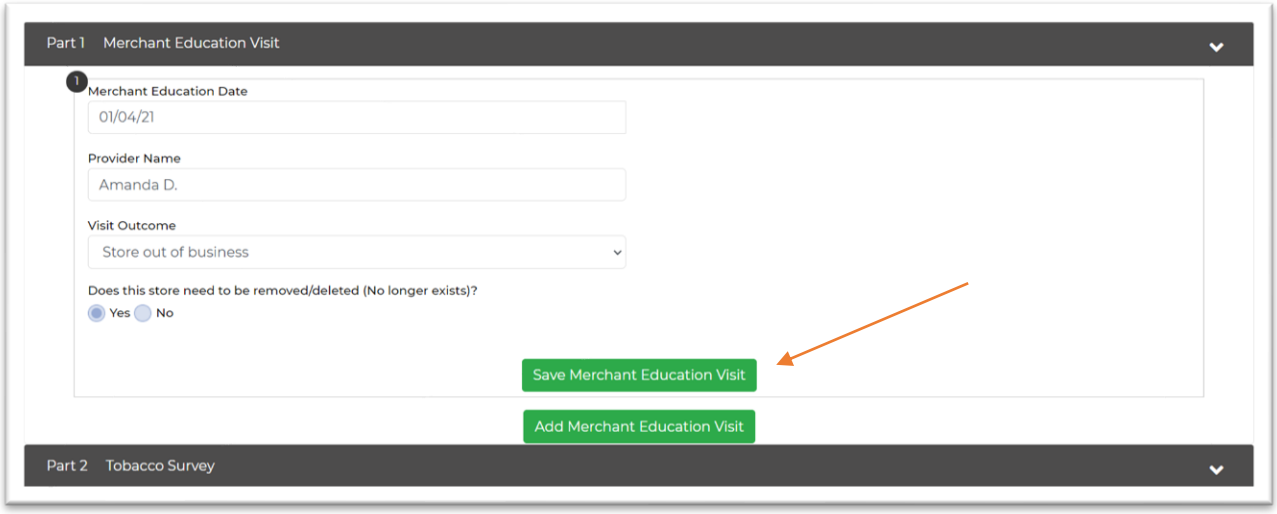
<u>Step 2: Complete All Fields of Part 1 Merchant Education Visit</u>

Click Part 1 Merchant Education Visit and complete all fields of the drop-down tray. If this store needs to be removed/deleted choose YES.

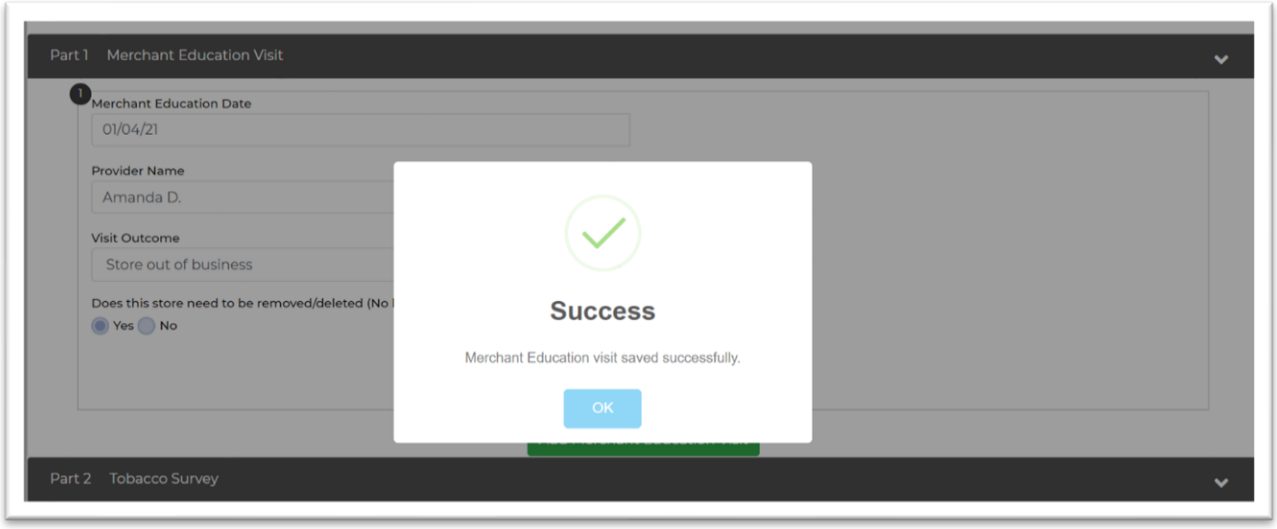


Step 3: Click Save to Confirm Removal

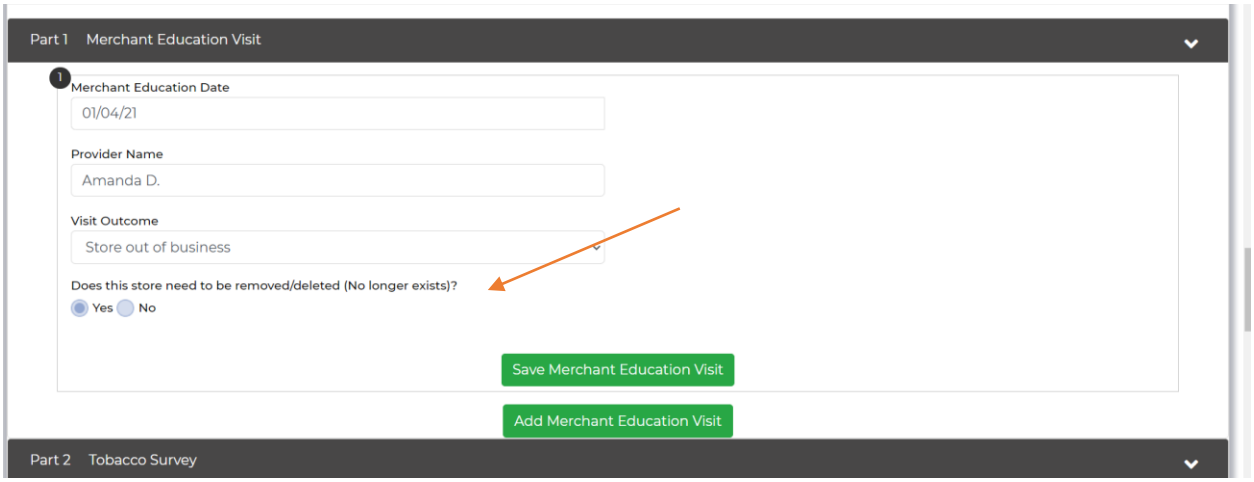
Once you have selected Yes for the store to be deleted/removed click Save Merchant Education Visit.



Once this action is saved there will be a success notification confirming that it was completed.



Note: The Merchant that needs to be removed/deleted with your response under Part 1 will still be reflected on your dashboard until list are reviewed quarterly.



Important Notation: Please contact the NCTTA at nctta@nctraining.info or submit a Help Desk Ticket for assistance if you have questions.