



RETAIL STAR

RETAIL ICE

USER REFERENCE MANUAL
VERSION 7.5

Retail STAR[®]
and
Retail ICE[®]

Version 7.5
12/5/2006

User Reference Manual

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* Option only available if using Retail STAR.

INTRODUCTION

Welcome to Retail STAR® and Retail ICE®. Retail STAR/ICE consists of two modules, Office and Point of Sale (POS). The Office module provides sophisticated, yet easy-to-use back office capabilities for your retail environment, including Inventory, Purchasing, Maintenance, Reports, Remote Operations (Communications), Utilities, Job Tracking, and Retail STAR® Accounting. Also in the Office module are i.STAR, CAM's total e-commerce solution for the small retailer, and EDI (Electronic Data Interchange). The POS module allows any Microsoft® Windows-compatible personal computer to be used as a cash register (POS system). Both modules can be open at the same time.

Retail STAR features which distinguish it from CAM's Retail ICE program include:

- The ability to have multiple stores (for example, a main store and one or more remote locations), and to change the active store from the main store.
- The ability to communicate data between the main and remote store(s). You can designate one store as a “warehouse” for using the Purchasing warehouse PO and replenishment PO features. Stock management is tracked by store, inventory can be transferred between stores, and inventory records can be activated for specific stores. You can also set up a “virtual” store, a separate database that can be accessed from all stores.
- StandAlone POS allows POS to use a database on the local computer temporarily when the server or the network is down. It enables you to keep the registers running and to continue making POS transactions.

The Retail STAR and Retail ICE programs feature totally functional keyboard and “one-touch” button handling. You can use your mouse or the <Tab> and <Enter> keys to move throughout the screens. In addition, instead of clicking on toolbar buttons, you can press function keys or the <Alt> key plus the underlined letter key on the keyboard to get the same results.

At POS, you can manually enter or scan in product information by UPC, SKU, Style, or Alias number, or search for and select a product to sell based on search criteria that you define. As products are sold, the program automatically captures data related to the sale. The collected data is used to update perpetual inventories and purchasing files and in reporting.

NOTE: The screens pictured in this User Manual were taken from Retail STAR and therefore may differ slightly in Retail ICE, especially where store numbers and communications are involved. All references to multiple stores and communications apply only to Retail STAR.

Discounting

Retail STAR/ICE offers several options for discounting at the customer and product levels as well as at POS. Discounts can be calculated by percent, amount, subtotal, total, or as X for Y. For further detail, refer to the appropriate section of this manual.

- You can set up multiple discounted prices for *styles* that can be applied at POS or give automatic discounts to in-house customers when their customer records are attached to sales receipts. See the Price Levels option in Part II - Office, Chapter 1: Inventory for more information.

- You can set up price levels for *departments* that give automatic discounts to in-house customers when their customer records are attached to sales receipts. See the Customer Discount Matrix option in Part II - Office, Chapter 3: Maintenance for more information.
- Each store can set its own cost, landed cost, average cost, and retail price for each UPC. Price levels are attached to individual customers. In Maintenance>Customer Discount Matrix, set up a price code. Set the level for the department the style is in. In the Customer record on the Pricing tab, select the price code to attach. When the product is sold to the customer at POS, the discount will be applied.
- You can set up *X for Y* pricing to define price breaks for items when a customer buys more than one of the item. For example, an item is sold at a discount if the customer buys two of the item and 2 for 1 pricing is set up. See the XY Pricing option in Part II - Office, Chapter 3: Maintenance for more information.
- You can discount the *subtotal* of a receipt by a percent (e.g., 10%) or a flat amount (e.g., \$10.00), or you can enter an entirely new subtotal for a receipt. See Section 3 - Modifying the Sales Receipt in Part III - Point of Sale for more information.
- You can discount the *total* of a receipt by a percent (e.g., 10%) or a flat amount (e.g., \$10.00), or you can enter an entirely new total for a receipt. See Section 3 - Modifying the Sales Receipt in Part III - Point of Sale for more information.
- You can change the price at POS by simply highlighting the price and either typing in the new price or entering a negative number for the amount you want to discount the original price. See Section 3 - Modifying the Sales Receipt in Part III - Point of Sale for more information.

How to Apply a Price Level Discount to a Customer at POS

To set up a price level discount and attach it to a customer record in order to give the customer the discount at POS, follow this example:

Suppose you have a group of customers whom you want to receive a special discounted price on shoes and accessories.

1. In the Price Levels option, set up price levels for the styles you want the specific customers to receive a discount on. For example, a running shoe, style 850, has a regular retail price of \$75, but your best customers can buy it for \$65. Set a price level **2** for the style for **\$65.00**.
2. Then, in the Customer Discount Matrix option, set up a price code (**101**) for your best customers and assign the Shoes department a Level type of discount with level **2** specified.
3. Finally, in the Customer option, go to the Pricing tab of the customer John Smith's record and enter **101** for the price code.
4. Now, go to POS and sell style 850. The regular retail price of \$75 will display on the receipt, but when you attach John Smith as the customer, the price will adjust to \$65.

You can also apply a price level discount at POS 'on the fly' by clicking on the Products button or pressing <F5> on the POS screen, then selecting Price Levels from the drop-down list. When the Price Levels window displays, select the price, then specify a Type of Override and Reason in the Security Override dialog box. The selected price will display on the receipt.

Backing Up Your System

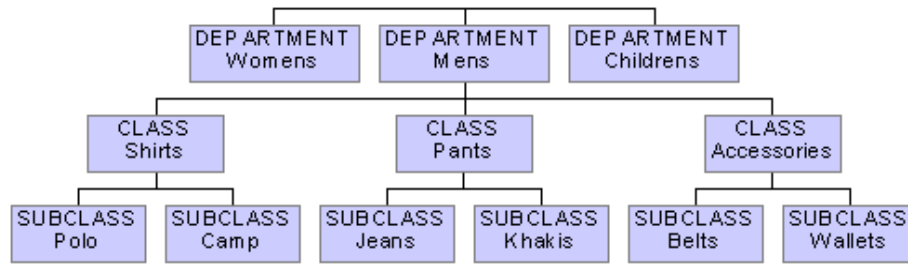
It is recommended that you back up your files regularly to prevent loss of data. If you do not have an established

backup procedure that includes backing up to a tape drive or a zip drive, you can use the SQLBase Backup Utility to back up your system manually on your hard drive. See the SQLBase Backup Utility option in Part II - Office, Chapter 6: Utilities for more information.

Reports

Retail STAR/ICE has an extensive range of reporting capabilities. Reports can be viewed or printed, labels can be printed, and in some cases, report information can be exported to a text file which can then be imported into Microsoft® Access or Excel. There is also a report generator program, Report STAR, which contains 27 standard or “canned” reports which can be used as is or customized to meet your specific needs.

To get the most out of your reports, you should set up classes and subclasses and assign them to all of your inventory product records. For example, say you have a clothing store with departments of Men’s, Women’s, and Children’s. Within the Men’s department, you could have classes such as Shirts, Pants, and Accessories. Then, within the Shirts class, you could have subclasses of Polo and Camp. This structure results in more meaningful and useful reports.



These Product List examples show how focused your reports can be when you have classes and subclasses set up. In the first example, only a department (Men’s) has been specified in the Product Selection tab. The report is four pages long and includes over 40 items.

Style Price List Report

Date: 06/19/2003 Stores: 1 Page: 1

Style: Partial Desc: Vendor: ALL Department: MENS Class: ALL Subclass: Sizecode: ALL Color: ALL Mkg Group: ALL Fabric: ALL Category: ALL Season: ALL Report On: All Items

Store	Style	Vendor	Dept	Class	Subclass	Color	Land Cost	Avg Cost	Cost	Retail	GM% Comp	Taxable	Description
1	10025	TB	MENS	SHIRTS	CAMP	OLIVE	\$40.00	\$0.00	\$40.00	\$84.00	52	\$0.00	Yes TOMMY BAHAMA KONA CAMP
1	10026	TB	MENS	SHIRTS	CAMP	BLUE	\$40.00	\$0.00	\$40.00	\$80.00	50	\$0.00	Yes TOMMY BAHAMA FLORAL DAZE CAMP
1	10027	TB	MENS	SHIRTS	CAMP	BLUE	\$40.00	\$0.00	\$40.00	\$80.00	50	\$0.00	Yes TOMMY BAHAMA PRINCE CAMP
1	10028	TB	MENS	SHIRTS	CAMP	WHITE	\$62.50	\$0.00	\$62.50	\$105.00	50	\$0.00	Yes TOMMY BAHAMA PARADISE OPEN
1	10040	TB	MENS	SHORT	PLT	BLK	\$37.50	\$0.00	\$37.50	\$75.00	50	\$0.00	Yes TOMMY BAHAMA FISHBONE SHORT
1	101	C&B	MENS	GOLF	SHIRT	N/A	\$0.00	\$5.00	\$42.90	\$95.33	55	\$0.00	Yes Golf Shirt
1	115900	TIMB	MENS	OTRWR	CASUAL	BRN	\$145.00	\$145.00	\$145.00	\$290.00	50	\$0.00	Yes Leather Weathered Bomber
1	13MWZ	WRANG	MENS	JEANS	WEST	BLK	\$17.34	\$17.34	\$17.34	\$21.99	21	\$0.00	Yes Pro Rodeo Cowboy Out R Indigo
1	13MWZ	WRANG	MENS	JEANS	WEST	IND	\$17.34	\$17.34	\$17.34	\$21.99	21	\$0.00	Yes Pro Rodeo Cowboy Out R Indigo

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With a department (Men’s) and class (Shirts) selected in the Product Selection tab, the report is filtered down to a more specific range of 16 items, as shown below.

Style Price List Report Date: 06/19/2003 Stores: 1 Page: 1

Style: Vendor: ALL Department: MENS Class: SHIRTS Subclass: ALL Size code: ALL
 Color: ALL Mfg Group: ALL Fabric: ALL Category: ALL Season: ALL Report On: All Items

Store	Style	Vendor	Dept	Class	Subclass	Color	Land Cost	Avg Cost	Cost	Retail	GM%	Compare	Taxable	Description
1	10025	TB	MENS	SHIRTS	CAMP	OLIVE	\$40.00	\$0.00	\$40.00	\$84.00	52	\$0.00	Yes	TOMMY BAHAMA KONA CAMP
1	10026	TB	MENS	SHIRTS	CAMP	BLUE	\$40.00	\$0.00	\$40.00	\$80.00	50	\$0.00	Yes	TOMMY BAHAMA FLORAL DAZE CAMP
1	10027	TB	MENS	SHIRTS	CAMP	BLUE	\$40.00	\$0.00	\$40.00	\$80.00	50	\$0.00	Yes	TOMMY BAHAMA PRINCE CAMP
1	10028	TB	MENS	SHIRTS	CAMP	WHITE	\$52.50	\$0.00	\$52.50	\$105.00	50	\$0.00	Yes	TOMMY BAHAMA PARADISE OPEN
1	51936	KENCO	MENS	SHIRTS	CASUAL	MULTI	\$30.00	\$0.00	\$30.00	\$62.00	52	\$0.00	Yes	Island Spice Print Shirt
1	51943	KENCO	MENS	SHIRTS	CASUAL	BLUE	\$32.00	\$0.00	\$32.00	\$65.00	51	\$0.00	Yes	Kenneth Cole Box Pattern Shirt
1	57992	C&B	MENS	SHIRTS	CASUAL	MULTI	\$32.00	\$0.00	\$30.00	\$65.00	54	\$0.00	Yes	C&B Short-Sleeve Plaid Shrt
1	880	POLO	MENS	SHIRTS	CASUAL	BLK	\$37.00	\$37.00	\$37.00	\$62.99	41	\$0.00	Yes	MINI PIQUE TOURNAMENT SHIRT
1	880	POLO	MENS	SHIRTS	CASUAL	RED	\$37.00	\$37.00	\$37.00	\$62.99	41	\$0.00	Yes	MINI PIQUE

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Finally, with a department (Men’s), class (Shirts), and subclass (Camp) selected in the Product Selection tab, the report only includes the four styles of men’s shirts that are camp-style, as shown below.

Style Price List Report Date: 06/19/2003 Stores: 1 Page: 1

Style: Vendor: ALL Department: MENS Class: SHIRTS Subclass: CAMP Size code: ALL
 Color: ALL Mfg Group: ALL Fabric: ALL Category: ALL Season: ALL Report On: All Items

Store	Style	Vendor	Dept	Class	Subclass	Color	Land Cost	Avg Cost	Cost	Retail	GM%	Compare	Taxable	Description
1	10025	TB	MENS	SHIRTS	CAMP	OLIVE	\$40.00	\$0.00	\$40.00	\$84.00	52	\$0.00	Yes	TOMMY BAHAMA KONA CAMP
1	10026	TB	MENS	SHIRTS	CAMP	BLUE	\$40.00	\$0.00	\$40.00	\$80.00	50	\$0.00	Yes	TOMMY BAHAMA FLORAL DAZE CAMP
1	10027	TB	MENS	SHIRTS	CAMP	BLUE	\$40.00	\$0.00	\$40.00	\$80.00	50	\$0.00	Yes	TOMMY BAHAMA PRINCE CAMP
1	10028	TB	MENS	SHIRTS	CAMP	WHITE	\$52.50	\$0.00	\$52.50	\$105.00	50	\$0.00	Yes	TOMMY BAHAMA PARADISE OPEN

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In Retail STAR, the Report Server feature initiated through Utilities>Program Setup allows large reports to be run off of a separate server preventing them from slowing down the system. Part II - Office, Chapter 4: Reports covers many of the reporting options; for a quick reference of the Office Reports and samples of the detail they include, refer to Appendix E. For more information on Physical Inventory Reports, see the Physical Inventory option in Part II - Office, Chapter 1: Inventory; for Customer Reports, see the Customer option in Part II - Office, Chapter 3: Maintenance; and for Vendor Reports, see the Vendor option in Part II - Office, Chapter 3: Maintenance.

Entering Your Beginning Inventory

Four methods are available for entering your beginning inventory. See the Physical Inventory option in Part II - Office, Chapter 1: Inventory for complete instructions on each of the methods.

- **Using the Populate Feature** - Specify a product and manually enter inventory counts.
- **Using the Scan Feature** - Scan the UPC and manually enter the quantity.
- **Downloading from a PDT** - Use a PDT to conduct the inventory, then download the PDT files into the inventory database.
- **Importing from a Text File** - Use a third-party company to conduct the inventory, then import the text file into your inventory database.

Types of Product Identifiers

There are four types of product identifiers used in this system:

- **Style** - alphanumeric code assigned to identify a general inventory product record.
- **UPC** - number automatically attached to each product by size.
- **SKU** - one for each size and subsize, created when inventory product size information defined; can also be created when Department codes are defined.
- **Alias** - optional product identifier that can be used in addition to the Style, UPC, and SKU; alias codes can be created for alternate (multiple) vendors, second UPC numbers, promotional pricing, and for assigning manufacturers' serial numbers to specific inventory products.

About This Manual

The Retail STAR/ICE User Manual is a comprehensive reference manual that provides detailed information and procedures for using the features in each module. The manual is organized into five main parts (Part I - Getting Started, Part II - Office, Part III - Point of Sale, Part IV - i.STAR, and Part V - EDI), a set of appendices, and a glossary. Each part is described below.

Part I - Getting Started

The Getting Started section describes how to enter data in the Office and POS modules, and explains the various meth-

ods available to search for records in the modules. It also tells you how you can set the menu and background colors to your preference.

Part II - Office

The Office section is organized as follows:

Chapter 1: Inventory - discusses how to create, maintain, and copy inventory product records, make mass changes to product records, set up i.STAR product records, manage inventory stocking levels, adjust inventory on-hand quantities and prices, set up and maintain kits, set up odd-size pricing, update inventory with results from a physical inventory count, create inventory queries, review inventory status, display and print sales detail, calculate reorder points, and transfer inventory items in a multi-store environment (Retail STAR only).

Chapter 2: Purchasing - discusses how to create, maintain, and copy purchase orders, receive against those POs, and report on purchase order status.

Chapter 3: Maintenance - discusses how to create and maintain code maintenance tables (e.g., department, color, size, fabric) and how to set up tables used to create inventory product records (e.g., store setup, size matrix, taxes, vendor). In addition, case templates, cost markups, customer records, employee records, security profiles, frequent buyer, gift registries, PDT selections, prepacks, and price rounding are discussed.

Chapter 4: Reports - discusses each of the standard reports available as well as the custom report generator, Report STAR, which lets you create user-defined reports to meet your specific reporting requirements.

Chapter 5: Remote Operations - discusses setting up the communications process for sharing information in a multi-store environment, importing and exporting communications files, and logging information to be sent during the communications process (Retail STAR only).

Chapter 6: Utilities - discusses setting up alert notification, changing the appearance of the main menu, assigning a new ID to existing detail records, activating store inventory records (Retail STAR only), merging and deleting customer records, setting up tag printing options, setting up an OPOS receipt printer, verifying receipt line detail of transmitted information (Retail STAR only), copying and backing up databases, deleting specified transactions or products from your database, and optimizing indexes for program efficiency. It also discusses the login, logout, and SKU removal options and explains how to restore a previously saved database.

Chapter 7: Job Tracking - discusses the job tracking system which can be used to record notes and instructions attached to a customer for actions such as repairs, customization, or special orders. Job Tracker can also be used to communicate information to other stores.

Chapter 8: External Accounting - discusses setting up the QuickBooks interface which can be used for General Ledger. This feature must be licensed; contact your CAM representative if you are interested in using it.

Part III - Point of Sale

Point of Sale is organized into ten (10) sections including: register functions; entering product information in POS; modifying the sales receipt; creating layaways, special orders, and holds, and reopening sales receipts; unique product sales such as open PLU products, gift certificates, and serialized items; tendering the sale through various methods; voids and returns; in-house customer accounts; POS reporting; and StandAlone POS (Retail STAR only).

Part IV - i.STAR

Part IV includes an overview and setup options for CAM's i.STAR e-commerce solution for retailers. i.STAR lets you integrate your web site storefront with the Retail STAR system.

Part V - EDI

Part V covers the EDI options. EDI (Electronic Data Interchange) lets you map a vendor's style, color, and size of an item to the manufacturer's UPC. This makes labeling easier and enables you to send PO's electronically.

Appendices

The 11 Appendices contain instructions for printing barcode tags, using the training mode, using a PDT 3100 or P460/P360 scanning device, using the Product Scorecard feature, printing Report STAR reports to SRD in order to manipulate the data in Microsoft Excel or Access, maintaining your database, and setting up receipt printers, as well as handy reference information for POS and Reports.

Glossary

The Glossary contains definitions of common retail terms as well as Report STAR column headings.

Typographical Conventions

- Important notes are indicated by the ⇒ symbol followed by text in *bold italic* type. Pay close attention to these notes as they contain information critical to the proper use of the particular function.
- Exact names of fields, text boxes, combo boxes, edit boxes, or option boxes are displayed in italics; for example, *Color* edit box, *Description* field.
- Specific keys you are instructed to press on your keyboard appear inside brackets; for example, <F6>, <Enter>.
- Items you are instructed to type on your keyboard appear in bold face; for example, **30**, **.GTZ**.
- Menu items, tabs, and/or fields are occasionally listed with each menu level separated by a greater than symbol (>) to show the order of appearance or location of the item in the system; for example, a reference to the Customer Setup tab found in the Program Setup option appears as Utilities>Program Setup>Customer Setup tab.

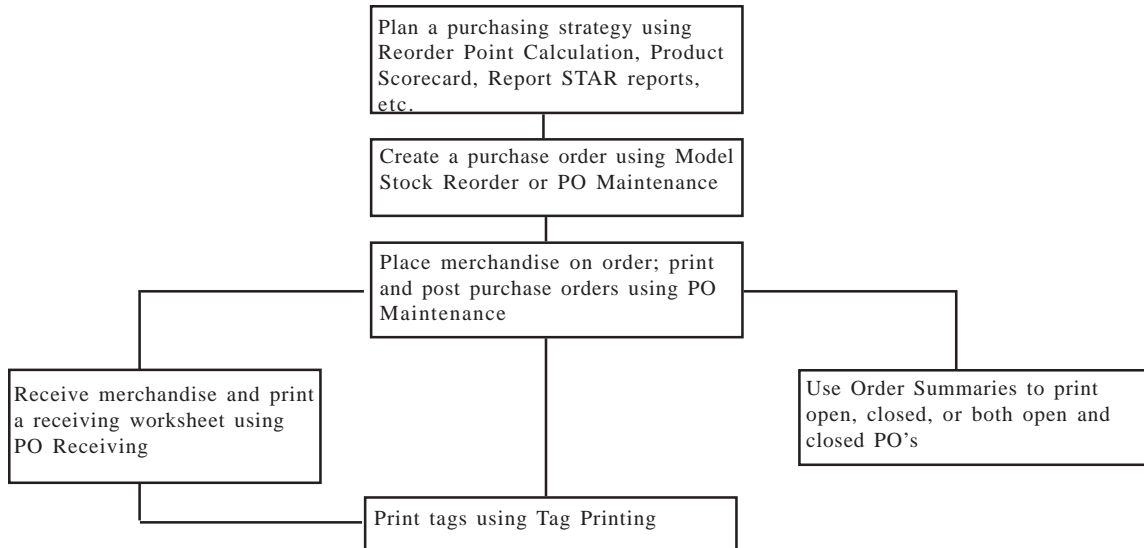
Most Recently Accessed List

From the main menu, click on the Jump button or press <F10> to display a list of the options most recently opened by the user currently logged in, as shown in this example:



Click to select an option, then click on the Load button to “jump” directly to that option.

Purchasing Flow Chart



Troubleshooting

Here are some tips that may help you avoid problems with Retail STAR/ICE.

- All users must have the same rights as the administrator in order to properly run the software. Everyone that logs in to Retail STAR needs to have total read/write access to the drives.
- All changes to product, customer, vendor, etc. records should be done at the main location for all stores.
- Remote stores should not add or delete products.

Checklist for Success When Getting Started

Prior to working with Retail STAR/ICE, complete this checklist to ensure that all required information has been entered.

Done	Step	Menu Option to Use
	Set up store information	Maintenance>Store Setup
	Set up tax rates	Maintenance>Taxes
	Set up state tax information *	i.STAR>States Maintenance
	Set up employees (optional)	Maintenance>Employee/Security
	Set up reason codes (optional)	Maintenance>Reason
	Set up vendor types	Maintenance>Vendor Types
	Set up classes (optional)	Maintenance>Class
	Set up subclasses (optional)	Maintenance>Subclass
	Set up vendors	Maintenance>Vendor
	Set up departments	Maintenance>Department
	Set up size runs	Maintenance>Size Matrix
	Set up colors	Maintenance>Color
	Set up tender types (optional)	Maintenance>Tender Maintenance
	Set up products	Inventory>Product Maintenance
	Define register settings	POS>Register>Register Setup
	Open register	POS>Register>Open Register

* Only required if you are using i.STAR.

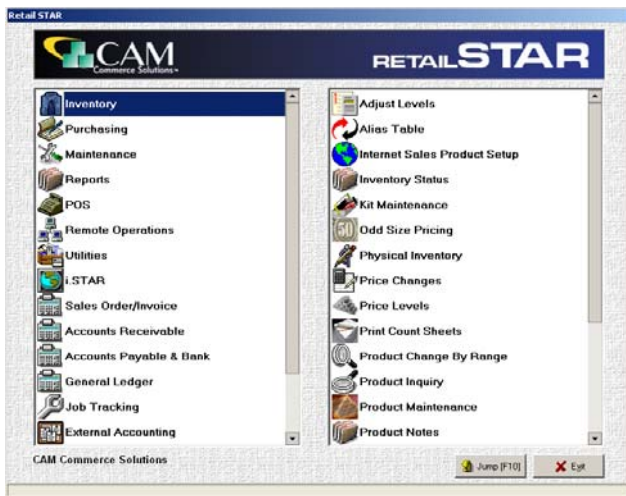
If you are using the Accounting module, complete the checklist on the following page as well.

Done	Step	Menu Option to Use
	Set up GL Chart of Accounts	General Ledger>General Ledger Setup Process
	Specify Accounts Receivable, Inventory, Accounts Payable, and Bank/Equity accounts	General Ledger>GL Account Setup
	Enter general ledger accounts	Maintenance>Taxes
	Enter general ledger accounts	Maintenance>Tender Maintenance
	Enter general ledger accounts	Maintenance>Vendor
	Enter general ledger accounts	Maintenance>Vendor Types
	Specify departments	General Ledger>Generate Departmental Accounts
	Set up bank accounts	Accounts Payable & Bank>Bank Account
	Prevent existing PO's and POS transactions from being imported into the GL	General Ledger>One Time Update

PART I

GETTING STARTED

This section discusses the Office module main menu and submenu options. Retail STAR/ICE provides total functional keyboard and one-touch button handling. You can use your mouse or the <Enter> and <Tab> keys on the keyboard to move within the screens that display. In addition, instead of clicking on toolbar buttons, you can press function keys on the keyboard to get the same results. To use the options, first click on the main menu option (e.g., Inventory, Purchasing, Maintenance), then click on the submenu option. Use the scroll bar on the right side of the submenu option area to view all of the submenu options available.



CHANGING THE OFFICE MENU COLOR AND BACKGROUND PATTERN

You can change the color of the main menu and submenu areas and/or the background pattern of the main menu and its associated login dialog box as follows:

Changing the Menu Color

1 Right-click within the main menu or submenu area. Click on the Change Color button that displays. A Color window displays.

Or

From the Utilities submenu, click on the Change Color option. A Color window displays.

2 In the Color window, click on one of the basic colors or create a custom color.

3 Once the color is selected or created, click on the OK button to apply your selection.

Changing the Background Pattern

1 Right-click on the frame around the main menu or submenu area. Click on the Change Background button that displays. A Backgrounds window displays.

Or

From the Utilities submenu, click on the Change Background Image option. A Backgrounds window displays.

2 In the Backgrounds window, select a background and click on the Apply button.


3 Once the background is applied, click on the OK button to close the window.

ENTERING DATA IN THE RETAIL STAR/ICE SCREENS

Entering data is accomplished through one of several ways. You can manually enter data in an edit box, select data from Quick Search Lists or drop-down lists that display, or use the search function to search for and select data from the search results as detailed below.

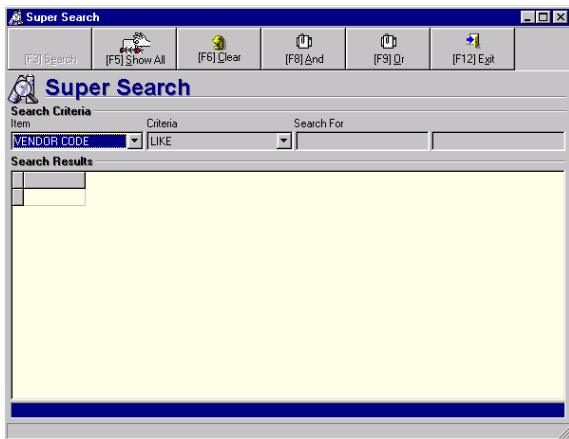
➤ When a down arrow button is available, click on the button to display a drop-down list of additional detail. Once the list displays, click on the applicable item in the list to select it. If you are in a date field,

clicking on the down arrow button will display a pop-up calendar. Once the calendar displays, you can click on the arrow buttons to move back and forth through the months and years, then click on the correct day and it will display in the field.

➤ When a question mark () button is available, click on it or press the <?> key on the keyboard to display either a pop-up list or a Quick Search List. Once the list displays, you can select the item to display using one of the following methods:

- Click on the item, then click on the OK button.
- Click on the item, then press <F10>.
- Click on the item, then press <Alt+O>.
- Double-click on the item.

➤ When the Search button is available, click on it or press the applicable function key on the keyboard to display a search screen.



You can select to display all data for the particular field you are working in by clicking on the Show All button or pressing the applicable function key on the keyboard.

To search for specific information:

- 1 Accept the default field name displayed in the *Item* combo box, or click on the down arrow button and select another field name from the drop-down list.
- 2 Accept the default field displayed in the *Criteria* combo box, or click on the down arrow button and select another item from the drop-down list.
- 3 Determine your *Search For* criteria following the examples below. As you define your criteria, your commands are displayed at the bottom of the screen.

4 Once the search results are displayed in the grid, click on the applicable item to display it in the original box where you began the search process.

➤ *Click on the Clear button or press the applicable function key to clear the screen and perform a new search.*

Example 1: To search for all vendor code numbers that are greater than the number 30, follow the steps below:

- 1 In the *Item* combo box, select Vendor Code.
- 2 In the *Criteria* combo box, select Greater Than.
- 3 In the first *Search For* edit box, enter the number 1.
- 4 Click on the Add button or press <F8>. Now you are ready to enter the next part of your formula.
- 5 In the *Item* combo box, select Vendor Code.
- 6 In the *Criteria* combo box, select Less Than.
- 7 In the first *Search For* edit box, enter the number 30.
- 8 Click on the Search button or press <F3>. The search results display in the grid.

The formula "VENDOR_CODE >1 AND VENDOR_CODE <30" displays at the bottom of the screen.

Example 2: To search for all POs within the date range 4/10/01 - 4/30/01, follow the steps below:

- 1 In the *Item* combo box, select PO Date.
- 2 In the *Criteria* combo box, select Between.
- 3 In the first *Search For* edit box, enter the beginning date: 04/10/2001.
- 4 In the second *Search For* edit box, enter the ending date: 04/30/2001.
- 5 Click on the Search button or press <F3>. The search results display in the grid.

The formula "PO_DATE BETWEEN 04/10/2001 and 04/30/2001" displays at the bottom of the screen.

DISPLAYING DATA IN GRID SCREENS

Many of the Retail STAR/ICE submenu options display data in a grid screen. In most of the grid screens, some or all of the following features are available to let you customize how the data displays:

- Double-click the mouse on a column title in the grid to change the sorted order of the data between ascending (e.g., A, B, C, D, etc.) and descending (e.g., Z, Y, X, W, etc.).
- Point the mouse to the grid line under a column title to display the horizontal-arrow-and-column icon. Left-

click, then drag and drop the column to a new location within the grid.

- Point the mouse to the grid line between two column titles to display the horizontal-arrow-and-vertical-line icon. Left-click, then drag the icon left or right to resize the two columns.

SYSTEM MAINTENANCE

General

- Configure each store to display Alerts to store managers, either at login each morning or, preferably, have them emailed to the main each time an alert occurs (this can be done through Utilities>Program Setup and requires Microsoft Outlook). If you select the option to display to managers, make sure the managers know to contact the main or CAM Technical Support immediately if an alert displays.
- For best results, keep the system free of non-business related software such as games, BitTorrent type applications, MP3 and MPG files, etc. These large files can cause backups to fail.
- The free space on the Retail STAR/ICE drive MUST be at LEAST twice the size of the database. Backing up and restoring the database on a regular basis will help keep its size down.
- Keep virus definitions up to date.
- System environments should be kept free of dust and dirt. Have each store clean the area around the hardware every few days with canned compressed air to help reduce the chances of the hardware failing due to dust and debris becoming ingested through the cooling fans.

Daily

- Check Alerts.
- Check polling logs at each store, not just the main.
- Check tape backup logs at each store.
- Check the Windows Event Viewer on the server at each store for Windows alerts that need attention.

Weekly

- Reboot the servers once a week for every store, including the main. This can be accomplished automatically if necessary.

Monthly

- Backup and restore at the main.
- Perform a physical inspection of the hardware at each store. Check for things such as frayed cables, noisy or dusty hardware, damage to cases, etc.

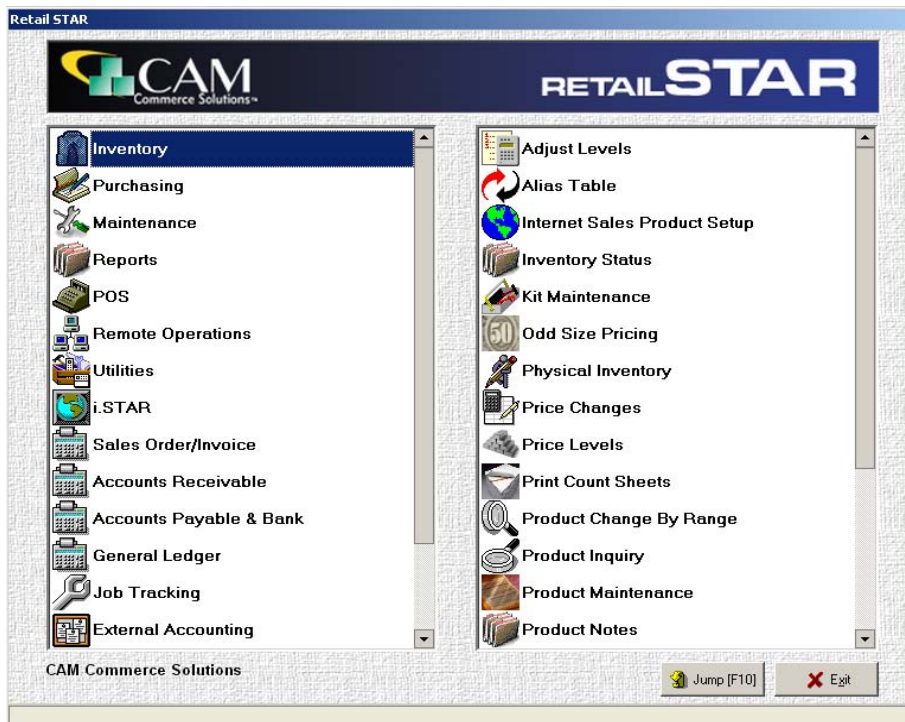
Every Two Months

- Backup and restore at each remote location.

PART II

OFFICE

CHAPTER 1: INVENTORY



INVENTORY SUBMENU OPTIONS:

- Adjust Levels
- Alias Table
- Internet Sales Product Setup
- Inventory Status
- Kit Maintenance
- Odd Size Pricing
- Physical Inventory
- Price Changes
- Price Levels
- Print Count Sheets
- Product Change By Range
- Product Inquiry
- Product Maintenance
- Product Notes
- Product Sales Review
- Reorder Point Calculation
- Store Stock Management
- Transfer Approval*
- Transfer Receiving*
- Transfer to Store*
- Transfer WorkSheet*

*This option is only available if using Retail STAR.

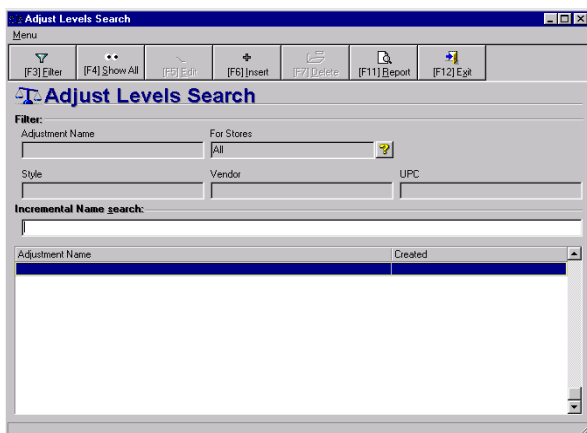
ADJUST LEVELS

The Adjust Levels option allows you to adjust on-hand inventory levels by *UPC* or by *Style*. You can search on the UPC or style to locate and display the specific product to adjust. As product detail displays in the grid, a default reason code is attached and displayed in each of the applicable grid lines. You can set all adjustments with the same reason code or individually attach reason codes. If you are adjusting multiple products, click on the Save button or press <F10> after each adjustment to save it in a batch file. Once all product adjustments are saved, you can generate a report showing the adjustments, make final changes, and post the adjustments. In addition, you can print a report of all adjustment entries that have been posted based on a defined date range. Multiple users can use Adjust Levels at once. The Worksheets feature allows you to audit changes made to the on-hand inventory levels.

This process can be run for the main or remote stores. When an adjustment is made to a remote store's on-hand, that remote will process the change when communications has completed. The main's on-hand for the remote will be affected immediately after posting. However, the remote for which the adjustment is made will have the last effect on the on-hand for itself. Any other stores will not receive the true on-hand until communications has completed once again. For example, say the main store (1) creates an adjustment for remote store (2) on Monday. Assuming communications is run once at the end of the day, the adjustment is processed by store 2 on Tuesday; the other remote stores will not see the real on-hand until Wednesday.

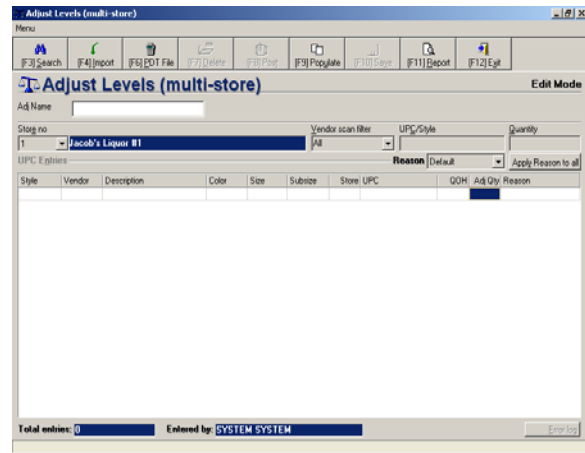
To adjust inventory on hand levels:

- 1 From the Inventory submenu, click on Adjust Levels. The Adjust Levels Search screen displays.



This screen displays previously created adjustment batches that have not been posted, if any.

- 2 Click on the Insert button or press <F6>. The Adjust Levels window displays.



- 3 In the *Adj Name* edit box, enter a name for the worksheet you are creating.

- 4 The *Store No.* displayed is defaulted to 1. Click on the down arrow button and make a selection from the drop-down list if necessary.

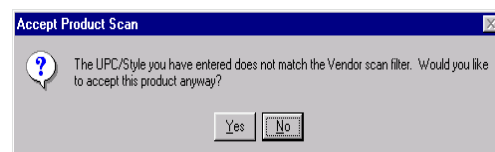
➤ You can create adjustments for one store at a time only. The All selection is for viewing all stores' entries after they have been created.

- 5 The *Vendor scan filter* combo box defaults to All. When a product is scanned or typed into the *UPC/Style* field, this will check to make sure the UPC or style matches the selected vendor. Click on the down arrow button and make a selection from the drop-down list that displays.

- 6 Enter the UPC or style in the *UPC/Style* field, or click on the Search button or press <F3> to search for a style through the Product Search window. Refer to the Product Inquiry option in this chapter for instruction.

➤ If you created an alias UPC (second UPC), you can enter that number in the *UPC/Style* edit box.

If you selected a vendor in the *Vendor scan filter* combo box, and the UPC or style you enter here is not associated with that vendor, this prompt displays:

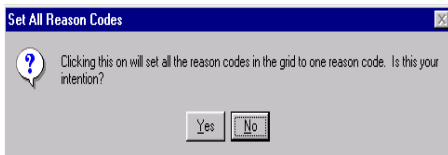


Click on the Yes button if you want to continue, or click on the No button to return to the *UPC/Style* field and reenter the information.

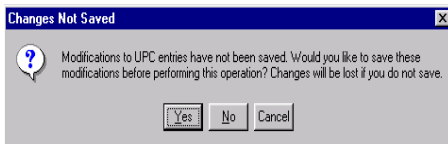
7 The *Quantity* edit box applies the same quantity to each line in the grid. Enter the adjustment to make to the on-hand quantity. For example, if the system shows that you have ten of a certain item, and you actually only have nine, enter minus one (-1) in the Adj Qty column.

8 Once you enter the quantity, the grid populates. Note that the <F3> button changes from Search to Find UPC. If you have many UPCs in the grid and want to find a specific one to adjust, enter the UPC in the *UPC/Style* field, then click on the Find UPC button or press <F3> and the cursor will go directly to it.

9 The *Reason* combo box defaults to the reason most recently used. Accept this, or click on the down arrow button and select another reason to be applied to all items being adjusted. Click the Apply Reason to all button to apply the same reason code to all adjustments you are about to make. This prompt displays:



Click on the Yes button to set all reason codes in the grid to this reason, or click on the No button to cancel. If you click on Yes, this prompt displays next:



Click on the Yes button to save your modifications, or click on the No button if you do not want to save your modifications. Click on the Cancel button to close the prompt and continue.

10 Click in the Reason column for a UPC to change the individual reason. Then click on the down arrow button and select the applicable reason code from the list.

11 You can manually change each quantity in the Adj Qty column in the grid, change the quantities by specific UPC number, or use the Populate feature. The Populate function allows you to search for specific products based on the criteria that you define. It also allows you to search for products by entering partial UPC numbers or partial product descriptions. See the

“Using the Populate Feature” section below for complete detail.

- If you are manually changing the quantities, click on the applicable product line in the grid in the *Adj Qty* column and enter the correct quantity.
- If you are adjusting the quantities by specific UPC number, click in the *UPC/Style* edit box, enter the number, then press <Enter>. The cursor jumps to the *Quantity* edit box. Enter the quantity and press <Enter>. The quantity to adjust for the UPC entered changes.

12 Once all adjustments are entered, click on the Save button or press <F10>. The adjustments are saved in a batch file. Review the adjustments before you post them.

Additional Function Key Options

Function Key	Description
<F3> Filter	Lets you filter the worksheets to find a specific existing worksheet(s). Enter an <i>Adjustment Name</i> , <i>For Stores</i> , <i>Style</i> , <i>Vendor</i> , and/or <i>UPC</i> in the edit boxes.
<F4> Show All	Displays all existing adjustment worksheets in the grid.
<F5> Edit	Lets you edit an existing adjustment worksheet selected in the grid.
<F7> Delete	On the Adjust Levels Search screen, deletes the currently selected adjustment worksheet. When the prompt displays, click on the Yes button to delete the worksheet, click on the No button to keep the worksheet, or click on the Cancel button to close the prompt. On the Adjust Levels screen, deletes the currently selected UPC. When the prompt displays, click on the Yes button to delete the UPC, click on the No button to keep the UPC, or click on the Cancel button to close the prompt.

➤ *To view additional detail on a selected item, including model stock information, click on Menu on the menu bar, then select Item Information or press <Ctrl+I>. Click on the X in the upper right corner of the Item Information window to close it.*

➤ *The Product Scorecard feature is available from this option by clicking on Menu on the menu bar, then selecting View Scorecard from the drop-down list or by pressing <Ctrl+W>. Refer to Appendix F for information on using Product Scorecard.*

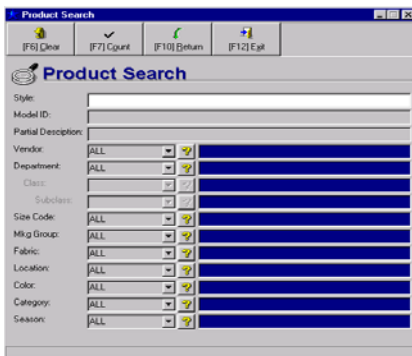
Using the Populate Feature

The Populate feature allows you to make manual adjustments to your inventory on hand. You can search for and display inventory information by style and other user-defined search criteria. After the search criteria are defined, the applicable items are displayed in the grid and their quantities are defaulted to zero (0). Once you make all necessary changes to the detail in the grid, you are ready to post the adjustments.

➤ *Use this feature to make adjustments for an entire vendor, class, etc., or to include multiple vendors, classes, etc. on the same worksheet.*

To use this feature:

- 1 On the Adjust Levels window, enter a name for the worksheet you are creating in the *Adj Name* edit box.
- 2 The *Store No.* displayed is defaulted to **1**. Click on the down arrow button and make a selection from the drop-down list, if necessary.
- 3 Click on the Populate button or press <F9>. The Product Search window displays:

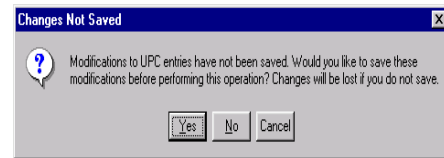


4 You can further define the search process by entering a full or partial *Style*, *Model ID*, *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record.

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.

- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the Product Search window with the count (for example, “Search criteria yields XXX UPCs”).

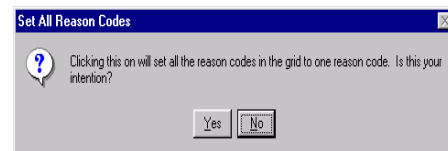
5 Once the product criteria is defined correctly, click on the Return button or press <F10>. This prompt displays:



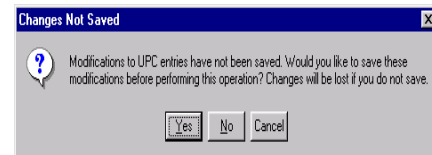
Click on the Yes button to continue.

6 The Adj Qty column applies to the currently selected line. Enter the adjustment to the on-hand quantity displayed. For example, if the system shows that you have ten of a certain item, and you actually only have nine, enter minus one (-1) in the Adj Qty column.

7 The *Reason* combo box defaults to the reason most recently used. Accept this, or click on the down arrow button and select another reason to be applied to all items being adjusted. Click the Apply Reason to all button to apply the same reason code to all adjustments you are about to make. This prompt displays:



Click on the Yes button to set all reason codes in the grid to this reason, or click on the No button to cancel. If you click on Yes, this prompt displays next:



Click on the Yes button to save your modifications, or click on the No button if you do not want to save your modifications. Click on the Cancel button to close the prompt and continue.

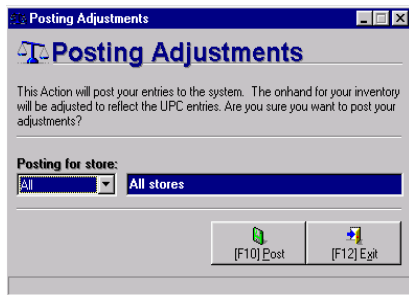
8 Click in the Reason column for a UPC to change the individual reason. Then click on the down arrow button and select the applicable reason code from the list.

9 To make adjustments for another vendor, class, etc., click on the Populate button or press <F9> and repeat the process just described.

10 Once all adjustments are entered, click on the Save button or press <F10>. The adjustments are saved in a batch file. Review the adjustments before you post them.

Posting Adjustments

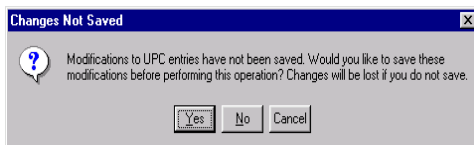
1 Click on the Post button or press <F8> to update the inventory. A window similar to the following displays:



2 Posting is defaulted to include adjustments for all stores. To post adjustments for a specific store, click on the down arrow button in the *Posting for store* combo box and select the store from the drop-down list.

3 Click on the Post button or press <F10> to post the entries. Once posted, a message displays that the posting was successful. Press <Enter> or click on the OK button.

If you attempt to post adjustments or exit the Adjust Levels option without first saving your changes, this prompt displays:



Click on the Yes button to save your modifications, or click on the No button if you do not want to save your modifications. Click on the Cancel button to close the prompt and continue.

4 Click on the Exit button or press <F12> to close the Adjust Levels option and return to the main menu.

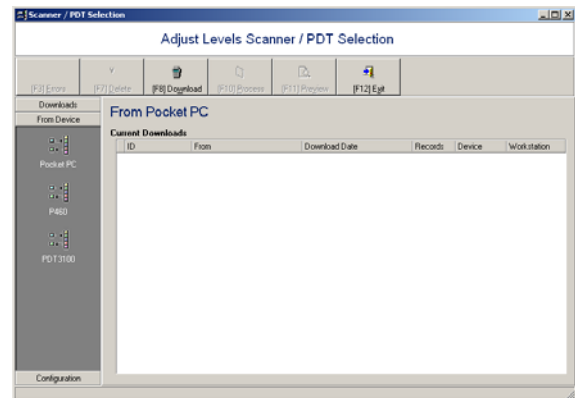
➤ *After a batch of adjustments has been posted, it will no longer appear in the Adjust Levels Search grid. You can use Report STAR to find out information about the posted adjustments.*

Downloading PDT or Scanner Data into Adjust Levels

You can download data from a PDT or scanner into the Adjust Levels option.

➤ *Refer to the Retail STAR/ICE Physical Inventory Overview and PDT Option Manual for more information on using the scanner.*

1 With the Adjust Levels screen displayed, click on the PDT File button or press <F6>. The Adjust Levels Scanner/PDT Selection window displays.

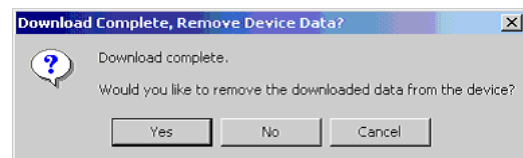


From Pocket PC

a) Click on the Download button or press <F8>, and this window will display as the system attempts to download records:



b) When the download process is finished, this prompt will display:



Click on the Yes button.

► If the CAMScan application is open on the device, an error message will display stating that the file is being used by another process; click on the OK button to close the prompt, then check the device to see if the application is running and if so, exit the application. Refer to *Pocket PC Configuration to remove data from the device*.

c) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Adjust Levels screen redisplay and is populated with the data.

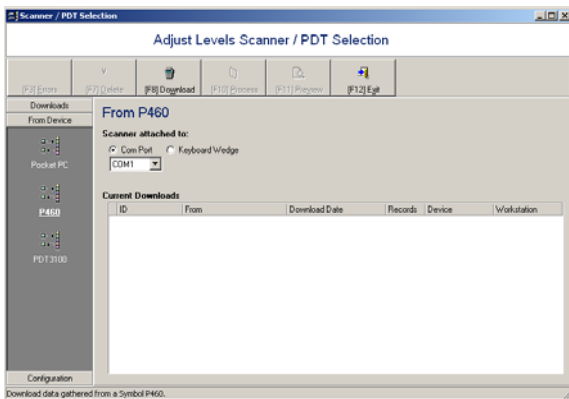
d) Click on the Delete button or press <F7> to delete the selected download record.

e) Click on the Preview button or press <F11> to display the PDT Download Adjust Levels report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

f) Click on the Exit button or press <F12> to close the Adjust Levels Scanner/PDT Selection window.

From P460

a) To download data from a P460, click on the P460 button on the left side of the screen. This window displays:



b) Com Port is selected by default under Scanner attached to. Click on the down arrow button in the combo box to select another port, if applicable. Click in the Keyboard Wedge radio button to select it if using a keyboard wedge.

c) Click on the Download button or press <F8>. “Waiting for device...” will display in the upper right corner of the window as the system attempts to download

records. To stop the process, click on the Stop button or press <F8>.

d) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Adjust Levels screen redisplay and is populated with the data.

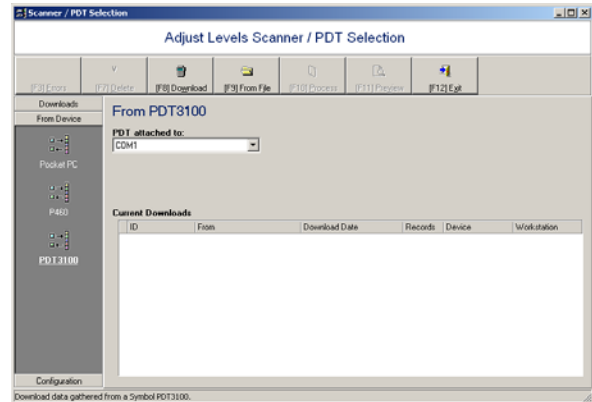
e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download Adjust Levels report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Adjust Levels Scanner/PDT Selection window.

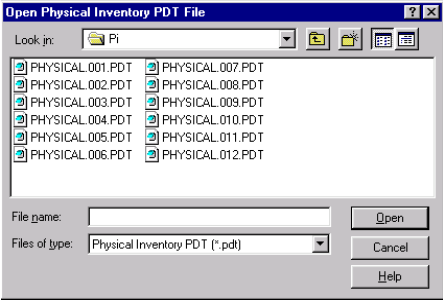
From PDT3100

a) To download data from a PDT3100, click on the PDT3100 button on the left side of the screen. This window displays:



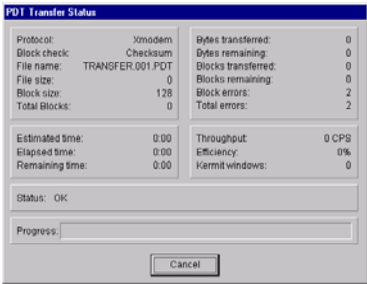
b) Click on the down arrow button in the PDT attached to: combo box and make a selection from the drop-down list.

c) Click on the From File button or press <F9>, and this window displays:



d) Select the file and click on the Open button. The file displays in the list of Current Downloads.

e) Click on the Download button or press <F8>. This window displays:



f) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Adjust Levels screen redisplay and is populated with the data.

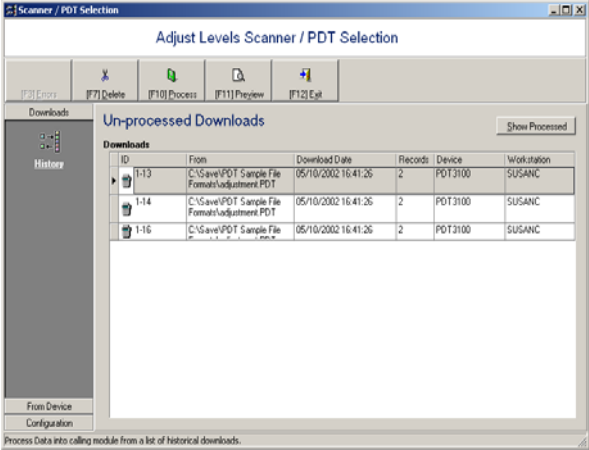
g) Click on the Delete button or press <F7> to delete the selected download record.

h) Click on the Preview button or press <F11> to display the PDT Download Adjust Levels report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

i) Click on the Exit button or press <F12> to close the Adjust Levels Scanner/PDT Selection window.

Download History

a) To work with processed or unprocessed download records, click on Downloads on the left side of the Adjust Levels Scanner/PDT Selection window, then click on the History button. This window displays:

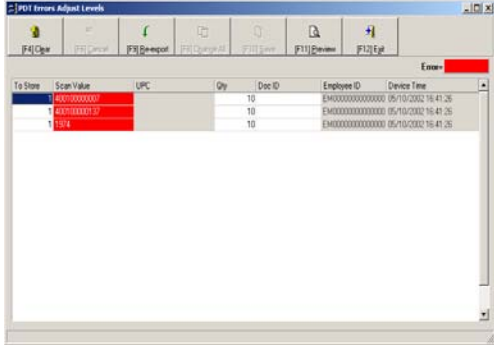


b) Click to select a download record in the grid to highlight it, then click on the Process button or press <F10> to process the inventory. The Adjust Levels screen redisplay and is populated with the data.

c) To see processed downloads, click on the Show Processed button. Click on the Show Un-processed button to toggle back and forth between views.

➤ *The processed date and time can be found in the report accessed by the <F11> Preview function.*

d) To check for errors, click on the Errors button or press <F3>. The PDT Errors Adjust Levels window displays:



➤ *If the Scan Value is an alias UPC, the UPC column will display the original UPC from when the product record was created.*

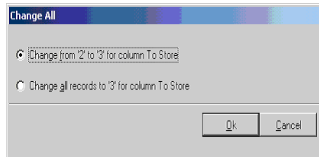
➤ *The Employee ID that displays is that of the employee who scanned the items.*

These functions are available:

- <F4> Clear - The prompt, "Clear all these errors. Are you sure??" displays. Click on the Yes button to clear the errors, click on the No button to keep the errors, or click on the Cancel button to close the prompt.
- <F9> Re-export - The prompt, "Re-export these errors. Re-exporting will take the listed errors and try to

create another download with UPC's successfully converted from Scan Values. Are you sure?" displays. Click on the Yes button to re-export, click on the No button not to re-export, or click on the Cancel button to close the prompt.

- <F8> Change All - To copy values in the To Store or Scan Value columns, click on this button. A dialog box similar to the following will display:



Example: Say the To Store column has stores 1 and 2 and you enter 3 on one of the store 2 lines, then click on the Change All button or press <F8>. The Change All dialog box displays and the *Change from '2' to '3' for column To Store* radio button is selected. If you click Ok, all store 2 lines will change to store 3. If you click in the *Change all records to '3' for column To Store* radio button to select it, then click Ok, ALL stores (store1 and store 2) will change to store 3. Note: The UPC column updates if an alias UPC is entered in the Scan Value.

- <F11> Preview - Displays the PDT Errors Adjust Levels report. With the report displayed, click on the Print button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- <F12> Exit - Closes the PDT Errors Adjust Levels window.

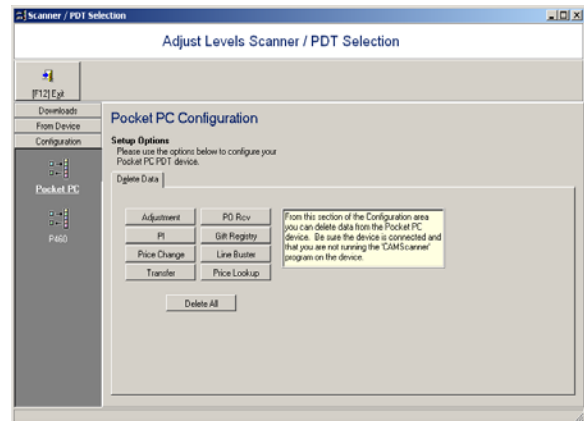
e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download Adjust Levels report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Adjust Levels Scanner/PDT Selection window.

Pocket PC Configuration

a) To configure your computer to communicate with a Pocket PC device, click on the Configuration button on the left side of the screen, then click on the Pocket PC button. This window displays:



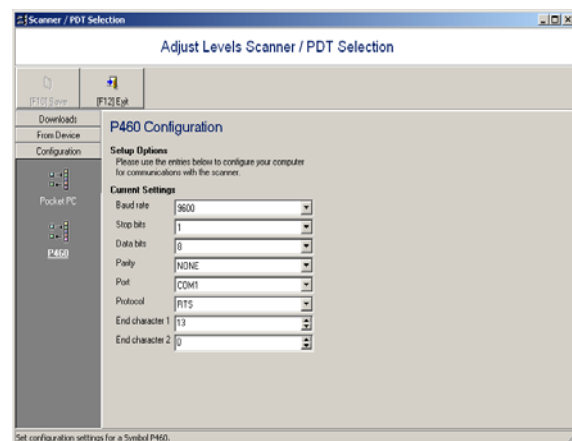
b) Be sure that the device is connected and that the CAM Scanner program is not running.

c) Click on the appropriate button to delete data from the Pocket PC: Adjustment, PO Rcv, PI, Gift Registry, Price Change, Line Buster, Transfer, or Price Lookup, or click on the Delete All button to delete data from all of the above.

d) Click on the Exit button or press <F12> to close the window and return to the Adjust Levels screen.

P460 Configuration

a) To configure your computer to communicate with the P460 scanner, click on the Configuration button on the left side of the screen, then click on the P460 button. This window displays:



b) Click on the down arrow buttons and make the necessary selections to specify the settings for the *Baud rate*, *Stop bits*, *Data bits*, *Parity*, *Port*, *Protocol*, *End Character 1*, and *End Character 2*.

c) Click on the Save button or press <F10>, then click on the Exit button or press <F12> to close the window and return to the Adjust Levels screen.

Adjust Levels Reports

Click on the Report button or press <F11>, and this window displays:



1 Click on the *Current entries* or *Historical postings* radio button to specify the report type.

2 Under Report Criteria, enter the store number(s) to include in the report, or click on the “?” button to display a Store Selection List to choose from.

3 If the report type is *Historical postings*, enter the beginning and ending dates for the report (e.g., MM/DD/YYYY) or click on the down arrow buttons at the end of the *Begin Date* and *End Date* fields to display a calendar and select a date.

4 Click on the Preview button or press <F11>. Once the report displays, click on the printer icon on the toolbar to print the report, click on the arrow buttons on the toolbar to move through the report pages, or click on the Close button to close the report.

5 You are returned to the Adjust Levels Reports window. Click on the Exit button or press <F12> to close the window.

Additional Function Key Options

Function Key	Description
<F4> Import	Opens the <i>Open Adjust Levels Import File</i> dialog box for you to select the file to import.
<F5> Scan/Edit	Lets you toggle between Scan mode and Edit mode. If you select Scan mode, the prompt, “Would you like to treat this batch as a negative adjustment?” displays. Click Yes if you want all adjustment quantities in the batch to be considered as negative values; otherwise, click No. See “Using the Scan Feature” in Physical Inventory for more information.
<F7> Delete	Deletes either the current record or the entire batch, depending on which <i>Delete Option</i> radio button is selected. If <i>Current Record</i> is selected, the message, “Delete xxxxx. Are you sure?” displays. Click Yes to delete the UPC, or click No to cancel. If

Whole Batch is selected, the message, “You are about to delete all the Adjustment entries. Is this your intention?” displays. Click Yes to delete all of the adjustment entries, or click No to cancel.

<F9> Populate Opens the Product Search window for you to specify the product to populate the grid.

➤ To view additional detail on a selected item, including model stock information, click on Menu on the menu bar, then select Item Information or press <Ctrl+I>. Click on the X in the upper right corner of the Item Information window to close it.

➤ Employee ID’s in the report are those of employees logged into the system (posting employees) when data was downloaded from a PDT.

➤ The Product Scorecard feature is available from this option by clicking on Menu on the menu bar, then selecting View Scorecard from the drop-down list or by pressing <Ctrl+W>. Refer to Appendix F for information on using Product Scorecard.

Error Log

If the Error log button activates (located in the lower right hand corner of the main window), click on it and a window similar to this will display:

Store	UPC	Qty	Reason
1	0085	4	Invalid UPC during file import.
1	0019	4	Invalid UPC during file import.
1	0516	4	Invalid UPC during file import.
1	1216	4	Invalid UPC during file import.
1	2219	4	Invalid UPC during file import.
1	2032	4	Invalid UPC during file import.
1	3787	4	Invalid UPC during file import.
1	4039	4	Invalid UPC during file import.
1	4321	4	Invalid UPC during file import.
1	4392	4	Invalid UPC during file import.
1	5042	4	Invalid UPC during file import.
1	7199	8	Invalid UPC during file import.
1	7892	4	Invalid UPC during file import.
1	8684	8	Invalid UPC during file import.
1	8721	4	Invalid UPC during file import.
1	8768	4	Invalid UPC during file import.
1	8776	4	Invalid UPC during file import.
1	9162	16	Invalid UPC during file import.
1	10250	4	Invalid UPC during file import.

The error log lists all errors that have been logged during file imports and PDT downloads. The store number, UPC, quantity, and error reason display.

These function keys are available:

Function Key	Description
<F6> Clear	Clears all data from the Adjust Levels Error Log.
<F9> Import Log	Importing the error log into Adjust Levels is helpful if you have tried to import UPCs that do not exist in the system. When an error log is produced, you can add aliases to the system and try to import the error log into Adjust Levels to get the aliases that were not in the system when the import occurred. The prompt, “Import this error log into the Adjust Levels. Are you sure?”

- <F10> Export displays. Click Yes to attempt to load the displayed error log into Adjust Levels, or click No not to import the error log. By exporting the error log, you can edit and then re-import the data into Adjust Levels at either the current store or another store. The prompt, “Would you like to use one of your system’s store numbers to replace the store numbers in the error log with?” displays. Click Yes, and a Store Selection List will display. Select the store to use to create the export file with all the error log entries, then click on the Return button or press <F10>. Then specify the path to save the physical inventory file in the dialog box that displays. If you click No at the prompt, the records in the export file produced will have the store number from the records in the error log.
- <F11> Report Displays the Adjust Levels Error Log. With the report displayed, click on the printer button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- <F12> Exit Closes the Adjust Levels Error Log window.

ALIAS TABLE

Alias Tables are used to create product identifiers that can be used in addition to the Style, UPC, and SKU assigned in the original product record. You can create alias tables for alternate (multiple) vendors, second UPC numbers, vendor promotional pricing for viewing while creating a purchase order, random numbering for the product style, and assigning manufacturer serial numbers to specific inventory products.

Alias Table Types

Alias Code	Option	Description
VEN	Vendor	Creates alternate (multiple) vendors for individual product styles. When you create a PO, you will be able to view and/or create the purchase order using the alternate (multiple) vendors.
UPC	UPC	Creates 2nd UPCs that will then be available for use at point of sale.
PRV	Promo	Creates promotional pricing for vendors. This information can be displayed when creating a purchase order.
RAN	Random	When you assign random numbering to inventory products, you can enter the random number at POS rather than the product style.
SER	Serial No	Assigns manufacturer serial numbers to the specific inventory product. At point of sale, you will be prompted to enter the applicable serial number and then attach a customer record to the sale. Once the sale is tendered, the customer detail and date sold (stop date) will automatically update

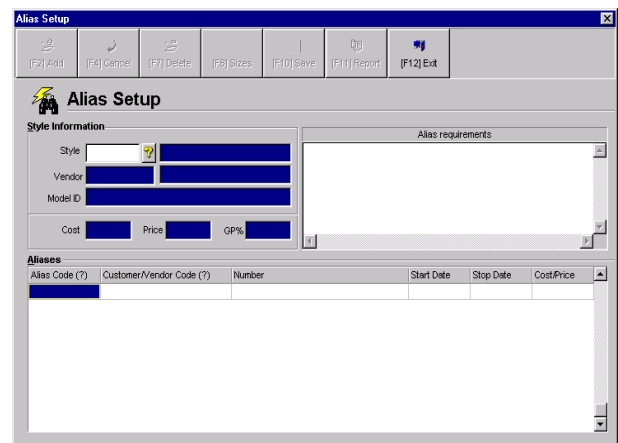
in the alias table. Be sure to set up the serialized product by entering an Alias Code, Serial Number, and Start Date (if applicable). Do not enter a Customer Code. If you enter a customer code here, the product is considered by the system as sold, and the serial number will not be available at POS.

➤ Use the scheduled price change feature in the Price Changes option for promotional pricing for products.

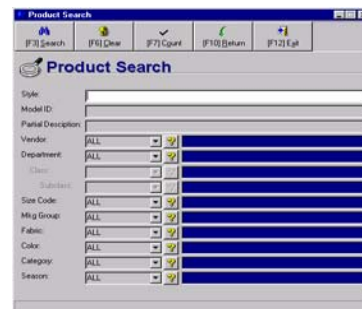
➤ Vendor aliases are only recognized in Purchasing and Product Inquiry.

To create an Alias Table:

1 From the Inventory submenu, click on Alias Table.



2 Enter the *Style*, or click on the “?” button to display the Product Search window.



You can further define the search process by entering a full or partial *Style*, *Model ID*, *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record.

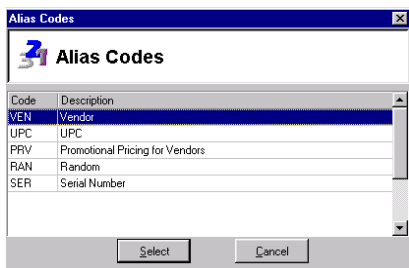
- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the Product Search window with the count (for example, “Search criteria yields XXX UPCs”).

Once the product criteria is defined correctly, click on the Return button or press <F10>.

The *Vendor*, *Model ID*, *Cost*, *Price*, and *GP* fields automatically fill in. The cursor jumps to the *Alias Code* field in the Aliases grid.

➤ *If you enter a style that exists for multiple vendors, a Single Product Selection window will display; click to highlight the correct style in the list, then click on the OK button to continue.*

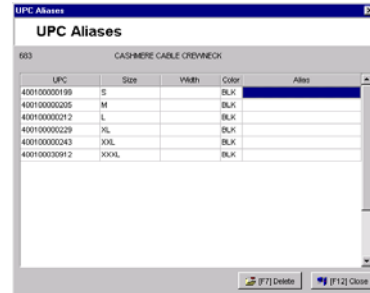
3 Click on the Add button or press <F2>, then enter the *Alias Code* or press the <?> key on your keyboard to search for the code.



Click on the correct code in the list to highlight it, then click on the Select button or press <Enter>.

4 The Alias requirements box displays instructions depending on the alias code selected:

- VEN - Enter the vendor code in the *Customer/Vendor Code* field (press the <?> key on your keyboard to search for the code); enter the alias for the vendor code in the *Number* field; enter the price that the vendor charges in the *Cost/Price* field. The *Number* you enter will be used in the PO Maintenance screen when you want to create a PO for an alternate (multiple) vendor. The information entered displays in the PO Maintenance screen.
- UPC - Click on the Sizes button or press <F8> to enter aliases for UPC’s. The UPC Aliases window displays.



Enter the alias for each UPC. To delete a UPC from the grid, click to highlight it and click on the Delete button or press <F7>. Click on the Close button or press <F12> to close the window. You can enter a second UPC identifier for any one or all of the UPC’s displayed. These second UPC’s can also be created and maintained in the actual product record. Whether you create second UPC’s here or through Product Maintenance, all records are updated in both.

- PRV - Enter the vendor code in the *Customer/Vendor Code* field (press the <?> key on your keyboard to search for the code); enter the appropriate style code in the *Number* field; enter the *Start Date* and *Stop Date* of the promotion; enter the promotional price in the *Cost/Price* field. A PRV is used only to display vendor pricing information in the PO Maintenance screen.
- RAN - Enter the alias for the style in the *Number* field. The random number can be sold at POS rather than the style, UPC, or SKU.
- SER - The customer ID of the buyer displays in the *Customer/Vendor Code* field; the serial number of the item displays in the *Number* field; the *Start Date* and *Stop Date* of the purchase displays; the price paid for the item displays in the *Cost/Price* field.

5 Once complete, click on the Save button or press <F10>.

6 Click on the Report button or press <F11> to display the Alias Table Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Exit button or press <F12> to close the Alias Table option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F4> Cancel	Clears all entries made prior to saving.
<F7> Delete	Deletes the selected alias code.

➤ *If you add or edit data then try to exit without saving, the prompt, “You have unsaved changes, would you like to save them?” displays. Click Yes to save the changes, No to cancel the changes, or Cancel to close the prompt.*

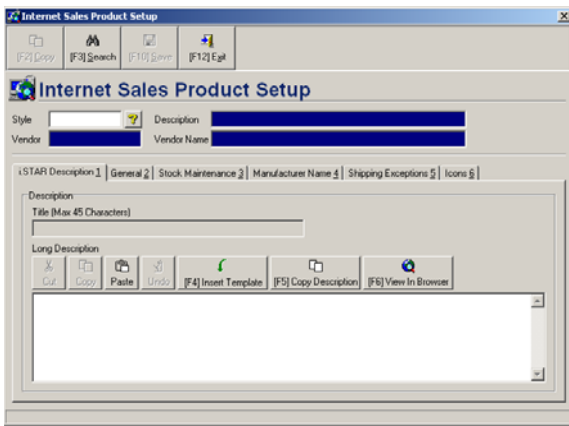
INTERNET SALES PRODUCT SETUP

This option lets you set up product records for use with i.STAR, CAM's "end-to-end" commerce solution that offers total integration with the Retail STAR/ICE back office software. Refer to Part IV of this manual for further information on i.STAR.

To set up i.STAR products:

1 From the Inventory submenu, click on Internet Sales Product Setup.

i.STAR Description Tab



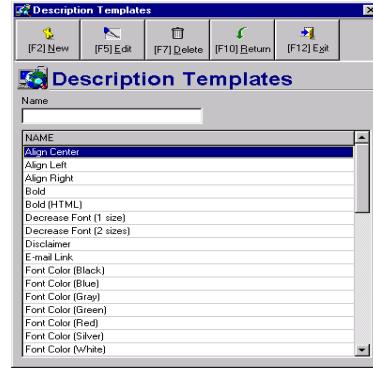
2 Enter the style in the *Style* field, or click on the "?" button or the Search button or press <F3> to search for the style to add. The *Description*, *Vendor*, and *Vendor Name* fields fill in automatically.

➡ *If you enter a style that exists for multiple vendors, a Select Unique Style - Vendor window will display; click to highlight the correct style in the list, then click on the OK button to continue.*

3 In the *Title* field, enter a short description of up to 45 characters.

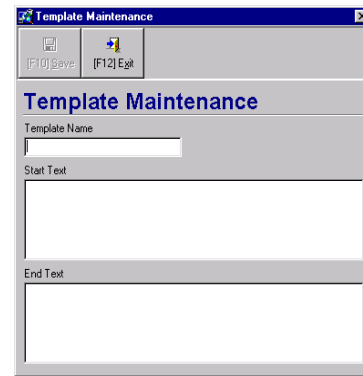
4 The *Long Description* field allows an extended description of up to 65,000 characters. The description entered here will appear on the product detail page.

5 Click on the Insert Template button or press <F4> to display the Description Templates window.



This window shows the default description templates to help format the extended descriptions for HTML. You can enter additional commands if you want. This feature can also be used to establish standard ad copy, disclaimer, copyright information, etc. to be placed into extended descriptions.

(a) Click on the New button or press <F2> to add a new template.



Enter the name for the new template in the *Template Name* field, then enter *Start Text* and *End Text*. When finished, click on the Save button or press <F10>. Then click on the Exit button or press <F12> to close the window and return to the Description Templates window. The new template will display in the list.

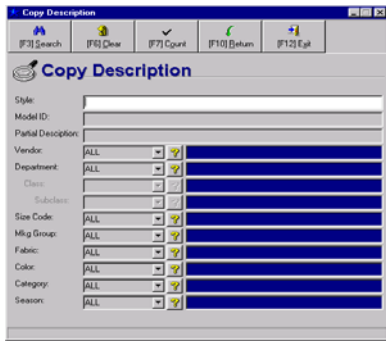
(b) Click on a template name in the list to select it, then click on the Edit button or press <F5> to change the start and end text as necessary.

(c) Click on a template name in the list to select it, then click on the Delete button or press <F7> to remove it from the list. A prompt will display for you to confirm that you want to delete the template; click on the Yes button or press <Enter> to continue.

(d) Click on a template name in the list to select it, then click on the Return button or press <F10> to insert the selected template in the text area of the Description window.

6 Click on the Copy Description button or press <F5>

to copy an existing description to a new template. The Copy Description window displays.



(a) Enter the *Style* to copy the description from, or click on the Search button or press <F3> to search for the style.

(b) Click on the Clear button or press <F6> to clear the information from the Copy Description window.

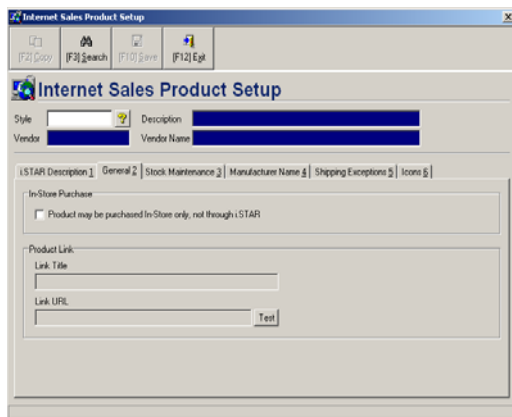
(c) With a *Style* selected, click on the Count button or press <F7>. The number of UPC's associated with that style will display at the bottom of the window (e.g., "Search criteria yields 12 UPCs").

(d) Click on the Return button or press <F10> to copy the description for the specified style.

(e) Click on the Exit button or press <F12> to return to the Internet Sales Product Setup window.

7 Click on the View In Browser button or press <F6> to view the description as it will appear in Internet Explorer.

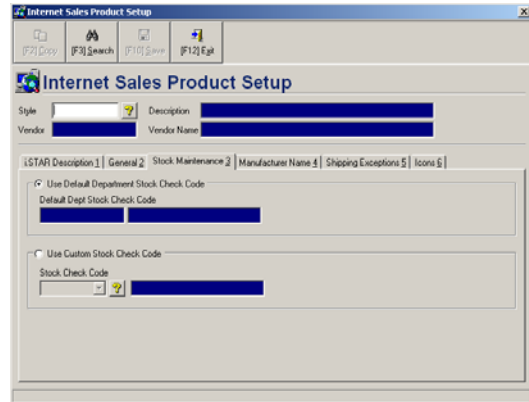
General Tab



1 Under In-Store Purchase (i.STAR), click in the *Product may be purchased In-Store only; not through i.STAR* option box to select it if you want to make the style unavailable through your i.STAR web store. If you leave the box unchecked, the item will show in i.STAR and it will be available for purchase in-store.

2 Under Product Link (i.STAR), you can enter a *Link Title* and *Link URL* associated with the product if you want. This hyperlink will appear in Product Detail and, if clicked by the web shopper, will open a new window. Click on the Test button to make sure the URL you entered is correct.

Stock Maintenance Tab



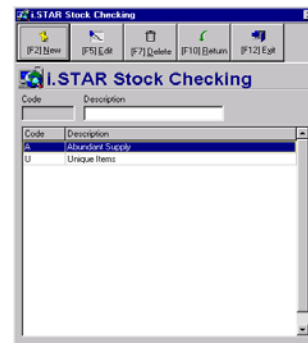
The fields on this tab allow you to set i.STAR to perform stock status checking. This is determined by stock maintenance codes, set up in the Department file; the Stock Checking code list described below; and Stock Check Maintenance described below.

1 Select the *Use Default Department Stock Check Code* radio button to use the stock maintenance codes from the Department file.

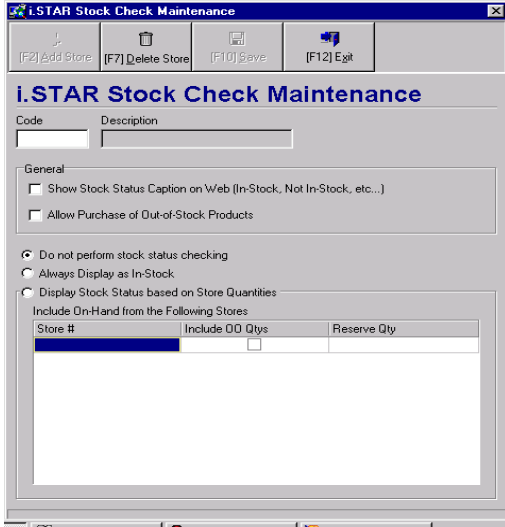
2 Select the *Use Custom Stock Check Code* radio button if you want to create and use custom codes.

(a) In the *Stock Check Code* field, click on the down arrow button or the "?" button and select from the list that displays.

(b) Clicking on the "?" button displays the i.STAR Stock Checking window.



(c) To add a new stock checking code, click on the New button or press <F2>. The i.STAR Stock Check Maintenance window displays.



(d) Enter the *Code* and *Description*.

(e) Click in the *Show Stock Status Caption on Web (In-Stock, Not In-Stock, etc.)* option box if you want the stock status to display on your web store.

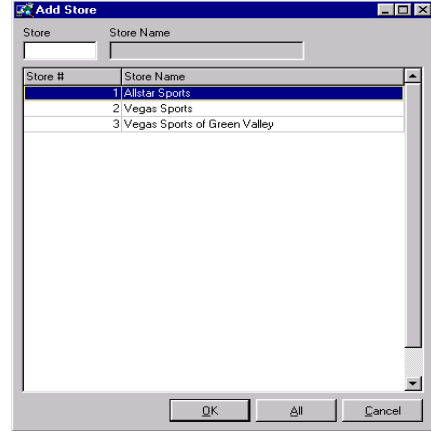
(f) Click in the *Allow Purchase of Out-of-Stock Products* option box if you want your customers to be able to purchase backordered items.

(g) Click to select one of the following radio buttons:

- *Do not perform stock status checking* - If this code is applied to a product, stock status checking will not occur for the product.
- *Always Display as In-Stock* - If this code is applied to a product, i.STAR will allow it to be added to a shopping cart regardless of the actual stock status.
- *Display Stock Status based on Store Quantities* - If this code is applied to a product, the stock status will display on the web store (In Stock, Not In Stock). If a customer attempts to add the item to the shopping cart, the message, "Sorry, item is not currently available" displays.

(h) Click on the *Save* button or press <F10>.

(i) Click on the *Add Store* button or press <F2> to add stores to the inventory checking process (Retail STAR only). The *Add Store* window will display.



Click on a store to select it, then click on the *OK* button. To select all stores, click on the *All* button. To search for a store, enter its number in the *Store* field at the top of the screen.

When a store is selected, it will display in the grid at the bottom of the i.STAR Stock Check Maintenance screen. Click in the *Include OO Qtys* option box next to a store if you want to include on-order quantities in the inventory check for that store; you can enter a reserve quantity in the *Reserve Qty* column, and that number of the item will be set aside and not available for sale on the web store. Click on the *Save* button or press <F10> to save your entries. To remove a store from the grid, click to highlight it, then click on the *Delete Store* button or press <F7>. When the prompt to delete displays, click on the *Yes* button to continue.

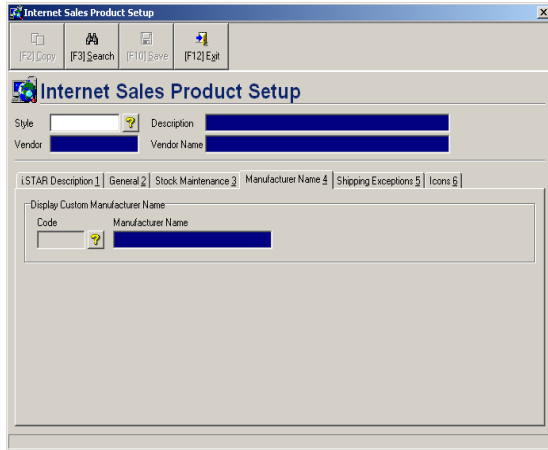
(j) You can edit a stock checking code by clicking on the code in the i.STAR Stock Checking window to highlight it, then clicking on the *Edit* button or pressing <F5>.

(k) To delete a stock checking code, click on the code to highlight it, then click on the *Delete* button or press <F7>. When the prompt to delete displays, click on the *Yes* button to continue.

(l) Click on a code to highlight it, then click on the *Return* button or press <F10> to select the code for display in the *Stock Check Code* field on the *Stock Maintenance* tab.

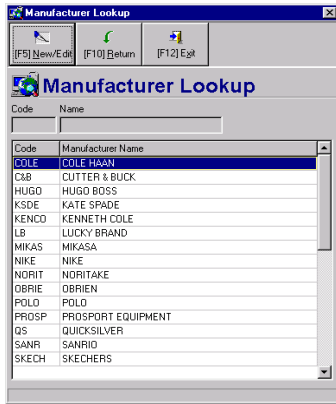
► **Inventory availability numbers will be set each time i.STAR communicates with the Main store.**

Manufacturer Name Tab



i.STAR uses the *Vendor* field to display the make on the web store by default. This tab lets you specify a manufacturer code to override the vendor name if necessary. For example, if you buy merchandise from a distributor (Vendor), but you need the manufacturer’s name to display as the Make on i.STAR, a custom manufacturer’s name is available.

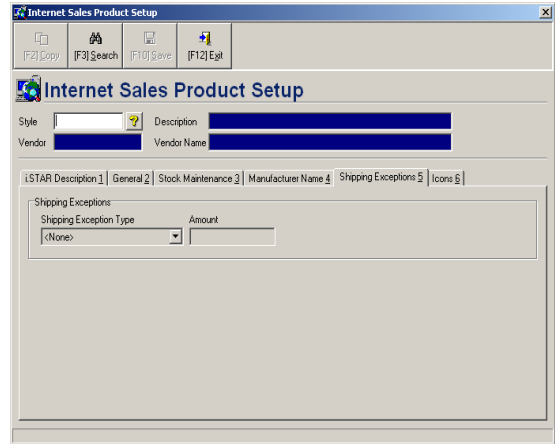
1 Enter the manufacturer *Code*, or click on the “?” button to search for the name. The Manufacturer Lookup window displays.



2 Click on the manufacturer name to select, then click on the Return button or press <F10>. Enter the manufacturer code in the *Code* field at the top of the window to help locate the correct name.

➡ **To add a manufacturer code, click on the New/Edit button or press <F5> to display the Maintain Manufacturers screen. Refer to the Maintenance>Manufacturers Maintenance option in this manual for more information.**

Shipping Exceptions Tab

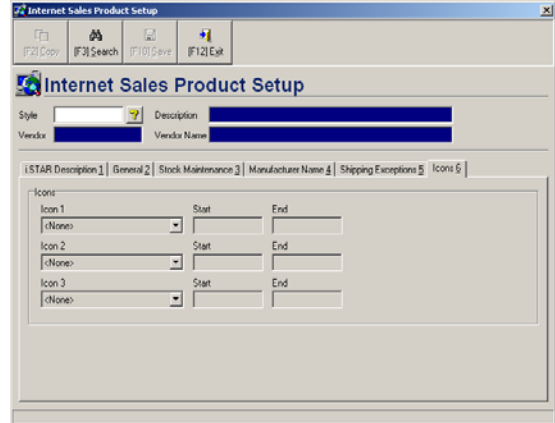


This tab lets you control how shipping charges are calculated, which is useful for hard goods-type items.

1 In the *Shipping Exception Type* combo box, click on the down arrow button and select None, Substitute Shipping Charge, or Shipping Premium.

2 Enter the *Amount* of the shipping charge.

Icons Tab



This tab lets you specify up to three (3) labels to associate with the style. Each label has its own icon which can be used in browse listings as well as in product detail pages. You can upload your own images to your i.STAR server, if desired.

1 In the *Icon 1* field, click on the down arrow button and select from the drop-down list: None, Best Seller, Coming Soon, Deal of the Week, Great Gift Idea!, Hot, Limited Time Offer, Limited Quantity, New, Not Returnable, Parent’s Picks, Shipping Premium Applies, Special Order, Web Special, or Closeout.

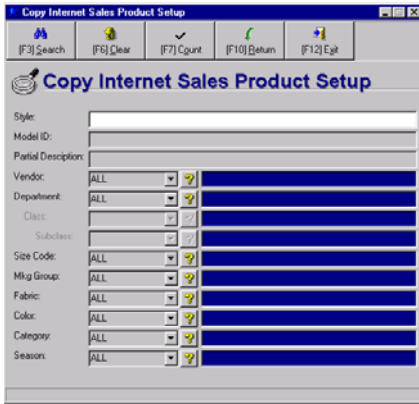
- 2 Enter the *Start* and *End* dates for the icon to display for the particular style (e.g., MM/DD/YYYY).
- 3 Repeat Steps 1 and 2 for the *Icon 2* and *Icon 3* fields.

When the product is set up correctly, click on the Save button or press <F10>. Click on the Exit button or press <F12> to close the Internet Sales Product Setup option and return to the main menu.

Copying Product Setup Information to Another Product

To make a copy of a previously saved product setup record and assign it another style:

- 1 Enter the *Style* for the new record you are creating.
- 2 The <F2> Copy button activates. Click on the Copy button or press <F2>. A Copy Internet Sales Product Setup window displays.



3 You can further define the search process by entering a full or partial *Style*, *Model ID*, *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record.

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the

Count button or press <F7>. A message will display at the bottom of the Product Search window with the count (for example, “Search criteria yields XXX UPCs”).

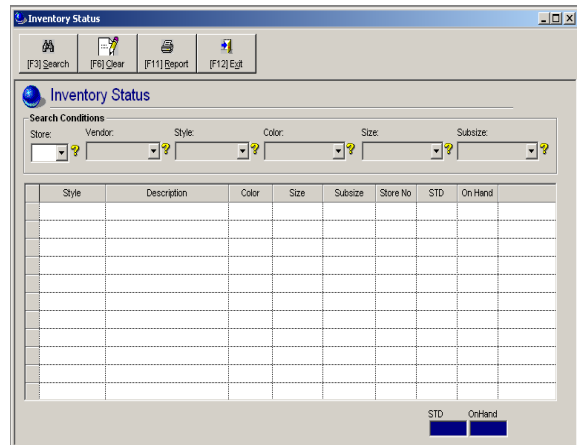
- 4 Once the style to copy the information from has been defined, click on the Return button or press <F10>.

INVENTORY STATUS

Inventory Status allows you to review inventory product detail based on the search conditions you define. You can search for detail by vendor and/or style, color, size, and subsize. Once the search process is complete, the results display in a grid. You can then select to display and/or print the detail in report form.

To create an Inventory Status Report:

- 1 From the Inventory submenu, click on Inventory Status.



- 2 Enter the *Store* number, or click on the down arrow button or the “?” button to search for the store.
- 3 Enter the *Vendor* code, or click on the down arrow button or the “?” button to search for the vendor code.
- 4 Continue defining the search conditions (*Style*, *Color*, *Size*, and *Subsize*) as applicable.
- 5 Click on the Search button or press <F3>. The results display in the grid.
- 6 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.
- 7 To clear search results and perform another search, click

on the Clear button or press <F6>. A blank Inventory Status screen displays.

8 Click on the Exit button or press <F12> to close the Inventory Status option and return to the main menu.

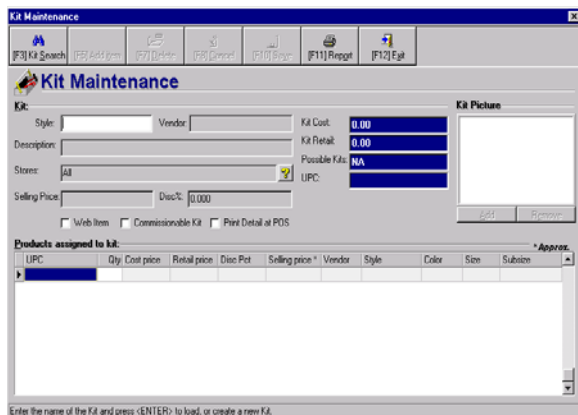
KIT MAINTENANCE

Kit Maintenance is used to specify predefined packages, such as gift baskets, that contain several styles but are sold as one style. When kits are sold, not only are the sales of the kits accounted for, but also accounted for are the sales of the items within the kits. However, on-hand levels are only adjusted for the items within the kits. On-hand is not maintained for the actual kits.

► **You need to set up a product record for the kit in Product Maintenance first. Refer to the Product Maintenance option in this section for instruction.**

To create a kit:

1 From the Inventory submenu, click on Kit Maintenance.



2 Enter the *Style* from the kit's product record. The *Vendor* and *Description* fields are automatically populated.

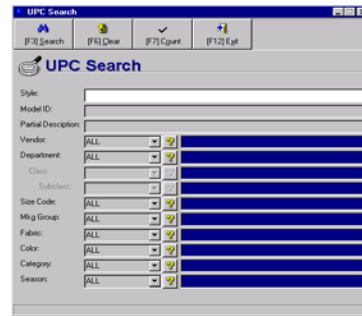
3 The *Stores* edit box defaults to All. To select a specific store(s), click on the “?” button to display a Store Selection List.

► **The Web Item option box is applicable to CAM's i.STAR total e-commerce solution for retailers.**

4 The *Commissionable Kit* option box is selected by default. If this kit is not a commissionable item, click in the option box to deselect it.

5 Click in the *Print Detail at POS* option box if you want the item detail to print on the receipt at POS.

6 Click on the Add Item button or press <F5>. A UPC Search window displays.

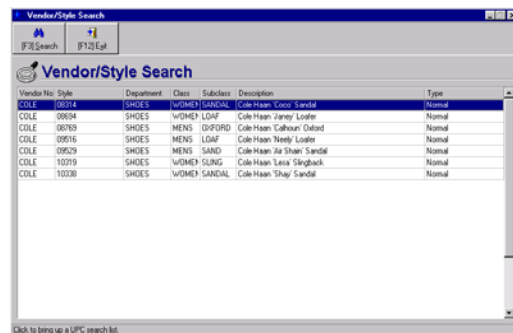


You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

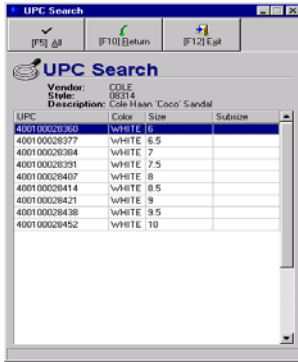
► If you want to clear all of the criteria selected, click on the Clear button or press <F6>.

► If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (i.e., “Search criteria yields 12 UPCs”).

Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.



To find a specific UPC, click on a line in the grid to highlight it, then click on the Search button or press <F3>. The UPC Search window displays and is populated with all of the UPCs associated with the vendor and style.



Click on the UPC in the grid to select it, then click on the Return button or press <F10> to continue, or click on the Exit button or press <F12> to close the UPC Search window. The selected item(s) display in the Products assigned to kit grid.

➤ Clicking the All button or pressing <F5> quickly selects all UPC's listed.

➤ A kit cannot contain serialized items.

7 Continue adding items to the kit by repeating the Add Item step.

8 Enter the Selling Price for the kit at POS.

9 The Disc % is calculated and displayed based on the selling price entered. If you change it, the Selling Price will be adjusted accordingly.

➤ The Selling Price will be rounded because each item in the kit must be discounted by the same percentage.

10 To display a picture of the kit record, click on the Add button at the bottom of the Kit Picture window. A Select Store Picture window displays, and you can select the correct picture file to attach to the record. Click on the Remove button to remove the picture from the record.

11 Click on the Save button or press <F10>.

12 Click on the Exit button or press <F12> to close the Kit Maintenance option and return to the main menu.

Additional Function Key Options

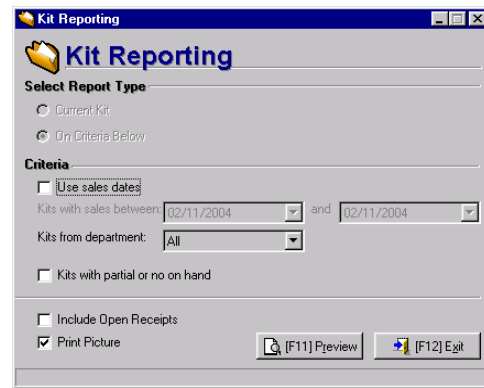
Function Key	Description
<F3> Kit Search	Displays the Super Search screen to help you locate an existing kit record.
<F7> Delete	Deletes the currently selected item from the kit. The prompt, "Delete the currently selected product from the kit. Are you sure?" displays. Click Yes to delete the item or No to cancel.

<F8> Cancel Clears all entries made prior to saving. The prompt, "Cancel changes. Are you sure?" displays. Click Yes to cancel or No to keep your entries.

➤ To delete an entire kit, use Product Maintenance or the Delete Utility.

Kit Reporting

To view and/or print kit reports, click on the Report button or press <F11>. The Kit Reporting window displays.



1 Under Select Report Type, the Current Kit radio button is selected by default. To use specific data in the report, click in the On Criteria Below radio button.

2 Click in the Use sales dates option box to set a date range. In the Kits with sales between ___ and ___ combo boxes, enter beginning and ending dates of the date range to report on (e.g., MM/DD/YYYY), or click on the down arrow button in each combo box to select the dates from pop-up calendars.

3 In the Kits from department combo box, click on the down arrow button and select the department from the drop-down list.

4 Click in the Kits with partial or no on hand option box to select it if you want to include kits for which some or all items in the kit have no on hand.

5 Click in the Include Open Receipts option box to select it if you want to include open receipts in the report.

6 The Print Picture option box is selected by default. Click to deselect it if you do not want the kit picture to display on the report.

7 Click on the Preview button or press <F11> to view

the Kit Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Kit Reporting window and return to the Kit Maintenance window.

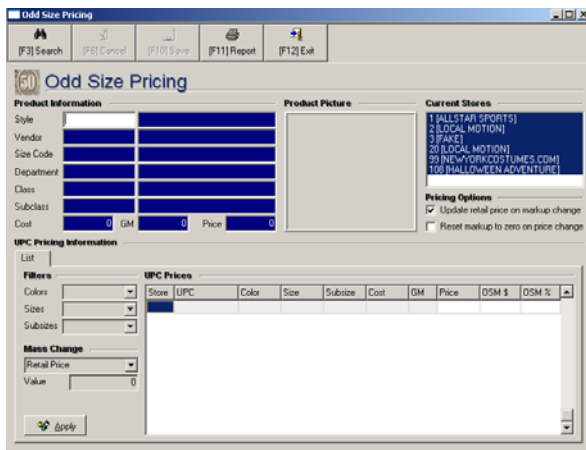
ODD SIZE PRICING

Odd Size Pricing lets you set different prices for individual size and color combinations at the UPC level. For example, a coat in sizes S - XL costs \$45.99, but size XXL costs \$49.99, or a pair of shoes in white costs \$29.99, but the same shoes in black cost \$32.99. It also allows a price increase or decrease based on a fixed dollar amount or a percentage of the standard retail price to be applied to any UPC within any style.

➤ *You can also use this option to verify that changes made to the retail price in the Product Change By Range option are correct.*

To set up Odd Size Pricing:

1 From the Inventory submenu, click on Odd Size Pricing.



➤ *Price is initially set to the same value as Retail Price at the style level in Product Maintenance. Entry of a dollar amount or percent offset will cause Retail Price (in Product Maintenance) to be adjusted accordingly.*

2 Enter the *Style*, or click on the Search button or press <F3> to search for the style. The vendor, size code, department, class, subclass, cost, gross margin, retail price, and product picture display.

➤ *If you enter a style that exists for multiple vendors, a Vendor Selection window will display; click to highlight the correct item in the list, then click on the Finished button to continue.*

3 Under Current Stores, all stores are defaulted to display. You can specify the store(s) you want displayed by clicking to select or deselect the individual stores.

4 The Pricing Options option boxes let you control the functionality of the program as prices are entered for UPCs that already have odd size prices:

➤ The *Update retail price on markup change* option box is selected by default to recalculate automatically the retail price of the UPC when an amount or percentage is entered. It assumes that existing offsets should remain active. If you do not want the markup/markdown dollars or percent to be reflected in the prices in the grid, click in this option box to deselect it.

➤ The *Reset markup to zero on price change* option box lets you establish the odd size markup. Click in this option box to select it to clear automatically the markup dollars or percent if a new retail price is entered for a UPC. The system assumes that the new price entered is the new retail price and that previous offsets are to be cleared.

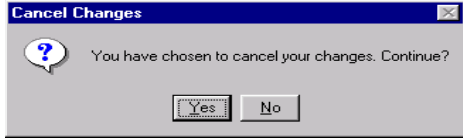
5 Under Filters, click on the down arrow buttons in the *Colors*, *Sizes*, and *Subsizes* combo boxes to filter the data displayed in the grid as necessary.

6 In the *Mass Change* combo box, click on the down arrow button and select Retail Price, OSM (Odd Size Markup) Dollars, or OSM (Odd Size Markup) Percent from the drop-down list to indicate what you want displayed in the grid. Then enter the *Value* to change to and click on the Apply button. When Retail Price is selected, you can enter absolute prices in the grid. When OSM Dollars or OSM Percent is displayed, the odd size pricing will apply to every UPC in the matrix.

➤ *To mark down the retail price, select OSM Dollars or OSM Percent from the Mass Change drop-down list and enter a negative value in the grid (e.g., -10).*

7 To set an absolute price for an individual UPC, double-click on the price in the grid to highlight it, then enter the new price.

8 Click on the Cancel button or press <F6> to undo your changes, and this prompt will display:



Click on the Yes button to continue, or click on the No button to keep your changes.

9 Click on the Save button or press <F10>.

10 Click on the Report button or press <F11> to display the Odd Size Pricing Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

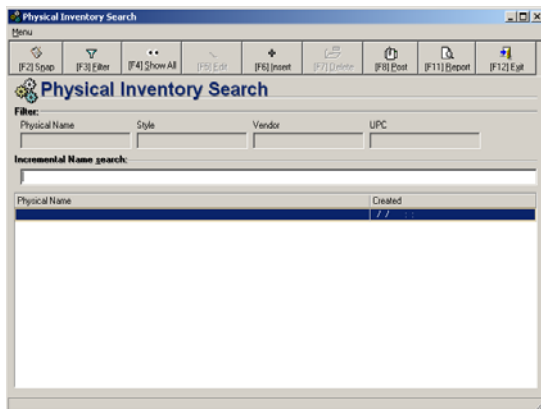
11 Click on the Exit button or press <F12> to close the Odd Size Pricing option and return to the main menu.

PHYSICAL INVENTORY

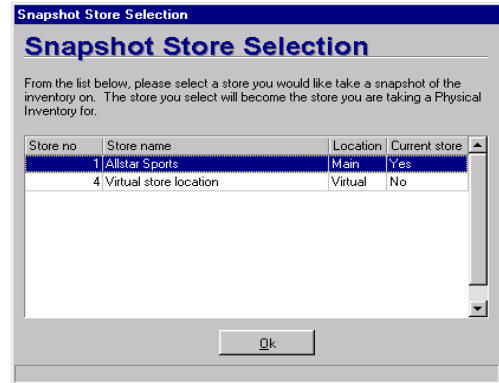
Physical Inventory is used to adjust inventory on hand quantities. The inventory can be performed in one of three ways: manually, by conducting an inventory with a PDT and downloading the data, or by importing inventory counts supplied by third-party companies. Multiple users can use Physical Inventory at the same time; for example, one person can be doing adjustments in Department 1 while another makes adjustments in Department 2. The Worksheets feature allows you to audit changes made to the inventory.

Manually Adjusting Inventory On Hand

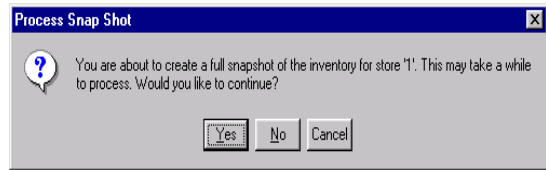
1 From the Inventory submenu, click on Physical Inventory. The Physical Inventory Search screen displays.



2 Click on the Snap button or press <F2>. The Snapshot Store Selection window displays.

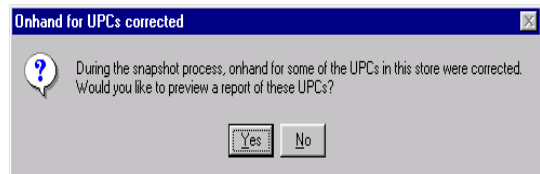


Click in the grid to select the store you want to take the physical inventory on, then click on the Ok button. The following prompt displays:



Press <Enter> or click on the Yes button to continue. Prior to making any type of inventory changes, you must take a "snapshot" of your current inventory on hand. This allows the system to compare the inventory on hand with adjustments for reporting purposes.

If differences are found, this message displays:

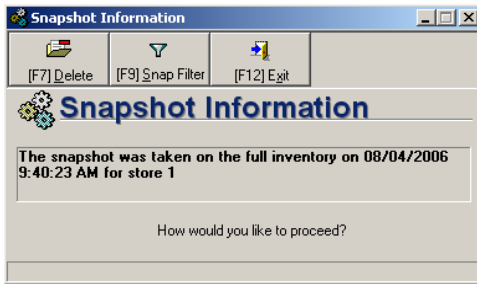


Press <Enter> or click on the Yes button to display the adjustment report. The report lists the store number, UPC, open PLU indicator, old QOH, new QOH, date and time, and employee number. Use the arrow buttons to page through the report, click on the printer icon to print the report, or click on the Close button to close the report and continue.

► *If other users are connected to the database while you are taking the snapshot, a message will display asking whether you want to try to optimize performance. This will make the snapshot process run more quickly, but all other users must be disconnected from the database before the optimization can take place. To continue, either have all users disconnect from the database and click on the Yes button in the prompt, or click on the No button (the snap will take longer with the users connected). Alternately, you can run the SQLBase Per-*

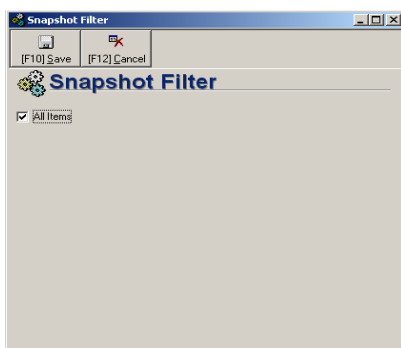
formance Utility at a later time; doing so will also optimize performance.

If a snapshot is already on file for the inventory, a window similar to this will display:

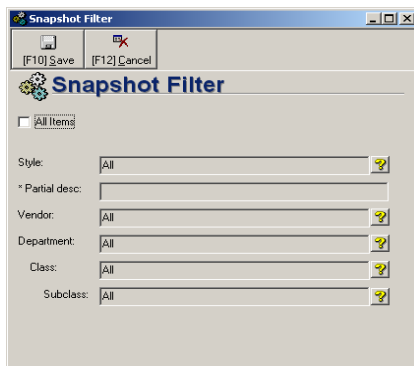


Click on the Delete button or press <F7> to delete the snapshot, or click on the Exit button or press <F12> to close the window and keep the snapshot. If you delete, a prompt displays notifying you that deleting the snapshot will also remove any physical inventory worksheets in the system. If you still want to proceed, click Yes, otherwise click No. If you click Yes, another prompt displays for you to confirm your selection.

Click on the Snap Filter button or press <F9> to filter the inventory snap for cycle counts. This window displays:



The Snapshot Filter defaults to *All Items*. Click to deselect the option box, and the window redisplay as shown here.

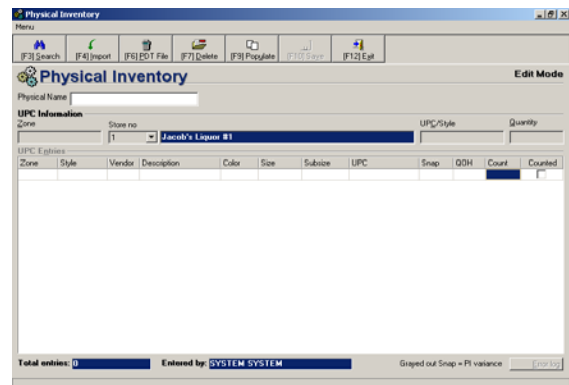


You can filter the snapshot by entering a full or partial *Style* or *Partial description*. Click on the “?” button or

press the <?> key on your keyboard with the cursor in the *Style* edit box to display a Style Search window. In the *Vendor* through *Subclass* edit boxes, enter the applicable data, or click on the “?” button or press the <?> key on your keyboard to display selection lists.

Filtering the snapshot will limit your worksheet items and posted items as you specify. When you are done, click on the Save button or press <F10> to save your selections.

3 Click on the Insert button or press <F6>. The Physical Inventory window displays.



4 In the *Physical Name* edit box, enter a name for the worksheet you are creating.

5 Display the inventory items to adjust by either using the <F3> Search or the <F9> Populate function. The Populate function allows you to search for specific products based on the criteria that you define. It also allows you to search for products by entering partial UPC numbers or partial product descriptions. See the “Using the Populate Feature” section below for complete detail. If you use <F3>, the Product Search window will display. Refer to the Product Inquiry option in this chapter for instruction.

► If there is a variance between the snap value and the count value, each line in the Snap column is displayed in gray and the message “Grayed out Snap = PI variance” displays in the lower right corner. If the Error Log button is available, click on it to display an error log.

► PDT download errors can be viewed through the Download History screen; refer to the Downloading Physical Inventory Counts from a Scanner or PDT section below.

6 Once the inventory items are displayed in the grid, you can manually change each quantity in the *Count* column in the grid, change the quantities by specific UPC number, or use the Populate feature. In addition, you can use the Scan feature to scan UPCs, then edit their quantities. See the “Using the Scan Feature” section below for complete detail.

- If you are manually changing the quantities, click on the applicable product line in the grid in the *Count* column and enter the correct quantity on hand.
- If you are changing the quantities by specific UPC or style number, click in the *UPC/Style* edit box, enter the number, then press <Enter>. The cursor jumps to the *Quantity* edit box. Enter the quantity and press <Enter>. The count for the UPC entered changes.

7 Click on the Save button or press <F10> to save your entries.

8 Click on the Exit button or press <F12> to return to the Physical Inventory Search screen.

Additional Function Key Options

Function Key	Description
<F3> Filter	Lets you filter the worksheets to find a specific existing worksheet(s). Enter a Physical Name, Style, Vendor, and/or UPC in the edit boxes.
<F4> Show All	Displays all existing physical inventory worksheets in the grid.
<F5> Edit	Lets you edit an existing physical inventory worksheet selected in the grid.
<F7> Delete	Deletes the currently selected physical inventory worksheet. When the prompt displays, click on the Yes button to delete the worksheet, click on the No button to keep the worksheet, or click on the Cancel button to close the prompt.

➤ *If you enter a quantity of 1000 or greater, a Limit Exceeded box will display for you to confirm that the quantity is correct. This helps prevent entry errors as the Count and Quantity fields allow for seven (7) digits. Click on the Accept it button to continue, or click on the Reject it button to reenter the count or quantity. Once the override has been accepted, the Limit Exceeded box will not display again as long as the Physical Inventory option is open.*

➤ *To view additional detail on a selected item, including model stock information, click on Menu on the menu bar, then select Item Information or press <Ctrl+I>. Click on the X in the upper right corner of the Item Information window to close it.*

➤ *The Product Scorecard feature is available from this option by clicking on Menu on the menu bar, then selecting View Scorecard from the drop-down list or by pressing <Ctrl+W>. Refer to Appendix F for information on using Product Scorecard.*

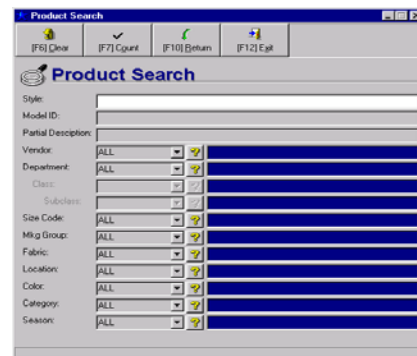
Using the Populate Feature

The Populate feature allows you to make manual adjustments to your inventory on hand. You can search for and display inventory information by style and other user-defined search criteria. After the search criteria

are defined, the applicable items are displayed in the grid and their quantities are defaulted to zero (0). Once you make all necessary changes to the detail in the grid, you are ready to post and update your inventory.

To use this feature, continue with the following steps:

1 Click on the Populate button or press <F9>. The Product Search window displays:

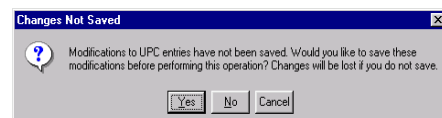


2 You can further define the search process by entering a full or partial *Style*, *Model ID*, *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record.

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the Product Search window with the count (for example, “Search criteria yields XXX UPCs”).

3 Once the product criteria is defined correctly, click on the Return button or press <F10>. Detail for the selected products displays in the grid on the Physical Inventory screen.

If modifications have been made but not yet saved, this prompt displays:



Click on the Yes button to continue.

- If you need to change any of the information displayed in the grid, click in the appropriate row and column and enter the correct information.
- To delete a row of information from the grid, click on the appropriate row to delete, then click on the Delete button or press <F7>. When the prompt displays, press <Enter> or click on the Yes button.

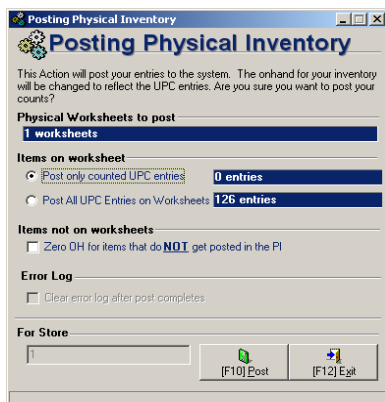
4 Once the inventory items are displayed in the grid, you can manually change each quantity in the *Count* column in the grid, change the quantities by specific UPC number, or use the Populate feature. In addition, you can use the Scan feature to scan UPCs, then edit their quantities. See the “Using the Scan Feature” section below for complete detail.

- If you are manually changing the quantities, click on the applicable product line in the grid in the *Count* column and enter the correct quantity on hand.
- If you are changing the quantities by specific UPC or style number, click in the *UPC/Style* edit box, enter the number, then press <Enter>. The cursor jumps to the *Quantity* edit box. Enter the quantity and press <Enter>. The count for the UPC entered changes.

5 Click on the Save button or press <F10>.

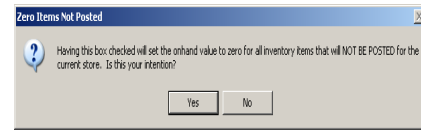
6 Click on the Exit button or press <F12> to close the Physical Inventory screen and return to the Physical Inventory Search screen.

7 Click on the Post button or press <F8> to update the inventory. A window similar to the following displays:



- Click on the appropriate radio button to indicate whether you want to *Post only counted UPC entries* or *Post all UPC entries on Worksheets*.
- If you want to adjust the on-hand value to zero (0)

for the items included in the snapshot, click in the *Zero OH for items that do NOT get posted in the PI* option box. This prompt displays:



Click on the Yes button to set the on hand value to zero for all inventory items that will not be posted to the current store. If this is not your intention, click on the No button.

➤ **Zero on hand does not set the on hand to zero for all items (not on worksheets) unless the filter includes all items.**

- If you want the error log to clear after the posting process is finished, click in the *Clear error log after post completes* option box.

➤ **If there is not a snapshot in the system, the Posting Physical Inventory window will only include the Zero OH for items that do NOT get posted in the PI option box. Selecting this option and clicking the Post button or pressing <F10> will zero out the on hand levels for your entire inventory. Use extreme caution before proceeding.**

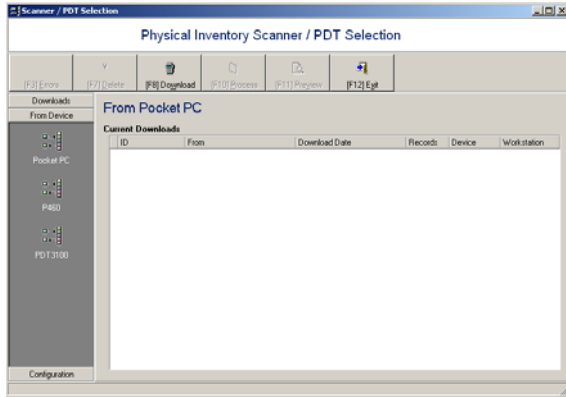
8 Click on the Post button or press <F10> to post the entries. Once posted, a message displays that the posting is complete. Press <Enter> or click on the OK button. If you have a snapshot that has not been manually deleted, it will be deleted when you post.

Downloading Physical Inventory Counts from a Scanner or PDT

When you conduct a physical inventory with a scanner or PDT, the count detail can be automatically downloaded into your system to give you discrepancy information through a variety of reports.

➤ **For more information on using this feature, refer to the Retail STAR/ICE Physical Inventory and PDT Option Manual.**

1 On the Physical Inventory screen, click on the PDT File button or press <F6>. The Physical Inventory Scanner/PDT Selection window displays.

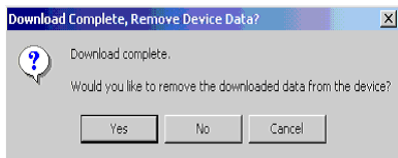


From Pocket PC

a) Click on the Download button or press <F8>, and this window will display as the system attempts to download records:



b) When the download process is finished, this prompt displays:



Click on the Yes button.

➡ If the CAMScan application is open on the device, an error message will display stating that the file is being used by another process; click on the OK button to close the prompt, then check the device to see if the application is running and if so, exit the application. Refer to Pocket PC Configuration to remove data from the device.

c) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Physical Inventory screen redisplay and is populated with the data.

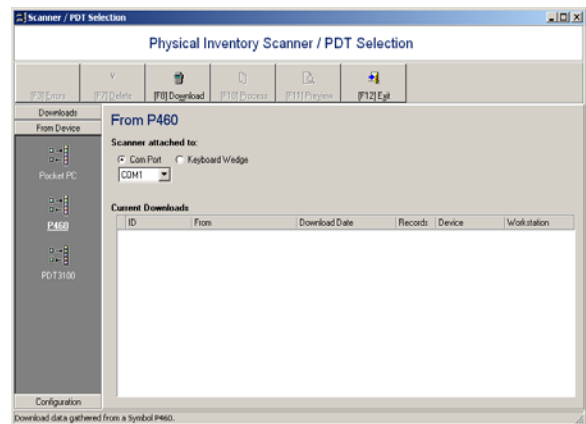
d) Click on the Delete button or press <F7> to delete the selected download record.

e) Click on the Preview button or press <F11> to display the PDT Download Physical Inventory report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

f) Click on the Exit button or press <F12> to close the Physical Inventory Scanner/PDT Selection window.

From P460

a) To download data from a P460, click on the P460 button on the left side of the screen. This window displays:



b) *Com Port* is selected by default under Scanner attached to. Click on the down arrow button in the combo box to select another port, if applicable. Click in the *Keyboard Wedge* radio button to select it if using a keyboard wedge.

c) Click on the Download button or press <F8>. “Waiting for device...” will display in the upper right corner of the window as the system attempts to download records. To stop the process, click on the Stop button or press <F8>.

d) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Physical Inventory screen redisplay and is populated with the data.

e) Click on the Delete button or press <F7> to delete the selected download record.

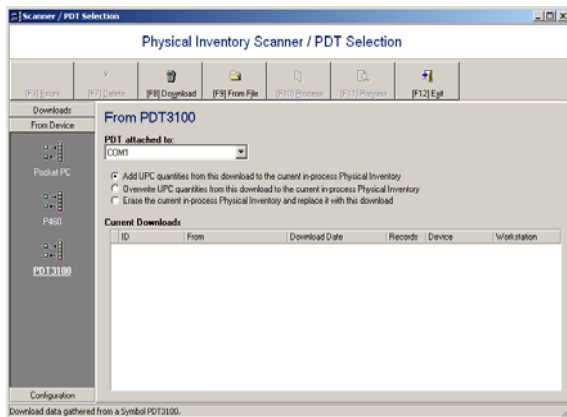
f) Click on the Preview button or press <F11> to display the PDT Download Physical Inventory report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow but-

tons to move through the report pages, or click on the Close button to close the report.

e) Click on the Exit button or press <F12> to close the Physical Inventory Scanner/PDT Selection window.

From PDT3100

a) To download data from a PDT3100, click on the PDT3100 button on the left side of the screen. This window displays:

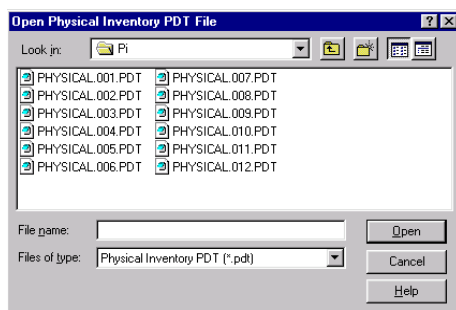


b) Click on the down arrow button in the *PDT attached to:* combo box and make a selection from the drop-down list.

c) Click on the appropriate radio button to specify:

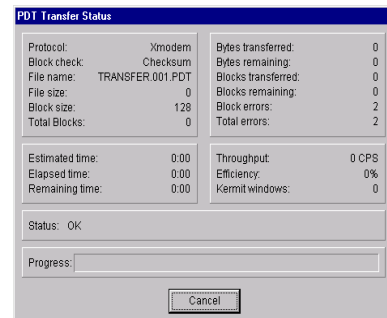
- Add UPC quantities from this download to the current in-process Physical Inventory
- Overwrite UPC quantities from this download to the current in-process Physical Inventory
- Erase the current in-process Physical Inventory and replace it with this download

d) Click on the From File button or press <F9>, and this window displays:



e) Select the file and click on the Open button. The file displays in the list of Current Downloads.

f) Click on the Download button or press <F8>. This window displays:



g) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Physical Inventory screen redisplay and is populated with the data.

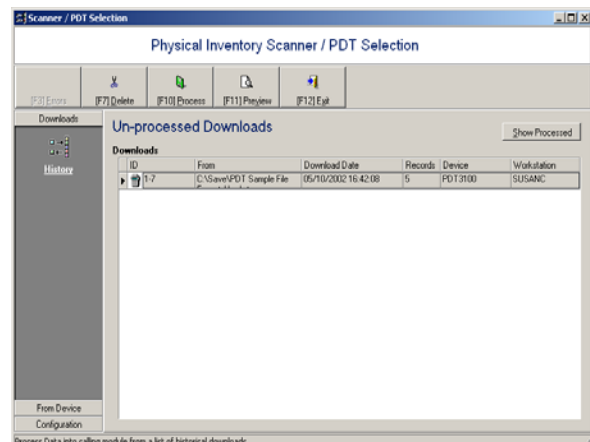
h) Click on the Delete button or press <F7> to delete the selected download record.

i) Click on the Preview button or press <F11> to display the PDT Download Physical Inventory report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

j) Click on the Exit button or press <F12> to close the Physical Inventory Scanner/PDT Selection window.

Download History

a) To work with processed or unprocessed download records, click on Downloads on the left side of the Physical Inventory Scanner/PDT Selection window, then click on the History button. This window displays:

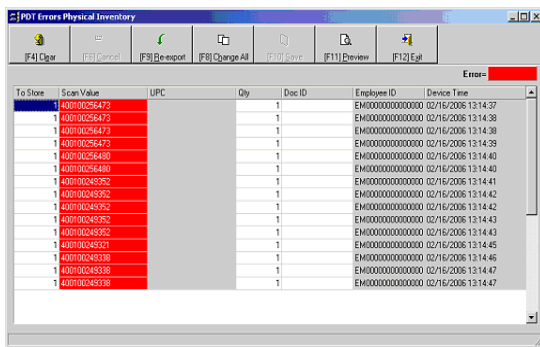


b) Click to select a download record in the grid to highlight it, then click on the Process button or press <F10> to process the inventory. The Physical Inventory screen redisplay and is populated with the data.

c) To see processed downloads, click on the Show Processed button. Click on the Show Un-processed button to toggle back and forth between views.

► *The processed date and time can be found in the report accessed by the <F11> Preview function.*

d) To check for errors, click on the Errors button or press <F3>. The PDT Errors Physical Inventory window displays:

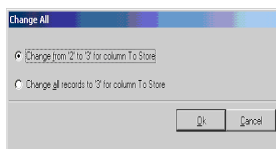


► *If the Scan Value is an alias UPC, the UPC column will display the original UPC from when the product record was created.*

► *The Employee ID that displays is that of the employee who scanned the items.*

These functions are available:

- <F4> Clear - The prompt, "Clear all these errors. Are you sure?" displays. Click on the Yes button to clear the errors, click on the No button to keep the errors, or click on the Cancel button to close the prompt.
- <F9> Re-export - The prompt, "Re-export these errors. Re-exporting will take the listed errors and try to create another download with UPC's successfully converted from Scan Values. Are you sure?" displays. Click on the Yes button to re-export, click on the No button not to re-export, or click on the Cancel button to close the prompt.
- <F8> Change All - To copy values in the To Store or Scan Value columns, click on this button. A dialog box similar to the following will display:



Example: Say the To Store column has stores 1 and 2 and you enter 3 on one of the store 2 lines, then click on the

Change All button or press <F8>. The Change All dialog box displays and the *Change from '2' to '3' for column To Store* radio button is selected. If you click Ok, all store 2 lines will change to store 3. If you click in the *Change all records to '3' for column To Store* radio button to select it, then click Ok, ALL stores (store1 and store 2) will change to store 3. Note: The UPC column updates if an alias UPC is entered in Scan Value.

- <F11> Preview - Displays the PDT Errors Physical Inventory report. With the report displayed, click on the Print button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- <F12> Exit - Closes the PDT Errors Physical Inventory window.

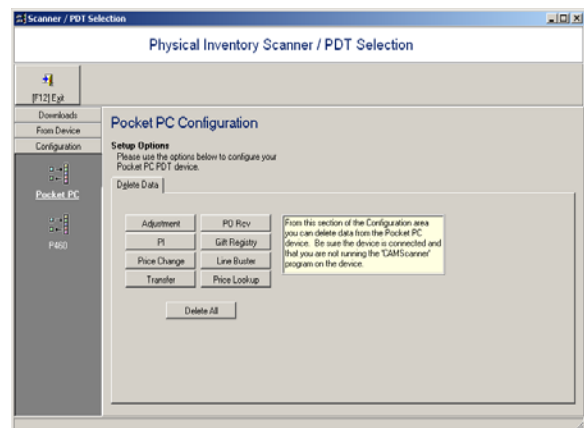
e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download Physical Inventory report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Physical Inventory Scanner/PDT Selection window.

Pocket PC Configuration

a) To configure your computer to communicate with a Pocket PC device, click on the Configuration button on the left side of the screen, then click on the Pocket PC button. This window displays:



b) Be sure that the device is connected and that the CAM Scanner program is not running.

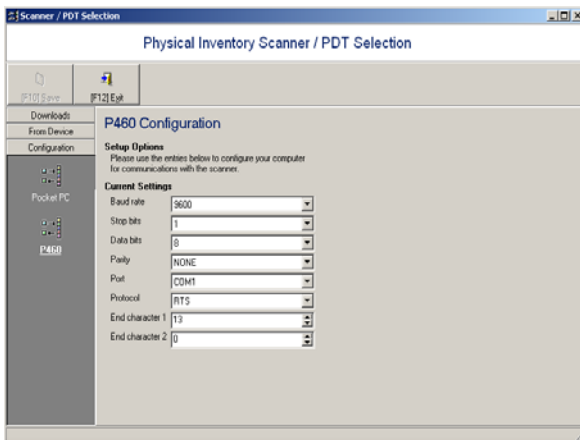
c) Click on the appropriate button to delete data from the Pocket PC: Adjustment, PO Rcv, PI, Gift Registry, Price Change, Line Buster, Transfer, or Price Lookup, or

click on the Delete All button to delete data from all of the above.

d) Click on the Exit button or press <F12> to close the window and return to the Physical Inventory screen.

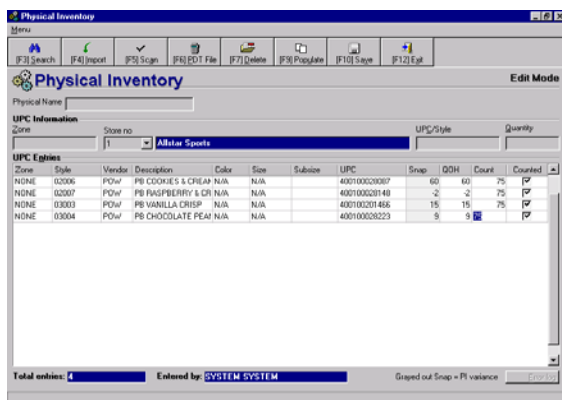
P460 Configuration

a) To configure your computer to communicate with the P460 scanner, click on the Configuration button on the left side of the screen, then click on the P460 button. This window displays:



b) Click on the down arrow buttons and make the necessary selections to specify the settings for the *Baud rate*, *Stop bits*, *Data bits*, *Parity*, *Port*, *Protocol*, *End Character 1*, and *End Character 2*.

c) Click on the Save button or press <F10>, then click on the Exit button or press <F12> to close the window and return to the Physical Inventory screen.



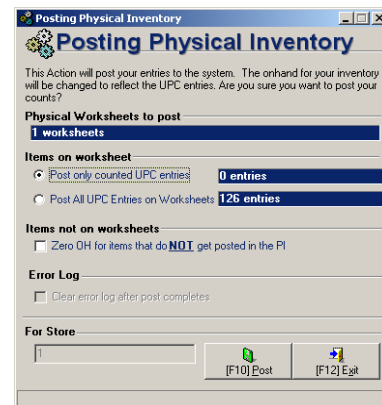
2 Make modifications as necessary. You can change the quantities and delete lines from the grid. To delete, click on the line in the grid, then click on the Delete button or press <F7>.

3 Click on the Save button or press <F10>.

4 Click on the Exit button or press <F12> to return to the Physical Inventory Search screen.

5 Click on the Report button or press <F11> to run reports (see the Physical Inventory Reports section below for further information).

6 Click on the Post button or press <F8>. This window displays:

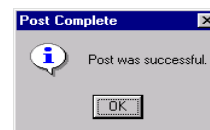


➤ Click on the appropriate radio button to indicate whether you want to *Post only counted UPC entries* or *Post all UPC entries*.

➤ If you want to adjust the on-hand value to zero (0) for every item in your inventory that was not counted, click in the *Zero OH for items that do NOT get posted in the PI* option box.

➤ If you want the error log to clear after the posting process is finished, click in the *Clear error log after post completes* option box.

7 Click on the Post button or press <F10>. When the process is finished, this prompt displays:



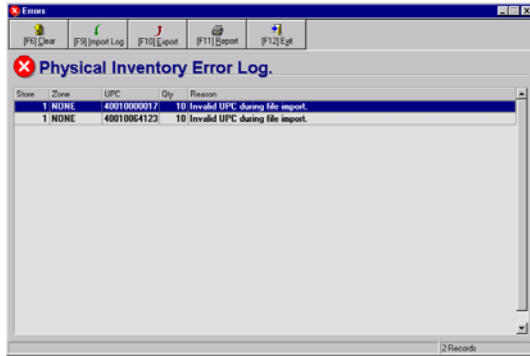
Click on the OK button to continue. The inventory on hand is adjusted and the grid is cleared. The new on-hand quantities will equal the physical count, minus the snapshot count, plus the current on-hand amount (New OH = (count (-) snap) = on hand). This formula takes into account that you may have had sales (which decreased inventory) and received items (which increased inventory). If you have a snapshot that has not been manually deleted, it will be deleted when you post.

8 Click on the Exit button or press <F12> to close the Physical Inventory option and return to the main menu.

➤ If you have the wrong store number in the PDT, an error message window will display.

Physical Inventory Error Log

If the Error log button activates (located in the lower right hand corner of the main window), click on it and a window similar to this will display:



The error log lists all errors that have been logged during file imports and PDT downloads. The store number, zone, UPC, quantity, and error reason display.

These function keys are available:

Function Key	Description
<F6> Clear	Clears all data from the Physical Inventory Error Log.
<F9> Import Log	Importing the error log into Physical Inventory is helpful if you have tried to import UPCs that do not exist in the system. The prompt, "Import this error log into the Physical Inventory. Are you sure?" displays. Click Yes to attempt to load the displayed error log into Physical Inventory, or click No not to import the error log.
<F10> Export	By exporting the error log, you can edit and then re-import the data into Physical Inventory at either the current store or another store. The prompt, "Would you like to use one of your system's store numbers to replace the store numbers in the error log with?" displays. Click Yes, and a Store Selection List will display. Select the store to use to create the export file with all the error log entries, then click on the Return button or press <F10>. Then specify the path to save the physical inventory file in the dialog box that displays. If you click No at the prompt, the records in the export file produced will have the store number from the records in the error log.
<F11> Report	Displays the Physical Inventory Error Log. With the report displayed, click on the printer button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
<F12> Exit	Closes the Physical Inventory Error Log window.

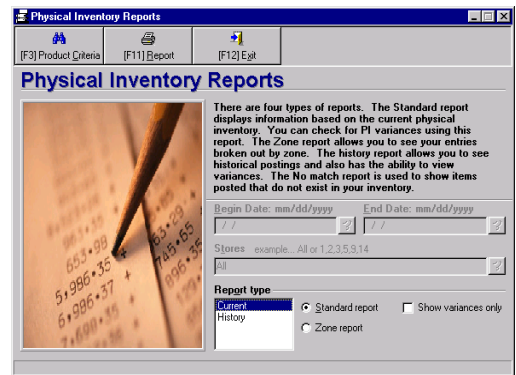
Physical Inventory Reports

Physical Inventory Reports include the following:

- *Standard Report* - displays information based on the current physical inventory. You can check for PI variances using this report.
- *Zone Report* - allows you to see your entries broken down by zone.
- *History Report* - shows historical postings and, if you wish, it can show variances. You can specify a date range to report on.
- *No Match Report* - shows items that have posted that do not exist in your inventory. It also allows you to specify a date range.

To display and/or print reports:

1 From the Physical Inventory Search screen, click on the Report button or press <F11>.



To Print a Standard Report:

- 1 The Report type defaults to *Current*.
- 2 The *Standard report* radio button is selected by default.
- 3 To include only items with a variance, click in the *Show variances only* option box to select it.
- 4 You can print a Standard report for all products or by specific criteria.
 - If you want to print a report for all products, click on the Report button or press <F11> to display the report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

➤ If you want to print the report for selected products, click on the Product Criteria button or press <F3> (see the Product Criteria section below for complete detail). Once the criteria is defined, click on the Report button or press <F11> to display the report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

5 Click on the Exit button or press <F12> to close the Physical Inventory Reports window.

To Print a Zone Report:

1 The Report type defaults to *Current*.

2 Click on the *Zone report* radio button to select it.

3 You can print a Zone report for all products or by specific criteria (refer to Step 4 for printing a Standard report).

4 Click on the Exit button or press <F12> to close the Physical Inventory Reports window.

To Print a History Report:

1 Select *History* under Report type.

2 The *History report* radio button is selected by default.

3 To include only items with a variance, click in the *Show variances only* option box to select it.

4 You can print a History report for all products or by specific criteria (refer to Step 4 for printing a Standard report).

5 The *Begin Date* and *End Date* fields activate. Accept the date range displayed, enter new dates (e.g., MM/DD/YYYY), or click on the “?” buttons in each field and select dates from the calendars that display.

6 In the *Stores* edit box, enter the store number(s) to produce the report. To include all stores in the report, accept the default of All.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

7 Click on the Report button or press <F11> to display the report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Physical Inventory Reports window.

To Print a No Match Report:

1 Select *History* under Report type.

2 Click on the *No match report* radio button to select it.

3 Accept the *Begin Date* and *End Date* displayed, enter new dates (e.g., MM/DD/YYYY), or click on the “?” buttons in each field and select dates from the calendars that display.

4 Click on the Report button or press <F11> to display the report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

5 Click on the Exit button or press <F12> to close the Physical Inventory Reports window.

Product Criteria

You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found.)

Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (e.g., “Search criteria yields 12 UPCs”).

Once the product criteria is defined correctly, click on the Return button or press <F10>. Detail for the selected products displays in the grid on the Physical Inventory screen.

- To change any of the information displayed in the grid, click in the appropriate row and column and enter the correct information.
- To delete a row of information from the grid, click on the appropriate row to delete, then click on the Delete button or press <F7>. When the prompt displays, press <Enter> or click on the Yes button.

Importing Physical Inventory Files

The Import feature allows you to use a third-party company to take your inventory count. When the company gives you a text file (*.txt), the file can be uploaded into your inventory database. The file must be in a quoted comma-delimited format as follows:

File Format: “Store Number”,”UPC”,”Quantity”

Example: “1”,”400100000311”,”52”

Example File Name: Physical.txt

To import the file:

- 1 On the Physical Inventory screen, click on the Import button or press <F4>. The Open Physical Inventory Import File dialog box displays.
- 2 Locate and select the applicable file, then click on the Open button. The data from the file downloads and displays in the grid in the Physical Inventory screen.

- To change any of the information displayed in the

grid, click in the appropriate row and column and enter the correct information.

- To delete a row of information from the grid, click on the appropriate row to delete, then click on the Delete button or press <F7>. When the prompt displays, press <Enter> or click on the Yes button.

3 Click on the Exit button or press <F12> to close the Physical Inventory screen and return to the Physical Inventory Search screen.

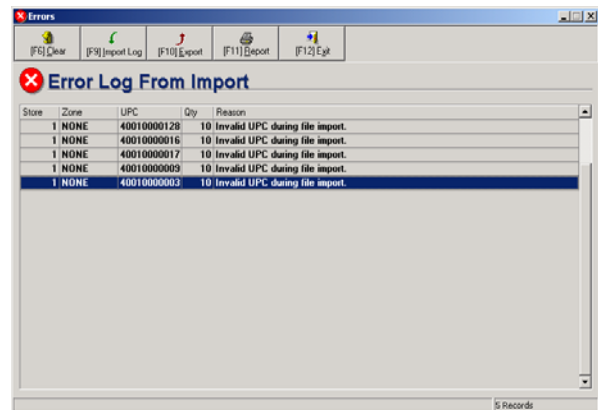
4 Click on the Post button or press <F8> to update your inventory. The Posting Physical Inventory window displays.

- Click on the appropriate radio button to indicate whether you want to *Post only counted UPC entries* or *Post all UPC entries*.
- To adjust the on-hand value to zero (0) for every item in your inventory that was not counted, click in the *Zero OH for items NOT entered in the PI* option box.

5 Click on the Post button or press <F10> to post the entries. A prompt will display indicating that the posting is complete. Click on the OK button or press <Enter>.

Error Log From Import

If the Error log button activates (located in the lower right hand corner of the main window), click on it and a window similar to this will display:



The error log lists all errors that have been logged during file imports and PDT downloads. The store number, zone, UPC, quantity, and error reason display.

These function keys are available:

Function Key	Description
<F6> Clear	Clears all data from the Physical Inventory Error Log.
<F9> Import Log	Importing the error log into Physical Inventory is helpful if you have tried to import UPCs that do not exist in the system. The prompt, "Import this error log into the Physical Inventory. Are you sure?" displays. Click Yes to attempt to load the displayed error log into Physical Inventory, or click No not to import the error log.
<F10> Export	By exporting the error log, you can edit and then re-import the data into Physical Inventory at either the current store or another store. The prompt, "Would you like to use one of your system's store numbers to replace the store numbers in the error log with?" displays. Click Yes, and a Store Selection List will display. Select the store to use to create the export file with all the error log entries, then click on the Return button or press <F10>. Then specify the path to save the physical inventory file in the dialog box that displays. If you click No at the prompt, the records in the export file produced will have the store number from the records in the error log.
<F11> Report	Displays the Physical Inventory Error Log. With the report displayed, click on the printer button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
<F12> Exit	Closes the Error Log From Import window.

PRICE CHANGES

Price Changes allows you to adjust inventory prices by entering new prices or by calculating new prices based on a percentage markup or markdown. A changed price will display at POS when the item is scanned or entered. You can set up "odd-size" pricing by attaching the pricing at the UPC level. (If you use pricing from the Price Levels option, any odd-sized prices set up here will not be effective). You can manually change individual prices or automatically change the prices on a schedule (by date and time) through StarComm in Remote Operations. Each time a price is changed, you should select to save the information. The price changes are saved into a batch. You can display and/or print a report showing all of the price adjustments before you select to post them or activate the schedule. In addition, you can print new barcode tags with the new pricing information for each of the items. Also, this option lets you choose which store(s) will reflect the price change. Mass price changes are also available.

Price changes cannot be applied to kits; you must make any changes through the Kit Maintenance option.

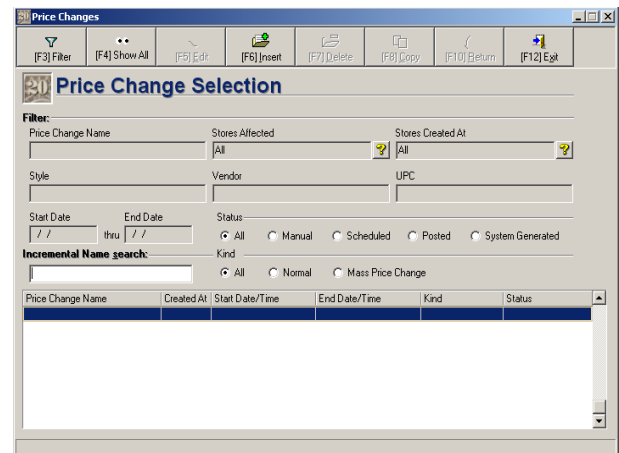
➤ To correct an incorrect price, refer to the *Correcting an Incorrect Price* section in the *Product Maintenance* option.

➤ To make a permanent change to a retail price, refer to the *Taking Permanent Markdowns* section in the *Product Maintenance* option.

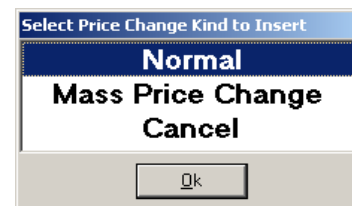
➤ To change a price at POS during the sale of an item, refer to *Part III - Point of Sale, Section 3 - Modifying the Sales Receipt*.

Manually Changing Inventory Prices

1 From the Inventory submenu, click on Price Changes.



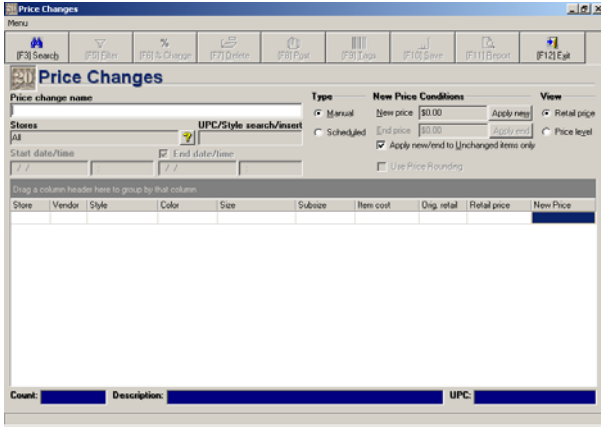
2 Click on the Insert button or press <F6>. This window displays:



3 The price change kind defaults to Normal. Click on Mass Price Change if you want to create a mass price change. Click on the Ok button to continue.

If Normal was selected:

4 The Price Changes screen displays and the cursor is in the *Price change name* field.



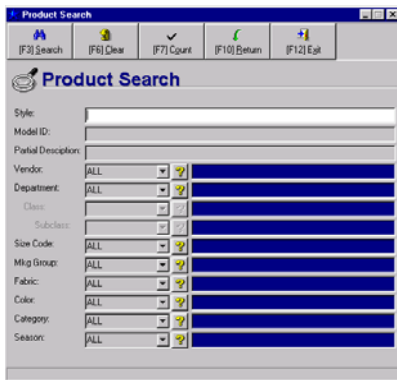
5 Enter a name for the price change and press <Enter>. The cursor jumps to the *Stores* edit box.

6 Enter the store number(s) to change the price for. To include all stores in the price change, accept the default of All.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

7 Enter the UPC or style in the *UPC/Style search/insert* edit box, or click on the Search button or press <F3> to display the Product Search window.

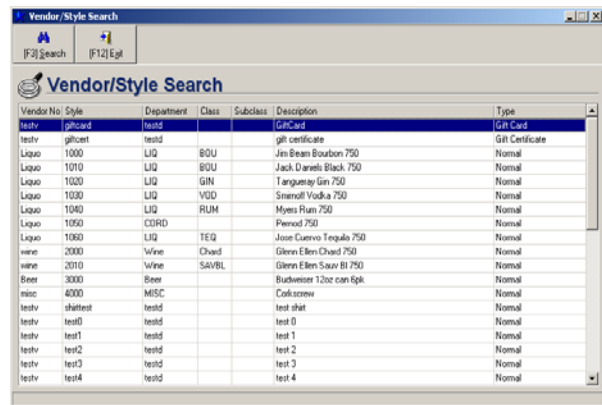


You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you en-

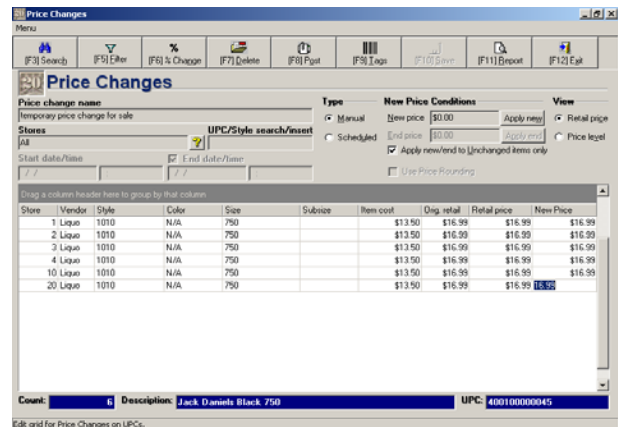
tered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (i.e., “Search criteria yields 12 UPCs”).

8 Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.

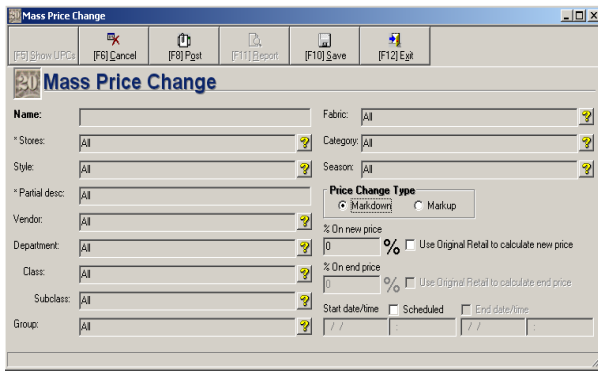


9 Click on the appropriate style in the grid to select it, then click on the Return button or press <F10> to add the item to the Price Changes grid. Click on the All button or press <F5> to select all styles displayed, or click on the Exit button or press <F12> to close the Vendor/Style Search window. The Price Changes screen displays similar to this.



If Mass Price Change was selected:

4 The Mass Price Change screen displays.



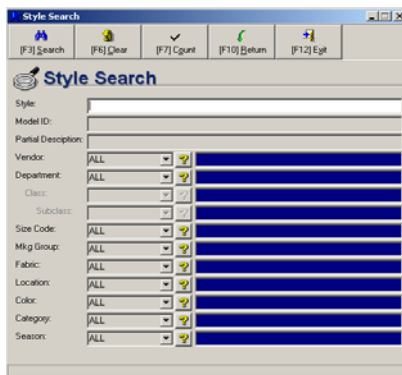
5 Enter a *Name* for the mass price change and press <Enter>. The cursor jumps to the *Stores* edit box.

6 Enter the store number(s) to change the price for. To include all stores in the price change, accept the default of All.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

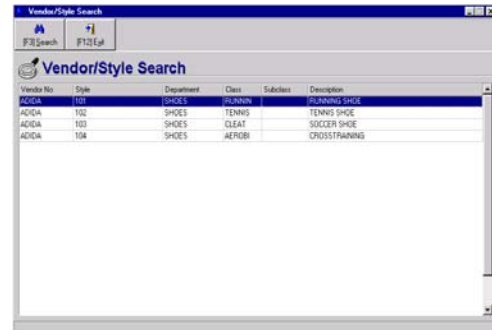
7 Enter the *Style*, or click on the “?” button or press the <?> key on your keyboard to display the Style Search window.



You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (i.e., “Search criteria yields 12 UPCs”).

Once the product is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.



Click on the appropriate style in the grid to select it, then click on the Return button or press <F10>. The Mass Price Change window redisplay.

8 The *Markdown* radio button is selected by default under Price Change Type. Click on the *Markup* radio button if marking prices up.

9 If you want to apply a percentage markdown or markup to the selected item, enter the percentage in either the *% On new price* or *% On end price* box.

10 Click in the *Use Original Retail to calculate new price* option box if you want to calculate the new price based on the original retail price. To calculate the new price based on the retail price, leave this option box empty.

11 Click in the *Use Original Retail to calculate end price* option box if you want to calculate the end price based on the original retail price. To calculate the end price based on the retail price, leave this option box empty.

12 To schedule the mass price change, click in the *Scheduled* option box to select it. The *Start date/time* and *End date/time* combo boxes activate. Click in the boxes and enter the appropriate dates and times.

13 Click on the Save button or press <F10> to save your mass price change record.

14 Click on the Show UPCs button or press <F5> to view a list of UPCs and prices similar to this:

Store No.	Qty	Vendor No.	UPC	Retail Price	Original Retail	New Price	End Price
1 67230	0	400100531006		20.97	24.99	\$24.49	\$21.49
2 67230	0	400100531006		20.97	24.99	\$24.49	\$21.49
3 67230	0	400100531006		20.97	24.99	\$24.49	\$21.49
20 67230	0	400100531006		20.97	24.99	\$24.49	\$21.49
99 67230	0	400100531006		20.97	24.99	\$24.49	\$21.49
100 67230	0	400100531006		20.97	24.99	\$24.49	\$21.49
1 67230	0	400100531013		20.97	24.99	\$24.49	\$21.49
2 67230	0	400100531013		20.97	24.99	\$24.49	\$21.49
3 67230	0	400100531013		20.97	24.99	\$24.49	\$21.49
20 67230	0	400100531013		20.97	24.99	\$24.49	\$21.49
99 67230	0	400100531013		20.97	24.99	\$24.49	\$21.49
100 67230	0	400100531013		20.97	24.99	\$24.49	\$21.49
1 67230	0	400100531037		20.97	24.99	\$24.49	\$21.49
2 67230	0	400100531037		20.97	24.99	\$24.49	\$21.49
3 67230	0	400100531037		20.97	24.99	\$24.49	\$21.49
20 67230	0	400100531037		20.97	24.99	\$24.49	\$21.49
99 67230	0	400100531037		20.97	24.99	\$24.49	\$21.49
100 67230	0	400100531037		20.97	24.99	\$24.49	\$21.49
1 67230	0	400100531044		20.97	24.99	\$24.49	\$21.49
2 67230	0	400100531044		20.97	24.99	\$24.49	\$21.49
3 67230	0	400100531044		20.97	24.99	\$24.49	\$21.49
20 67230	0	400100531044		20.97	24.99	\$24.49	\$21.49
99 67230	0	400100531044		20.97	24.99	\$24.49	\$21.49
100 67230	0	400100531044		20.97	24.99	\$24.49	\$21.49
1 67230	0	400100531051		20.97	24.99	\$24.49	\$21.49

Click on the X in the upper right corner of the window to close it.

15 Click on the Exit button or press <F12> to return to the Price Change Selection window. The newly created price change displays in the grid.

Changing Prices by Dollar Amount

- Manually enter the price in the New Price column next to each item, then click on the Save button or press <F10>.
- Enter the price in the *New price* field under New Price Conditions, then click the Apply new button. You can also apply the new price to all items, then go back and make manual adjustments). If the *Apply new/Apply end to Unchanged items only* option box is selected, the price will change for only those items that have not already had a change made between the retail price and the new price.

Changing Prices by Percentage

Click on the % Change button or press <F6>, and this window will display.

The Automatic Price Change window is used to change prices by a percentage as a markdown or as a markup.

- Click in the *Apply to selected item only* radio button if you want to apply a percentage markdown or markup to a selected item manually. Enter the percentage in either the % *On new price* or % *On end price* box, click on either the *Markdown* or *Markup* radio button, and then click on the Calculate button or press <F8>. The price is changed for that item only.
- Click in the *Apply to Unchanged items only* radio button to cause only differences between the retail price and the new or old price to be affected by the calculation.
- Click in the *Apply to all items in the grid* radio button if you want to apply a percentage markdown or markup to all items in the grid manually. Enter the percentage amount (e.g., for 10%, enter **10**) in either the % *On new price* or % *On end price* box, click on either the *Markdown* or *Markup* radio button, and then click on the Calculate button or press <F8>. The new price is calculated and applied to all prices in the grid.
- Click in the *Use Original Retail to calculate from* option box if you want to calculate the new price based on the original retail price. To calculate the new price based on the retail price, leave this option box empty.

- 1 The View defaults to *Retail price*. Click on the *Price level* radio button to view the selected items by price level instead.
- 2 The *Use Price Rounding* option box is active and selected by default if a price rounding method is active. Click to remove the check mark if you do not want to use price rounding with this price change.
- 3 Click on the Save button or press <F10>.
- 4 You can immediately post the changes or you can post them at a later time. If you choose to post immediately, click on the Post button or press <F8>. When you are prompted to continue with the posting process, press <Enter> or click on the Yes button. Once the posting process is complete, the screen will display “Manually Posted” in the upper right corner.

5 Click on the Exit button or press <F12> to close the Price Changes screen and return to the Price Change Selection screen. Notice that the price change name information is displayed in the grid, including its status. The “Manual” status means that the price changes have been saved but not posted, and the “Manually Posted” status means that the price changes have been posted. You can continue to edit price changes until they are posted.

➤ To view additional detail on a selected item, including model stock information, click on Menu on the menu bar,

then select *Item Info* or press <Ctrl+I>. Click on the X in the upper right corner of the *Item Information* window to close it.

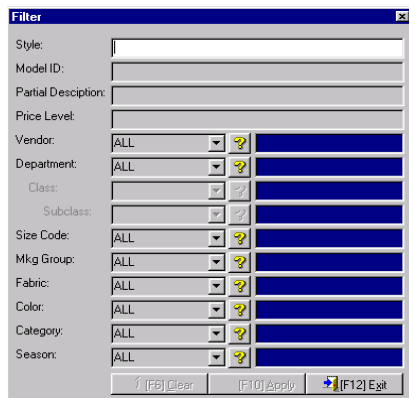
► The *Product Scorecard* feature is available from this option by clicking on *Menu* on the menu bar, then selecting *View Scorecard* from the drop-down list or by pressing <Ctrl+W>. Refer to Appendix G for information on using *Product Scorecard*.

Additional Function Key Option

Function Key	Description
<F7> Delete	To delete a price change template, click on it in the grid on the Price Change Selection window, then click on the Delete button or press <F7>. When the “Are you sure?” prompt displays, click Yes. To delete an individual line from a price change template, click on the appropriate line in the grid on the Price Changes window, then click on the Delete button or press <F7>. When the “Delete Price Change record?” prompt displays, click Yes.

Applying a Filter to the Price Changes Grid

Click on the Filter button or press <F5>. The Filter window displays.



This window lets you filter the items displayed in the grid to include only specific items. Enter a full or partial *Style*, *Model ID*, *Partial Description*, or *Price Level*, or define the other criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message will display indicating that no records were found. Click on the OK button or press <Enter>, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- Click on the Clear button or press <F6> if you want to clear all of the criteria selected.
- Click on the Apply button or press <F10> to apply the filter to the Price Changes grid.
- Click on the Exit button or press <F12> to close the Filter window.

Automatically Changing Inventory Prices through the Scheduler (StarComm)

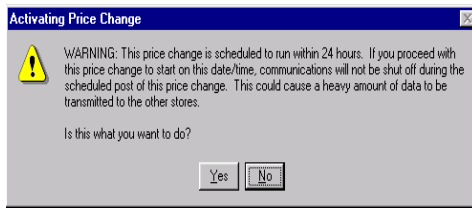
When you use the Communication Scheduler (StarComm) to schedule price changes, the changes will automatically occur based on the start and end dates and times that you enter. In addition, you can set a starting price and an ending price. At the end of the sale, the items are automatically changed back to their regular retail prices or other prices that you specify.

To schedule price changes, repeat the steps for manually creating price changes, with the following exceptions:

- 1 Click on the *Scheduled* radio button under Type.
- 2 Click on the *Retail price* or *Price level* radio button under View.
- 3 Enter the *New price* and, if applicable, enter the *End price*. Click on the Apply new and Apply end buttons to apply the changes to the items in the grid. Notice that the grid displays the *New Price* and *End Price*.
- 4 Click in the first box for the *Start date/time*, and enter the starting date (e.g., MM/DD/YYYY) for the price changes. Click on the down arrow button to display a calendar.
- 5 Click in the second box for the *Start date/time* and enter the time. For example, if you want the price change effective at midnight, enter **12:00AM**.
- 6 If you do not want new prices applied at an end date, click in the *End date/time* option box to deselect it.
- 7 If you want new prices applied at an end date, click in the first box for *End date/time* and enter the date, then click in the second box and enter the time.
- 8 Click on the Save button or press <F10>. You can activate the changes immediately or at a later time. You can edit the price changes up until the time they are activated.

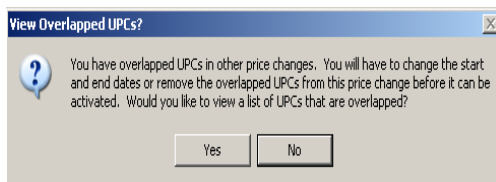
9 Click on the Activate button or press <F8>. You are notified that the price change schedule is now activated in the scheduler and that StarComm must be running in order for the price changes to take place. Click on the OK button or press <Enter> to continue. The Price Changes screen indicates “Activated” in the upper right corner. (You can verify this by opening Remote Operations - StarComm Scheduler).

10 If you activate a price change that is scheduled to take place within the next 24 hours, this warning will display:

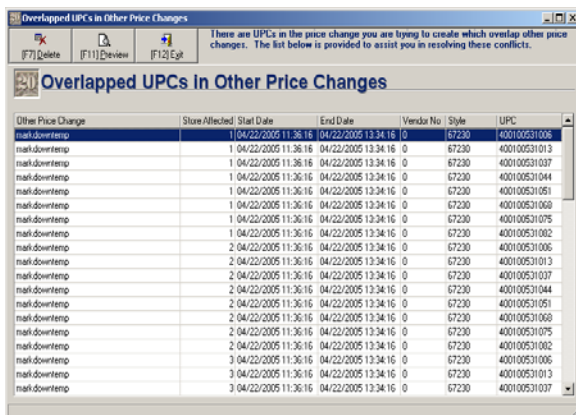


Click on the Yes button to continue with the activation process.

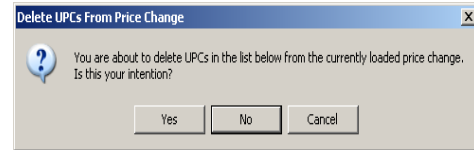
11 If you create a price change for the same UPCs as an existing started price change, this message will display when you activate the new price change:



You must change the start and end dates or remove the overlapped UPCs from the price change before it can be activated. Click on the Yes button to view a list of UPCs that are overlapped.



This window shows the specific UPCs that are already set up for price changes. To delete a UPC, click to select it in the grid, then click on the Delete button or press <F7>. This prompt displays:



Confirm that you want to delete the selected UPC, then click on the Yes button to delete it.

Filtering for an Existing Price Change

There are several ways to show specific price change records in the Price Change Selection grid:

- Enter a price change name or the first few characters of a price change name in the *Incremental Name* search edit box, then click on the Filter button or press <F3>.

- Enter *Price Change Name*, *Stores Affected*, *Stores Created At*, *Style*, *Vendor*, and/or *UPC* information in the edit boxes, then click on the Filter button or press <F3>. In the *Stores Affected* and *Stores Created At* edit boxes, you can click on the “?” button to display Store Selection Lists to help you select the stores to include.

- Enter a *Start Date* and *End Date* range, then click on the Filter button or press <F3>.

- The grid is defaulted to display *All* price change statuses in the system. Click in the *Manual*, *Scheduled*, *Posted*, or *System Generated* radio button under *Status* to display only specific price changes.

- The grid is defaulted to display *All* price change kinds in the system. Click in the *Normal* or *Mass Price Change* radio button under *Kind* to display only specific price changes.

Click on the Show All button or press <F4> to remove all filters and display all existing price changes in the grid.

Copying an Existing Price Change for a New Price Change

On the Price Change Selection screen you can copy an existing price change, then edit the name and other information.

To copy an existing price change:

- 1 With the Price Change Selection screen displayed, click on the price change name in the grid.

- 2 Click on the Copy button or press <F8>. When the prompt displays, press <Enter> or click on the Yes but-

ton to continue. The selected price change information is copied to the Price Changes screen and a default name is assigned.

3 Click in the *Price change name* edit box and enter the new name.

4 Make any other adjustments as necessary.

5 Click on the Save button or press <F10>.

6 Click on <F8> to Post (for manual changes) or Activate (for scheduled changes), or click on the Exit button or press <F12>.

Changing Prices by UPC

On the Price Changes screen, enter the *Price change name* and press <Enter>. The cursor jumps to the *UPC/Style search/insert* edit box. Enter the UPC number and press <Enter>. The UPC detail displays in the grid, and you can change its price. Repeat this process until all UPC pricing is complete, then save and post as applicable.

Editing a Price Change (Not Posted or Activated)

To edit a price change that has not been posted or activated:

1 On the Price Change Selection screen, click on the Price Change Name in the grid, then click the Edit button or press <F5>. You can also search for the name by entering it in the *Incremental Name search* field or by clicking on the *Manual, Scheduled, Posted, or System Generated* radio buttons, then clicking on the Filter button or pressing <F6>. This will display only those changes that are manual, scheduled, posted, or system generated. Under Kind, you can select the *Normal* or *Mass Price Change* radio button and filter the grid to show only normal or mass price changes. Once displayed, click on the name in the list, then click the Edit button or press <F5>.

2 In the Price Changes screen, make the necessary changes.

3 Click on the Save button or press <F10>.

4 Click on the Post button (for manual changes) or the Activate button (for scheduled changes) or press <F8>, or click on the Exit button or press <F12>.

➤ *To delete a line of detail, click on the applicable line in the grid, then click on the Delete button or press <F7>.*

➤ *When the main creates a price change for all stores, the remotes must use Remote Override in order to change the status or dates for themselves (the Remote Override combo box under Application Options in Employee/Security must be set to True for the user).*

➤ *A remote location cannot change a price change status once it has ended.*

Deactivating a Scheduled Price Change

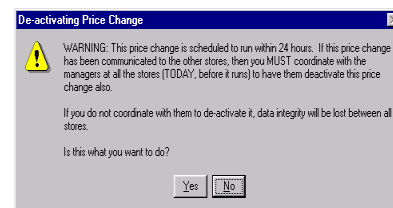
If you have activated price changes scheduled through the Scheduler (StarComm) and you do not want the changes to take effect as scheduled:

1 With the Price Change Selection screen displayed, click on the price change in the grid.

2 Click on the Edit button or press <F5>. The Price Changes screen indicates “Activated” in the upper right corner.

3 Click on the De-Activate button or press <F8>.

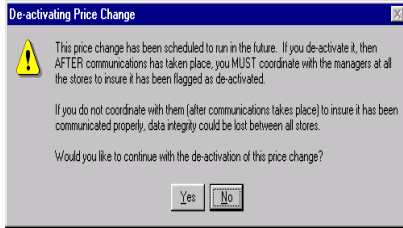
4 If the price change is scheduled to take place within the next 24 hours, this warning will display:



Click on the Yes button to continue with the deactivation process.

➤ *Note the warning displayed - If this price change has been communicated to the other stores, be sure to notify the managers at all of the other stores that they need to deactivate this price change also.*

If the price change is scheduled to take place at a time at least 24 hours in the future, this warning will display:



Click on the Yes button to continue with the deactivation process.

➔ **Note the warning displayed - After communications has taken place, you must notify the managers at all of the other stores that this price change should be flagged as deactivated.**

5 Click on the Exit button or press <F12>.

6 The prompt, “This price change has not been activated. Would you like to activate it?” displays. Click on the No button.

7 The Price Change Selection window displays. The Status of the price change shows De-Activated.

8 Click on the Exit button or press <F12> to close the Price Changes option and return to the main menu.

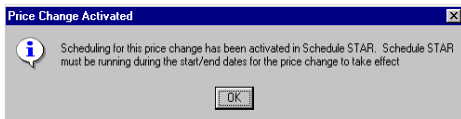
Reactivating a Deactivated Price Change

If you have deactivated a scheduled price change and you want to reactivate it so that the changes take effect as scheduled:

1 With the Price Change Selection screen displayed, click on the price change in the grid.

2 Click on the Edit button or press <F5>. The Price Changes screen displays.

3 Click on the Activate button or press <F8>, and this prompt displays:



You are notified that the price change schedule is now activated in the schedule and that StarComm must be running in order for the price changes to take place. Click on the OK button or press <Enter> to continue. The Price Changes screen indicates “Activated” in the upper right corner. (You can verify this by opening Remote Operations - StarComm Scheduler).

Deleting System Generated Price Changes

To delete a system-generated price change:

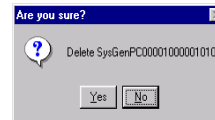
1 On the Price Change Selection window, click in the System Generated radio button under Status.

2 Specify any other filter criteria to narrow the search (refer to the Filtering for an Existing Price Change section above for more information).

3 Click on the Filter button or press <F3> to display only system-generated price changes in the grid.

4 Click to highlight the price change to delete.

5 Click on the Delete button or press <F7>. A prompt similar to the following displays.



Click on the Yes button to delete the selected price change, or click on the No button to cancel.

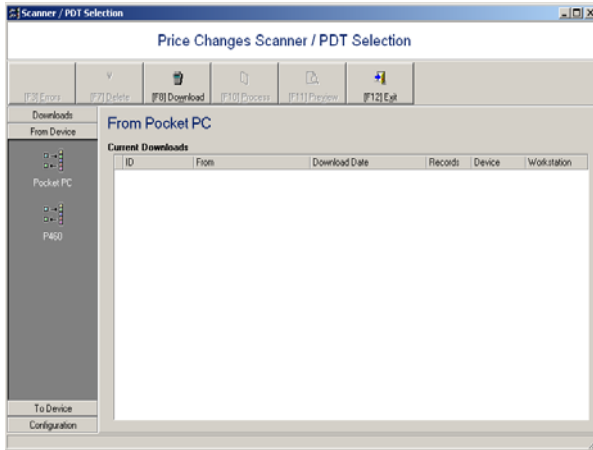
Downloading PDT or Scanner Data into Price Changes

Price change data can be automatically downloaded into your system from a PDT or scanner.

A remote store cannot process a download into a price change that was created at the main store. Also, neither the main nor a remote can process a download file into a price change that is posted, manually posted, scheduled/started, or system generated regardless of where it is created. An error message will display in either case.

➔ **You cannot use a PDT3100 with this feature.**

1 On the Price Changes screen, click on Menu on the menu bar, then click on <F4> PDT in the drop-down list. The Price Changes Scanner/PDT Selection window displays.



From Pocket PC

➡ You can only import unposted price changes (Manual or De-Activated). If you attempt to import and process a posted price change (Started, Ended, Manually Posted, or System Generated), an error message will display.

a) Click on the Download button or press <F8>, and this window will display as the system attempts to download records:



b) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Price Changes screen redisplay and is populated with the data.

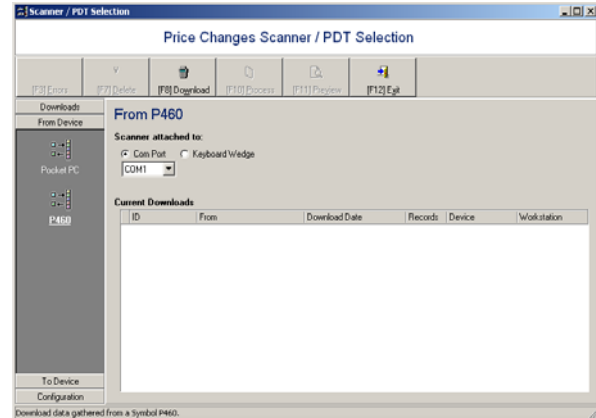
c) Click on the Delete button or press <F7> to delete the selected download record.

d) Click on the Preview button or press <F11> to display the PDT Download Price Changes report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

e) Click on the Exit button or press <F12> to close the Price Changes Scanner/PDT Selection window.

From P460

a) To download data from a P460, click on the P460 button on the left side of the screen. This window displays:



b) Com Port is selected by default under Scanner attached to. Click on the down arrow button in the combo box to select another port, if applicable. Click in the Keyboard Wedge radio button to select it if using a keyboard wedge.

c) Click on the Download button or press <F8>. “Waiting for device...” will display in the upper right corner of the window as the system attempts to download records. To stop the process, click on the Stop button or press <F8>.

d) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Price Changes screen redisplay and is populated with the data.

e) Click on the Delete button or press <F7> to delete the selected download record.

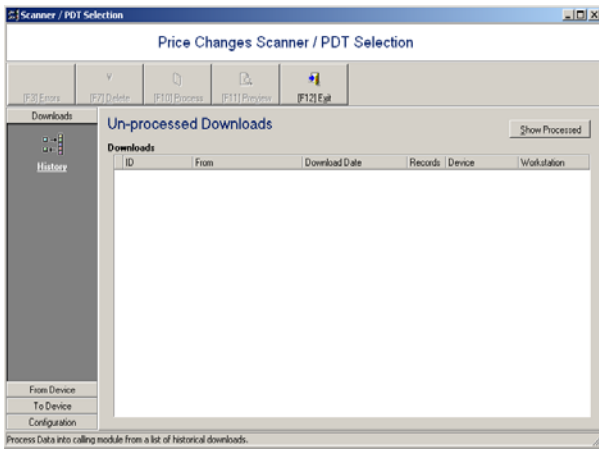
f) Click on the Preview button or press <F11> to display the PDT Download Price Changes report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Price Changes Scanner/PDT Selection window.

Download History

a) To work with processed or unprocessed download records, click on Downloads on the left side of the

Price Changes Scanner/PDT Selection window, then click on the History button. This window displays:

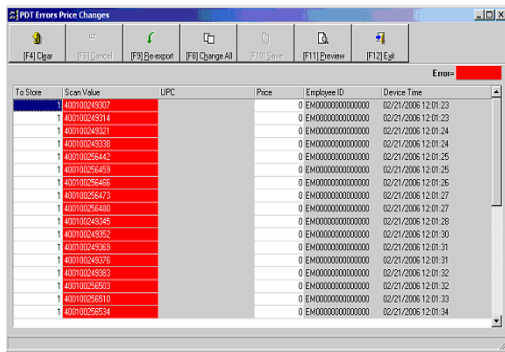


b) Click to select a download record in the grid to highlight it, then click on the Process button or press <F10> to process the inventory. The Price Changes screen redisplay and is populated with the data.

c) To see processed downloads, click on the Show Processed button. Click on the Show Un-processed button to toggle back and forth between views.

☛ *The processed date and time can be found in the report accessed by the <F11> Preview function.*

d) To check for errors, click on the Errors button or press <F3>. The PDT Errors Price Changes window displays:



☛ *If the Scan Value is an alias UPC, the UPC column will display the original UPC from when the product record was created.*

☛ *The Employee ID that displays is that of the employee who scanned the items.*

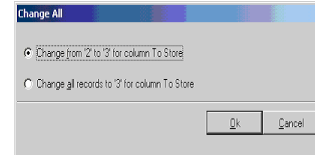
These functions are available:

- <F4> Clear - The prompt, “Clear all these errors. Are you sure?” displays. Click on the Yes button to clear the errors, click on the No button to keep the er-

rors, or click on the Cancel button to close the prompt.

- <F9> Re-export - The prompt, “Re-export these errors. Re-exporting will take the listed errors and try to create another download with UPC’s successfully converted from Scan Values. Are you sure?” displays. Click on the Yes button to re-export, click on the No button not to re-export, or click on the Cancel button to close the prompt.

- <F8> Change All - To copy values in the To Store or Scan Value columns, click on this button. A dialog box similar to the following will display:



Example: Say the To Store column has stores 1 and 2 and you enter 3 on one of the store 2 lines, then click on the Change All button or press <F8>. The Change All dialog box displays and the *Change from '2' to '3' for column To Store* radio button is selected. If you click Ok, all store 2 lines will change to store 3. If you click in the *Change all records to '3' for column To Store* radio button to select it, then click Ok, ALL stores (store 1 and store 2) will change to store 3. Note: The UPC column updates if an alias UPC is entered in the Scan Value.

- <F11> Preview - Displays the PDT Errors Price Changes report. With the report displayed, click on the Print button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

- <F12> Exit - Closes the PDT Errors Price Changes window.

☛ *Employee ID’s that display in the error log were scanned in.*

e) Click on the Delete button or press <F7> to delete the selected download record.

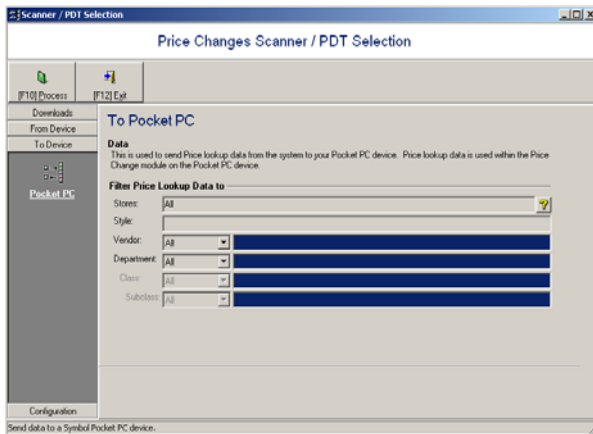
f) Click on the Preview button or press <F11> to display the PDT Download Price Changes report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Price Changes Scanner/PDT Selection window.

To Pocket PC

The Pocket PC (MC3000) is the only device to which you can upload price information. The price that is exported is the current Retail Price.

a) To export item or price lookup data from the system and upload it to your pocket PC device, click on the Export To button on the left side of the screen, then click on the Pocket PC button. This window displays:



b) Under Filter Item File to, the *Stores* combo box defaults to All. Click on the “?” button to display a Store Selection List to change the stores to be included, if necessary.

c) You can further define the search process by entering a full or partial *Style*. In the *Vendor*, *Department*, *Class*, and *Subclass* combo boxes, click on the down arrow buttons and select the applicable information.

d) Click on the Process button or press <F10>, and this window will display as the system attempts to download records:

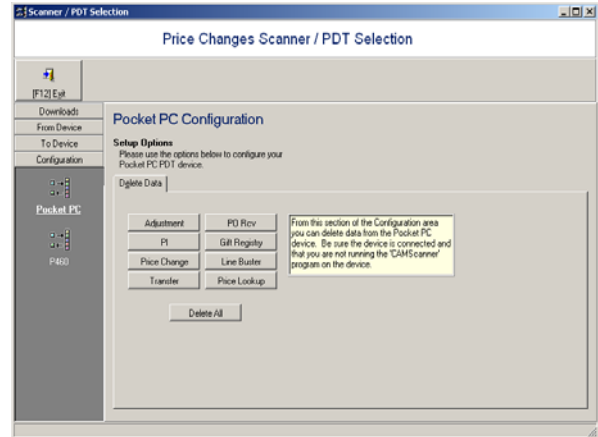


e) The Price Changes screen redisplay and is populated with the data.

f) Click on the Exit button or press <F12> to close the Price Changes Scanner/PDT Selection window.

Pocket PC Configuration

a) To configure your computer to communicate with a Pocket PC device, click on the Configuration button on the left side of the screen, then click on the Pocket PC button. This window displays:



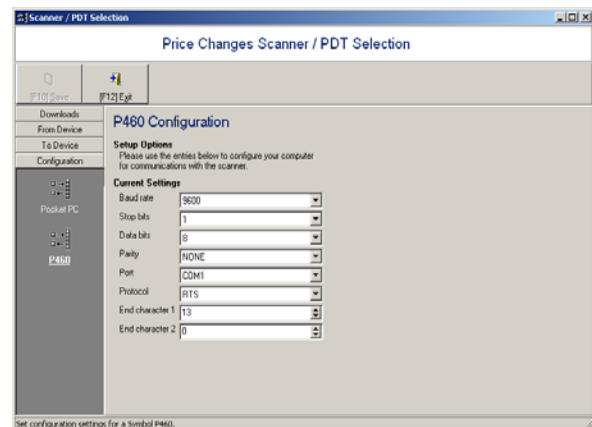
b) Be sure that the device is connected and that the CAM Scanner program is not running.

c) Click on the appropriate button to delete data from the Pocket PC: Adjustment, PO Rcv, PI, Gift Registry, Price Change, Line Buster, Transfer, or Price Lookup, or click on the Delete All button to delete data from all of the above.

d) Click on the Exit button or press <F12> to close the window and return to the Price Changes screen.

P460 Configuration

a) To configure your computer to communicate with the P460 scanner, click on the Configuration button on the left side of the screen, then click on the P460 button. This window displays:



b) Click on the down arrow buttons and make the necessary selections to specify the settings for the *Baud rate*, *Stop bits*, *Data bits*, *Parity*, *Port*, *Protocol*, *End Character 1*, and *End Character 2*.

c) Click on the Save button or press <F10>, then click on the Exit button or press <F12> to close the window and return to the Price Changes screen.

Price Changes Reports

To display and/or print a report of price changes, follow the steps below:

1 Click on the Report button or press <F11>. The Price Changes Reports window displays.



2 The Report on radio buttons default to *Retail price*. To report on price level, click on the *Price level* radio button.

3 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

4 Click on the Exit button or press <F12> to close the Price Changes Reports window and return to the Price Changes screen.

Printing Barcode Tags

After a price change has been entered and saved, you can print barcode tags for the price change. Refer to the Tag Printing for Price Changes section under Printing Tags in Inventory and Purchasing Submenu Options in Appendix A - Tag Printing for instruction.

➤ *If a price change is in effect for a style and you create a new color for the style, and you want the price for the new color to be the original price, save the new color with the new (price change) price, then go to Store Stock Management and change the retail price for it manually.*

PRICE LEVELS

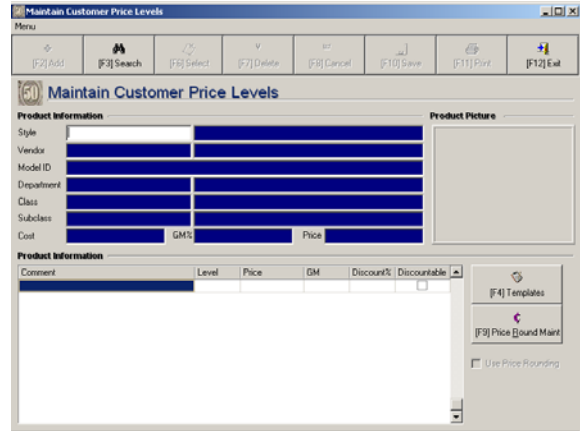
Price Levels lets you set up multiple discounted prices for styles which can be applied at POS. Discount pricing can also take effect when in-house customer records are attached to sales receipts.

➤ *Use the Store Stock Management option in this chapter for store-specific pricing.*

➤ *Any odd-size prices set up in the Price Changes option will not be effective when you use price levels.*

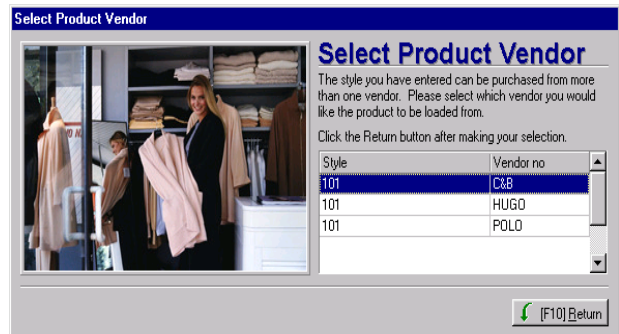
To create a price level:

1 From the Inventory submenu, click on Price Levels.



2 With the cursor in the *Style* box, enter the style code and press <Enter>, or search for the style by clicking on the Search button or pressing <F3> to display the Super Search window. Once the search results are displayed in the grid, double-click to select the desired item.

If the style has more than one vendor, a Select Product window displays:



Select the correct vendor for the style and click on the Return button or press <F10>. Once the style is selected, its detail displays in the screen.

3 Click on the Add button or press <F2>. A Regular Retail Price (Level 1) line displays. The cursor is in the *Comment* column. **Note: Level 1 is the regular retail price from the inventory product record and cannot be changed.**

4 Click on the Add button or press <F2> again to add a new price level. The cursor is in the *Comment* column.

5 Click in the *Use Price Rounding* option box to select

it if you want the price of the added line to use the currently active price rounding method. You can also click on the Price Round Maint button or press <F9> to access the Price Rounding Maintenance option. Refer to Chapter 3: Maintenance - Price Rounding Maintenance for more information.

6 Enter a comment about the level and press <Enter>. The cursor jumps to the *Level* column.

7 Accept the price level displayed, or enter a new number then press <Enter>. The cursor jumps to the *Price* column.

8 You can enter either a new *Price*, a new *GM* (gross margin), or a *Discount %*. When you make an entry in any one of these fields, the other fields recalculate and display the results.

9 Click in the *Discountable* option box to select it to apply the discounted price at POS.

10 Click on the Save button or press <F10>.

11 Click on the Print button or press <F11> to view the Price Levels Report. Once displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

12 Click on the Exit button or press <F12> to exit the Price Levels option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Lets you delete the selected price level. The prompt, "You have chosen to delete price level _____. Continue?" displays. Click Yes to delete, No to keep the price level, or Cancel to close the prompt.
<F8> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel all changes since your last save. Continue?" displays. Click Yes to clear your entries, No to keep your entries, or Cancel to close the prompt.

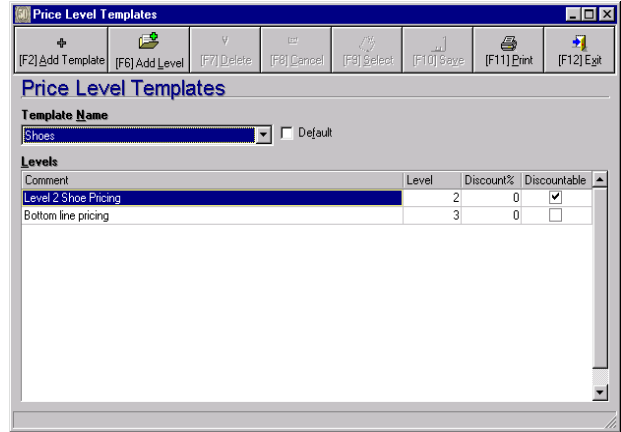
➡ *If an item goes on sale for a price lower than the price level price, the customer will get the lower price.*

Setting Up Price Level Templates

You can create price level templates for different types of pricing, such as list price, manufacturer’s suggested retail price, designer discounted price, bottom line retail price, etc. The templates can then be attached to individual styles and the prices filled in for each level.

To set up price level templates:

1 From the Maintain Customer Price Levels screen, click on the Templates button or press <F4>.



2 Click on the Add Template button or press <F2>, then enter the *Template Name*.

3 Click in the *Default* option box to select it if you want to make this the default template to use.

4 Under Levels, enter a *Comment* or description of the price level.

5 The *Level* numbering always begins with 2.

6 Enter a *Discount %* to use, if applicable.

7 Click in the *Discountable* option box to select it if this level will be discountable at POS.

8 Click on the Save button or press <F10>.

9 Click on the Exit button or press <F10> to close the Price Level Templates window.

To attach the template to a style:

1 On the Maintain Customer Price Levels window, enter a *Style*, or click on the Search button or press <F3> to search for the style.

2 Click on the Templates button or press <F4> to redisplay the Price Level Templates window.

3 Accept the *Template Name* displayed, or click on the down arrow button and select a template from the dropdown list. The Levels grid populates.

4 Click on the Select button or press <F9>. The Main

tain Customer Price Levels window redispays with the selected template.

5 Enter a new *Price*, *GM*, or *Discount %* as described previously; click in the *Discountable* option box if applicable.

6 Click on the Save button or press <F10> to save your entries.

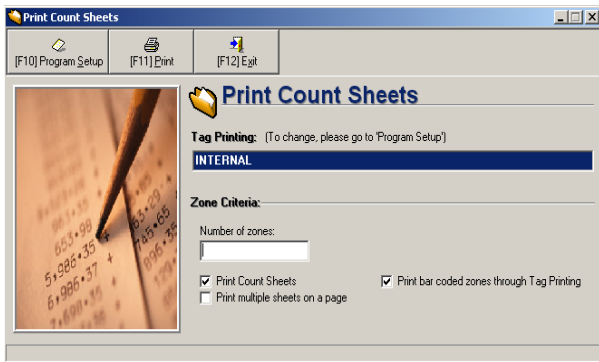
7 Click on the Exit button or press <F12> to exit the Price Levels option and return to the main menu.

PRINT COUNT SHEETS

Print Count Sheets allows you to break down your store into zones, then print a separate count sheet for each zone for use when you are conducting a physical inventory. In addition, you can print barcode tags for each zone, either as a sheet of the barcodes or as actual tags. The tags can then be scanned prior to beginning the actual physical inventory count.

To print count sheets and/or barcodes:

1 From the Inventory submenu, click on Print Count Sheets.



2 Tag printing defaults to Internal. To change to External (CODESOFT 6 Premier, NiceLabel), click on the Program Setup button or press <F10> to make the change.

➔ Refer to Chapter 6 - Utilities: Program Setup for further information.

3 In the *Number of zones* box, enter the number of zones.

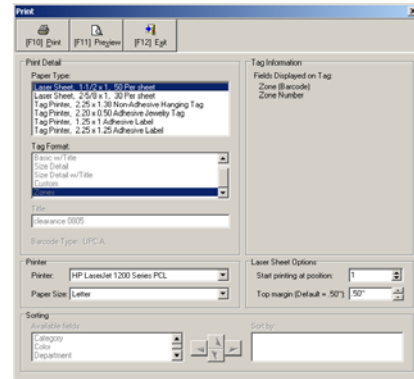
4 The *Print Count Sheets* option box is selected by default. If you do not want to print count sheets, click in the option box to deselect it.

5 The *Print bar coded zones through Tag Printing* op-

tion box is selected by default. If you do not want to do this, click in the option box to deselect it.

6 Click in the *Print multiple sheets on a page* option box to select it if you want multiple count sheets to print on a page.

7 Click on the Print button or press <F11>. If you are printing count sheets, the screen to print the sheets will display first. If you are printing barcodes, the tag Print screen displays.



8 The default Tag Information that will print includes Zone (Barcode) and Zone Number. You can make changes to the *Paper Type*, *Printer*, *Paper Size*, and *Laser Sheet Options* as necessary by clicking on your selection or clicking on the up and down arrow buttons.

9 Click on the Preview button or press <F11> to preview the tags. With the tags displayed, click on the printer icon on the toolbar to print the tags, click on the arrow buttons to move through the pages, or click on the Close button to close the window.

Or

Click on the Print button or press <F10> to print the tags.

10 When the Print Count Sheets screen redispays, click on the Exit button or press <F12> to close the option and return to the main menu.

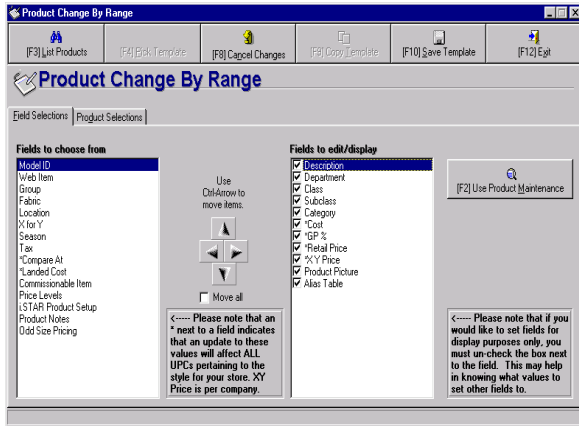
PRODUCT CHANGE BY RANGE

This option is used to make mass changes to product records. After querying the database by any of the style-specific fields, the results are displayed in a grid. You can select the fields to be displayed and/or maintained in the grid, and the grid can be sorted by any of the fields displayed. Fields can be modified randomly,

and then the entire batch of modifications can be accepted or canceled. You can save your criteria to a template and copy existing templates.

To define the products and changes:

1 From the Inventory submenu, click on Product Change By Range.



2 The Product Change By Range screen has two tabs, Field Selections and Product Selections. The Field Selections tab allows you to choose the fields that will appear in the Product Changes screen after a query is run, to determine which products you want to change. The screen pictured above shows fields selected; these selections have been saved to a template called “test.” The fields are selected by clicking to highlight them in the *Fields to choose from* list, then clicking on the right-arrow button in the center of the screen to move them to the *Fields to edit/display* list. You can also click on a field to highlight it, then hold down the <Ctrl> key and press the appropriate arrow key on your keyboard to move a field. Clicking in the *Move all* option box and then clicking on the right-arrow button automatically moves all of the fields from the *Fields to choose from* list to the *Fields to edit/display* list.

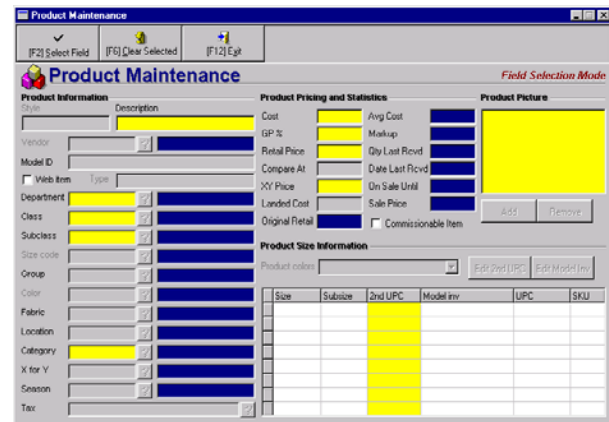
Fields marked with an asterisk (*) are multi-store or possibly odd size fields. If your changes affect multi-store fields at the main, you will also be able to affect the remotes. Although XY prices can have odd size values, they are not multi-store. Multi-store fields can also have odd size values, but multi-store items can be changed for other stores when using Product Change By Range at the main store location.

3 Click on a field in the *Fields to edit/display* list, then click on the up or down arrow buttons in the center of the screen to change the field’s position in the list.

4 When a field is first moved into the *Fields to edit/*

display list, a check mark displays in the option box next to the field. If you want to set fields for display purposes only, you must click in the option box to remove the check mark.

5 You can also select fields using the Product Maintenance screen. Press <F2> or click the Use Product Maintenance button, and a screen similar to the following will appear:

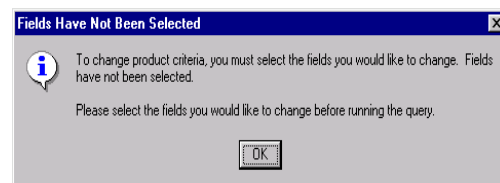


6 Note that the fields highlighted on this form are the same as the selected fields from the previous screen. Selecting fields from either screen affects the other.

7 Clicking on a field to highlight it then pressing <F2> or clicking on the Select Field button will select that field. Alternately, you can simply double-click on a field.

8 The <F6> Clear Selected function clears **all** selected fields. Use the <F12> Exit function to close the Product Maintenance window and return to the Product Change By Range screen.

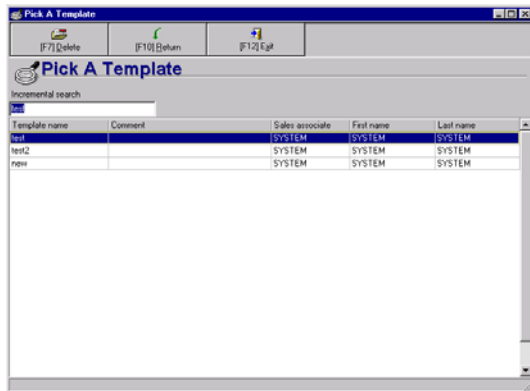
9 If you click on the List Products button or press <F3> and no fields have been selected, this prompt will display:



Click on the OK button, then make field selections as described previously.

10 If you click on the List Products button or press <F3> and no products have been selected, all products in the system will be listed.

11 Click on the Pick Template button or press <F4>, and the Pick A Template screen displays.

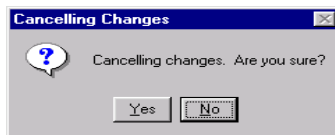


12 Click on a template in the grid to select it, then click on the Return button or press <F10> to return to the Field Selections tab of the Product Change By Range screen with the template fields displayed. If there are many templates in the grid, you can enter a template name or a portion of a template name in the *Incremental search* field to find a particular template.

13 Click on the Delete button or press <F7> to delete a selected template. At the prompt, click on the Yes button or press <Enter>. The <F12> Exit function closes the Pick A Template window and returns focus to the Product Change By Range screen.

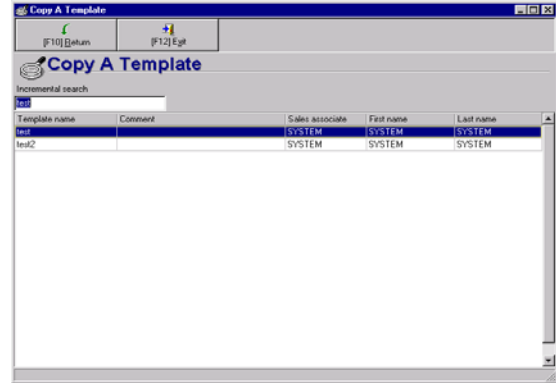
14 Click on the Insert button or press <F6> to create a new template.

15 If you need to start over when you are selecting fields in the *Fields to choose from* list, click on the Cancel Changes button or press <F8>, and this prompt displays:



Click on the Yes button or press <Enter>.

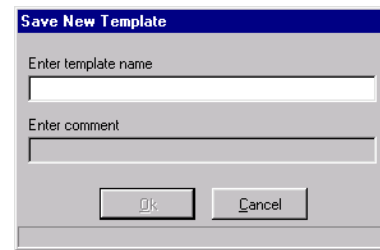
16 Click on the Copy Template button or press <F9>, and the Copy A Template screen displays.



Click on the template you want to copy, then click on the Return button or press <F10>. The Product Change By Range window displays with the fields selected. If there are many templates in the grid, you can enter a template name or a portion of a template name in the *Incremental search* field to find a particular template.

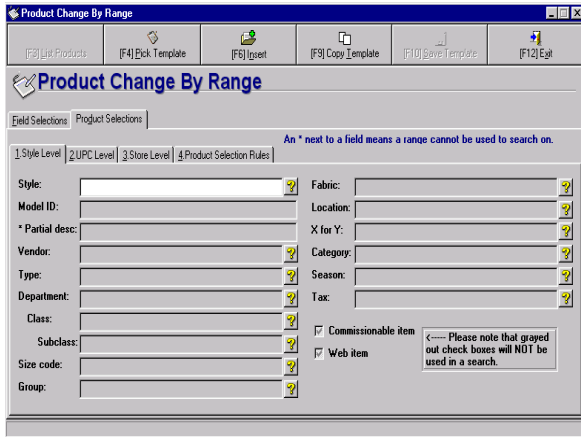
17 Click on the Exit button or press <F12> to close the Copy A Template window and return to the Product Change By Range screen.

18 After creating a new template, click on the Save Template button or press <F10>, and the Save New Template window displays.



Enter the name for the new template and an optional comment, then click on the Ok button or press <Enter> to save the new template.

19 Click on the Product Selections Tab, and the screen displays similar to the following:



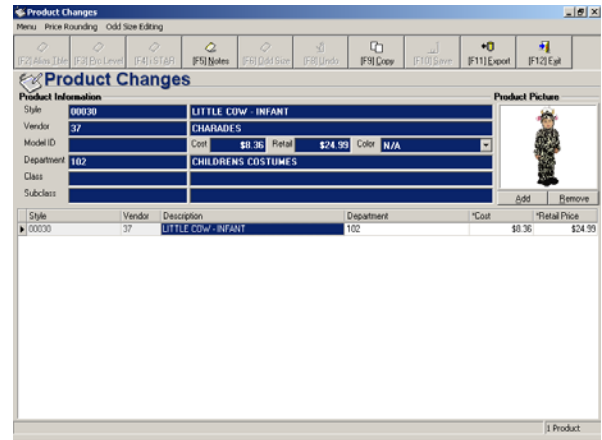
20 Note that there are four more tabs under the Product Selections tab: Style Level, UPC Level, Store Level, and Product Selection Rules. The first three of these tabs are displayed in order by how the product information is to be queried to produce a result of products by which to change.

21 All of the fields on the Style Level, UPC Level, and Store Level tabs are editable to allow entry of either one, several, a range, or a combination of criteria to query on (however, fields designated with an asterisk (*) cannot accept a range). For instance, say you want to query on vendors 001, 005, and 010 through 100. Entering **001,005,010-100** in the *Vendor* field would produce a result of products for vendors 001 and 005 and any vendors between and including 010 and 100.

➤ If a “?” button displays at the end of a field, you can click on it and search for the field criteria.

22 The *Commissionable Item* and *Web Item* option boxes display on the Style Level tab and are initially grayed out. This means that these items will not be included in the search. If you want commissionable and/or web items to be included in the search, click in the appropriate option box to activate it.

23 Enter a style or other criteria, then click on the List Products button or press <F3>. A Product Changes screen displays similar to the following, depending on your field selections:



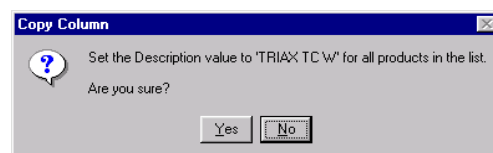
NOTE: If you press this function key or click on the button and there are no products matching the product selection, a message to that effect will display.

If you selected fields marked with an asterisk (*) and there is an odd size situation, those fields will be highlighted in yellow in the grid. If Odd Size Editing is allowed for the user in Employee/Security (*Allow Odd Size Editing* combo box under Application Options is set to True), you can edit the values by clicking on Odd Size Editing on the menu bar and then selecting Allow Odd Size Editing. Enter the new value(s) in the grid.

➤ The *Product Scorecard* feature is available from this option by clicking on Menu on the menu bar, then selecting View Scorecard from the drop-down list or by pressing <Ctrl+W>. Refer to Appendix F for information on using Product Scorecard.

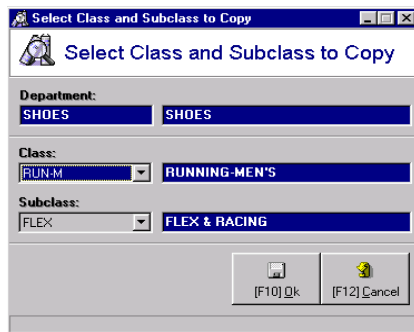
➤ The *Price Rounding Maintenance* feature is available from this option by clicking on Price Rounding on the menu bar. Clicking on Use Price Rounding in the drop-down list or pressing <Ctrl+U> toggles price rounding on and off. Clicking on Price Round Maint in the drop-down list or pressing <Ctrl+R> opens the Price Rounding Maintenance option. Refer to that option in Chapter 3: Maintenance for instruction.

24 Click on the data under a column heading (for example, in the above screen, click on TRIAX TC W under Description), then click on the Copy button or press <F9>, and this prompt displays:



Click on the Yes button or press <Enter>.

25 If you click on the Copy button or press <F9> while the Department column is selected, this window will display:

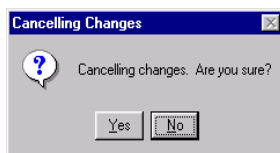


Classes and subclasses are copied along with departments. Click on the down arrow buttons in the *Class* and *Subclass* combo boxes to change the values, if necessary, then click on the Ok button or press <F10>.

26 The <F2> function key and Alias Tble button are available if Alias Table was selected on the Field Selections tab, and display the Alias Setup screen. Refer to the Alias Table option in this section for further information.

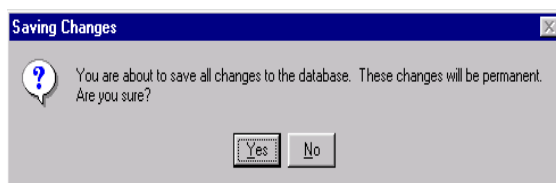
27 Click on the X in the upper right hand corner of the window to close it.

28 Click on the Undo button or press <F8> to cancel changes to the Product Changes screen, and this prompt displays:

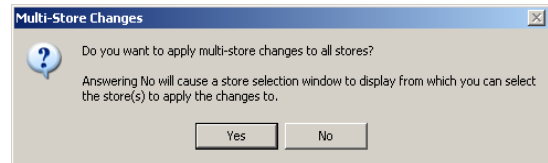


Click on the Yes button or press <Enter>.

29 Click on the Save button or press <F10>, and this prompt displays:



Click on the Yes button or press <Enter>. A meter displays indicating the time remaining to complete the process of saving the changes. When the process is finished, this prompt displays if a multi-store field is changed by a user at the main store location:

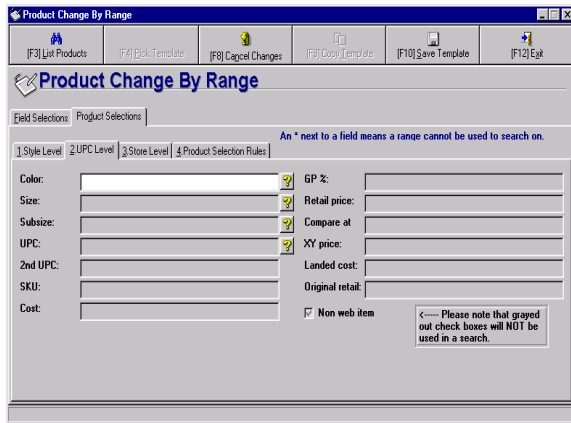


Click Yes to apply changes to all stores, or click No to display a Store Selection List window and specify the stores to apply the changes to. The Product Changes screen redisplay.

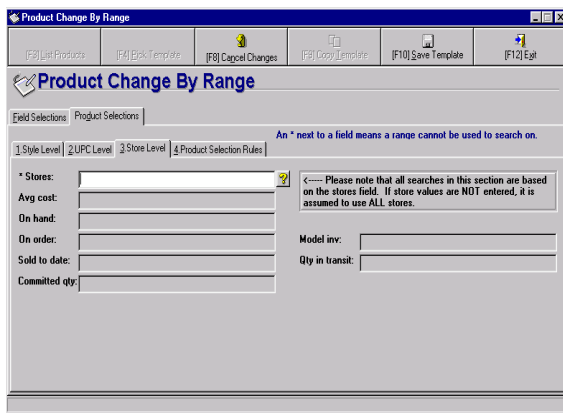
Additional Function Key Options

Function Key	Description
<F3> Prc Level	Available if Price Levels was selected on the Field Selections tab. Refer to the Price Levels option in this chapter for further information.
<F4> i.STAR	Available if i.STAR Product Setup was selected on the Field Selections tab. Refer to the i.STAR Product Setup option in this chapter for further information.
<F5> Notes	Available if Product Notes was selected on the Field Selections tab. Refer to the Product Notes option in this chapter for further information.
<F6> Odd Size	Available if Odd Size Pricing was selected on the Field Selections tab. Refer to the Odd Size Pricing option in this chapter for further information.
<F8> Undo	Clears all entries made prior to saving. The prompt, "Cancelling changes. Are you sure?" displays. Click Yes to continue or No to keep your changes.
<F9> Copy	Click on the data under a column heading, then click on the Copy button or press <F9> to copy the data to all products in the list. A message displays for you to verify the copy; click Yes or No.
<F10> Save	Saves your product changes. The prompt, "You are about to save all product changes to the database. These changes will be permanent. Are you sure?" displays. Click Yes to save or No to cancel.
<F11> Export	Exports the list to a comma delimited text file. When the Export List to File dialog box displays, select the location to save the file and assign it a file name. Save the file as an Excel spreadsheet (*.xls).

30 The UPC Level tab contains additional fields to specify for the search. The *Non web item* option box displays on this tab and is initially grayed out. This means that non-web items will not be included in the search. If you want non-web items to be included in the search, click in the option box to activate it.

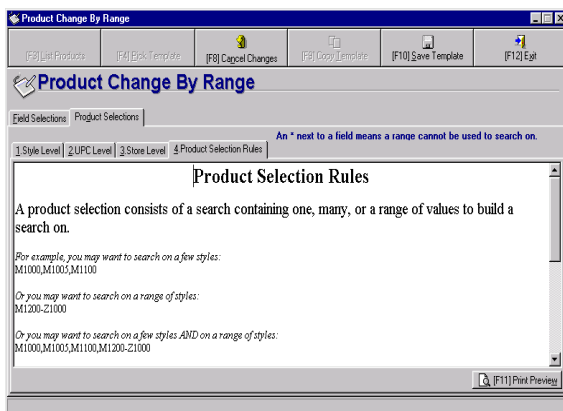


31 The Store Level tab contains additional fields to specify for the search.



Note that all searches in this section are based on the *Stores* field. If the *Stores* field is left blank, it is assumed to use **all** stores.

32 The fourth tab shows Product Selection Rules to follow.



33 Click on the Print Preview button or press <F11> to view a printable version of the Product Selection Rules. From there, you can click on the printer icon button to print the information, then click on the Close button to close the preview window.

34 Click on the Exit button or press <F12> to close the Product Change By Range option and return to the main menu.

➤ If you make changes to any screen, then click on the Exit button or press <F12> before saving, the prompt, “Changes were made to the query options. Would you like to save your changes before performing this operation?” displays. Click on the Yes button to save your changes, or click on the No button to not save changes.

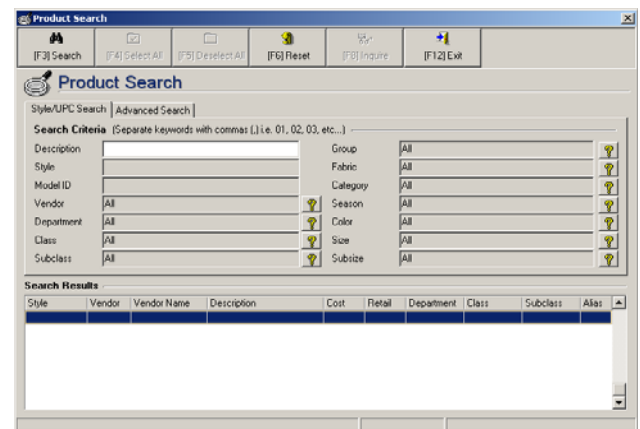
PRODUCT INQUIRY

The Product Inquiry option is a versatile tool that allows you to view all of the information about an item from one convenient place. You can search by UPC, alias, or SKU, perform string searches, inquire on stock status, and more.

➤ *Product Inquiry* is also accessible from within the *Customer*, *Product Maintenance*, and *PO Maintenance* options as well as the *Invoice*, *Quote*, and *Sales Order* options in *Accounting*, and from within *POS*.

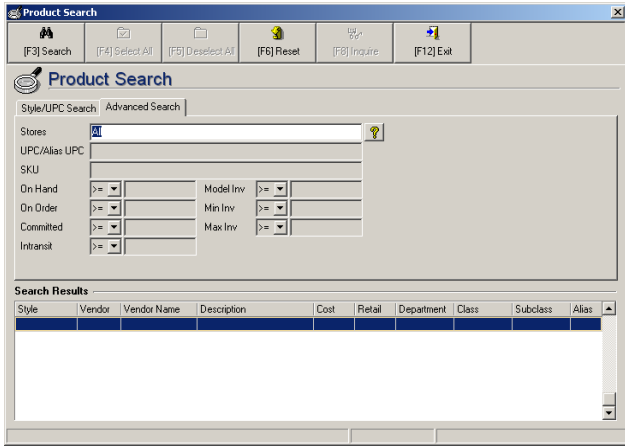
To use Product Inquiry:

1 From the Inventory menu, click on Product Inquiry.



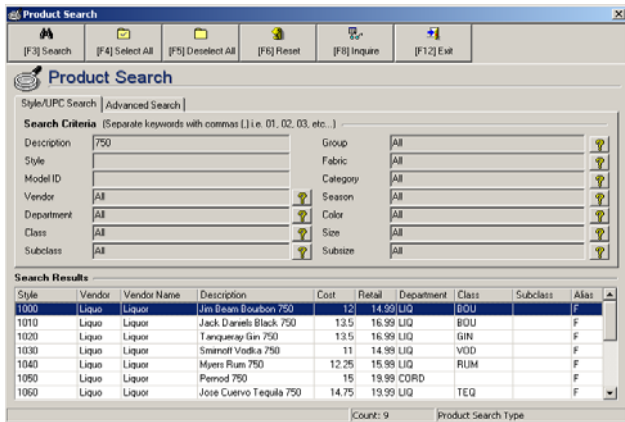
2 Under Search Criteria, enter a partial or complete *Description*, *Style*, and/or *Model ID* of the product you want to inquire on. In the *Vendor* through *Subsize* combo boxes, type in search data, or click on the “?” buttons and make selections from the windows that display to focus in further on your product.

3 Click on the Advanced Search tab to select additional search criteria.



4 In the *Stores*, *UPC/Alias UPC*, and *SKU* edit boxes, enter the appropriate data to help narrow the search. The “?” button at the end of the *Stores* edit box displays a window to help you select the stores. In the *On Hand*, *On Order*, *Committed*, *Intransit*, *Model Inv*, *Min Inv*, and *Max Inv* edit boxes, you can enter a value, then select an operator from the drop-down list to specify equals, less than, greater than, etc.

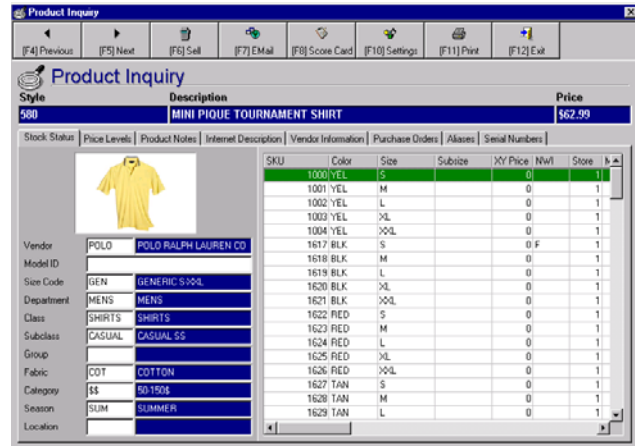
5 Click on the Search button or press <F3> to return the results of the search to the grid, as in this example.



You can rearrange the order of the columns by clicking and dragging them within the grid. You can also sort the detail in ascending or descending order by clicking on the column headings on any of the tabs.

6 In the Search Results grid, click on a line to select it. As you click on the lines, the text is bolded to indicate that the style has been selected. To select all of the lines quickly, click on the Select All button or press <F4>. To unselect all lines, click on the Unselect All button or press <F5>.

7 Double-click on a line in the grid, or click on the Inquire button or press <F8> to view the detailed information for the selected item(s).

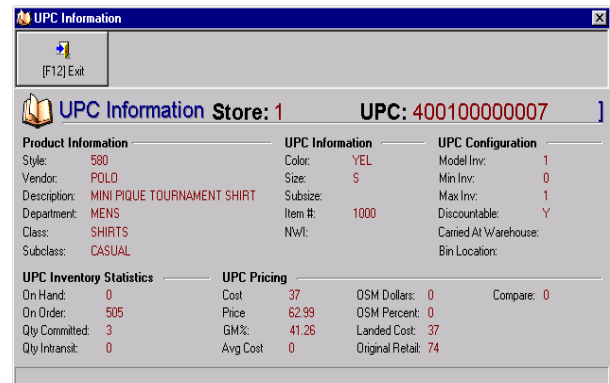


If multiple products were selected, use the <F4> Previous and <F5> Next buttons to scroll through the products.

If you accessed the product inquiry from within the Product Maintenance option, the Return function activates. Click on the Return button or press <F10> to display the Product Maintenance screen for the selected item(s). Use the right and left arrow buttons at the top of the screen to scroll through the products.

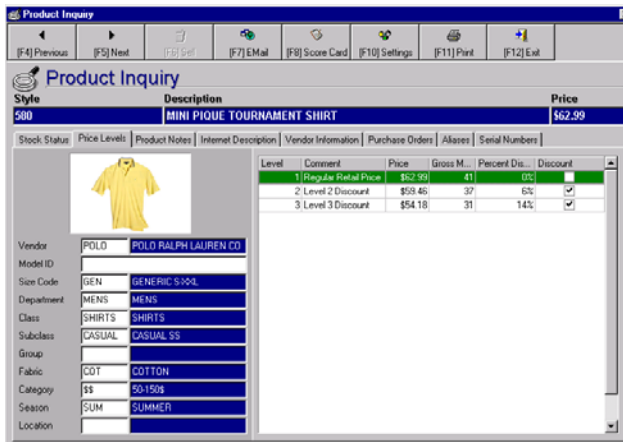
You can rearrange the order of the columns by clicking and dragging them within the grid. You can also sort the detail in ascending or descending order by clicking on the column headings on any of the tabs.

8 The following information displays by default (use the scroll bar at the bottom of the grid to see all of the columns): SKU, color, size, subsize, XY price, item number, NWI indicator, store, model inventory, minimum inventory, maximum inventory, QOH, QOO, QC, QIT, STD, average cost, cost, price, compare at price, landed cost, original retail, GP, OSM dollars, OSM percent, discountable indicator, carried at warehouse indicator, and bin location. Double-click on a line to display the UPC information.



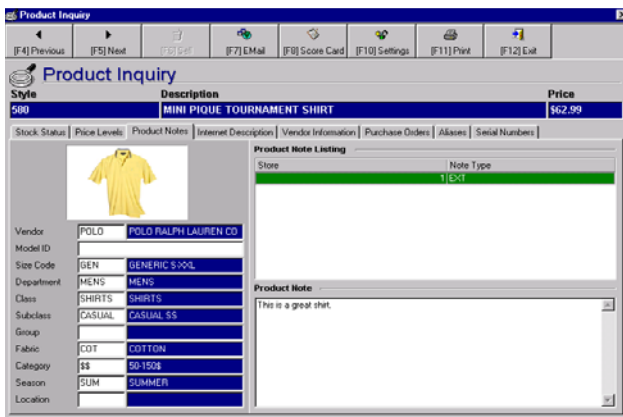
Click on the Exit button or press <F12> to close the UPC Information window.

9 Click on the Price Levels tab.



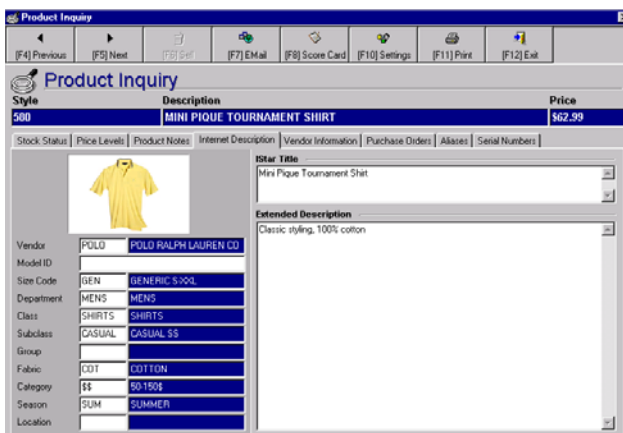
This tab lets you see price level information including the level, comment, price, gross margin, percent discount, and discountable indicator.

10 Click on the Product Notes tab.



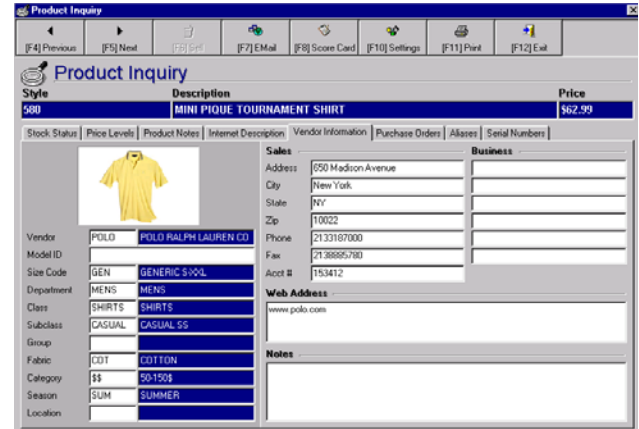
This tab shows the product notes attached to the current style.

11 Click on the Internet Description tab.



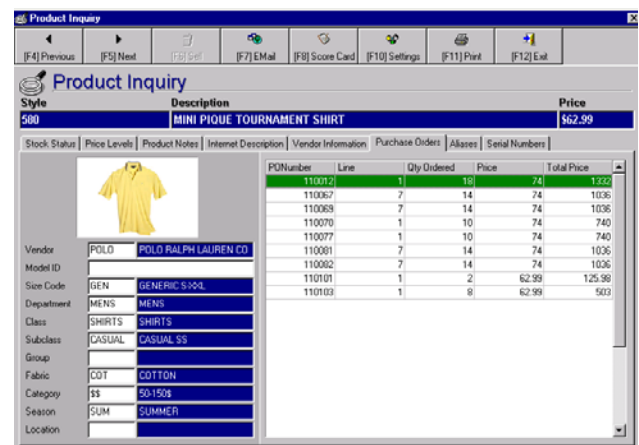
This tab shows the i.STAR title and extended description as specified in the Internet Sales Product Setup option in Inventory.

12 Click on the Vendor Information tab.



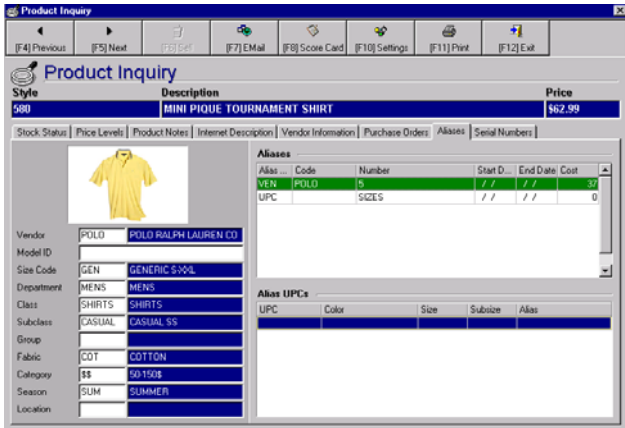
This tab shows the vendor's address, phone numbers, your account number with this vendor, vendor's web address, and notes attached to the vendor record.

13 Click on the Purchase Orders tab.



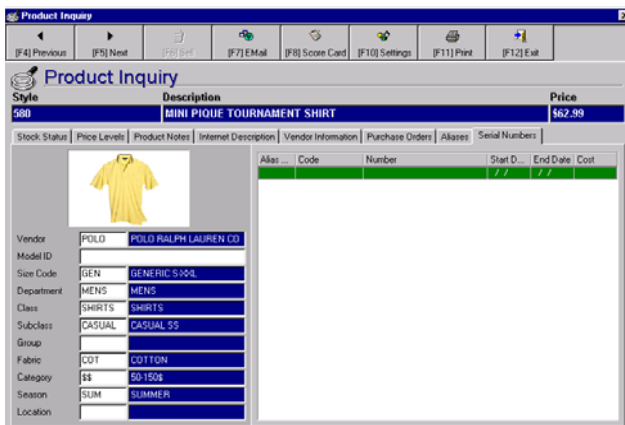
This tab lists all purchase orders in the system for the selected style.

14 Click on the Aliases tab.



This tab shows product aliases and alias UPC's as specified in the Alias Table option in Inventory.

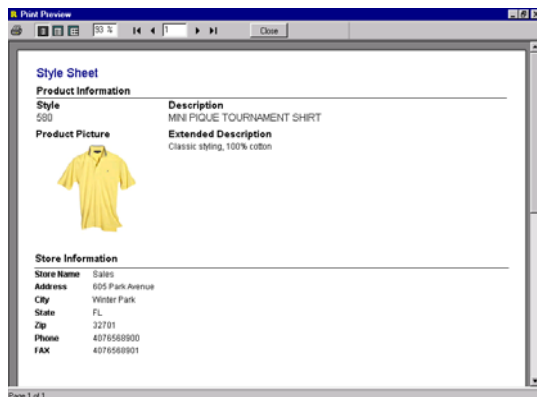
15 Click on the Serial Numbers tab.



This tab shows any serial number information that exists for the current product.

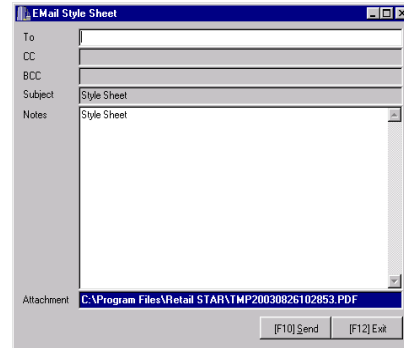
16 The <F8> Scorecard function displays the Product Scorecard for the selected style. Refer to Appendix F for more information on the Product Scorecard feature.

17 Click on the Print button or press <F11> to view the style sheet, including product and store information.



With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

18 You can e-mail the style sheet by clicking on the EMail button or pressing <F7>. The EMail Style Sheet window displays similar to the following.



Modify the *To*, *CC*, *BCC*, and *Subject* edit boxes, if necessary. You can also enter a message in the Notes box. The style sheet includes product and store information and is attached as a .pdf file for the recipient to open and print, save, etc. Click on the Send button or press <F10> to e-mail the style sheet. The prompt, "Your email has been sent" displays; click on the OK button to continue. Click on the Exit button or press <F12> to close the window.

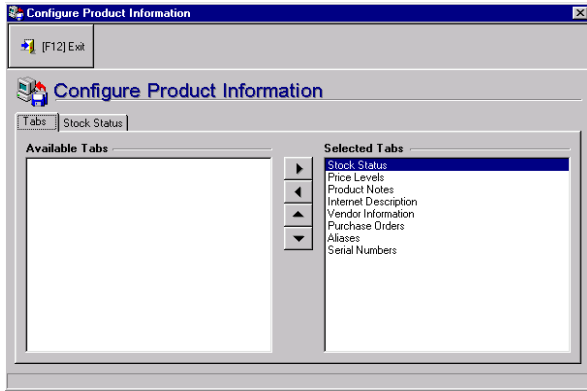
➤ You can use either Outlook or Outlook Express with this feature.

19 Click on the Exit button or press <F12> to close the Product Inquiry screen and return to the Product Search screen.

20 Click on the Cancel button or press <F12> to close the Product Inquiry option and return to the main menu.

Configuring the Tab and Field Settings

With the Product Inquiry screen displayed, click on the Settings button or press <F10> to display the Configure Product Information window.



From here, you can specify the tabs to display on the Product Inquiry screen and the order in which they display. For example, if you do not want to see the Serial Numbers tab, click to highlight Serial Numbers in the Selected Tabs list, then click on the left arrow button in the middle of the window to move Serial Numbers to the Available Tabs list. After you click on the Exit button or press <F12>, the Product Inquiry screen will re-display without the Serial Numbers tab. Or, to change the order of the tabs, click on one in the list, then click on the up and down arrow buttons to rearrange the order that they will display.

By clicking on the Stock Status tab, you can modify the fields that display on the Stock Status tab of the Product Inquiry screen in the same manner as you can modify the tabs (as described above).

☛ *Selections are saved per user.*

Selling Products through Product Inquiry

In POS as well as in the Invoice, Quote, and Sales Order options in Accounting, you can sell an item directly from the Product Inquiry window by using the following procedure.

1 Locate the item to sell in the Search Results grid of the Product Search window.

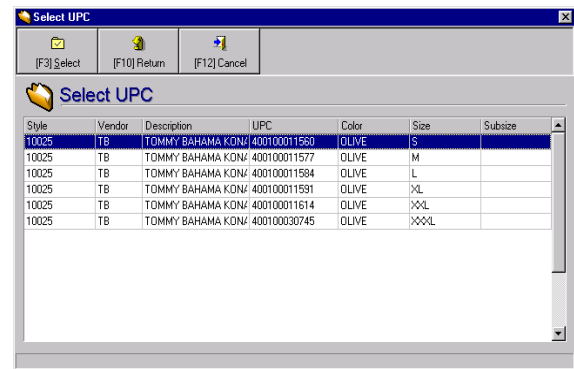
☛ *To search for the item in POS, click on the Products button or press <F5>, then select Product Inquiry from the drop-down list or press <Ctrl+K>. To search for the item in the Accounting options, click on the Browse button in the Style field.*

2 Click on a line in the grid to select it.

Or

Click on the Inquire button or press <F8> to view the detailed information for the selected item(s).

Select the correct item on the Stock Status tab of the Product Inquiry screen, then click on the Sell button or press <F6>. The Select UPC window displays.



Click on a line to highlight the correct UPC, then click on the Return button or press <F10>.

3 Click on the Return button or press <F10> on the Product Search screen. The item appears on the receipt. Continue the order process as required.

☛ *If you cancel out of the Product Search screen with items selected to sell, the prompt, "You have placed items on your sale list that will be lost. Cancel anyway?" displays. Click on the Yes button to continue, or click on the No button to keep the items selected.*

PRODUCT MAINTENANCE

As you create inventory product records, you will enter general product information, product pricing, and product size information. In addition, you can display a picture in the product record, copy a record and attach a new style number and vendor, or copy a record and attach a new color. Once your product record is created and saved, you can create Alias Tables with additional product identifiers, attach Product Notes, or create and maintain inventory on hand quantities and automatically create POs through Store Stock Management.

Gift Certificate Product Records

If you are planning to issue and redeem gift certificates at POS, you must first create a product record for the gift certificate in the Product Maintenance option. You can set up a certificate with a zero amount so that the amount can be filled in at POS. Gift certificates are treated like any other product in the system except they have only one UPC assigned. You can ensure this

when you create the product record by specifying the *Size Code* for “no size,” the *Vendor* code for “miscellaneous,” and the *Color* code for “no color.” It is a good idea to assign a *Style* number such as 99. Additionally, it is recommended that you create a gift certificate department for reporting accountability, then assign that *Department* number to the gift certificate product record.

☛ *Gift certificates are escheatment items and are not reported as sales when sold.*

Open PLU (Non-Inventory) Product Records

The primary purpose of an Open PLU is for ringing sales at POS by department or category, where the individual item is not being tracked. Open PLUs are considered non-inventory items as they do not have inventory on-hand values to be maintained. They are unique at POS because you can change the description that displays and you are required to make an entry in the *Price* field.

You should create an Open PLU product record for each department, with a style number that is the same as (or has a direct relationship to) the department number. This will allow miscellaneous items to be sold with the proper department receiving credit. For example, suppose you have two departments, Men’s Apparel and Women’s Apparel, which are Departments 01 and 02. Set up an Open PLU product record with Style number 1, and attach Department 01 to the record. Then, set up a second product record with Style number 2, and attach Department 02 to that record.

Caution: Define products as Open PLUs only if you do not want to track inventory on-hand values, but do want to track sales dollars.

Although inventory product records for Open PLUs are created the same as any other product record, pay particular attention to the following:

➤ **You must select Open PLU in the Type combo box.**

Selecting Open PLU tells POS to allow the description to be changed and that a retail selling price must be entered. (An open PLU item displays a retail selling price of zero (0) when the product is entered in the POS screen except when it is part of a package, where it will default to the retail price).

➤ **You must define the Style, Description, Vendor, Department, Size Code, and Color fields.**

These field entries are required to save the record. In addition, it is recommended that you have a Vendor record set up with a code of “0” and the name “Misc. Vendor,” and that you define at least one (1) department.

➤ **You must enter the Cost and Retail Price.**

In a regular inventory product record, you will enter *Cost* and the gross profit percent (*GP %*) that you expect to earn. (For reporting purposes, the cost entered is considered COGS (cost of goods sold)). Once the *Cost* and *GP %* are entered, the system automatically calculates and displays the *Retail Price*; this is the retail selling price that displays at POS when the item is sold.

☛ *You can also enter just the Cost and the Retail Price. When you do this, the gross profit percent (GP %) will automatically calculate and display.*

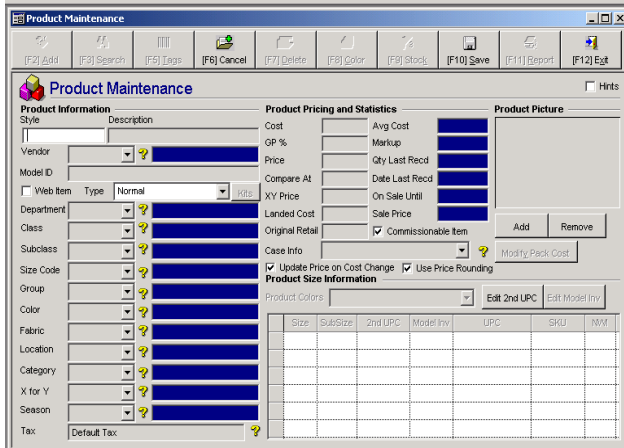
In an Open PLU inventory product record, you will also enter the *Cost*, *Retail Price*, and/or gross profit percent (*GP %*) as discussed above. The item’s retail selling price at POS, however, will always display as zero (0). **The Cost and GP % that you enter in the product record is only used for setting up the calculation for reporting purposes.** Enter **1.00** in the *Cost* field and your estimated *GP %* for that department or category. When you enter the applicable retail selling price at POS, the system will take that price and calculate the gross profit based on the percentage entered in the *GP %* field.

Creating Inventory Product Records

☛ *In a multi-store environment, be sure that communications is enabled (through Maintenance>Store Setup) while creating new products.*

Entering General Product Information

1 From the Inventory submenu, click on Product Maintenance.



➤ As you point on the toolbar buttons, “hint” messages display below the cursor. To turn off the messages, click in the Hints option box located under the toolbar buttons at the top right of the screen to deselect it.

➤ The Style, Description, Model ID, Size Code, Group, Color, Fabric, Location, Category, and Season field labels can be changed by clicking on the label and typing a new description for the field, then clicking on Tools on the menu bar and selecting Save Label Aliases. The labels will apply to all products in the system.

2 Click on the Insert button or press <F6> to add the new record. The cursor displays in the Style edit box.

➤ If you enter a style without first selecting to Insert, you will be prompted to add the style. At the prompt, press <Enter> or click on the Yes button to continue.

3 Enter the style code (up to 15 alphanumeric characters; no spaces) that you are assigning to the product. The cursor jumps to the Description edit box.

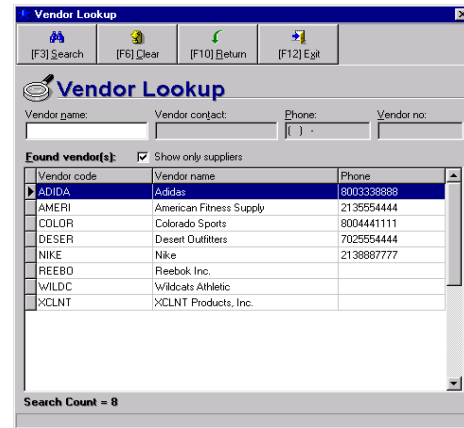
Note: The following punctuation marks are permissible in the Style edit box: @ () ~ \ \$ ^ - + = _ { } [] ,

➤ The style is generally the number assigned by the manufacturer, but it does not have to be. Since the style number is unique by vendor, you can use the same style number multiple times, but each use must be with a different vendor.

4 Enter the description you are assigning to the product. This description displays at POS. The cursor jumps to the Vendor combo box.

5 Enter the vendor code, or click on the down arrow button or the “?” button to search for the vendor.

If you click on the down arrow button, a drop-down list of all vendors in the file displays. If you click on the “?” button, a Vendor Lookup window displays:



➤ The Vendor Lookup window lets you search for the vendor by entering the Vendor name, Vendor contact, Phone, or Vendor no. and then clicking the Search button or pressing <F3>. A convenient feature of this search window is the ability to filter out any vendors who are not product suppliers, such as utility companies. The Show only suppliers option box is selected by default to display only those vendors who have been specified in their vendor record to be suppliers. To display all vendors regardless of vendor type, click in the option box to remove the check mark. Use the Clear button or press <F6> to refresh the screen after conducting a search. When the correct vendor is located, double-click on the record, or click on the record to highlight it and click the Return button or press <F10>. The vendor code will display in the Vendor field.

➤ A warning will display if you enter a duplicate style and vendor.

The cursor jumps to the Model ID field.

6 Enter the model ID for the item.

➤ The Model ID field is used for apparel-oriented items. You may also store the manufacturer’s part numbers here for hardgood items if you have not put them in the Style field. The model ID displays in the first column on the P.O.; thus, this is a good place to put the vendor’s code that represents the item.

➤ The Web Item option box is applicable to CAM’s iSTAR total e-commerce solution for retailers.

7 In the Type combo box, accept the default of Normal, or click on the down arrow button and select the product record type from Gift Card, Gift Certificate, Kit, or Open PLU as applicable.

➤ The Kits button is active after the product has been saved as a kit, and opens the Kit Maintenance option.

8 Continue entering the general product information

into each of the combo boxes. Each product record is required to have entries in the *Style*, *Description*, *Vendor*, *Size Code*, and *Color* fields.

➤ *Click on the down arrow button or the “?” button or press the <?> key on your keyboard to search for valid entries for each field.*

9 The *Tax* combo box defaults to Default Tax. To select another tax type, click on the “?” button or press the <?> key to display a Quick Search list and click on your selection to highlight it. Click on the Ok button or press <F10>.

Entering Pricing Information

1 With the cursor in the *Cost* edit box, enter your cost of the product. The cursor jumps to the *GP %* edit box, and the *Landed Cost* edit box displays the cost just entered. (*Landed Cost* will update automatically as products are received and shipping costs are distributed. The Landed Cost formula is $LC = \text{cost_price} + (\text{freight} + \text{duty} + \text{other on last receiver}) \div n$ items). If the item is an open PLU, enter **1.00** as the cost for the purpose of calculating gross profit.

➤ *For reporting purposes, the Cost entered in the product record is used to calculate COGS (cost of goods sold).*

2 Enter the gross profit percentage that you expect to earn on the product in the *GP %* field. The retail price is calculated and displayed in the *Price* edit box. In addition, the *Markup* edit box automatically fills in with the calculated difference between the *Cost* (your cost) and the *Price* (selling price).

➤ *You can also enter just the Cost and the Price. When you do this, the gross profit percent (GP %) will automatically calculate and display.*

➤ *A ‘push pin’ icon will display next to the Price field if price levels are used for the current style.*

3 Enter the *Compare At* price of the product, if applicable. The cursor jumps to the *XY Price* edit box.

4 Enter the X for Y selling price of the product, if applicable.

5 The *Original Retail* field can be modified, if necessary. If you change the original retail price, you will be prompted whether you want to take a permanent mark-down; click Yes or No.

6 If the product is not subject to a sales commission,

click in the *Commissionable Item* option box to deselect it.

7 If using cases, click on the down arrow button in the *Case Info* combo box and make a selection from the drop-down list, or click on the “?” button to select a case template from the Quick Search window.

➤ *Refer to the Case Templates option in Chapter 3: Maintenance for more information on cases.*

8 If a case has been specified, click on the Modify Pack Cost button to display the Maintain Product Cases window.

Product Information	
Style	2004 Running Shoe
Vendor	NIK NIKE
Department	SHOES SHOES
Class	RUN-W
Subclass	
Cost	\$32.29 Price \$64.50 Gross Margin 50%

Case Type Information			
Line Name	Qty	Each Cost	Case Cost
2 dozen	24	\$32.29	\$774.96

From this window, you can modify the cost by individual unit or by case, and you can print a product case information sheet.

9 The *Update Price on Cost Change* option box is selected by default. Click to remove the check mark if you do not want the price to be automatically recalculated and updated when the cost is changed.

10 The *Use Price Rounding* option box is selected by default. Click to remove the check mark if you do not want to use price rounding with this product.

11 Press <Enter>. The cursor jumps to the *Model Inv* field in the Product Size Information grid.

➤ *The Avg Cost, Qty Last Recd, and Date Last Recd fields automatically update as the product is ordered and received. (The Average Cost formula is $AC = (\text{old average} * \text{on hand}) + (\text{received cost} * \text{items received}) / \text{new on hand}$). The Qty Last Recd field will display the total received for that style on the day shown in the Date Last Recd field for all stores or the main store. For remote stores, the Qty Last Recd will be for that store only. The On Sale Until date and Sale Price will display if you set up a scheduled price change that includes an end date in the Price Changes option. Refer to Chapter 1 - Inventory: Price Changes for complete detail.*

➤ *Note regarding products with multiple colors and sizes: If, for example, 50% or more of the average costs/prices/original retails etc. in the Store Stock Management grid are \$50.00, then \$50.00 will display in Product Maintenance. If there is a “tie” (50% are \$50.00 and 50% are \$45.00), the lower value will display (\$45.00 in this case).*

Entering Product Size Matrix Information

Product size information displays automatically in the Product Size Information grid when you enter the size code in the *Size Code* combo box.

1 With the cursor in the *Model Inv* field, enter the model inventory quantity to maintain. The cursor jumps to the *SKU* field.

2 If you did not create SKUs while defining your department codes, you can create those SKUs now. Simply enter the SKU number you want to attach to the first product size.

3 Continue entering model inventory numbers and SKUs as applicable.

4 The system automatically attaches a *UPC* number to each product size in the grid. If you want to attach a second *UPC* to each size, click in the *2nd UPC* field in the grid and enter the applicable number. This second *UPC* is stored in a *UPC Alias Table*. You can change this number either through the Product Maintenance screen or through the *Alias Table* option under the Maintenance menu.

➤ *If a size code has sizes and subsizes, a UPC will be assigned to each size/subsize combination.*

While you are entering new product information (and before you save that information), you can change the *Model Inv*, *2nd UPC*, and *SKU* fields. Once you save the product record, however, you can only make changes to the *Model Inv* and *2nd UPC* fields.

➤ *The NWI option box is applicable to CAM’s i.STAR total e-commerce solution for retailers.*

➤ *You can also create and maintain model stock levels using the Store Stock Management option.*

Displaying a Picture in the Inventory Product Record

To display a product picture in the inventory product record, click on the Add button at the bottom of the Product Picture box. An Import Picture File dialog box

displays for you to select the picture file to attach to the record. Click on the Remove button to remove the picture from the record.

➤ *Most .JPG and .GIF files can be displayed in the record.*

Copying an Existing Record with a New Style

The Copy feature in the inventory product record lets you easily copy an existing (saved) record and attach a new style code. It also lets you to make changes to the other detail in the record as necessary.

1 With the product record displayed, click on Product on the menu bar and select Copy.

2 The active record detail is copied, and the *Style* field is blank. Enter the information and make any other changes as necessary.

3 Click on the Save button or press <F10> to save the new record.

Copying an Existing Record and Adding a New Color

1 With the product record displayed, click on the Color button or press <F8>. The cursor displays in the *Color* combo box.

2 Enter the new color code. Click on the down arrow button or the “?” button or press the <?> key on your keyboard to search for the color.

3 Make changes to the *Model Inv* and *SKU* fields as necessary.

4 Click on the Save button or press <F10>. The new color is attached to the product record. You can verify the information by clicking on the down arrow button in the *Product Colors* field.

Additional Function Key Options

Function Key	Description
<F2> Add	Adds a new code (e.g., department, fabric, etc.). A maintenance code table or setup screen for the field where you selected to add will display.
<F3> Search	Displays the Product Search screen and performs a search for specific information. Refer to the Product Inquiry option in this chapter for instruction on using this feature.
<F6> Cancel	Clears all entries made prior to saving. The prompt, “You have chosen to cancel your

input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.

- <F7> Delete Deletes the active inventory record. A prompt displays for you to confirm the action. Press <Enter> or click on the OK button to continue.
- <F12> Exit Closes the Product Maintenance option and returns you to the main menu.

➤ *You cannot delete a product record that has ties to unposted physical history. A warning message will display if you attempt to do so. Click on the OK button to continue.*

Maintaining Inventory Records

Once inventory product records are created, the following function key options and maintenance features are available:

Saving the Product Record

Once all of the information is entered in the Product Maintenance screen, click on the Save button or press <F10>. The product record is saved and you are ready to create the next record.

➤ *If the product record is a kit, the Kit Maintenance option will open. Refer to that option in this manual for instructions.*

Printing a Product Report

When you click on the Report button or press <F11>, the Product List Report screen displays. Refer to Chapter 4 - Reports: Product List for complete detail.

Viewing Inventory Stock Status Detail

1 With a product record displayed, click on the Stock button or press <F9>. The Store Stock Management window displays.

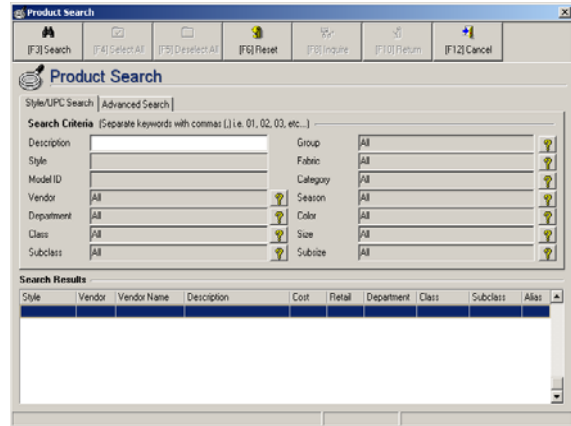
2 Select the criteria type to view the store stock management detail by clicking on the down arrow button in the *Type* combo box under Update Criteria. Available types to view include Minimum Model Stock Inventory, Minimum Quantity, Maximum Quantity, Unit of Measure, Pack Quantity, Discount, On Hand, On Order, Quantity Committed, Sold To Date, Average Cost, and Quantity Intransit from Warehouse.

3 Click on the Exit button or press <F12> to close the window and return to the Product Maintenance screen.

Viewing Multiple Product Records

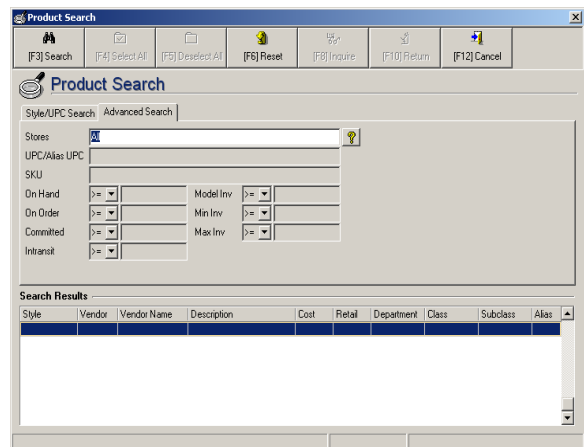
You can easily scroll through multiple selected product records by following these steps.

1 With the Product Maintenance screen displayed, click on the Search button or press <F3>. The Product Search window displays.



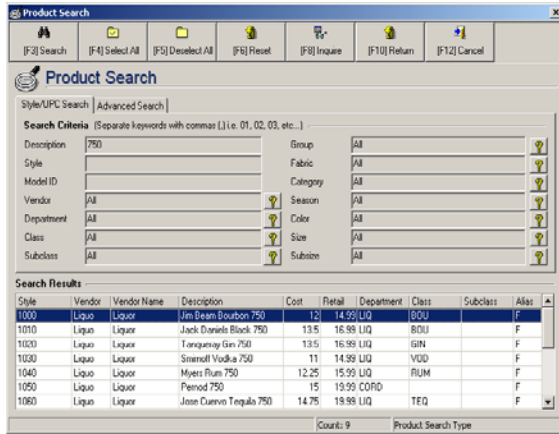
2 Under Search Criteria, enter a partial or complete *Description*, *Style*, and/or *Model ID* of the product you want to inquire on. In the *Vendor* through *Subsize* combo boxes, type in search data, or click on the “?” buttons and make selections from the windows that display to further focus in on your product.

3 Click on the Advanced Search tab to select additional search criteria.



4 In the *Stores*, *UPC/Alias UPC*, and *SKU* edit boxes, enter the appropriate data to help narrow the search. The “?” button at the end of the *Stores* edit box displays a window to help you select the stores. In the *On Hand*, *On Order*, *Committed*, *Intransit*, *Model Inv*, *Min Inv*, and *Max Inv* edit boxes, you can enter a value, then select an operator from the drop-down list to specify equals, less than, greater than, etc.

5 Click on the Search button or press <F3> to return the results of the search to the grid, as in this example.



➤ You can rearrange the order of the columns by clicking and dragging them within the grid. You can also sort the detail in ascending or descending order by clicking on the column headings on any of the tabs.

6 In the Search Results grid, click on multiple lines to select them. As you click on the lines, the text is bolded to indicate that the styles have been selected. To select all of the lines quickly, click on the Select All button or press <F4>. To unselect all lines, click on the Unselect All button or press <F5>.

7 Click on the Return button or press <F10>. The Product Maintenance screen displays for the first selected product.



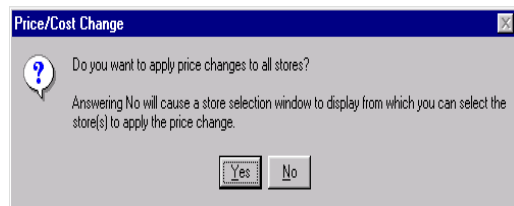
8 Note the arrow buttons to the right of the screen title, “Product Maintenance.” Click on the buttons to scroll back and forth through the selected products. A count of the products being displayed is also shown (e.g., 1 of 7).

Changing the Retail Price

When you change the retail price in Product Maintenance, the new price goes into effect immediately. If you want the price change to take effect later, or for a temporary time period, or if you want to change the price for multiple products at once, use the Inventory> Price Changes option.

1 With the product record displayed, click in the *Retail Price* field and enter the new price.

2 Click on the Save button or press <F10>. This message displays:



If you click on the Yes button, the new retail price will be in effect for all stores.

If you click on the No button, the Store Selection List will display. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

Taking Permanent Markdowns

The Permanent Markdown feature lets you change the original retail price for an item. There are two reasons for doing this:

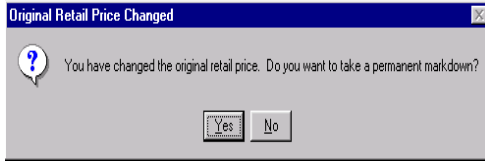
- To write down the value of an item in order to reduce its value in the general ledger and free up more open-to-buy dollars. For example, a sweater worth \$100 during the winter season is only worth \$40 once summer comes. By changing the original retail price to \$40, the difference of \$60 is taken off the books and added back into open-to-buy.
- To correct a mistake made in entering the price during the creation of a new item. For example, the retail price on a new item was entered as \$800 instead of \$80.

Permanent markdown units, dollars marked down, and dollars marked down per unit can be selected as columns for reporting purposes in Report STAR.

To take a permanent markdown on an item:

1 With the product record displayed, click in the *Original Retail* edit box and enter a new value.

2 Click on the Save button or press <F10>. This prompt displays.



3 Click on the Yes button to write down the value of the item and reduce its value in the general ledger. Click on the No button if you are correcting a mistake made when the price was initially entered.

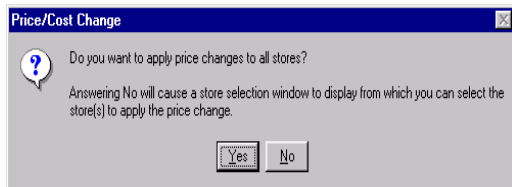
Correcting an Incorrect Price

If you've accidentally entered an incorrect price for an item, follow these steps to correct the product record.

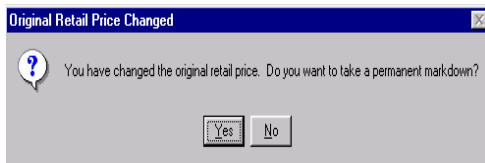
1 With the product record displayed, click in the *Price* field and enter the correct retail price.

2 Click in the *Original Retail* field and enter the correct original price.

3 Click on the Save button or press <F10>. This message displays:



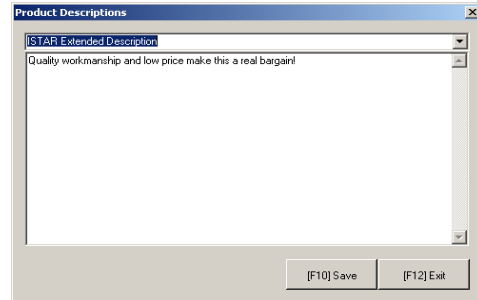
4 Click on the Yes button. This prompt displays next:



5 Click on the Yes button.

Viewing Extended Descriptions

If the product has a long description entered on the i.STAR Description tab in the Inventory>Internet Sales Product Setup option, a 'push pin' icon will display above the *Description* field. Click on the icon to view the extended description.

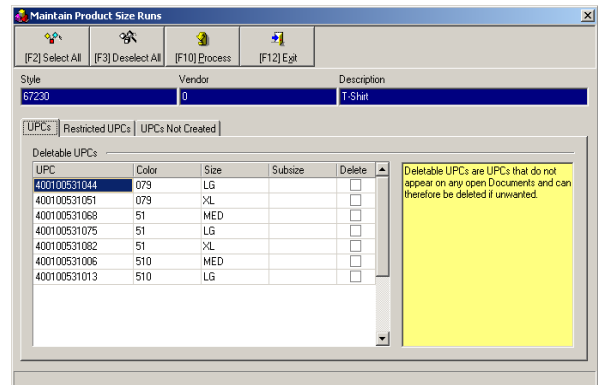


You can make changes to the description, then click on the Save button or press <F10>. Click on the Exit button or press <F12> to close the Product Descriptions window.

Deleting Individual UPCs

UPCs that do not appear on any open document can be deleted if unwanted. To do this:

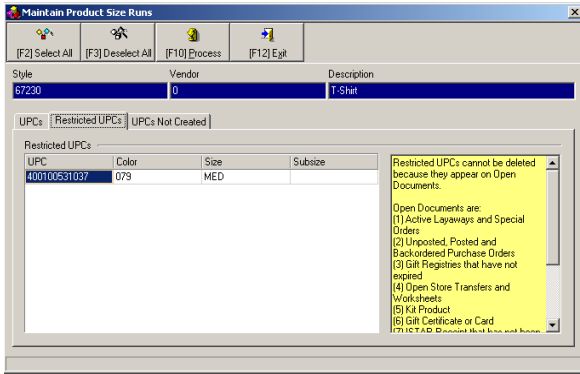
1 With the product record displayed, click on Sizes on the Office toolbar, then select Maintain Product Size Run. A window similar to this displays:



2 UPCs that can be deleted display in the Deletable UPCs grid. UPCs can be selected for deletion individually by clicking in the *Delete* option box at the end of the appropriate lines. Click on the Select All button or press <F2> to select all UPCs, or click on the Deselect All button or press <F3> to deselect the selected UPCs.

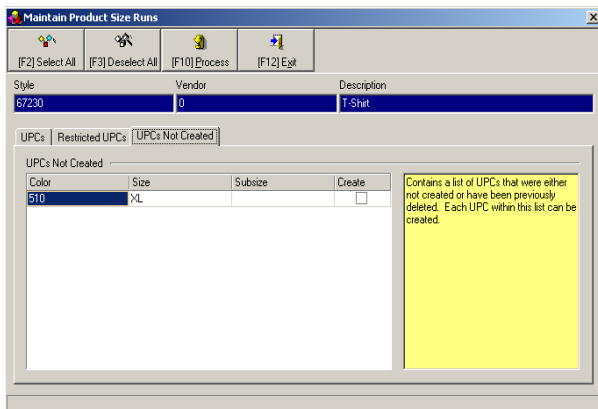
3 When you are satisfied with your selections, click on the Process button or press <F10> to begin the deletion process. A meter displays at the bottom of the window as the size run changes are processed.

4 Click on the Restricted UPCs tab to view UPCs that cannot be deleted.



5 The UPCs displayed on this tab cannot be deleted because they appear on open documents, such as: active layaways and special orders; unposted, posted, and backordered purchase orders; unexpired gift registries; open store transfers and worksheets; kit products; gift certificates and gift cards; i.STAR receipts that have not been imported into Accounting; and open sales orders and invoices. The UPCs can only be deleted if the documents to which they are attached are closed or removed.

6 Click on the UPCs Not Created tab to view a list of UPCs that have not been created or that have been previously deleted.



7 Each UPC in this list can be created. UPCs can be selected for creation individually by clicking in the *Create* option box at the end of the appropriate lines. Click on the Select All button or press <F2> to select all UPCs, or click on the Deselect All button or press <F3> to deselect the selected UPCs.

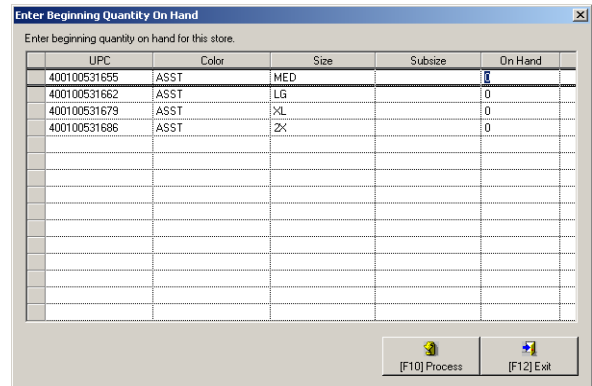
8 When you are satisfied with your selections, click on the Process button or press <F10>. A meter displays at the bottom of the window as the size run changes are processed.

9 Click on the Exit button or press <F12> to close the Maintain Product Size Runs window.

Entering Beginning Quantity On Hand

To enter a beginning quantity on hand quickly for a newly created and saved item, follow these steps. You can only enter the on hand for the current store.

1 With the product record displayed, click on Tools on the Office toolbar, then select Enter Beginning Quantity On Hand. A window similar to this displays:



2 Enter the *On Hand* quantity for each UPC/color/size/subsize.

3 Click on the Process button or press <F10> to update the inventory levels. The prompt, “Beginning Inventory has been saved and processed” displays. Click on the OK button to close the Enter Beginning Quantity On Hand window.

Printing Barcode Tags

Barcode tags can be printed directly from Product Maintenance once you have entered and saved a new product record or reopened an existing product record. Refer to the Tag Printing for Products section under Printing Tags in Inventory and Purchasing Submenu Options in Appendix A - Tag Printing for instruction.

Additional Menu Bar Options

In addition to the function key options described above, these Menu Bar options are available:

Option	Feature	Hot Keys	Description
Product Search		<F3>	Displays a Product Search screen.
Copy		<Ctrl+C>	Copies a product record.
Next Product		<Ctrl+F8>	Displays the next selected product record when multiple products are selected.
Prior Product		<Ctrl+F9>	Displays the previous selected product record when multiple products are selected.
Inquire		<Ctrl+Q>	Accesses the Product Inquiry option.
Clear Scroll List		<Ctrl+B>	Clears all but the currently displayed product record when multiple products are selected.

	Show Prod. Audit Info		Displays the dates the product was created and last modified, as well as the last user to modify the record.
	Insert	<F6>	Inserts (adds) a new record.
	Delete	<F7>	Deletes a record.
	Save	<F10>	Saves the record.
	Add Picture	<Ctrl+U>	Adds a picture to the record.
	Remove Picture	<Ctrl+V>	Removes (deletes) a picture.
	Add Code	<F2>	Adds a tax table.
	Modify Pack Cost	<Ctrl+Y>	Displays the Maintain Product Cases window.
	Tags	<F5>	Prints tags.
	Report	<F11>	Accesses the Product List Report.
	Exit	<F12>	Exits (closes) the screen.
Sizes	Colors	<F8>	Adds a new color to the record.
	Modify Model Inv	<Ctrl+M>	Modifies the model inventory figures.
	Modify 2 nd UPC	<Ctrl+O>	Modifies the 2 nd UPC numbers.
	Next Product Color	<Ctrl+N>	Displays the next color/sizes in the grid.
	Prior Product Color	<Ctrl+P>	Displays the previous color/sizes in the grid.
	Maintain Prod. Size Run		Displays the Maintain Product Size Runs window (not available from remote(s) in Retail STAR).
View	On Hand	<Ctrl+F1>	Displays quantity on hand through Store Stock Management option.
	On Order	<Ctrl+F2>	Displays quantity on order through Store Stock Management option.
	Sold to Date	<Ctrl+F3>	Displays qty sold to date through Store Stock Management option.
	Quantity Committed	<Ctrl+F5>	Displays qty committed through Store Stock Management option.
	Model Inventory	<Ctrl+F6>	Displays model inventory through Store Stock Management option.
	Hints	<Ctrl+H>	Turns on/off screen hints.
Tools	Alias Table	<Ctrl+A>	Accesses the Alias Table option.
	Product Notes	<Ctrl+E>	Accesses the Product Notes option.
	Prod. Sales Review	<Ctrl+R>	Accesses the Product Sales Review Report.
	Store Stock Mgmt.	<Ctrl+T>	Accesses the Store Stock Management option.
	Price Levels	<Ctrl+L>	Accesses the Price Levels option.
	Internet Sales	<Ctrl+I>	Accesses the Internet Sales Product Setup option.
	Prod. Setup		
	Odd Size Pricing	<Ctrl+S>	Accesses the Odd Size Pricing option.
	Reorder Point Calc.	<Ctrl+D>	Accesses the Reorder Point Calculation option.
	View Scorecard	<Ctrl+W>	Accesses Product Scorecard.
	Show Default Labels		Displays the default field labels.
	Show Label Aliases		Displays field label aliases.
	Save Label Aliases		Saves field label aliases after they are entered.
	Kits	<Ctrl+K>	Accesses the Kit Maintenance option.
	Enter Beginning Quantity On Hand		Displays the Enter Beginning Quantity On Hand window.

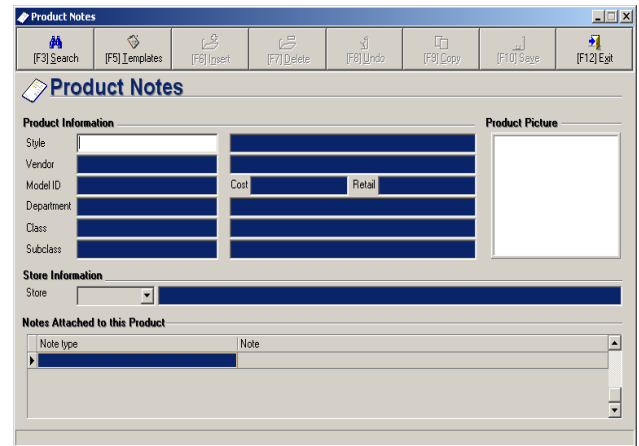
PRODUCT NOTES

The Product Notes option allows you to create and attach product-specific notes to individual inventory items, or to create template notes that can be attached to multiple inventory items. When you use the template feature, you can also customize the template note to include additional product-specific detail. Product note types include the following:

Note Type	Function
Extended Description	Adds an extended description to a product that displays at POS when you use the search function to select the product.
Suggested selling prompt	Displays a suggested selling prompt at POS when the product is sold.
Available to print from Tag Printing	Prints a product-specific note on a barcode tag.
Note to print on receipt	Prints a note on the customer's sales receipt.

To create product notes:

- 1 From the Inventory submenu, click on Product Notes.



Creating Individual Product Notes

Caution: Template notes will always override individual notes created. As an example, if you create an “Extended Description” note as described in this section, then create a template for an “Extended Description,” the template note text will override the text in the individual note created. You can add additional text to a template note. The additional text will apply to the specific product only and will not affect the actual template.

- 1 Click in the *Style* edit box, then enter the style code and press <Enter>. The description, vendor, model ID, cost, retail, department, class, subclass, store information, and product picture display.

Or

Click on the Search button or press <F3> to search for the style. The description, vendor, model ID, cost, retail, department, class, subclass, store information, and product picture display.

- 2 Change the store information, if necessary, by clicking on the down arrow button in the *Store* field and selecting another store.

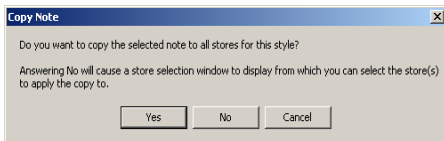
3 Click on the Insert button or press <F6>. The *Note type* field activates.

4 Click on the down arrow button in the *Note type* field and select a note type from the drop-down list that displays: Extended Description, Suggested selling prompt, Available to print on tags from Tag Printing, or Note to print on receipt.

5 Click in the *Note* field. A box will pop up to allow you to enter the note. After entering the note, click on the OK button to continue. The note displays in the grid.

6 Click on the Save button or press <F10>.

7 To copy the note to all stores for this style, click on the Copy button or press <F9>. This prompt displays:

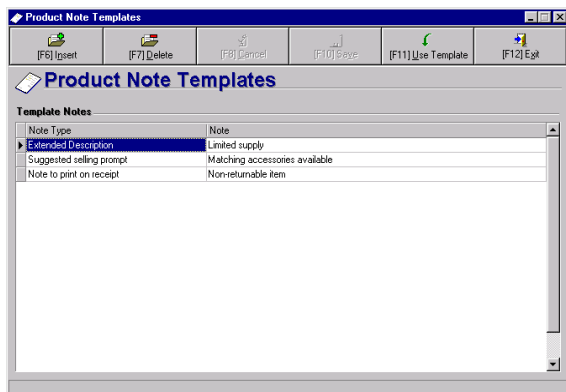


Click on the Yes button to copy the note to all stores, click on the No button to display a Store Selection List and select individual stores, or click on the Cancel button to close the prompt.

8 Click on the Exit button or press <F12> to close the Product Notes option and return to the main menu.

Creating Product Note Templates

1 Click on the Templates button or press <F5>. The Product Note Templates screen displays.



2 Click on the Insert button or press <F6>. The *Note Type* field activates.

3 Click on the down arrow button in the *Note Type* field and select a note type from the drop-down list that displays: Extended Description, Suggested selling

prompt, Available to print on tags from Tag Printing, or Note to print on receipt.

4 Click in the *Note* field. A box will pop up to allow you to enter the note. After entering the note, click on the OK button to continue. The note displays in the grid.

5 Click on the Save button or press <F10>.

6 Click on the Exit button or press <F12> to return to the Product Notes screen.

Using Product Note Templates

1 Click in the *Style* edit box, then enter the style code and press <Enter>. The style, vendor, model ID, cost, retail, department, class, subclass, store information, and product picture display.

Or

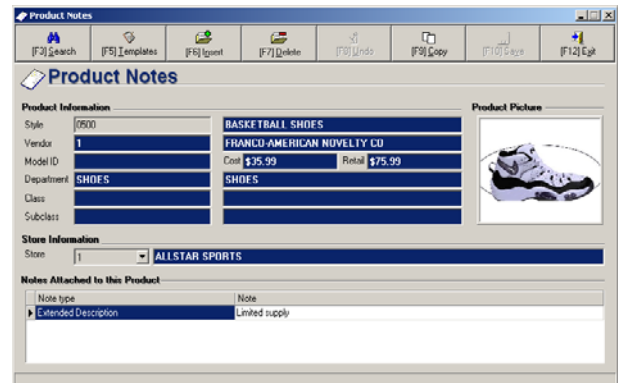
Click on the Search button or press <F3> to search for the style. The style, vendor, model ID, cost, retail, department, class, subclass, store information, and product picture display.

2 Click on the Templates button or press <F5>. The Product Note Templates screen displays.

3 Click to highlight the note type you want to attach to the specified style.

4 Click on the Use Template button or press <F11> to attach the template.

5 The Product Notes screen redisplay with the selected note displayed in the Notes Attached to This Product grid.



6 Click on the Exit button or press <F12> to close the Product Notes option and return to the main menu.

➤ *When Product Notes is selected in the Product Change By Range option, you must attach the template to each style in the list one at a time.*

Additional Function Key Options

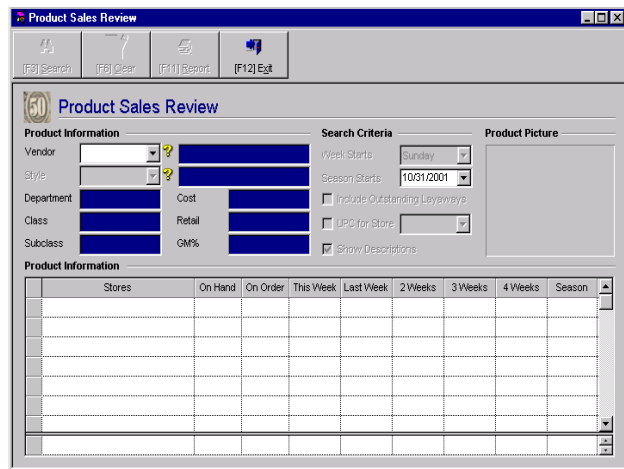
Function Key	Description
<F7> Delete	Deletes a selected product note or template note. When prompted, click Yes to delete or No to keep the note.
<F8> Undo	Clears all entries made prior to saving. The prompt, "Cancelling changes. Are you sure?" displays. Click Yes to cancel or No to keep your entries.

PRODUCT SALES REVIEW

The Product Sales Review report provides quantity on hand, quantity on order, and quantity sold detail for a selected vendor and product style. The sales detail is broken down by the current week, the previous four weeks, and by a "season" start date (if applicable). In addition, you can define the search criteria to display the detail by store name, store number, product UPCs, or product descriptions.

To create a Product Sales Review Report:

1 From the Inventory submenu, click on Product Sales Review.



2 Enter the *Vendor* code and press <Tab>, or click on the down arrow button or the "?" button or press the <?> key on your keyboard to search for the vendor code. The cursor jumps to the *Style* combo box.

3 Enter the *Style* code and press <Tab>, or click on the down arrow button or the "?" button or press the <?> key on your keyboard to search for the style. Once the style is selected, the *Department*, *Class*, *Subclass*, *Cost*, *Retail*, and *GM %* detail displays. If you attached

a picture to the product in the product record, the picture also displays.

4 Define the Search Criteria as follows:

Search Criteria	Description
Work Starts	The system uses this day to define the actual dates for each week's sales calculation (e.g., current week, last week, week 2, week 3, and week 4). To define, click on the down arrow button and select the day of the week from the list that displays.
Season Starts	If the product you selected has a specific selling "season," the system will use the date entered here to sort for and display the product quantities sold from the season start date to the current date. To define, click on the down arrow button and select the date from the pop-up calendar.
Include Outstanding Layaways	This option includes open layaways (not paid in full) in the quantity sold calculations. To define, click in (check) the option box to select it.
Filter On Store	The program defaults to displaying sales detail by store. Selecting this option will change the detail to display by individual product UPC. If you check this option box, you must also specify a store number. To define, click in (check) the <i>Filter On Store</i> option box to select it, then click on the down arrow button and select the store from the list that displays.
Show Description	The program defaults to displaying sales detail by store name. If this option box is not marked, only the store number displays. If you defined the search criteria to use the <i>UPC for Store</i> option, the sales detail displays by individual product UPC number if this option box is marked. If the option box is not marked, the detail displays by individual product description.

➤ *To display UPC numbers in the grid, select the Filter on Store option box and deselect the Show Descriptions option box.*

5 Click on the Search button or press <F3>. The results display in the grid. Once the detail is displayed, you can change the search criteria to display new detail.

6 Click on the Report button or press <F11> to display the search results in report form. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and choose Close Report to close the report window.

7 To select a new vendor and product, click on the

Clear button or press <F6>. A blank Product Sales Review screen displays.

8 Click on the Exit button or press <F12> to close the Product Sales Review option and return to the main menu.

REORDER POINT CALCULATION

Reorder Point Calculation is used to calculate inventory minimum and maximum stocking levels and/or model stock (accommodating both soft goods and hard goods environments), for any or all store locations based on the number of days you purchase for and sales history. It can identify items that increased or decreased by a specified percentage.

To use Reorder Point Calculation:

1 From the Inventory submenu, click on Reorder Point Calculation.

Inventory Stocking Parameters	Model Inv	Min Inv	Max Inv
Lead Time	0	0	0
Safety Stock	0	0	0
Days Stock	0	0	0
Total Stock	0	0	0
Minimums	1	0	1

2 In the *Template* combo box, enter the name of the template you are creating, or click on the down arrow button and make a selection from the drop-down list. A template saves you from having to reenter safety stock, dates, lead time, etc. The Default Template can be changed.

3 The *Suggest Model Inventory Reorder Points* option box is selected by default. Click in the box to remove the check mark if you do not want the system to suggest the model inventory reorder points.

4 The *Suggest Minimum and Maximum Inventory Reorder Points* option box is selected by default. Click in the box to remove the check mark if you do not want the system to suggest the minimum and maximum inventory reorder points.

5 The *Round Up Calculations* radio button is selected by default. If you want calculations to be rounded down instead of up, click on the *Round Down Calculations* radio button.

6 The option is defaulted to *Identify items that increased by 50 percent or more*. To change this calculation, click on the **50** to highlight it, then type in another percent. Items that increased by your specified percent will have their lines in the New column highlighted when the calculation is processed.

7 The option is defaulted to *Identify items that decreased by 50 percent or more*. To change this calculation, click on the **50** to highlight it, then type in another percent. Items that decreased by your specified percent will have their lines in the New column highlighted when the calculation is processed.

8 Under Sales Selection Criteria, click in the *Begin Date* and *End Date* combo boxes and type in the appropriate dates (e.g., MM/DD/YYYY) for which to perform the calculations, or click on the down arrow buttons to display calendars to help you select the dates.

9 Click in the *Include Open Receipts* option box if you want open receipts included in the calculation. Open receipts are defined as open layaways, open holds, open special orders or any receipts where partial payments have been received against a transaction.

➤ *Sales orders will not be included in the calculation.*

10 Under Inventory Stocking Parameters, enter the appropriate data in the Model Inv and/or Min Inv and Max Inv columns:

Lead Time - number of days between the date the order is written and the placement of the actual item on the shelf.

Safety Stock - how many days inventory you believe you may need on hand to prevent an out-of-stock condition which could result from vendor shortages or natural disasters that hinder the shipping process.

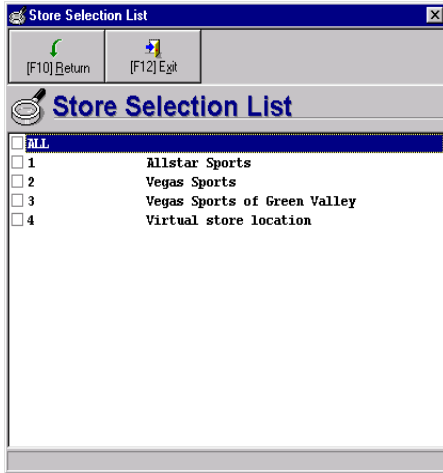
Days Stock - total number of days inventory on hand required to satisfy demand during normal reordering cycles.

Total Stock - total number of days supply needed to cover all conditions that could exist between reordering cycles.

Minimums - bare minimum of units you wish to keep on hand. This overrides the calculated minimum.

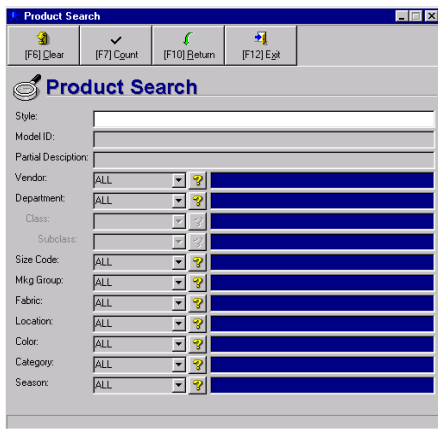
➤ As you enter values in the *Min Inv* column, the values in the *Max Inv* column increase by one by default.

11 Click on the Stores button or press <F3>, and the Store Selection List displays.



Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button. The selected store(s) display in the Stores list box under Process Filters. If you do not specify stores, “No Store Filter Applied” will display in the Stores list box and all stores will be included.

12 Click on the Products button or press <F4>, and the Product Search window displays.



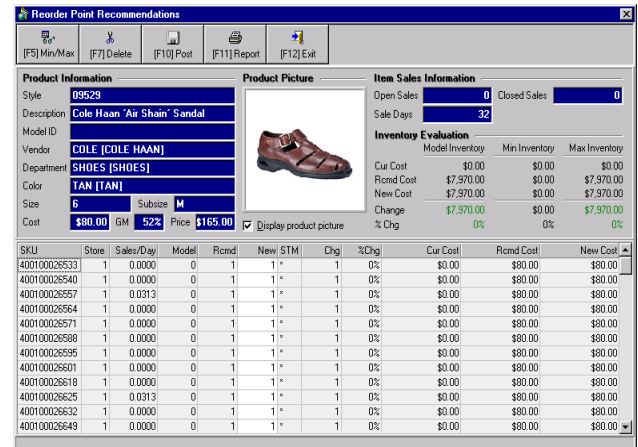
You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message will display indicating that no records were found. Click on the OK button or press <Enter>, then review and change the selections entered as applicable. For

example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (e.g., “Search criteria yields 12 UPCs”).

Once the product criteria is defined correctly, click on the Return button or press <F10>. The selected product information displays in the Products list box under Process Filters. If you do not specify products, “No Product Filter Applied” will display in the Products list box and all products will be included.

13 Click on the Process button or press <F9>.



This window shows the following information:

Product Information: Style, Description, Model ID, Vendor, Department, Color, Size, Subsize, Cost, GM, Price

Product Picture (Click in the *Display product picture* option box to remove the check mark if you do not want the picture displayed)

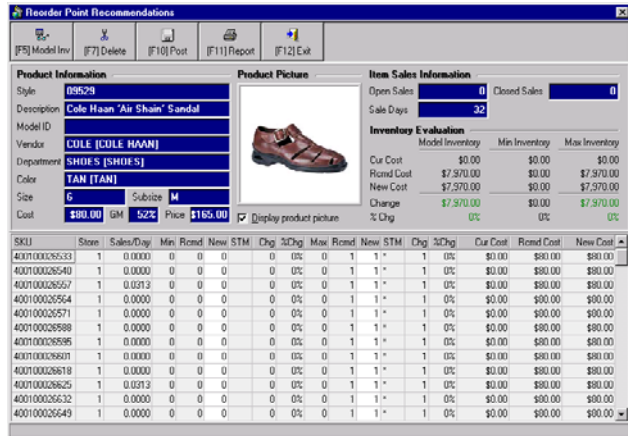
Item Sales Information: number of Open Sales, Closed Sales, and Sale Days

Inventory Evaluation: Current Cost, Recommended Cost, New Cost, Change in Cost, and Percent Change for Model Inventory, Minimum Inventory, and Maximum Inventory

➤ The change in cost and percent change figures display in green if the change is positive or in red if negative.

The grid includes these columns: SKU, Store Number, Sales/Day, Model Stock, Recommended Model Stock, New Model Stock, STM (Set to Minimum flag), Change, Percent Change, Current Cost, Recommended Cost, and New Cost.

14 Click on the Min/Max button or press <F5> to view the Min/Max calculations.

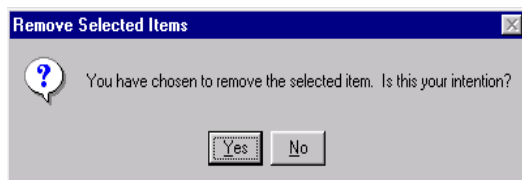


This window shows the same information as the previous window, except it includes separate columns for minimum and maximum Recommended Model Stock, New Model Stock, STM (Set to Minimum flag), Change, and Percent Change.

Note that when the Min/Max button was clicked or <F5> was pressed, the button changed to read Model Inv. Click it again to toggle back and forth between the two views.

15 Click in the minimum or maximum New column for a line to change the recommended reorder point, if necessary. The Chg, % Chg, and New Cost columns recalculate.

16 To delete a line from the grid, click on the line to highlight it, then click on the Delete button or press <F7>. Hold down the <Ctrl> button while clicking to select multiple items. The following message displays:



Click on the Yes button to continue.

17 Click on the Post button or press <F10> to update inventory with the new reorder points.

18 Click on the Report button or press <F11> to dis-

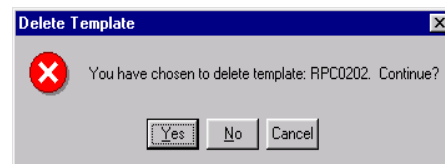
play the Reorder Point Calculation report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

19 Click on the Exit button or press <F12> to close the Reorder Point Recommendations window. After a System Cleanup message displays, you are returned to the main Reorder Point Calculation screen.

Reorder Point Calculation maintains a series of temporary files that it uses to enhance the calculations made to each inventory item. Clearing these files may take several minutes depending on the size of your current database.

20 Click on the Save button or press <F10> to save your template.

21 Click on the Delete button or press <F7> to delete a template. A message similar to the following displays.



Click on the Yes button to continue. The template is deleted.

22 Click on the Exit button or press <F12> to close the Reorder Point Calculation option and return to the main menu.

Additional Function Key Option

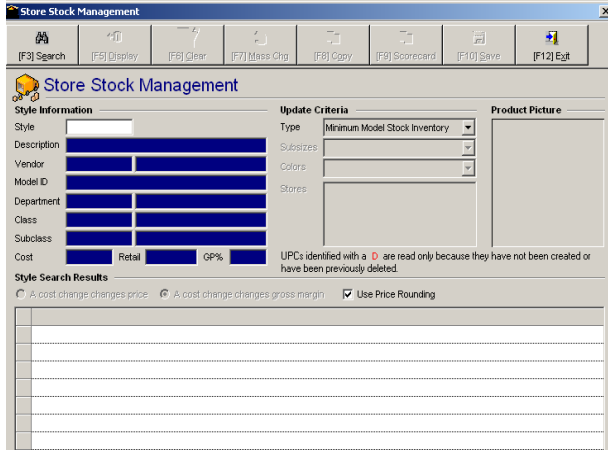
Function Key	Description
<F8> Reset	Resets all entries to their defaults.

STORE STOCK MANAGEMENT

Store Stock Management allows you to maintain minimum model stock inventory and to create the inventory levels for any store(s) that you have designated as a warehouse. The model stock levels that you create will be used by Model Stock Reorder to create POs automatically to maintain the on-hand stock levels. (You can also maintain on-hand stock levels in the item's inventory product record). In addition to maintaining Minimum Model Stock Inventory levels, you can enter, change, and view various other criteria. Remote stores can view stock for other stores, although they cannot make changes to other stores' stock.

Stock Management for Single-Store Locations

1 From the Inventory submenu, click on Store Stock Management.



2 Enter the *Style* code, or click on the Search button or press <F3> to search for the style. The remaining Style Information and the Update Criteria fields fill in, and the model stock detail from the inventory product record displays.

3 Click on the down arrow button in the *Type* combo box and select from the drop-down list.

You can enter or change these types: Minimum Model Stock Inventory, Minimum Quantity, Maximum Quantity, Unit of Measure, Pack Quantity, Discount, Carried at Warehouse, Bin Locations, Cost, Price, Gross Margin, Odd Size Markup Dollars, Odd Size Markup Percent, and Compare Price.

You can view these types: On Hand, On Order, Quantity Committed, Sold to Date, Average Cost, Quantity Intransit from Warehouse, Landed Cost, and Original Retail.

► *Minimum and Maximum Quantity and Carried at Warehouse are described in detail later in this option.*

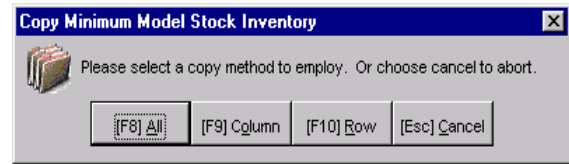
If Cost is selected, two radio buttons activate. The *A cost change changes price* radio button is selected by default; click in the *A cost change changes gross margin* radio button to select it if you want the gross margin to be adjusted rather than the price when the cost is changed.

4 With the cursor in the first store row and first size column, make adjustments as necessary to the model stock and press <Tab> to move to the next cell.

<F8> Copy Feature:

The Copy feature allows you to select the data from one cell in the grid and copy it to each cell in the column, each cell in the row, or all cells in the grid.

To use this feature, click on the number in the grid that you want to copy and click on the Copy button or press <F8>. A toolbar similar to the following displays.



Button

<F8> All

<F9> Column

<F10> Row

<Esc> Cancel

Results

Copies the selected number into all cells in the grid.

Copies the selected number into each cell in the column where the number was selected.

Copies the selected number into each cell of the row where the number was selected.

Closes the copy toolbar window.

5 After the adjustments are made, click on the Save button or press <F10>.

If the style has more than one color, click on the down arrow button in the *Colors* combo box and select (highlight) the next applicable color. Adjust this color's model stock by repeating Steps 3 through 5.

► *You can also use the <F7> Mass Chg button to copy the current cell to all stores, colors, and subsizes.*

6 If using price rounding, the *Use Price Rounding* option box is active and selected. This will cause the currently active price rounding method to be applied to the price when Price is selected from the *Type* combo box. Click to deselect this option box if you do not want to use price rounding here.

7 Once all adjustments are completed and saved, click on the Clear button or press <F6> to clear the screen. You can now search for the next inventory product style.

8 Click on the Exit button or press <F12> to close the Store Stock Management option and return to the main menu.

► *The <F5> Display button is used in multi-store environments.*

► *A red "D" in the grid indicates that the UPC is read-only because it has not been created or it has been previously deleted through Product Maintenance.*

➤ Refer to Appendix F for information on the <F9> Scorecard feature.

Stock Management for Multi-Store Locations

This is where you set up store-specific pricing.

➤ Only the Main store can create minimum model stock for all locations.

Stock management for multi-store locations uses the same steps as detailed for single-store locations, with the following exceptions:

Displaying Product Detail in the Grid

You can display product detail in the grid by all store locations, multiple store locations, or by individual store locations as follows:

Displaying by All Store Locations

When you enter a product style, the grid default is used in which each store location displays down the left side of the grid, the product's sizes display across the top of the grid, and the Update Criteria displays the first subsize and color from the product's inventory record.

To display model inventory for each of the product's sizes, subsizes, and colors:

- 1 Click on the down arrow button in the *Subsizes* combo box and select the applicable subsize.
- 2 Click on the down arrow button in the *Colors* combo box and select the applicable color.
- 3 Click on the Display button or press <F5> to refresh the grid.
- 4 Repeat Steps 1 through 3 to display all sizes and subsizes for each of the product's colors.

Displaying by Multiple Store Locations

- 1 Click on the down arrow button in the *Subsizes* combo box and select the applicable subsize.
- 2 Click on the down arrow button in the *Colors* combo box and select the applicable color.

3 Click on (highlight) each of the store locations to display in the *Stores* list box under Update Criteria.

4 Click on the Display button or press <F5> to refresh the grid.

5 Repeat Steps 1 through 4 to display all sizes and subsizes for each of the product's colors.

Displaying by Individual Store Locations

1 Click on (highlight) the applicable store location in the *Stores* list box under Update Criteria.

2 Click on the Display button or press <F5>. The selected store's model inventory displays in the grid with subsizes down the left side of the grid and product sizes across the top of the grid.

Setting Up Minimum Quantity and Maximum Quantity

Minimum Quantity and Maximum Quantity let you set both minimum and maximum limits for model stock inventory. They work together to establish which items need to be reordered, as well as how many need to be reordered. This function is controlled by the *Use Min/Max for Ordering* option box in Purchasing>Model Stock Reorder. To determine the items and quantities to order, these formulas are applied:

(a) The Current Inventory Level for the item is calculated as:

$$\text{Current Inventory Level} = (\text{On Hand} + \text{On Order}) - \text{Committed}$$

(b) Determine whether the item is an order candidate by the calculation:

$$\text{Candidate} = \text{Minimum Quantity} - \text{Current Inventory Level} \quad (\text{where Candidate} > 0).$$

(c) The amount to order is calculated as:

$$\text{Order} = \text{Maximum Quantity} - \text{Current Inventory Level}.$$

For example, suppose you have these values for an item:

On Hand	3
On Order	4
Committed	1
Minimum Quantity	10
Maximum Quantity	20

(a) Current Inventory Level = $(3 + 4) - 1 = 6$

(b) Candidate = $10 - 6 = 4$

Since $4 > 0$, more items need to be ordered.

(c) Amount to Order = $20 - 6 = 14$

In this case, the program will automatically order 14 of the item.

To set minimum and maximum quantity levels:

1 With the Store Stock Management screen displayed, enter the style code in the *Style* edit box. The product detail displays.

2 In the Update Criteria area, click on the down arrow button in the *Type* combo box and select Minimum Quantity from the list that displays.

3 Accept the *Subsizes* displayed, or click on the down arrow button and select the applicable subsize from the list that displays.

4 Accept the *Color* displayed, or click on the down arrow button and select the applicable color from the list that displays.

5 Accept the *Stores* displayed (defaults to display all stores), or click on the stores to deselect the ones you do not want included.

6 In the grid, define the minimum quantity for each size and store. Use the <F8> Copy feature described earlier in this option, if necessary.

7 Click on the Save button or press <F10>.

8 In the Update Criteria area, click on the down arrow button in the *Type* combo box and select Maximum Quantity from the list that displays.

9 In the grid, define the maximum quantity for each size and store. Use the <F8> Copy feature described earlier in this option, if necessary.

➤ *If you set the maximum quantity to zero (to prevent automatic reordering), the minimum quantity will change to -1.*

10 Click on the Save button or press <F10>.

11 Click on the Exit button or press <F12> to close the Store Stock Management option and return to the main menu.

Setting Up Warehouse Stock

Warehouse stock is set up by style, size/subsize, and color by defining that it is “carried at the warehouse.”

To set up inventory products as warehouse stock:

1 With the Store Stock Management screen displayed, enter the style code in the *Style* edit box. The product detail displays.

2 In the Update Criteria area, click on the down arrow button in the *Type* combo box and select Carried at Warehouse from the list that displays.

3 Accept the *Subsizes* displayed, or click on the down arrow button and select the applicable subsize from the list that displays.

4 Accept the *Colors* displayed, or click on the down arrow button and select the applicable color from the list that displays.

5 In the grid, click on the warehouse store line to select it, then enter **Y** for Yes in each of the applicable size columns.

6 Click on the Save button or press <F10>.

7 Continue defining warehouse stock by repeating Steps 1 through 6.

8 Click on the Exit button or press <F12> to close the Store Stock Management option and return to the main menu.

Transfers

To transfer inventory items between stores, you can create “quick” transfer packing slips using the Transfer to Store option, or create more detailed transfers using the Transfer WorkSheet option. In the Transfer WorkSheet option, you can further define to transfer the items based on predefined distribution, equal distribution, or consolidated distribution.

Transfers do not require approval unless you are creating a transfer on behalf of another store in your chain. Any store in a multi-store system can create transfers on behalf of any of the other stores. As an example, if you are Store 3, you could create a transfer “from” Store 2 “to” Store 5. However, transfers of this type require approval by the “from” store (Store 2). Once the

“from” store approves the transfer, the actual transfer can be completed, and the “from” store’s inventory on hand will be updated. Transfer approvals are processed through the Transfer Approval option. The Utilities> Program Setup Transfer options control these functions; refer to that section of this manual for additional information.

Once the transfer is created and approved (as required), use the Transfer Receiving option to receive the transferred items. You can receive items in full or in part.

TRANSFER APPROVAL*

* *This option is only available in Retail STAR.*

Transfer Approvals are required when one store creates a transfer on behalf of another store. For example, if you are Store 3 and you create a transfer from Store 2 to Store 5, the “from” store (Store 2) is required to approve the transfer from their store before the transfer can occur. Once the “from” store provides approval, the transfer can be completed and the “from” store’s inventory on hand will be updated.

➡ *During the approval process, transfer information remains in a hold file allowing access to the information until the transfer process is complete.*

To approve a transfer:

1 From the Inventory submenu, click on Transfer Approval.

2 Enter the number of the *Packing Slip* to approve, or click on the down arrow button or the “?” button and select the applicable packing slip from the list that displays. (You can also click on the Search button or

press <F3> to conduct a search and select the packing slip from the search results). The selected packing slip detail displays. Note that the *Approved* field is defaulted to displaying the same quantity as the *Transferred* field. This allows you to approve the total transferred quantity immediately. You can also approve a different quantity by approving each individual item to be transferred.

If you are approving the total transferred amount, continue with Steps 3 and 4.

3 Click on the Transfer button or press <F5>. The prompt, “Do you want to approve this transfer?” displays.

4 Click on the Yes button. The transfer is approved, the inventory on hand values are updated, and a Store Transfer worksheet displays. This worksheet provides the packing slip detail, the quantities to be transferred, and a blank *Ship* field that can be used to indicate the actual number shipped. You can print the worksheet, or click on the Close button to close the report and return to the Transfer Approval screen.

If you are approving individual transfer amounts, continue with Steps 5 through 9.

5 Click on the Sizes button or press <F8>.

When this screen first displays, the transfer detail is in the Report View mode. You can display the detail in a matrix view mode by clicking on the Matrix View tab.

To make changes to the approved quantities in either view:

6 In the Report View mode, double-click in each of the applicable lines in the *Approval* field and enter the correct quantity approved for transfer.

Or

In the Matrix View mode, double-click on each quantity to change, then enter the correct quantity approved for transfer.

7 Once all changes have been made (in Step 6), click on the Save button or press <F10>. The changes are saved and you are returned to the Transfer Approval screen.

8 Click on the Transfer button or press <F5>. The prompt, “Do you want to approve this transfer?” displays.

9 Click on the Yes button. The transfer is approved, the inventory on hand values are updated, and a Store Transfer worksheet displays. This worksheet provides the packing slip detail, the quantities to be transferred, and a blank *Ship* field that can be used to indicate the actual number shipped. You can print the worksheet or click on the Close button to close the report and return to the Transfer Approval screen.

10 Click on the Exit button or press <F12> to close the Transfer Approval option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Del Tran	Deletes the current packing slip. The prompt, “Delete the current packing slip?” displays. Click Yes to delete or No to cancel.
<F10> Tags	Lets you print tags for transferred items. Refer to Appendix A - Tag Printing for instruction.

➤ Refer to Appendix F for information on the <F4> Scorecard feature.

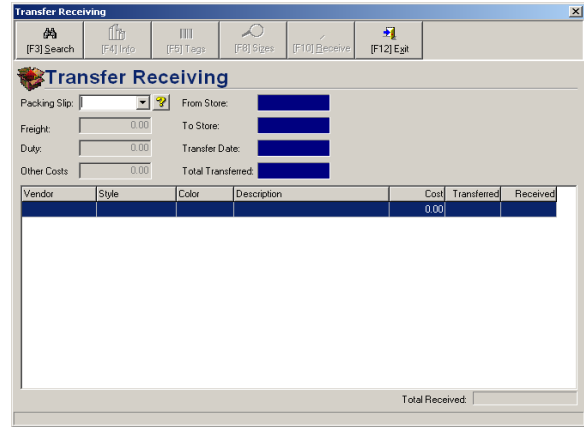
TRANSFER RECEIVING*

* This option is only available in Retail STAR.

Transfer Receiving is used to receive items that have been transferred. During the receiving process, transfer information remains in a hold file allowing access to the information until the transfer process is complete.

To receive transferred items and update your inventory files:

1 From the Inventory submenu, click on Transfer Receiving.

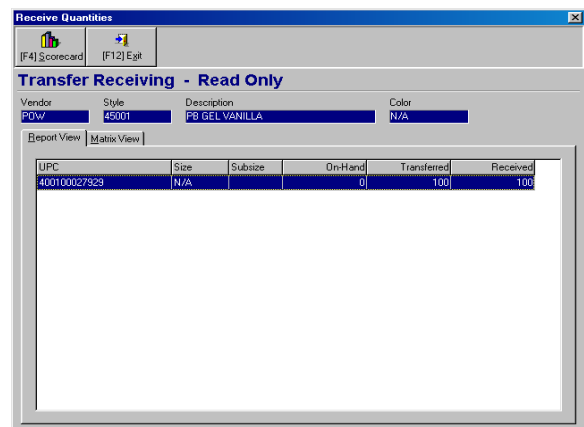


2 Enter the *Packing Slip* number to receive, or click on the down arrow button or the “?” button to select the packing slip from the list that displays. (You can also click on the Search button or press <F3> to conduct a search and select the packing slip from the search results). Once the correct packing slip is selected, the transfer information fills in.

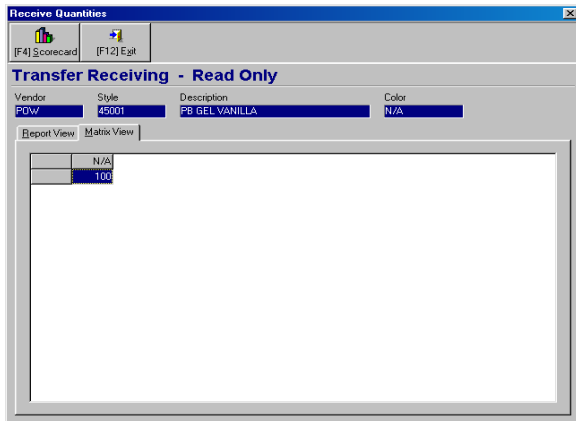
➤ If you try to receive a transfer that has already been received, the message, “Packing slip XXXX has already been received and cannot be received again” will display. Click on the OK button or press <Enter> to continue.

➤ You can only receive the transfer in full through this option. If you want to receive a partial order, you must receive the entire order here, then enter a manual adjustment through the Inventory>Adjust Levels option.

3 To view details for the transfer, click on the Sizes button or press <F8>. The Transfer Receiving - Read Only window displays in Report View.

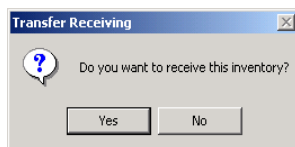


Click on the Matrix View tab to see the details in Matrix View.



4 Click on the Exit button or press <F12> to close the Transfer Receiving - Read Only window and return to the Transfer Receiving window.

5 To receive the transferred items into inventory, click on the Receive button or press <F10>. This prompt displays.



Click on the Yes button or press <Enter>. A Transfer Receiving Report displays. The report includes packing slip information and product detail. You can print the report by clicking on the printer icon or close the report by clicking on the Close button. When you click on the Close button in the Transfer Receiving Report, the active Transfer Receiving screen closes and a new Transfer Receiving screen displays.

6 After all transfers have been received, click on the Exit button or press <F12> to close the Transfer Receiving option and return to the main menu.

Additional Function Key Option

Function Key	Description
<F5> Tags	Lets you print tags for transferred items. Refer to Appendix A - Tag Printing for instruction.

➤ Refer to Appendix F for information on the <F4> Scorecard feature.

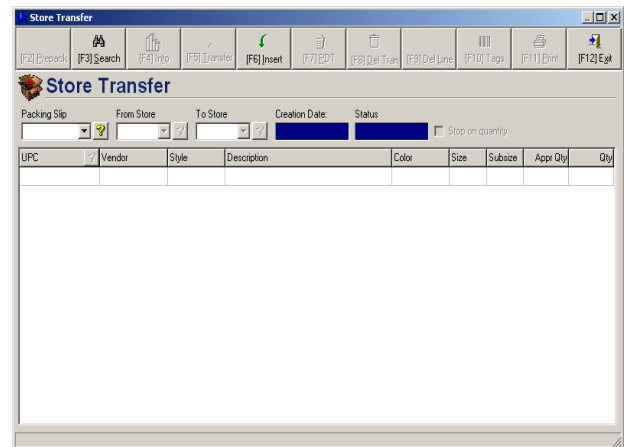
TRANSFER TO STORE*

*This option is only available in Retail STAR.

The Transfer to Store option allows you to transfer inventory from one store to another easily. Use this option to create quickly an internal transfer packing slip to go with the items being transferred.

To transfer inventory between stores:

1 From the Inventory submenu, click on Transfer to Store.



2 Click on the Insert button or press <F6> to create a new *Packing Slip* number.

3 The cursor jumps to the *From Store* combo box.

4 Enter the number of the store to transfer from, or click on the down arrow button in the *From Store* combo box and select the store from the drop-down list.

5 Enter the number of the store to transfer to, or click on the down arrow button in the *To Store* combo box and select the store from the drop-down list.

6 If you click in the *Stop on quantity* option box to select it, pressing the <Enter> key will move the cursor to the *Quantity* field to allow you to change it.

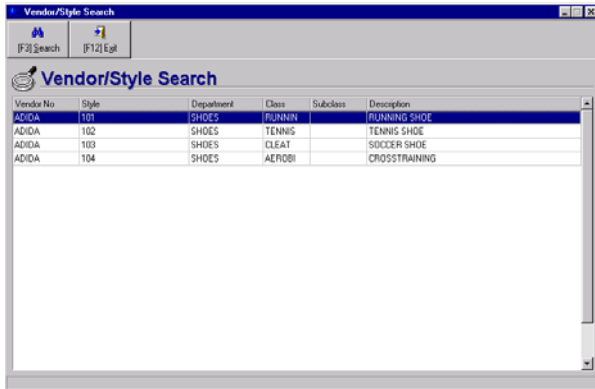
7 Enter the *UPC* number of the item to transfer and press <Enter>, or click on the “?” button to display the Product Search screen.

8 You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow

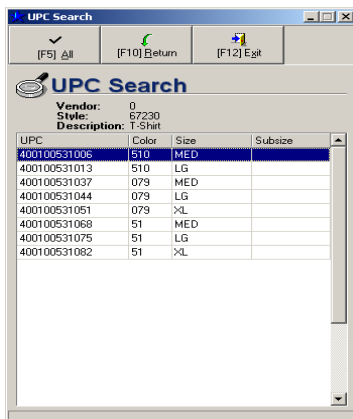
button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message will display indicating that no records were found. Click on the OK button or press <Enter>, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (e.g., “Search criteria yields 12 UPCs”).

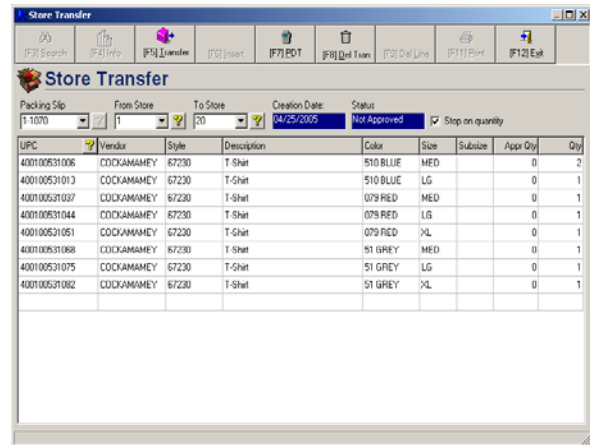
Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.



To find a specific UPC, click on a line in the grid to highlight it, then click on the Search button or press <F3>. The UPC Search window displays and is populated with all of the UPCs associated with the vendor and style.

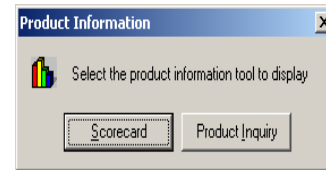


Click on the All button or press <F5> to return all UPC's, or click on a UPC in the grid to select it, then click on the Return button or press <F10> to continue. The selected UPC(s) displays in the grid.



9 Click in the Qty field for each UPC and enter the quantity to transfer.

10 Click on a UPC in the grid to select it, then click on the Info button or press <F4>. This prompt displays:



Click on the Scorecard button to view the Product Scorecard, or click on the Product Inquiry button to view the Product Inquiry window for the style.

➤ Refer to Appendix F for information on the Product Scorecard feature.

11 Click on the Transfer button or press <F5> to transfer the inventory. This message displays:



Click on the Yes button to continue.

12 A message will display asking you to confirm whether you want to transfer these items. Click on the Yes button or press <Enter>.

13 If the From Store you select is a virtual store, this prompt will display:



Click on the OK button to continue.

14 The store transfer packing slip displays. Print the packing slip by clicking on the printer icon, or click on the Close button to return to the Store Transfer screen.

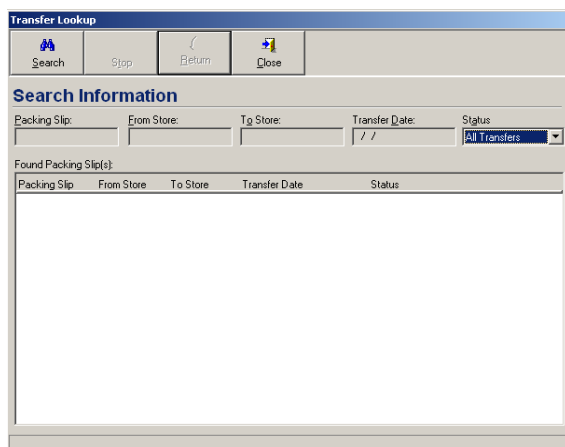
15 Click on the Exit button or press <F12> to close the Transfer to Store option and return to the main menu.

Working with Existing Transfers

You can modify, display, and print existing transfers.

1 If the transfer has not been received, enter the *Packing Slip* number, or click on the down arrow button in the combo box and select it from the drop-down list.

2 If the transfer has been received, click on the Search button or press <F3> to display the Transfer Lookup window.

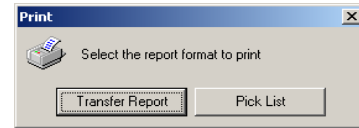


3 You can search for a transfer by entering a *Packing Slip*, *From Store*, *To Store*, or *Transfer Date* (e.g., MM/DD/YYYY), or by making a selection in the *Status* combo box (All Transfers, Approved, Not Approved, or Received), then clicking on the Search button. When the grid populates, click to select a packing slip from the list, then click on the Return button to review or print it.

➤ *If you select a transfer that has already been communicated, you will receive a prompt stating that it cannot be modified; click on the OK button to continue.*

Printing a Store Transfer Report or Pick List

1 With the transfer displayed in the Store Transfer window, click on the Print button or press <F11>. This prompt displays:



2 Click on the Transfer Report button to display the transfer report, or click on the Pick List button to display the transfer pick list. With the report displayed, click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

➤ *The pick list sorts according to the Transfer Pick List sort option combo box on the Transfers tab in Utilities> Program Setup.*

Additional Function Key Options

Function Key	Description
<F8> Del Tran	Deletes the current packing slip. The prompt, "Are you sure you want to delete the current packing slip?" displays. Click Yes to delete or No to cancel.
<F9> Del Line	Deletes an individual line from the packing slip. When the prompt displays, click Yes to delete or No to cancel.
<F10> Tags	Lets you print tags for transferred items. Refer to Appendix A - Tag Printing for instruction.

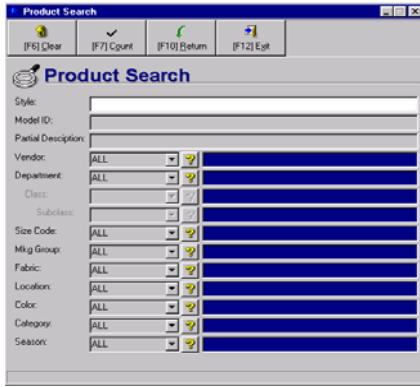
Transferring a Prepack

1 Click on the Insert button or press <F6> to create a new *Packing Slip* number.

2 Enter the number of the store to transfer from, or click on the down arrow button in the *From Store* combo box and select the store from the drop-down list.

3 Enter the number of the store to transfer to, or click on the down arrow button in the *To Store* combo box and select the store from the drop-down list.

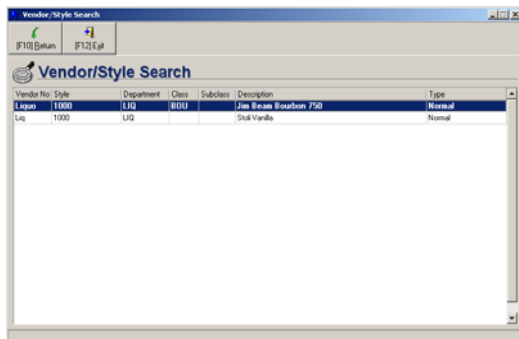
4 Click on the Prepack button or press <F2>. The Product Search window displays.



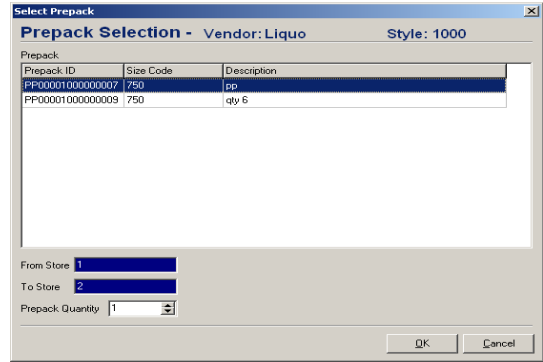
You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message will display indicating that no records were found. Click on the OK button or press <Enter>, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (e.g., “Search criteria yields 12 UPCs”).

Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window will display.



5 Click to select the correct item, then click on the Return button or press <F10>. A Prepack Selection window will display.



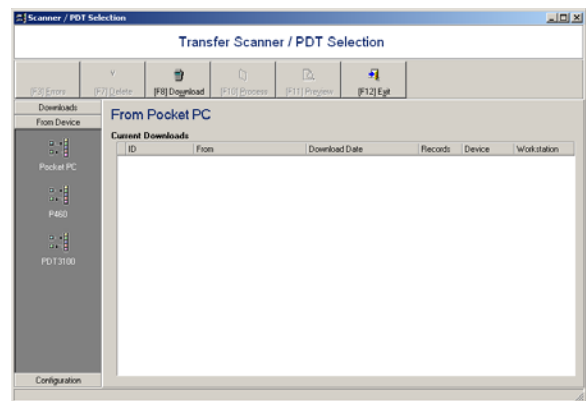
6 Click in the grid to select the correct prepack, then click in the *Prepack Quantity* combo box and enter the number of prepacks to transfer or use the up and down arrow buttons to set the quantity.

7 Click on the OK button to continue. The Store Transfer window redisplay with the quantity reflecting the prepack criteria.

Creating Store Transfers Using a Scanner or PDT

To transfer inventory between stores using a PDT, follow these steps.

1 On the Store Transfer screen, click on the PDT button or press <F7>. The Transfer Scanner/PDT Selection window displays.

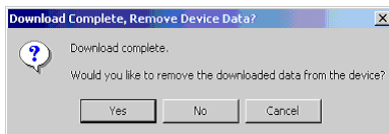


From Pocket PC

a) Click on the Download button or press <F8>, and this window will display as the system attempts to download records:



b) When the download process is finished, this prompt will display:



Click on the Yes button.

► *If the CAMScan application is open on the device, an error message will display stating that the file is being used by another process; click on the OK button to close the prompt, then check the device to see if the application is running and if so, exit the application. Refer to Pocket PC Configuration to remove data from the device.*

c) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Store Transfer screen redisplay and is populated with the data.

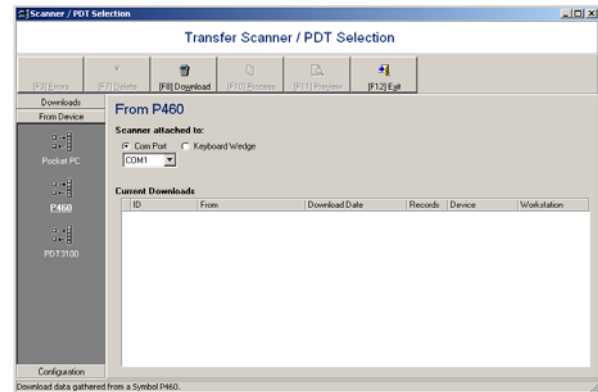
d) Click on the Delete button or press <F7> to delete the selected download record.

e) Click on the Preview button or press <F11> to display the PDT Download Store Transfer report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

f) Click on the Exit button or press <F12> to close the Transfer Scanner/PDT Selection window.

From P460

a) To download data from a P460, click on the P460 button on the left side of the screen. This window displays:



b) *Com Port* is selected by default under Scanner attached to. Click on the down arrow button in the combo box to select another port, if applicable. Click in the *Keyboard Wedge* radio button to select it if using a keyboard wedge.

c) Click on the Download button or press <F8>. “Waiting for device...” will display in the upper right corner of the window as the system attempts to download records. To stop the process, click on the Stop button or press <F8>.

d) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Store Transfer screen redisplay and is populated with the data.

e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download Store Transfer report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Transfer Scanner /PDT Selection window.

From PDT3100

a) To download data from a PDT3100, click on the PDT3100 button on the left side of the screen. This window displays:

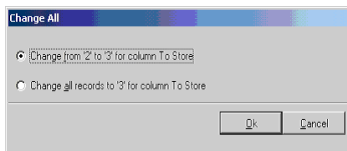
From Store	To Store	Scan Value	UPC	Qty	Cost	Doc ID	Employee ID	Device Time
2	2	40010028532		2	0.0	EM0000000000	02/16/2006 13:56:08	
2	2	40010028534		1	0.0	EM0000000000	02/16/2006 13:56:09	
2	2	400100249303		1	0.0	EM0000000000	02/16/2006 13:56:10	
2	2	400100249383		2	0.0	EM0000000000	02/16/2006 13:56:11	
2	2	400100249399		1	0.0	EM0000000000	02/16/2006 13:56:11	

➤ If the Scan Value is an alias UPC, the UPC column will display the original UPC from when the product record was created.

➤ The Employee ID that displays is that of the employee who scanned the items.

These functions are available:

- <F4> Clear - The prompt, “Clear all these errors. Are you sure?” displays. Click on the Yes button to clear the errors, click on the No button to keep the errors, or click on the Cancel button to close the prompt.
- <F9> Re-export - The prompt, “Re-export these errors. Re-exporting will take the listed errors and try to create another download with UPC’s successfully converted from Scan Values. Are you sure?” displays. Click on the Yes button to re-export, click on the No button not to re-export, or click on the Cancel button to close the prompt.
- <F8> Change All - To copy values in the To Store or Scan Value columns, click on this button. A dialog box similar to the following will display:



Example: Say the To Store column has stores 1 and 2 and you enter 3 on one of the store 2 lines, then click on the Change All button or press <F8>. The Change All dialog box displays and the *Change from '2' to '3' for column To Store* radio button is selected. If you click Ok, all store 2 lines will change to store 3. If you click in the *Change all records to '3' for column To Store* radio button to select it, then click Ok, ALL stores (store1 and store 2) will change to store 3. Note: The UPC column updates if an alias UPC is entered in the Scan Value.

- <F11> Preview - Displays the PDT Errors Transfer report. With the report displayed, click on the Print button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- <F12> Exit - Closes the PDT Errors Transfer window.

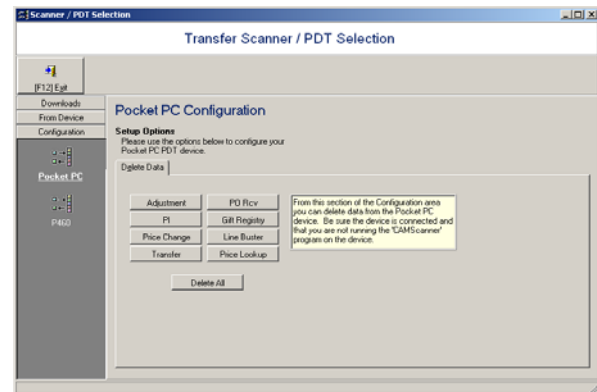
e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download Store Transfer report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Store Transfer Scanner/PDT Selection window.

Pocket PC Configuration

a) To configure your computer to communicate with a Pocket PC device, click on the Configuration button on the left side of the screen, then click on the Pocket PC button. This window displays:



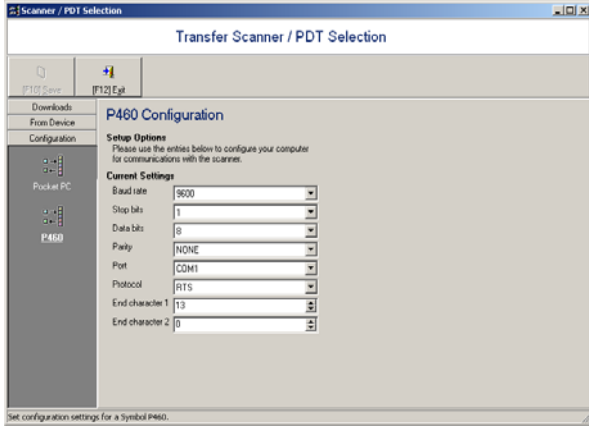
b) Be sure that the device is connected and that the CAM Scanner program is not running.

c) Click on the appropriate button to delete data from the Pocket PC: Adjustment, PO Rcv, PI, Gift Registry, Price Change, Line Buster, Transfer, or Price Lookup, or click on the Delete All button to delete data from all of the above.

d) Click on the Exit button or press <F12> to close the window and return to the Store Transfer screen.

P460 Configuration

a) To configure your computer to communicate with the P460 scanner, click on the Configuration button on the left side of the screen, then click on the P460 button. This window displays:



b) Click on the down arrow buttons and make the necessary selections to specify the settings for the *Baud rate, Stop bits, Data bits, Parity, Port, Protocol, End Character 1, and End Character 2.*

c) Click on the Save button or press <F10>, then click on the Exit button or press <F12> to close the window and return to the Store Transfer screen.

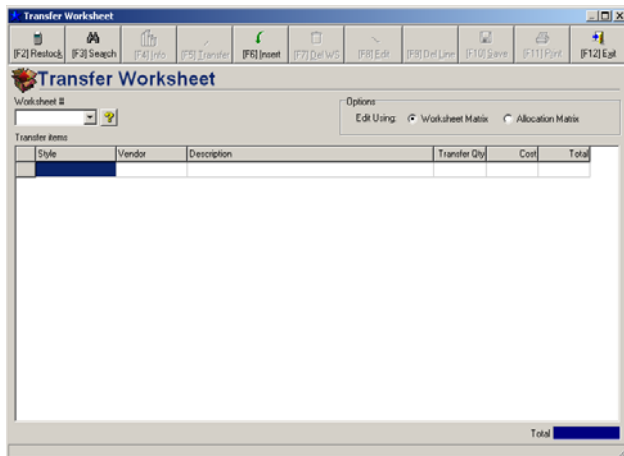
TRANSFER WORKSHEET*

* *This option is only available in Retail STAR.*

When you use the Transfer WorkSheet option to transfer inventory, you can create, save, and immediately transfer the worksheet, or you can create and save the worksheet to be transferred at a later date. In addition, you can manually enter the quantities to be transferred or set up automatic distribution amounts to each store.

Creating a Transfer Worksheet

1 From the Inventory submenu, click on Transfer WorkSheet.



2 Click on the Insert button or press <F6> to insert (add) a new worksheet number. The *Worksheet #* edit box is automatically filled in with the next available number.

► *Help prompts display at the bottom of the screen to help you with data entry. You can press the <?> key on your keyboard to display a pop-up list and make a selection from the list.*

3 Enter the *Style* code and press <Tab>. If you do not know the style, click on the “?” button and select the item from the list that displays, then click on OK.

► *You can also select specific styles by vendor, department, etc., by clicking on the Search button or pressing <F3> to display a Product Search screen. Refer to the Product Inquiry option in this chapter for instruction on using the Product Search screen.*

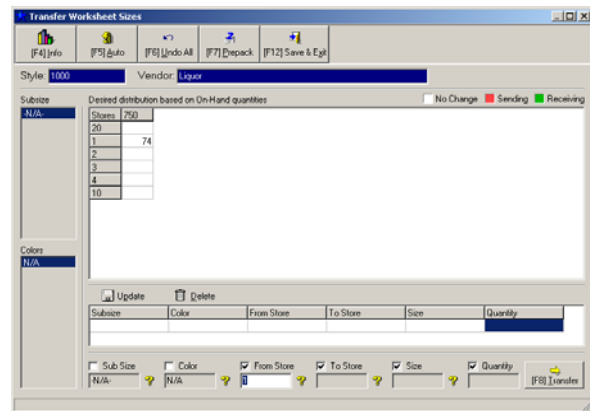
4 The *Vendor* code automatically displays.

5 Under Options, accept the default to edit the worksheet using the *Worksheet Matrix*, or click in the *Allocation Matrix* radio button to select it to use the allocation matrix instead.

6 Click on the Edit button or press <F8>.

If the Worksheet Matrix radio button is selected:

The Transfer Worksheet Sizes window displays. The grid at the top of the screen shows merchandise on hand by store and then by size.



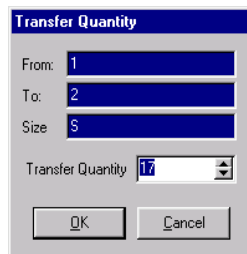
7 To transfer merchandise from one store to another, enter transfer information in the edit boxes at the bottom of the screen: *Sub Size, Color, From Store, To Store, Size, and Quantity.* The cursor will not stop in an edit box when you press <Tab> if a check mark does not appear in the option quantities box above the corresponding

edit box. (Click in the option box to either place or remove the check mark). When the cursor displays in an edit box, you can either enter the applicable information or press the <?> key on your keyboard to display a list of options to select from.

• You can click in each edit box or press <Tab> or <Shift+Tab> to move among the edit boxes.

• Warehouse stores are listed first numerically.

You can also use the “drag and drop” method to transfer merchandise between stores quickly. Click in the grid in the cell containing the inventory you want to move. The cursor changes to an arrow with a box attached. Drag the cursor until the arrow is pointing to the cell in the grid where you want the inventory transferred and release the mouse button. A Transfer Quantity window displays.



The Transfer Quantity dialog box has the following fields and controls:

- From: 1
- To: 2
- Size: S
- Transfer Quantity: 17 (with up and down arrow buttons)
- Buttons: OK, Cancel

Verify that the *From* store, *To* store, and *Size* are correct. Then enter the number of items to transfer in the *Transfer Quantity* combo box or click on the up and down arrow buttons to set the quantity. Click on the OK button to continue.

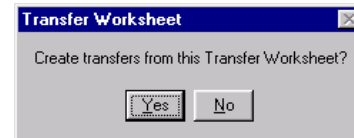
8 When the transfer information for your first item is complete, click on the Transfer button located at the end of the edit boxes or press <F8>. In the top grid, the quantity for the “from” store will be reduced by the transferred quantity and will redisplay in red on the applicable store line; the quantity transferred to the “to” store will display in green on the applicable store line. The bottom grid shows the detailed information for the transfer. You can now create your next transfer. For each line, you can change the quantity, then click on the Update button to refresh the top grid. To delete a line from the transfer, click on the line, then click on the Delete button.

9 To cancel your entries, click on the Undo All button or press <F6>. The prompt, “Delete all changes?” displays. Click on the Yes button or press <Enter>.

10 Once all transfers are complete, click on the Save & Exit button or press <F12>. All changes are saved, the screen is closed, and the Transfer Worksheet screen

redisplays showing the total quantity of items to be transferred and associated pricing information.

11 Click on the Transfer button or press <F5>. This prompt displays.

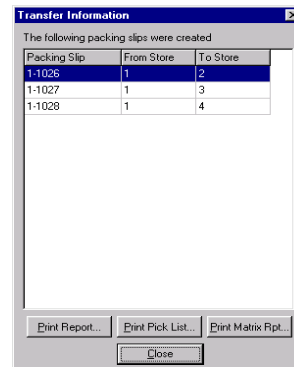


The Transfer Worksheet dialog box contains the following text and controls:

- Title: Transfer Worksheet
- Text: Create transfers from this Transfer Worksheet?
- Buttons: Yes, No

Click on the Yes button or press <Enter>. The Store Transfer report displays. The report includes packing slip information and product detail. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button on the toolbar to close the report.

- When you click on the Close button, a Transfer Information window displays showing the packing slip numbers created and the “from” and “to” store numbers.



The Transfer Information dialog box displays the following table:

Packing Slip	From Store	To Store
1-1026	1	2
1-1027	1	3
1-1028	1	4

Buttons: Print Report, Print Pick List, Print Matrix Rpt, Close

You can print the Store Transfer report discussed above by clicking on the Print Report button, print the pick list by clicking on the Print Pick List button, print a matrix-style report by clicking on the Print Matrix Rpt button, or close the Transfer Information window by clicking on the Close button.

- When you click on the Close button, the screen and active Transfer Worksheet screen close and a new Transfer Worksheet screen displays.

12 To delete the current worksheet, click on the Del WS button or press <F7>. At the prompt, click on the Yes button or press <Enter>.

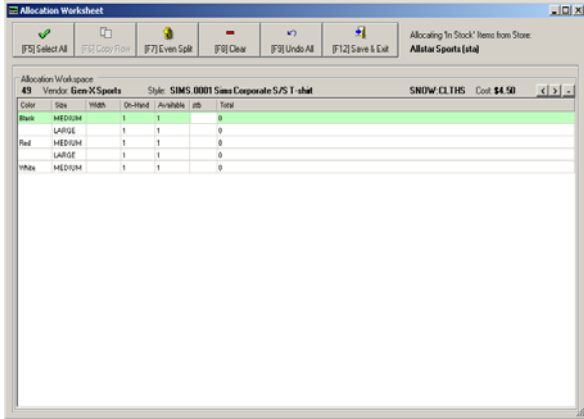
13 Click on the Exit button or press <F12> to close the Transfer WorkSheet option and return to the main menu.

If the Allocation Matrix radio button is selected:

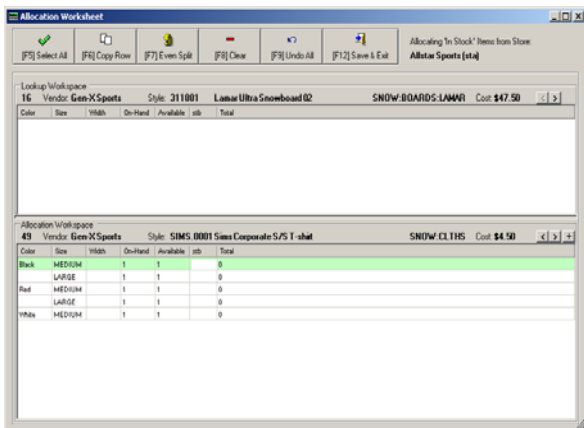
The Allocation Worksheet window displays.

➤ *The allocation worksheet requires SQLBase version 8.5 or higher.*

➤ *You can only have one 'from' store on the worksheet when using the transfer allocation matrix.*



7 Click on the minus button (-) or press <F4> on your keyboard to maximize the view and display both the Allocation Workspace and Lookup Workspace, similar to the following:



➤ *The Lookup Workspace grid is read only. It allows looking up distributions and copying distributions to the Allocation Workspace.*

Only items that are in stock (items that have an on hand) will show up in the grid; otherwise, you will only see the vendor style information. The grids show products that are part of the selected transfer worksheet, grouped by style. Different styles can be displayed in the lookup grid and in the allocation worksheet to allow quick lookup or copying of distribution data between styles.

8 Click in the cells in the Allocation Workspace grid and enter the quantities you want distributed to each store. If the total of the quantities you enter is greater than the on-hand, the available quantity will display in pink as a negative. Refer to Navigating Through the Workspace Grid below for information on moving between cells.

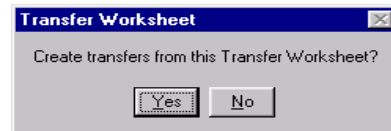
9 To copy a previously distributed row to a new row, click to select the distribution in the Lookup Workspace and the rows you want it copied to in the Allocation Workspace, then click on the Copy Row button or press <F6>.

➤ *If the on-hand quantity in the work grid row is less than the on-hand in the lookup grid row, nothing will be copied.*

10 To evenly distribute the available on-hand among the store locations, click on the Even Split button or press <F7>.

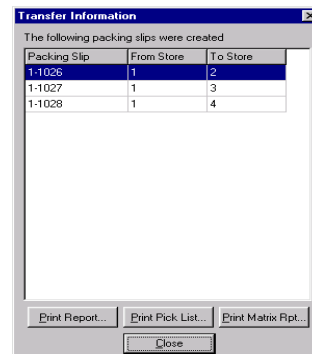
11 Click on the Save & Exit button or press <F12> to close the Allocation Worksheet window and return to the main Transfer Worksheet screen.

12 Click on the Transfer button or press <F5>. This prompt displays.



Click on the Yes button or press <Enter>. The Store Transfer report displays. The report includes packing slip information and product detail. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button on the toolbar to close the report.

- When you click on the Close button, a Transfer Information window displays showing the packing slip numbers created and the "from" and "to" store numbers.



You can print the Store Transfer report discussed above by clicking on the Print Report button, print the pick list by clicking on the Print Pick List button, print a matrix-style report by clicking on the Print Matrix Rpt button, or close the Transfer Information window by clicking on the Close button.

- When you click on the Close button, the screen and active Transfer Worksheet screen close and a new Transfer Worksheet screen displays.

13 To delete the current worksheet, click on the Del WS button or press <F7>. At the prompt, click on the Yes button or press <Enter>.

14 Click on the Exit button or press <F12> to close the Transfer WorkSheet option and return to the main menu.

Navigating Through the Allocation Workspace Grid

Action	Result
Ctrl + Click	Selects multiple non-adjacent rows

Under Lookup Workspace:

Action	Result
Ctrl + left arrow key, or left arrow button	Go to previous style
Ctrl + right arrow key, or right arrow button	Go to next style
Ctrl + up arrow key	Go to previous row
Ctrl + down arrow key	Go to next row

Under Allocation Workspace:

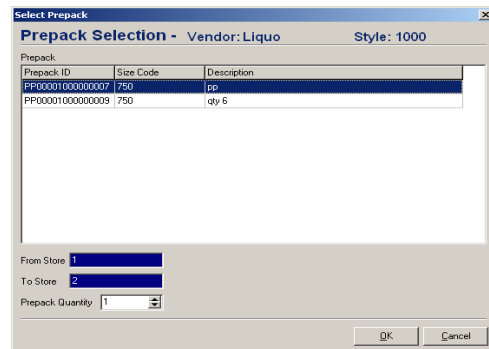
Action	Result
Alt + left arrow key, or left arrow button	Go to previous style
Alt + right arrow key, or right arrow button	Go to next style
Up arrow key	Go to previous row
Down arrow key	Go to next row
Left arrow key	Go to previous cell
Right arrow key	Go to next cell

Additional Function Key Options

Function Key	Description
<F8> Clear	Clears a distribution.
<F9> Undo All	Reverts back to the original distribution, undoing all changes for all styles, allowing you to start over.

Transferring a Prepack

1 With the transfer and distribution worksheet displayed, click on the Prepaid button or press <F7>. The Prepack Selection window displays.



2 Click in the grid to select the correct prepack, then click in the *Prepack Quantity* combo box and enter the number of prepacks or use the up and down arrow buttons to set the quantity.

3 Click on the OK button to continue. The transfer and distribution worksheet redisplay with the quantity reflecting the prepack criteria.

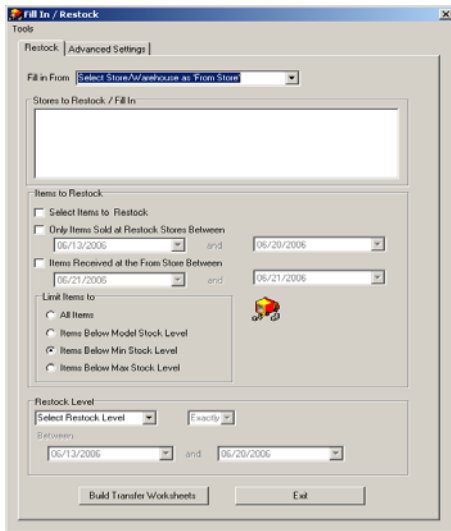
Restock Utility

This utility provides multiple ways of filling in stock levels including replacing sales, splitting incoming shipments, and restocking to model stock, minimum stock, or maximum stock levels. In addition, many advanced options allow you to include or ignore other stock activity for a given item to be restocked, such as the ability to include nearly arrived orders, or to exclude items on layaway from the current on-hand levels. You can ignore negative inventory, specify a number of units to leave in the ‘from’ store, and specify a fill method.

➤ *This only builds Transfer Worksheets, not vendor PO’s.*

➤ *You can create multiple Transfer Worksheets while on the Restock tab; however, the last worksheet you create will open on the Transfer Worksheet screen when you exit.*

1 On the main Transfer Worksheet screen, click on the Restock button or press <F2>. The Generate Transfer Worksheets window displays.

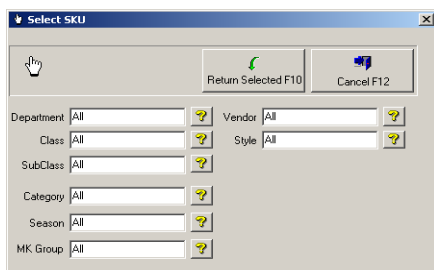


2 In the *Fill in From* combo box, click on the down arrow button and select a source store from the drop-down list. This is the store or warehouse from which the goods will be shipped.

3 The *Stores to Restock/Fill In* box populates with your remaining stores. Click in the box next to each store you want to fill.

4 Under *Items to Restock*, there are three (3) methods of selecting the items:

a) *Select Items to Restock* - This lets you be very specific about the items to restock. Click in the option box, and this window will display:



Enter the department, class, subclass, category, season, marketing group, vendor, and/or style, or click on the “?” icon next to each field to pop up a selection list. When you are finished, click on the Return Selected button or press <F10> to continue.

b) *Only Items Sold at Restock Stores Between* - To restock anything sold at one of the target stores during a specific period, click in this option box to select it.

Then enter the beginning and ending dates of the period in this format (e.g., MM/DD/YYYY) or click on the down arrow buttons to select the dates from pop-up calendars.

c) *Items Received at the From Store Between* - To restock any target stores for items received at the *Fill in From* store during a specific period, click in this option box to select it. Then enter the beginning and ending dates of the period in this format (e.g., MM/DD/YYYY) or click on the down arrow buttons to select the dates from pop-up calendars.

5 Under *Limit Items to*, click in the appropriate radio button to specify *All Items Selected* (no additional limits will be imposed for items to be restocked), *Items Below Model Stock Level*, *Items Below Min Stock Level*, or *Items Below Max Stock Level*. Note: These values apply to the target, or “to” stores.

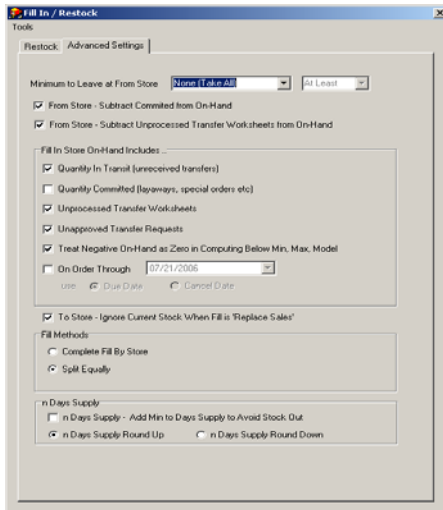
6 In the *Restock Level* combo box, click on the down arrow button and make a selection from the drop-down list to specify to fill to one of the following:

- *Min, Max, or Model Stock* inventory levels
- *n Days Supply* - Click in the next combo box and select the number from the drop-down list. Then enter the beginning and ending dates of the sales period for which to calculate days supply on hand by entering the dates in this format (e.g., MM/DD/YYYY) or by clicking on the down arrow buttons and selecting the dates from pop-up calendars.
- *Exactly* a particular number - Click in the next combo box and select the number from the drop-down list. Note: This level is subject to the available on hand at the from store as well as Advanced Settings tab selections. Example 1: From Store 1 to Store 2 - Store 1 has 26 on hand, Store 2 has 0 on hand, and *Exactly* is set to 100. Only 26 will be sent if there are no Quantity in Transit, Unprocessed Transfer Worksheets, or Unapproved Transfer Requests included in the on hand at the fill in store. Example 2: From Store 1 to Store 2 - Store 1 has 26 on hand, Store 2 has 0 on hand, Store 2 has Quantity in Transit from Store 1 of 6, Store 2 has Unprocessed Transfer Worksheets from Store 1 to Store 2 of 9, and *Exactly* is set to 100. Only 11 will be sent. If you want 26 to be sent, you must deselect the Advanced Settings options of *From Store - Subtract Unprocessed Transfer Worksheets from On-Hand, Quantity In Transit (unreceived transfers)*, and *Unprocessed Transfer Worksheets*.
- *Replace Sales* - Enter the beginning and ending dates of the period in this format (e.g., MM/DD/YYYY)

or click on the down arrow buttons to select the dates from pop-up calendars. This will use the units sold during the period specified as if you were requesting a restock level of the exact number sold.

- *As Many As Possible* - This will deplete the source store.

7 Click on the Advanced Settings tab.



► In most cases, you will not need to modify any of the advanced settings.

8 The *Minimum to Leave at From Store* combo box lets you reserve some level of stock at the 'from' store, particularly if the source is not a dedicated warehouse but another active store. The default is None (Take All); click on the down arrow button and select Min Stock Level, Max Stock Level, Model Stock, or At Least to specify the amount to leave at the store. If you select At Least, the second combo box will activate; click on the down arrow button and select an amount.

9 The *From Store - Subtract Committed from On-Hand* option box is selected by default. This reduces the available on-hand to ship by the amount on layaways, special orders, open sales orders, etc. Click in the option box to deselect it if you do not want to subtract committed from on-hand.

10 The *From Store - Subtract Unprocessed Transfer Worksheets from On-Hand* option box is selected by default. This setting prevents you from requesting the same thing twice by checking for existing worksheets. It reduces the on-hand available to ship by the amount already on a transfer worksheet. Click in the option box to deselect it if you do not want to subtract unprocessed transfer worksheets from on-hand.

11 Under *Fill In Store On-Hand Includes*, note the following option boxes and select or deselect them as applicable:

- *Quantity In Transit (unreceived transfers)* - Unreceived store transfers to this store will be included in what the store already has. Default is checked.
- *Quantity Committed (layaways, special orders, etc.)* - Items already promised on layaways and special orders. Default is unchecked.
- *Unprocessed Transfer Worksheets* - These are not transfers yet, but may be transfer worksheets generated by this utility. This avoids requesting something twice. Default is checked.
- *Unapproved Transfer Requests* - These are transfers that have not been approved by the from store coming to the store to be filled in. Default is checked.
- *Treat Negative On-Hand as Zero in Computing Below Min, Max, Model* - If, for example, the fill in store has -2 of something and the model stock or other restock level is 5, logically 7 units would be sent because the difference between -2 and 5 is 7; this recognizes that there are zero and not -2 units in the store and will send 5. Default is checked. Note: This affects all calculations that use on hand, as well as the Limit Items to options on the Restock tab.
- *On Order Through* - The due date or cancel date on the PO is used to determine if any of the items to be restocked will arrive before the *On Order Through* date. These items will be added to the amount the store already has. Default is unchecked. Click in the option box to select it, then enter the date in this format (e.g., MM/DD/YYYY) or click on the down arrow button to select the date from a pop-up calendar. Click in the *Due Date* or *Cancel Date* radio button as applicable.

12 The *To Store - Ignore Current Stock When Fill is 'Replace Sales'* option box is selected by default. This means using Replace Sales Between as the *Restock Level* will ignore the current on-hand and send as many as were sold during the *Replace Sales Between* period. For example, in most cases, the restock level is the desired inventory level. So if the restock level for an item is set to Min, and your store has 5 and min is 6, you will be sent 1 if it is available. The restock level is generally a 'fill to' setting.

13 There are two Fill Methods, *Complete Fill By Store* and *Split Equally* (default). If *Complete Fill By Store* is selected, the first A1 store (according to ranking, explained below under Set Store Rank & Fill Priority) will receive the complete amount it has requested as its restock level, then the next store, until the 'from' store has depleted its available stock. If *Split Equally* is se-

lected, the system will attempt to divide the available stock in the 'from' store evenly among the stores being filled in. Each store is given a single unit in its rank and priority order.

14 Click in the *n Days Supply - Add Min to Days Supply to Avoid Stock Out* option box to select it to add the minimum quantity for the style to the number of days supply specified on the Restock tab. Then select to round up or down by clicking in the *n Days Supply Round Up* or *n Days Supply Round Down* radio button.

15 Click on the Restock tab to redisplay it.

16 Click on the Build Transfer Worksheets button. When the process is finished, a prompt similar to this will display:



Click on the OK button to continue.

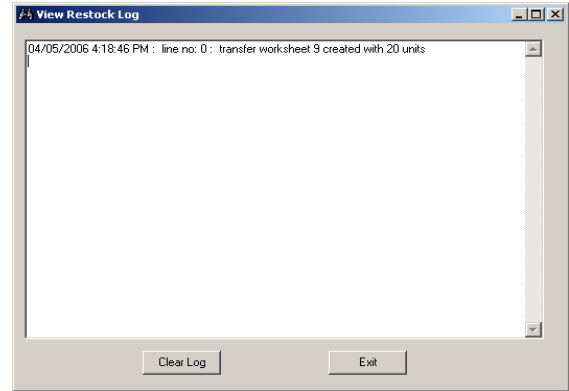
17 Click on the Exit button to close the Generate Transfer Worksheets window.

18 The Transfer Worksheet will be displayed if restock opportunities are found based on your selections. You may edit the worksheet, print pick lists, and convert the worksheet to transfers.

➤ In some cases, your selections will not produce any items with available stock to send. Also, there may be target, or 'to' stores, that do not need the stock being offered. If you are filling to model inventory which is 6 and the store has 7 already, none will be sent.

View Log

To view the import/build worksheet log, click on Tools on the menu bar, then click on View Log. A window similar to this displays:

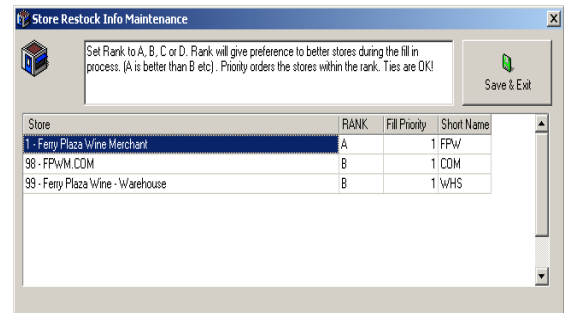


Errors that occur when importing transfer worksheets are recorded here, as well as the creation date and transfer worksheet number of any worksheets created by the Build Worksheet command. Click on the Clear Log button to delete all records from the log, or click on the Exit button to close the window.

Set Store Rank & Fill Priority

Stores are taken in rank and priority order which is set as follows:

1 Click on Tools on the menu bar, then select Set Store Rank & Fill Priority. This window displays:



2 Click in the RANK column for each store, then click on the down arrow button and select A, B, C, or D.

3 Click in the Fill Priority column for each store and enter the priority (e.g., 1, 2, 3, etc.). The fill priority is the second level of sort and is used to favor some stores within a rank. 'A' stores with a priority of '1' will come before 'A' stores with a priority of '2', etc.

Example:

From Store 1 has 15 hats.

To Stores 22 (rank A, priority 1), 18 (rank A, priority 2), 2 (rank B, priority 1), and 6 (rank C, priority 1) each want 5 hats.

Equal Fill - 15 available

Store	Wants	Gets
22	5	4
18	5	4
2	5	4
6	5	3

Complete Fill - 15 available

Store	Wants	Gets
22	5	5
18	5	5
2	5	5
6	5	0

4 Click in the Short Name column and enter a short name for the store.

5 Click on the Save & Exit button to save your settings and close the window.

Importing Transfer Worksheets

This option lets you take a file created in a spreadsheet, database tool, or other program and import it as a Transfer Worksheet into Retail STAR.

The file format must be as follows:

- All fields are tab delimited with no quotes around values.
- Line ends in a newline (\n).
- First line must have two (2) fields - the string '#IMPORT:TWS' and a unique ID. A given ID can only be imported once, or you will receive a warning and the file will be rejected.

Example first line:
#IMPORT:TWS ID478787

All subsequent lines contain:
from_store to_store STAR SKU qty_needed

Example line:
4 2 400100015752 15

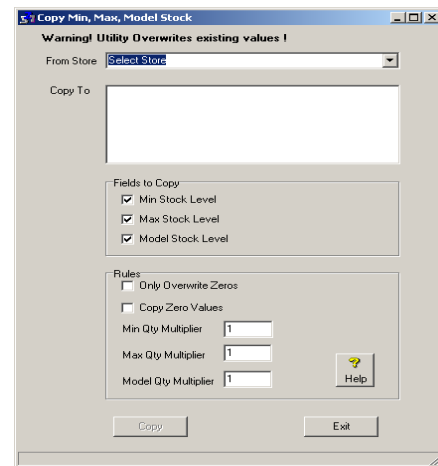
Click on Tools on the menu bar, then click on Import Transfer Worksheet. A dialog box will display for you to search for and select the transfer worksheet you want to import.

Copy Model Stock

➤ **Warning** - This utility overwrites existing values. There is no "undo," so use this utility with caution.

1 To copy the minimum, maximum, or model stock lev-

els from the source store to any number of target stores, right-click on the delivery truck icon on the Restock tab, then click on Copy Model Stock. This window displays:



2 Click on the down arrow button in the *From Store* combo box and make a selection from the drop-down list.

3 The *Copy To* box populates with your remaining stores. Click in the box next to each store to which you want to copy the values.

4 Under Fields to Copy, click in the *Min Stock Level*, *Max Stock Level*, or *Model Stock Level* option boxes to specify the level. At least one option must be selected for the utility to execute.

5 Click in the *Only Overwrite Zeros* option box to select it if some values have been entered for the min, max, and model and others are to be copied from the source store. This will preserve the data already entered.

6 The *Copy Zero Values* option box is deselected by default to avoid overwriting non-zero values with zeros and needlessly copying zeros over zeros in the case of items without min, max, or model values. Click in the option box to select it if you do want to copy zero values, for example, to clear a set of undesirable values.

7 The min, max, and model may be modified by entering the number in the *Min Qty Multiplier*, *Max Qty Multiplier*, or *Model Qty Multiplier* edit box. This will cause the target stores' values to differ from the source store by the multiplier you specify. This number can be a decimal, and the resulting values are rounded as integers.

Example 1 - Copying to a bigger store:

Source Value	Qty Multiplier	Target Value
Min 2	3	6
Max 6	2.5	15
Model 4	3	12

Example 2 - Copying to a smaller store:

Source Value	Qty Multiplier	Target Value
Min 6	.66	4
Max 24	.5	12
Model 18	.5	9

8 Click on the Help button for additional information on the Copy Model Stock feature.

9 Click on the Copy button when you are ready to proceed. A prompt will display warning you that the action you are about to take cannot be undone. If you are sure, click on the OK button.

10 A message will display at the bottom of the window when done; for example, "All Done! 12 records copied."

11 Click on the Exit button to close the window.

FAQ's

How do I split today's warehouse shipments among my stores?

- Select the warehouse as the 'from' store in the *Fill in From* combo box.
- In the *Stores to Restock/Fill In* box, select the stores you wish to split the goods among.
- Click in the *Items Received at the From Store Between* option box to select it, then set the begin and end dates to today's date.
- Under Limit Items to, click in the *All Items Received* radio button.
- Set the *Restock Level* to As Many As Possible.
- On the Advanced Settings tab, use the *Minimum to Leave at From Store* combo box if you want to leave some items in the warehouse.
- Under Fill Methods, make sure *Split Equally* is selected.
- Click on the Restock tab to display it, then click on the Build Transfer Worksheets button.
- On the main Transfer Worksheet window, click on the Print button or press <F11>, then click on the Pick List button to print pick lists. These can be used by warehouse staff to get the goods out to the stores.

How can I check to see if the warehouse has any goods that the stores are short on?

- Select the warehouse in the *Fill in From* combo box.
- In the *Stores to Restock/Fill In* box, select the stores you wish to restock.
- Under Items to Restock, click in the *Select Items to Restock* option box. Note: It is not advised to select all items in your system at once. Although you can do that, it could be time consuming. A better method would be to select a couple of seasons to fill in the latest goods first, then fill in the other seasons later. Or, you could select a department or several classes to restock. It may be helpful to your warehouse staff if you have a regular schedule where certain classes are restocked on Mondays, others on Tuesdays, etc.
- Under Limit Items to, click in the *Items Below Min Stock Level* radio button, or whichever stocking level you want to use.
- Set the *Restock Level* to whatever level you want to fill to.
- Click on the Build Transfer Worksheets button.
- On the main Transfer Worksheet window, click on the Print button or press <F11>, then click on the Pick List button to print pick lists. These can be used by warehouse staff to get the goods out to the stores.

How do I fill in this week's sales in my kiosk store?

- Select a 'from' store in the *Fill in From* combo box.
- In the *Stores to Restock/Fill In* box, select the kiosk store.
- Under Items to Restock, click in the *Only Items Sold at Restock Stores Between* option box to select it, then set the begin and end dates to this past week.
- Under Limit Items to, click in the *All Items Sold* radio button; or, if you have a min or max level set for the kiosk, use that.
- Click in the *Restock Level* combo box and select Replace Sales Between from the drop-down list, then set the begin and end dates to this past week.
- Click on the Build Transfer Worksheets button.
- On the main Transfer Worksheet window, click on the Print button or press <F11>, then click on the Pick List button to print pick lists. These can be used by warehouse staff to get the goods out to the stores.

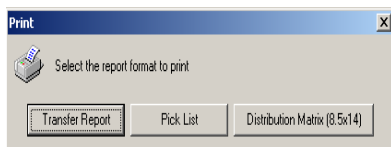
How do I transfer out all goods in a seasonal store I am closing?

- Select the store you are closing in the *Fill in From* combo box.
- In the *Stores to Restock/Fill In* box, select the ware-

- house, or wherever you are shipping the goods to.
- c) Under Items to Restock, click in the *Select Items to Restock* option box, then specify the items from the pop-up window that displays.
- d) Under Limit Items to, click in the *All Items Selected* radio button.
- e) Click on the down arrow button in the *Restock Level* combo box and select *As Many As Possible*.
- f) Click on the *Build Transfer Worksheet* button.
- g) On the main Transfer Worksheet window, click on the *Print* button or press <F11>, then click on the *Pick List* button to print pick lists. These can be used to double check the goods you are transferring out of the store being closed.

Printing a Transfer Worksheet Report, Pick List, or Distribution Matrix

1 With the transfer worksheet displayed, click on the *Print* button or press <F11>. This prompt displays:



2 Click on the *Transfer WS Report* button to display the transfer worksheet report, click on the *Pick List* button to display the transfer pick list, or click on the *Distribution Matrix* button to display the transfer worksheet distribution report. With the report displayed, click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the *Close* button to close the report.

• The pick list sorts according to the *Transfer Pick List sort option* combo box on the *Transfers* tab in *Utilities > Program Setup*.

• The distribution matrix report must be printed on legal size (8.5" x 11") paper.

Additional Function Key Options

Function Key	Description
<F4> Info	Displays the Product Information prompt from which you can select to display the Product Scorecard or Product Inquiry window.
<F9> Del Line	Deletes the currently selected line in the Transfer Items grid. The prompt, "Delete this line?" displays. Click Yes to delete or No to cancel.
<F11> Print	Displays the Transfer Worksheet. Click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

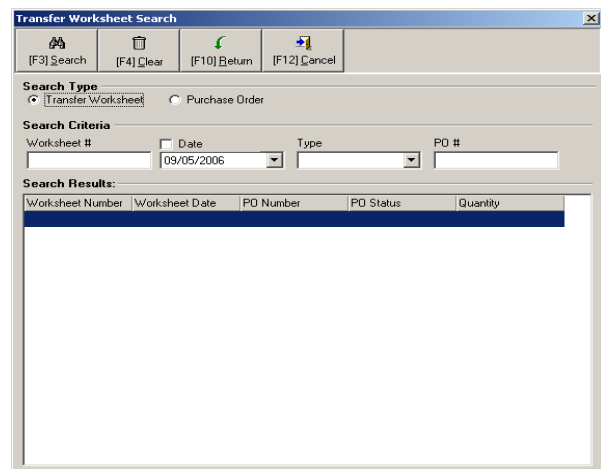
• Refer to Appendix F for information on the *Product Scorecard* feature.

Opening a Previously Saved Transfer Worksheet

If you created a transfer worksheet, saved it, and did not select to transfer, you can retrieve the worksheet, make additions and changes, and save and/or transfer it. You can search for information by Received PO or Transfer Worksheet, and search for all information or just selected information based on the criteria that you define.

1 In the Transfer Worksheet screen, enter the number of the worksheet to reopen in the *Worksheet #* field, or click on the "?" or *Search* button or press <F3>.

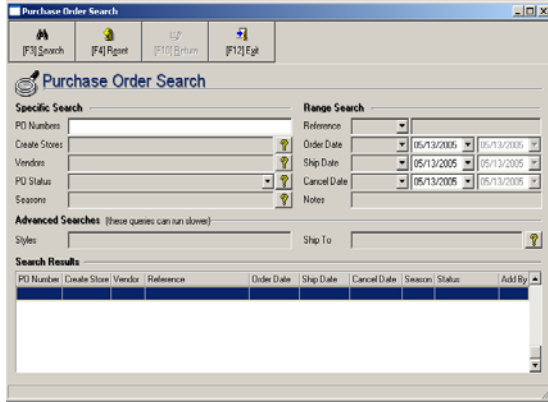
If you select to search, the Transfer Worksheet Search screen displays.



- Under *Search Type*, click on the applicable radio button (*Transfer Worksheet* or *Purchase Order*). If *Transfer Worksheet* is selected, enter the *Worksheet #*, *Date*, *Type*, and/or *PO#* under *Search Criteria*. In the *Date* combo box, enter the date in this format: MM/DD/YYYY or click on the down arrow button to select the date from a pop-up calendar. Click to select the option box to use the date in the search. In the *Type* combo box, click on the down arrow button and select *Worksheet* or *PO Worksheet* from the drop-down list.

If *Purchase Order* is selected, click on the down arrow button in the *Base Worksheet Quantity* combo box and select *Ordered Qty* or *Received Qty*. All PO's added to the *Search Result* list will be used to create a new worksheet.

- To search all information, click on the *Search* button or press <F3>. A *Purchase Order Search* window displays.



Click on the Search button or press <F3>. Once the search results are displayed in the grid, click on the applicable information and click on the Return button or press <F10>. The search screen closes and the selected information displays in the Transfer Worksheet screen.

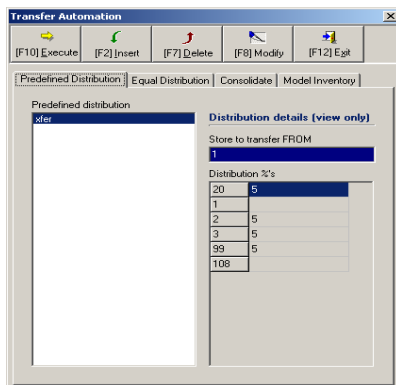
2 To continue with the transfer process, click on the applicable line in the grid, then click on the Edit Sizes button or press <F8> and refer to the “Creating a Transfer Worksheet” section above for details on how to complete the transfer.

Setting Up Automatic Distribution Amounts for Store Transfers

The Automatic Distribution feature allows you to use a predefined distribution (by percentage) to distribute the merchandise equally among selected stores or to consolidate the merchandise from a group of stores into one store. You can also distribute inventory based on available on-hand and to-store inventory levels.

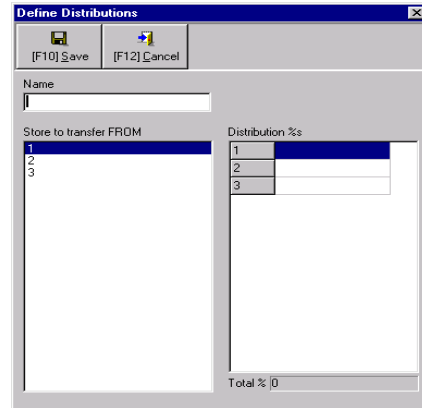
To begin the automation process:

1 In the transfer and distribution worksheet, click on the Auto button or press <F5> to display the Transfer Automation screen.



Setting Up Predefined Distribution

1 Click on the Insert button or press <F2>. The Define Distributions screen displays with the cursor positioned in the Name edit box.



2 Enter the name you want to assign to this predefined distribution and press <Tab> to jump to the Store to transfer FROM edit box.

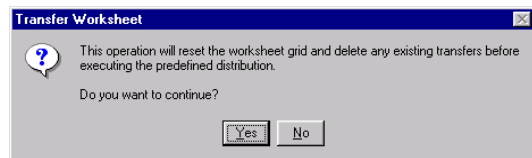
3 Click on or press the <down> arrow key on your keyboard to select the applicable store to transfer from.

4 Press <Tab> to jump to the Distribution %s list box.

5 Click on or press the <down> arrow key on your keyboard to select the applicable store, then enter the percentage value to distribute to that store. Continue pressing the <down> arrow key and entering the applicable percentages. The percentages accumulate as they are entered and display at the bottom of the list box. The total of the percentages entered must equal 100%.

6 When all percentages are distributed, click on the Save button or press <F10>. The Define Distributions window closes.

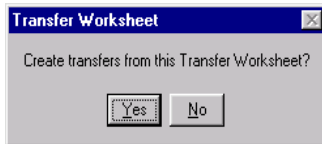
7 The Transfer Automation window redisplay. Click on the Execute button or press <F10>. This prompt displays.



Click on the Yes button or press <Enter> to continue. The distribution as defined displays in the grid.

8 Click on the Save & Exit button or press <F12>. The cursor returns to the Transfer Worksheet screen.

9 Click on the Transfer button or press <F8>. This prompt displays.



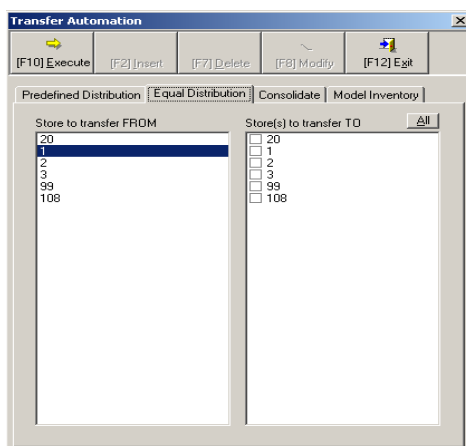
Click on the Yes button or press <Enter>. A Store Transfer Report displays. The report includes packing slip information and product detail. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

10 When you click on the Close button, a Transfer Information window displays showing the packing slip numbers created and the “from” and “to” store numbers. You can print the Store Transfer Report discussed above by clicking on the Print button, or click on the Close button to close the Transfer Information window.

11 The active Transfer Worksheet closes and a new one displays.

Setting Up Equal Distribution

1 Click on the Equal Distribution tab on the Transfer Automation screen.

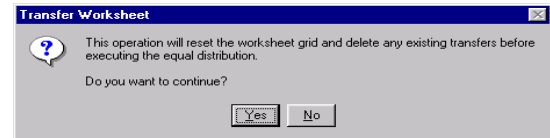


2 In the *Store to transfer FROM* list box, click on the store number to transfer from.

3 In the *Store(s) to transfer TO* list box, click on or press the <Space Bar> to select the option box(es) for

the store number(s) to transfer to. To select all stores, click on the All button or press <Alt+A>.

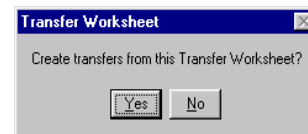
4 Click on the Execute button or press <F10>. This prompt displays.



Click on the Yes button or press <Enter> to continue. The distribution as defined displays in the grid.

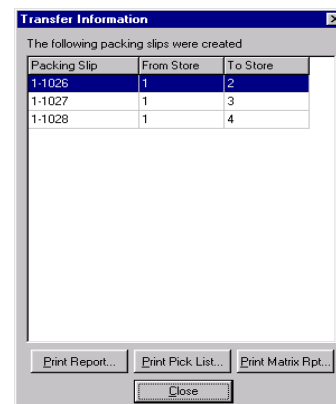
5 Click on the Save & Exit button or press <F12>. The cursor returns to the Transfer Worksheet screen.

6 Click on the Transfer button or press <F5>. This prompt displays.



Click on the Yes button. A Store Transfer Report displays. The report includes packing slip information and product detail. You can print the report by clicking on the printer icon, or close the report by clicking on the Close button on the toolbar.

7 When you click on the Close button, a Transfer Information window displays:

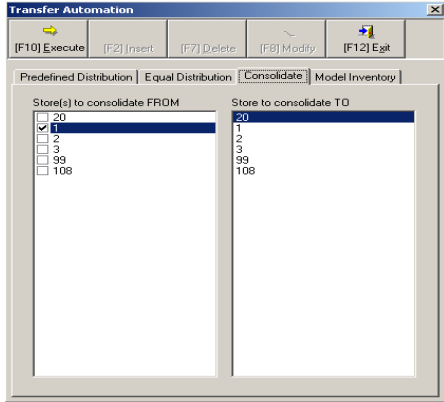


This shows the packing slip numbers created and the “from” and “to” store numbers. You can print the Store Transfer Report discussed above by clicking on the Print Report button, print the pick list by clicking on the Print Pick List button, print the Transfer WS Distribution List by clicking on the Print Matrix Rpt button, or click on the Close button to close the Transfer Information window.

8 The active Transfer Worksheet closes and a new one displays.

Setting Up Consolidated Distribution

1 Click on the Consolidate tab on the Transfer Automation screen.

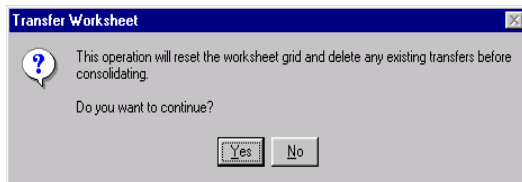


2 In the *Store(s) to consolidate FROM* list box, click in the option box(es) to the left of the stores that you want to select.

3 Press <Tab> to jump to the *Store to consolidate TO* list box.

4 Click on or press the <down> arrow key on your keyboard to select the store to consolidate to.

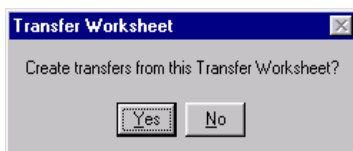
5 Click on the Execute button or press <F10>. This prompt displays.



Click on the Yes button or press <Enter> to continue. The distribution as defined displays in the grid.

6 Click on the Save & Exit button or press <F12>. The cursor returns to the Transfer Worksheet screen.

7 Click on the Transfer button or press <F5>. This prompt displays.



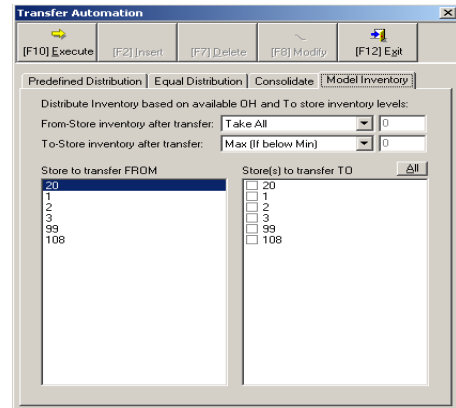
Click on the Yes button or press <Enter>. A Store Transfer Report displays. The report includes packing slip information and product detail. Print the report by clicking on the printer icon on the toolbar, or close the report by clicking on the Close button.

8 When you click on the Close button, a Transfer Information window displays showing the packing slip numbers created and the “from” and “to” store numbers. You can print the report discussed above by clicking on the Print Report button, print the pick list by clicking on the Print Pick List button, or click on the Close button to close the Transfer Information screen.

9 The active Transfer Worksheet closes and a new one displays.

Setting Up Model Inventory Distribution

1 Click on the Model Inventory tab on the Transfer Automation screen.



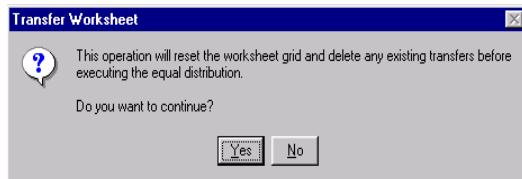
2 In the *From-Store inventory after transfer* combo box, accept the default of Take All to transfer all, or click on the down arrow button and select Leave Model Inv to leave the model inventory (specified in Store Stock Management), Leave Max (Min/Max) to leave the maximum inventory (specified in Store Stock Management), or <Manual>. If <Manual> is selected, the edit box to the right of the combo box will activate so you can enter the quantity manually.

3 In the *To-Store inventory after transfer* combo box, accept the default of Max (If below Min) to use the maximum specified in Store Stock Management, or click on the down arrow button and select Model Inv to use model inventory or <Manual>. If <Manual> is selected, the edit box to the right of the combo box will activate so you can enter the quantity manually.

4 In the *Store to transfer FROM* list box, click to highlight the store to transfer from.

5 In the *Store(s) to transfer TO* list box, click on or press the <Space Bar> to select the option box(es) for the store number(s) to transfer to. To select all stores, click on the All button or press <Alt+A>.

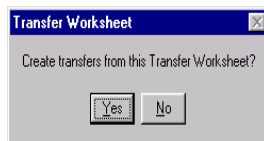
6 Click on the Execute button or press <F10>. This prompt displays.



Click on the Yes button or press <Enter> to continue. The distribution as defined displays in the grid.

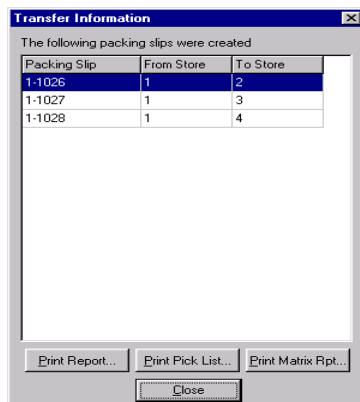
7 Click on the Save & Exit button or press <F12>. The cursor returns to the Transfer Worksheet screen.

8 Click on the Transfer button or press <F5>. This prompt displays.



Click on the Yes button. A Store Transfer Report displays. The report includes packing slip information and product detail. You can print the report by clicking on the printer icon, or close the report by clicking on the Close button on the toolbar.

9 When you click on the Close button, a Transfer Information window displays:



This shows the packing slip numbers created and the “from” and “to” store numbers. You can print the Store

Transfer Report discussed above by clicking on the Print Report button, print the pick list by clicking on the Print Pick List button, print the Transfer WS Distribution List by clicking on the Print Matrix Rpt button, or click on the Close button to close the Transfer Information window.

10 The active Transfer Worksheet closes and a new one displays.

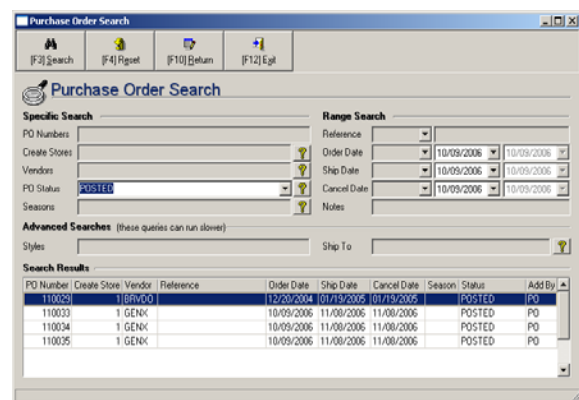
Transferring Multiple PO's on One Worksheet

1 On the main Transfer Worksheet screen, click on the Search button or press <F3>. The Transfer Worksheet Search screen displays.

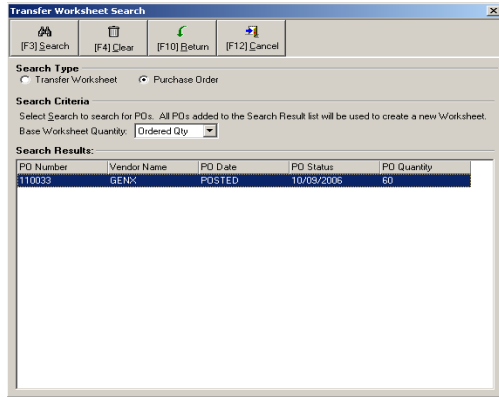
2 Click in the *Purchase Order* radio button under Search Type, then click on the down arrow button in the *Base Worksheet Quantity* combo box and select Ordered Qty or Received Qty from the drop-down list.

3 Click on the Search button or press <F3>. The Purchase Order Search window displays.

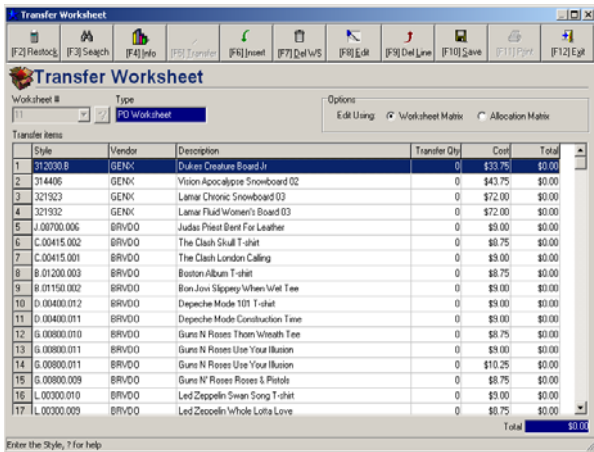
4 In the *PO Status* combo box, click on the down arrow button and select the appropriate status from the drop-down list, then click on the Search button or press <F3> to return the results to the grid. The screen displays similar to the following.



5 Double-click on a PO in the grid that you want to include on the worksheet. The Transfer Worksheet Search screen displays with the PO in the search results.



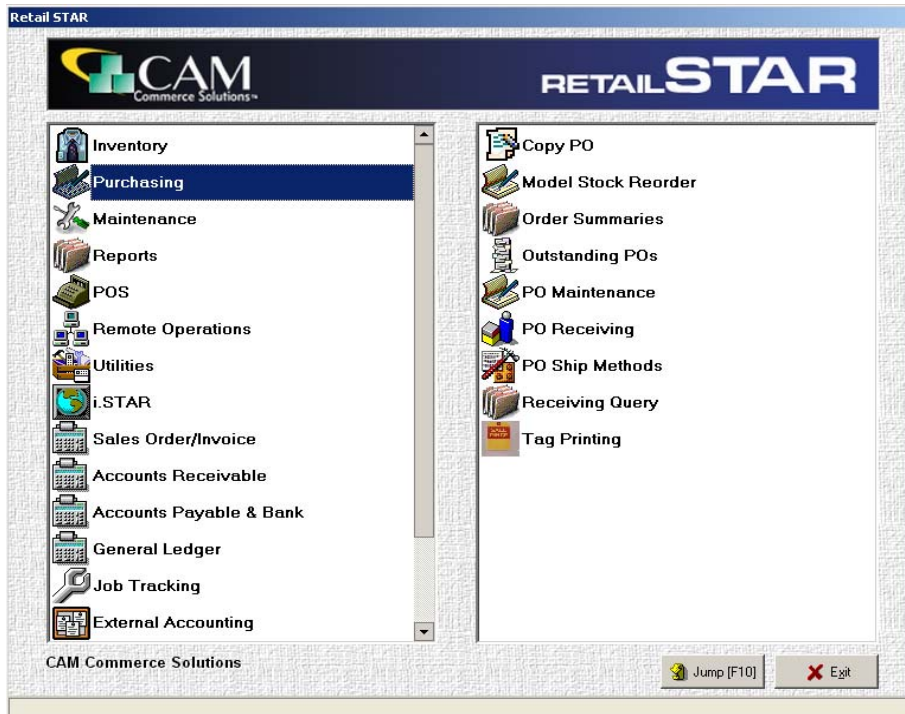
6 Continue adding PO's to the worksheet by clicking on the Search button or pressing <F3> again and selecting additional PO's from the Purchase Order Search screen. When all of the PO's you want are listed on the Transfer Worksheet Search screen, click on the Return button or press <F10>. The Transfer Worksheet screen redisplay similar to the following.



PART II

OFFICE

CHAPTER 2: PURCHASING



PURCHASING MENU OPTIONS:

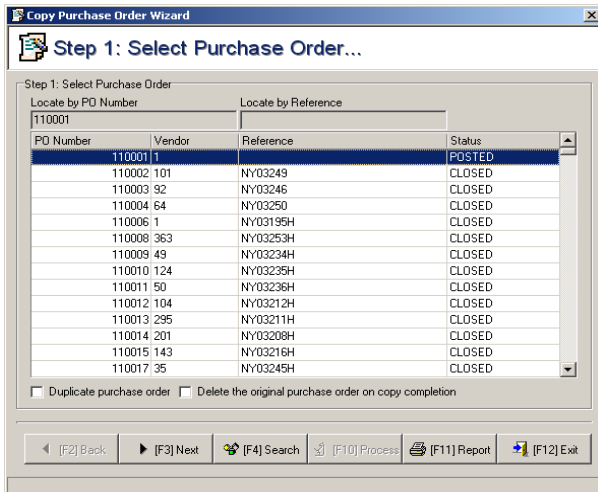
- Copy PO
- Model Stock Reorder
- Order Summaries
- Outstanding POs
- PO Maintenance
- PO Receiving
- PO Ship Methods
- Receiving Query
- Tag Printing

COPY PO

This option provides a convenient way to make a copy of a purchase order already in your system. You can make an exact copy, or you can change the From Store and/or To Store if necessary.

To copy a purchase order:

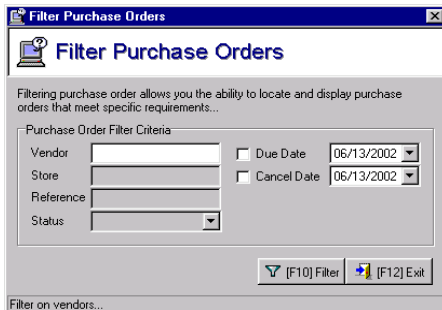
1 From the Purchasing submenu, click on Copy PO.



2 Select the purchase order to copy by clicking on it in the grid to highlight it. Use the scroll bar on the right side of the grid to view all of the purchase orders.

(a) To search for the purchase order by PO number, enter the number in the *Locate by PO Number* edit box; or to search for the purchase order by reference number, enter the number in the *Locate by Reference* edit box.

(b) To display only purchase orders for a specific vendor, store, reference, status, due date, and/or cancel date, click on the Search button or press <F4> to display the Filter Purchase Orders window.



This window helps you locate and display purchase orders based on filter criteria. In the *Vendor*, *Store*, and/or *Reference* edit boxes, enter the specific data. In the *Status* combo box, click on the down arrow button and select a status from the drop-down list. You can also click in the

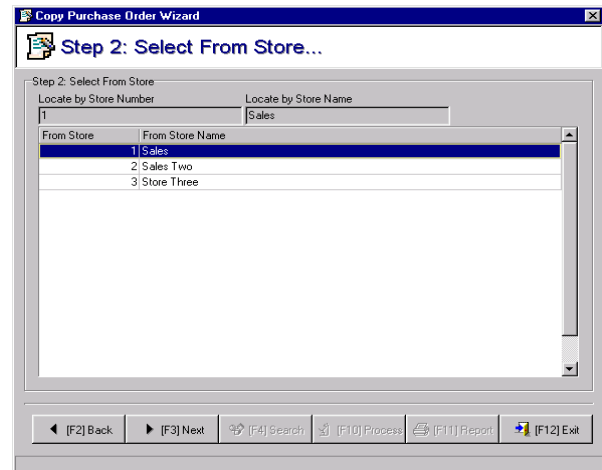
Due Date and *Cancel Date* option boxes, then enter dates (e.g., MM/DD/YYYY) or click on the down arrow buttons and select the dates from pop-up calendars.

When you are done specifying the filter criteria, click on the Filter button or press <F10>. The Step 1: Select Purchase Order window redisplay with only the purchase orders in the system that meet the filter criteria.

3 To make an exact copy of the purchase order, click in the *Duplicate purchase order* option box. The store selection steps will be skipped. **Do not select this option box if you want to make the PO copy for another store location.**

4 To delete the original PO when the copy is complete, click in the *Delete the original purchase order on copy completion* option box. This option box is only available for posted and unposted purchase orders.

5 Click on the Next button or press <F3>. The Step 2: Select From Store window displays.



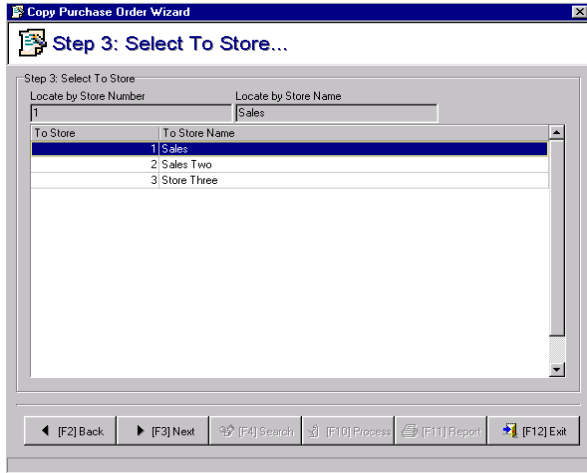
➤ *If the original PO was created for one store only, this step will be skipped.*

6 Select the From store by clicking on it in the grid to highlight it. Use the scroll bar on the right side of the grid to view all of the stores.

(a) To search for the store by number, enter the number in the *Locate by Store Number* edit box; or to search for the store by name, enter the name in the *Locate by Store Name* edit box.

➤ *To return to the previous screen, click on the Back button or press <F2>.*

7 Click on the Next button or press <F3>. The Step 3: Select To Store window displays.

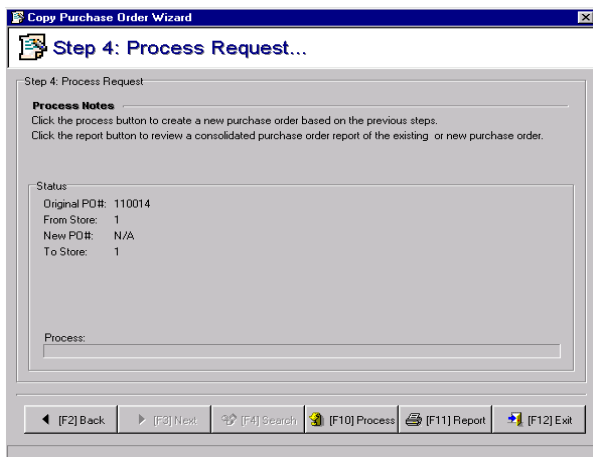


8 Select the To store by clicking on it in the grid to highlight it. Use the scroll bar on the right side of the grid to view all of the stores.

(a) To search for the store by number, enter the number in the *Locate by Store Number* edit box; or to search for the store by name, enter the name in the *Locate by Store Name* edit box.

➤ To return to the previous screen, click on the *Back* button or press <F2>.

9 Click on the *Next* button or press <F3>. The Step 4: Process Request screen displays.

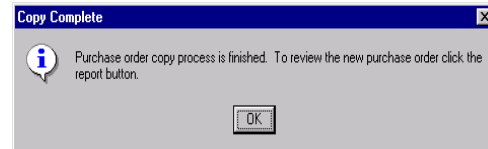


10 Click on the *Report* button or press <F11> to review a consolidated report of the existing PO before creating the new one. With the report displayed:

- Click on the *Fit*, *Width*, or *100%* buttons to display the report in the desired size.
- Click on the *First*, *Previous*, *Next*, or *Last* buttons to move through the pages.
- Click on the *Print* button to print the purchase order.

- Click on the *Setup* button to display a printer window if you want to specify the printer, page range to print, or number of copies to print.
- Click on the *Cancel* button to close the preview window.

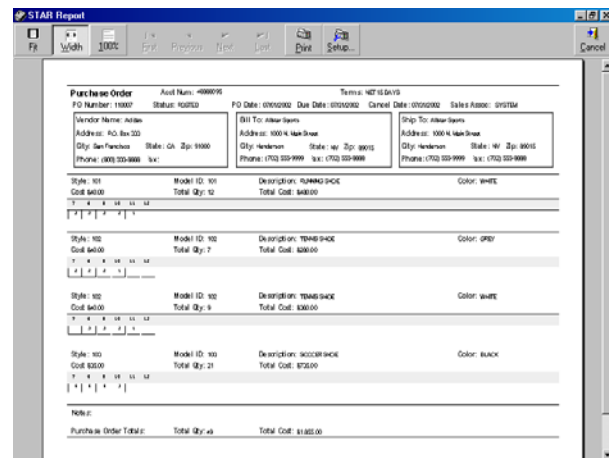
11 Click on the *Process* button or press <F10> to create the new purchase order. When the copy process is finished, this prompt displays.



12 Click on the *OK* button to continue. On the Step 4: Process Request window, note the original PO number, From store, new PO number, and To store.

➤ The status of the newly created PO will be *Unposted*.

13 Click on the *Report* button or press <F11> to display the newly created purchase order, similar to this example.



- Click on the *Fit*, *Width*, or *100%* buttons to display the report in the desired size.
- Click on the *First*, *Previous*, *Next*, or *Last* buttons to move through the pages.
- Click on the *Print* button to print the purchase order.
- Click on the *Setup* button to display a printer window if you want to specify the printer, page range to print, or number of copies to print.
- Click on the *Cancel* button to close the preview window.

14 Click on the *Exit* button or press <F12> to close the Copy PO option and return to the main menu.

MODEL STOCK REORDER

The Model Stock Reorder option is used to create purchase orders automatically for only those items whose inventory on hand has fallen below the required model inventory level, as expressed in the following formula:

$$\text{BMI} = (\text{MI (Model Inventory)} + \text{QC (Quantity Committed)}) - (\text{QOH (Quantity on Hand)} + \text{QOO (Quantity on Order)})$$

Model Inventory - User-defined “model” inventory levels created and maintained through the inventory product record or the Store Stock Management option.

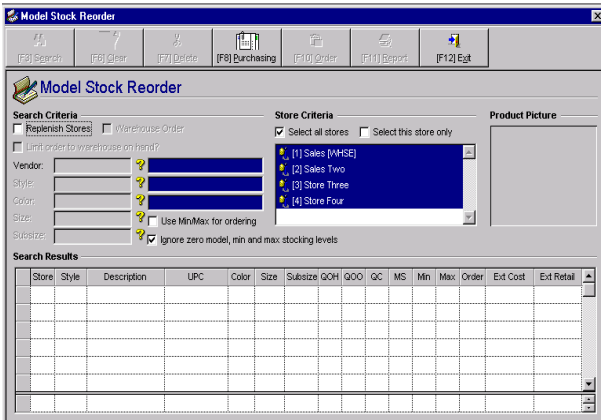
Quantity Committed - Item quantities “committed” on layaway or hold receipts before the receipts are paid in full. Once the items are paid in full, they are considered sold and the inventory is decreased by the quantity sold.

Quantity On Hand - Active inventory quantities based on the number of items received or sold.

Quantity On Order - Item quantities ordered.

To display product detail and create a purchase order:

1 From the Purchasing submenu, click on Model Stock Reorder.



2 Under Search Criteria are five (5) option boxes:

- *Replenish Stores* - Click to select this box to order for stores other than the warehouse.
- *Warehouse Order* - Click to select this box to order for the warehouse.
- *Limit order to warehouse on hand?* - Available if you select *Replenish Stores*. Selected by default. Click to deselect this box if you do not want to limit the order to warehouse on hand.

- *Use Min/Max for ordering* - Click to select this box to limit the order to within the minimum and maximum specified in Store Stock Management. Refer to the Setting Up Minimum Quantity and Maximum Quantity section of Inventory>Store Stock Management for further information. If this option box is not selected, Minimum Model Stock Inventory is used.

- *Ignore zero model, min and max stocking levels* - Selected by default. Click to deselect this box if you want the system to reorder enough to bring the inventory back up to zero if the BMI (below model inventory) is below zero.

3 The Search Criteria can include *Vendor* only, or *Vendor* and *Style*. If you define a *Style*, you can further define the search by *Color*, *Size*, and *Subsize*. Click on the “?” button next to a field to conduct a quick search; when the search box displays, click on the item to select and click on the Ok button or press <F10>.

➤ *Vendor changes to WHSE for warehouse orders.*

4 Define the Store Criteria to include all stores, your store only, or multiple stores as follows:

➔ Select all stores - The system defaults to this selection. To deselect, click in the option box or press the <Space Bar>.

➔ Select this store only - Click on or press <Tab> to highlight this selection, then press the <Space Bar> to select.

➔ Select multiple stores - Press <Tab> to select (highlight) the first store in the list. If you do not want the first store as part of your search criteria, click on or press the <Space Bar> to deselect. Click on or press the <up> and <down> arrow keys on your keyboard to move through the list, and use the <Space Bar> to select (highlight) the applicable stores for the search.

As you define the search criteria, you can click on the Search button or press <F3> at any time to display your product information in the grid. To display all products that need to be reordered for a particular vendor, enter the *Vendor* code, then click on the Search button or press <F3>.

5 Once the Search Criteria and Store Criteria are defined, click on the Search button or press <F3>. The results display in the grid and you have the following options:

➔ Clear the grid and perform a new search. Click on the Clear button or press <F6>.

➔ Delete lines of detail from the grid that you do not

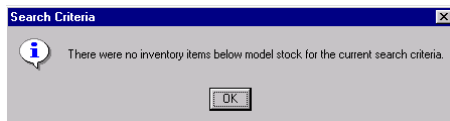
want to appear on the purchase order. Click on or press <Tab> to select (highlight) the first detail line in the grid, then press the <up> and <down> arrow keys on your keyboard to select (highlight) the line to delete. Click on the Delete button or press <F7> to delete the line.

➔ **Display/Print a Model Stock Reorder Report.** Click on the Report button or press <F11> to display the report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.

➔ **Create a purchase order.** Click on the Order button or press <F10>. A purchase order is created and automatically assigned the next available number in the system. The message, “Purchase order XXXXXX has been successfully created. Would you like to load this purchase order into Purchase Order Maintenance right now?” displays. Click on the Yes button to bring up the purchase order in PO Maintenance, or click on the No button if you do not want to access PO Maintenance at this time. Once you have made any necessary changes to the PO and have exited PO Maintenance, you will be returned to the Model Stock Reorder screen.

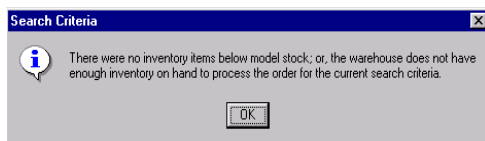
➔ **You can also click on the Purchasing button or press <F8> to open the PO Maintenance option.**

6 If there are no inventory items below model stock for your selected criteria, this message will display:



Click on the OK button to continue, then change your criteria selections.

7 If there are no inventory items below model stock or there is not enough inventory on hand at the warehouse to process the order, this message will display:



Click on the OK button to continue, then change your criteria selections.

8 Click on the Exit button or press <F12> to close the Model Stock Reorder option and return to the main menu.

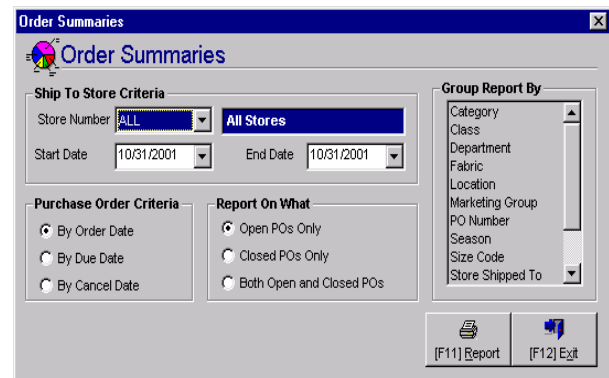
ORDER SUMMARIES

Order Summaries provides purchase order and pricing detail based on the date range and search criteria defined. The report includes the PO quantity ordered and received, ordered and received cost, and ordered and received retail cost.

➔ **This report includes unposted PO's.**

To generate an Order Summaries report:

1 From the Purchasing submenu, click on Order Summaries.



2 Accept the *Store Number* displayed, or click on the down arrow button to display a drop-down list of store numbers to select.

3 The *Start Date* and *End Date* fields default to the current date. Accept the dates displayed, or change the dates as applicable (e.g., MM/DD/YYYY). Click on the down arrow buttons to display calendars to help you select the dates.

4 Click on the applicable radio button under Purchase Order Criteria (*By Order Date*, *By Due Date*, or *By Cancel Date*).

5 Click on the applicable radio button under Report On What (*Open POs Only*, *Closed POs Only*, or *Both Open and Closed POs*).

6 In the *Group Report By* list box, indicate how you would like the report grouped by clicking on or using the <up> and <down> arrow keys on your keyboard to make a selection. The report can be grouped by Category, Class, Department, Fabric, Location, Marketing Group, PO Number, Season, Size Code, Store Shipped To, Style, Subclass, or Vendor No.

7 Click on the Report button or press <F11>. A report

displays showing purchase order or receiver information within the specified date range. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and choose Close Report to close the report window.

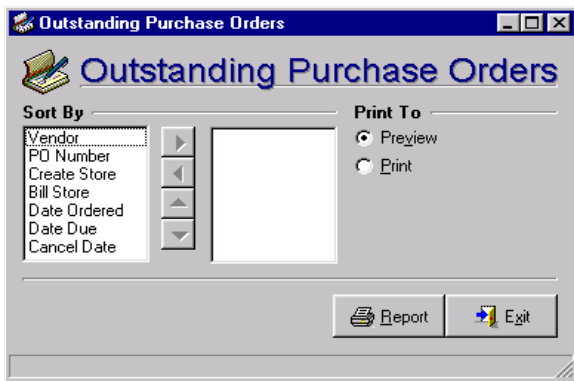
8 Click on the Exit button or press <F12> to close the Order Summaries option and return to the main menu.

OUTSTANDING POS

Outstanding POs allows you to search for purchase orders that have not yet been received and closed, and to display or print a report based on report options that you select.

To search for outstanding POs:

1 From the Purchasing submenu, click on Outstanding POs.



2 Click on your selection in the Sort By list to indicate how you want the report sorted, then click on the right arrow button to place the selection in the list box on the right. The order in which you select the fields will be the same order the report is sorted. If you want to change the order, click on a field in the list box on the right, then click on the up and down arrow buttons to position the field within the list. Sort options include Vendor, Bill Store, Date Ordered, Date Due, Cancel Date, Create Store, and PO Number.

3 Click on the applicable radio button under Print To (*Preview* or *Print*).

4 Click on the Report button to display the Outstanding Purchase Orders Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and choose Close Report to close the report window.

5 Click on the Exit button or press <F12> to close the Outstanding POs option and return to the main menu.

➤ *The remaining cost on the report is calculated from the order cost minus the receiving cost.*

PO MAINTENANCE

PO Maintenance allows you to create and maintain Standard, Warehouse, and Replenishment purchase orders (POs). Standard POs are used to order and receive directly from an outside vendor. Warehouse POs are used to order and receive directly from an internal warehouse store. Replenishment POs are used when inventory control for all stores is centralized at a single warehouse store. In addition to moving inventory items using Warehouse and Replenishment POs, you can transfer inventory between stores using the transfer options found in the Inventory module.

➤ *You cannot create a PO for a kit.*

There are four (4) PO statuses:

- **Unposted** - A saved PO that can be changed as necessary. The status must be changed to Posted in order to receive against it.
- **Posted** - A saved PO that can be received on. A Posted PO can also be reopened in PO Maintenance and its status changed to Unposted to allow you to make changes. The PO can then be posted again and received against.
- **Backordered** - A PO that has been partially received and not closed. The PO remains backordered until all items are received or it is closed. A Backordered PO is “read only” when opened in PO Maintenance.
- **Closed** - A PO that can no longer accept any changes or any other receivings. A Closed PO can be reopened as “read only” in PO Maintenance and PO Receiving.

Standard POs

Standard POs are used to order and receive inventory items directly from an outside vendor. A main store can create standard POs for itself and for remote stores. Remote stores and warehouse stores can create standard POs only for themselves. Once items are received, inventory on hand is adjusted. If the main store orders for a remote store, the inventory on hand at the remote

store is updated during communications. The ordering, receiving, and/or communications processes include adjustments to Quantity on Order (QOO) and Quantity on Hand (QOH).

Standard PO Process – Main, Remote, or Warehouse Store orders for their store

Step	Action Taken	Main, Remote, or Warehouse Store
1	Order Placed	QOO – Increased (+)
2	Order Received	QOO – Decreased (-) QOH – Increased (+)

Standard PO Process – Main Store orders for itself and a Remote Store

Step	Action Taken	Main Store (MS)	Remote Store (RS)
1	Order Placed	QOO – Increased (+)	
2	Communications (MS to RS)*		QOO – Increased (+)
3	Order Received	QOO – Decreased (-) QOH – Increased (+)	
4	Communications (MS to RS)**		QOO – Decreased (-) QOH – Increased (+)

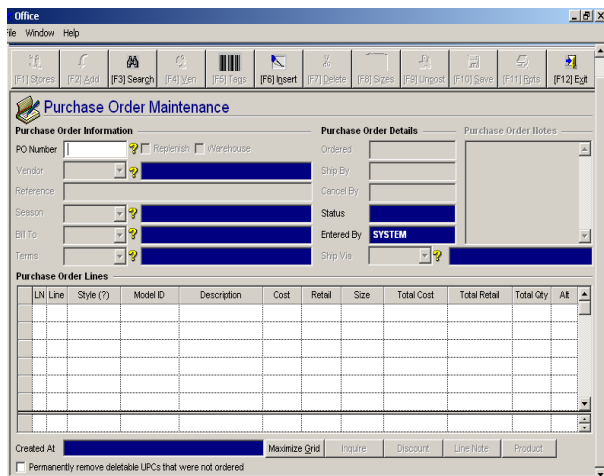
*When the PO detail is sent from the main store to the remote store, the QOO at the remote store will not increase until the communications process is complete.

**When the PO is received, the “receive” detail must be communicated from the main store to the remote store before the remote store’s QOO is decreased and QOH is increased.

Creating Standard POs

To create a purchase order:

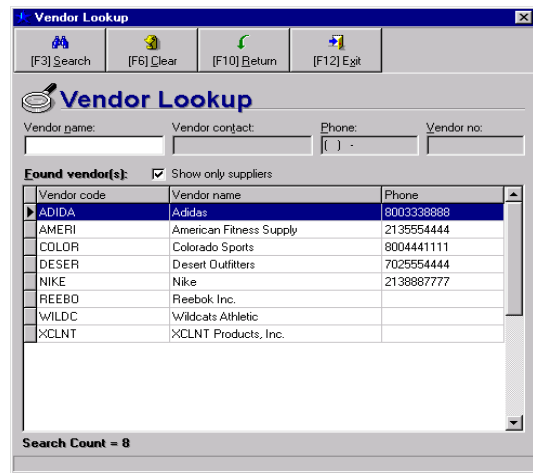
1 From the Purchasing submenu, click on PO Maintenance.



2 Click on the Insert button or press <F6>. The next available PO number is automatically assigned along with the *Ordered* date, *Ship By* date, *Cancel By* date, and *Bill To* store number and name (defaulted to the store creating the PO). In addition, the PO *Status* and *Entered By* (employee password name) are displayed.

3 Enter the *Vendor* code and press <Enter>, or click on the down arrow button or the “?” button or press the <?> key on your keyboard to search for the code.

If you click on the down arrow button, a drop-down list of all vendors in the file displays. If you click on the “?” button, a Vendor Lookup window displays.



The Vendor Lookup window lets you search for the vendor by entering the *Vendor name*, *Vendor contact*, *Phone*, or *Vendor no.* and then clicking the Search button or pressing <F3>. A convenient feature of this search window is the ability to filter out any vendors who are not product suppliers, such as utility companies. The *Show only suppliers* option box is selected by default to display only those vendors who have been specified in their vendor record to be suppliers. To display all vendors regardless of vendor type, click in the option box to remove the check mark. Use the Clear button or press <F6> to refresh the screen after conducting a search. When the correct vendor is located, double-click on the record, or click on the record to highlight it and click the Return button or press <F10>. The vendor code will display in the *Vendor* field.

4 In the *Reference* field, enter a cross-reference description for your PO, if applicable. If you enter a description here, you will be able to search for the PO based on the description entry when you are in the Maintenance mode.

5 If applicable, enter the *Season* code, or click on the down arrow button or the “?” button or press the <?> key on your keyboard to search for the code.

6 In the *Bill To* combo box, change the default store, if applicable. Enter the store number, or click on the down arrow button or the “?” button or press the <?> key on your keyboard to search for the store number. **This field is required.**

7 Enter the *Terms* code, or click on the down arrow button or the “?” button or press the <?> key on your keyboard to search for the terms code.

8 Accept the default *Ordered* date, *Ship By* date, and *Cancel By* date, or click in the edit boxes and enter new dates (e.g., MM/DD/YYYY).

9 Enter the *Ship Via* method, or click on the down arrow button or the “?” button or press the <?> key on your keyboard to search for the code.

10 In the Purchase Order Notes area, enter any notes that may be applicable to the PO.

11 Click in or press <Tab> to place the cursor in the first *Style* field under Purchase Order Lines. The line is highlighted and an arrow pointing to the line appears in the far-left gray column.

12 Enter the *Style* code, or press the <?> key on your keyboard to search for the style. Once the style is entered, the additional product detail displays. Refer to the Product Inquiry option in the Inventory chapter for further information.

➤ Click on the *Maximize Grid* button at the bottom of the screen to expand the grid and display additional lines at once. Click on the *Minimize Grid* button to revert to the original screen view.

➤ Click on the *Inquire* button at the bottom of the screen to display the *Product Inquiry* screen for the selected item. Refer to the *Product Inquiry* option for further information.

➤ To create line notes to print on the receiver, click on the *Line Note* button at the bottom of the screen to display the *PO Line Notes* window. Enter an optional note about the particular line item, then click on the *Save* button or press <F10>, then click on the *Exit* button or press <F12> to close the *PO Line Notes* window. Purchase order lines with line notes attached will display with an asterisk in the *LN* column of the *Purchase Order Lines* grid.

➤ Click on the *Product* button at the bottom of the screen to display the *Product Maintenance* screen for the selected item. Refer to the *Product Maintenance* option for further information.

➤ If you enter a duplicate style, a warning will display.

13 Click in the *Permanently remove deletable UPCs that were not ordered* option box to select it if you want the system to take off any deletable UPCs that were not ordered on the PO.

14 Click on the *Sizes* button or press <F8>. The *Purchase Order Sizes* screen displays.

Ordering Sizes for a Single Store Location

Order Quantities	S	M	L	XL	XXL
[1] Jacob's Liquor #1	0	0	0	0	0
[2] Jacob's Liquor #2	0	0	0	0	0
[3] Store 3	0	0	0	0	0
[4] Store 4	0	0	0	0	0
[10] Liquor Locker	0	0	0	0	0
[20] Store 20	0	0	0	0	0
Current PO Size Totals	0	0	0	0	0

When the Purchase Order Sizes screen displays, the following occurs:

- The Order Quantities grid displays the product sub-sizes down the left side and sizes across the top.
- The cursor is in the first size on the first subsize line.
- The Subsizes list box is inactive.
- The Colors list box is active, and the first color in the list is highlighted.
- The Current Orders list box shows “None Ordered.”

➤ If your product only has sizes and colors, the grid will display colors down the left side and sizes across the top.

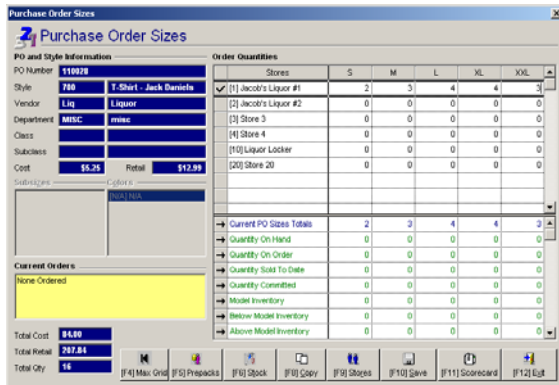
➤ Click on the *Max Grid* button or press <F4> to expand the grid. Click on the *Min Grid* button or press <F4> again to return to the original view.

In addition, you can display product stock information by clicking on the *Stock* button or pressing <F6>. When you select this option, the *Stock Status Items* window pops up.

You can select status information to display by clicking on each individual option, or click on the *Select All*

button or press <F9> to display all options. Once your selections are complete, click on the OK button or press <F10>. The selections are saved with your user logon information so each time you access this window, they will redisplay. The window closes and your selections are displayed at the bottom of the Order Quantities grid as shown below.

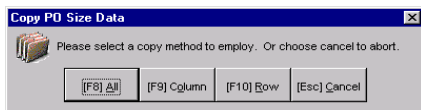
➔ You can also make selections by using the arrow keys on your keyboard to select the option, then pressing the <Space Bar> to highlight the selection. Click on the Clear button or press <F6> to clear the selections.



1 Enter the quantities to order. You can enter quantities manually for each size and subsize, or use the Copy feature described below. For manual entries, type each entry, then press <Enter> to jump to the next column or press the <down> arrow key on your keyboard to move to the next row. Press <Shift+Tab> to move backward. If you displayed stock detail, notice that the detail changes as you move to each subsize line in the grid. The total cost, retail, and quantity for the style display in the bottom left corner of the window and are updated as you enter quantities.

<F8> Copy Feature

The Copy feature allows you to select an entry from one of the grid cells and copy it to each cell in the column, each cell in the row, or all cells in the grid. To use the feature, click to highlight the number in the grid that you want to copy, then click on the Copy button or press <F8>. The following toolbar displays:



Button

<F8> All

<F9> Column

Results

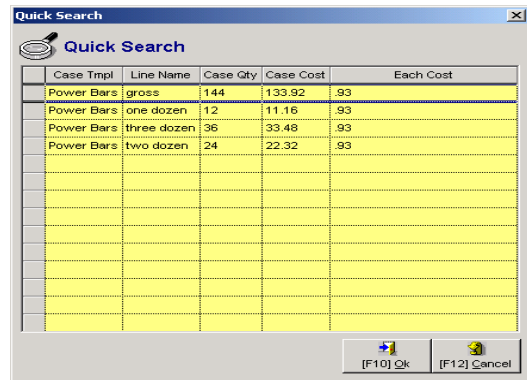
Copies the selected number into all cells in the grid.

Copies the selected number into each cell in the column where the number was selected.

<F10> Row
Copies the selected number into each cell of the row where the number was selected.

<Esc> Cancel
Closes the Copy PO Size Data toolbar.

2 If ordering an item which has case quantity information attached through Product Maintenance, you can order by cases here by entering the number of cases followed by an 'x.' For example, to order two (2) cases, enter 2x. A Quick Search window pops up.



Click to select the case template to use. Selecting the line name Gross in the example will cause two gross (288 total) Power Bars to be ordered. Click on the Ok button to continue. The Quick Search window closes. Case quantities display in red in the Purchase Order Sizes and Purchase Order Maintenance screens.

3 Once all sizes and subsizes for the first color are entered, click on the Save button or press <F10>. The size run information is saved. You are now ready to order the sizes and subsizes for the next color. Note that each time you save the ordered quantities, the Current Orders list box in the bottom left corner of the screen displays the subsize and color ordered. To redisplay this information in the Order Quantities grid, click in the Current Orders list box on the applicable subsize and color.

4 Click on the next color in the Colors list box or click on the Next button or press <F3>, and the Order Quantities grid will refresh. Repeat Steps 1 and 2 to order the sizes and subsizes for that color.

5 When all size runs are defined and saved, click on the Exit button or press <F12>. The Purchase Order Sizes screen closes and you are returned to the Purchase Order Maintenance screen. The lines in the PO will fill in with the calculated Total Cost, Total Retail, and ordered Total Qty by size code.

6 Click on the Post button or press <F9> to post the PO. The PO must be posted in order to receive against it.

7 Click on the Exit button or press <F12> to close the PO Maintenance option and return to the main menu.

➤ *The Product Scorecard feature is available from the Purchase Order Sizes window by clicking on the Scorecard button or pressing <F11>. Refer to Appendix F for information on using Product Scorecard.*

Ordering Sizes for Multi-Store Locations

To order sizes for multi-store locations, use the same procedures as for a single-store location, with the following exceptions:

- The Order Quantities grid displays the stores down the left side and the sizes across the top.
- The Subsizes and Colors list boxes are both active. Select a subsize and color, then enter each order quantity in the grid cells or use the Copy function.
- Click on the Stores button on the toolbar or press <F9> to change the stores that are displayed in the grid. When you select this option, the Choose Stores window displays.

An arrow indicates that a store is selected to display. You can deselect a store by clicking on the store in the list and then pressing the <Space Bar>, or by pressing the arrow keys on your keyboard to select the store and then pressing the <Space Bar>. Once the store(s) are selected, click on the OK button or press <F10> to display your selections in the Order Quantities grid.

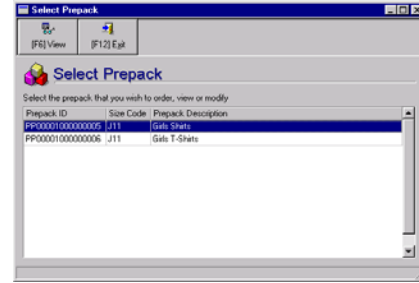
➤ *If the Main location will be receiving for the remote location(s), be sure the PO/Receivers option box is selected in the Communication Setup option.*

Ordering Prepacks

To order prepack merchandise, you must first define the prepack in the Prepacks option in Maintenance. The product record must reference a size code for which a prepack has been created.

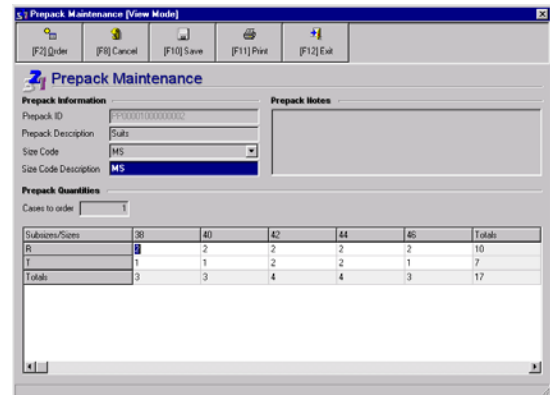
1 In the Purchase Order Sizes screen, click on the Prepacks button or press <F5>.

- If there are multiple prepacks for the size code attached to the current style, the Select Prepack window will display.



Click on the prepack you want to use, then click on the View button or press <F6> to select it.

2 The Prepack Maintenance window displays.



3 To view and/or print the Prepack Report, click on the Print button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button or close the report.

4 In the *Cases to order* edit box, accept the default of 1, or enter another number of cases to order.

5 Click on the Order button or press <F10> to continue with ordering the merchandise. The Purchase Order Sizes screen redisplay.

6 Make any adjustments to the Order Quantities if necessary, then click on the Save button or press <F10>.

7 Click on the Exit button or press <F12> to return to the main Purchase Order Maintenance screen.

Taking a Discount on a PO

Purchase orders can be discounted by the retail or cost, or marked up using the cost plus method. Although the discount is based on either the retail or cost, only the cost is affected. You can discount an entire purchase order or individual lines of the PO. Use the following example to see how discounting works.

PO Number: 110180
 Style: 584
 Qty: 1
 Cost: \$48.00
 Retail: \$98.00

Click on the Discount button at the bottom of the Purchase Order Maintenance window. The Discount window displays.

In our example, there is only one line on the purchase order, so either the *Purchase Order* or the *Purchase Order Line* radio button can be selected under Discount Type. If there are multiple lines on the purchase order, click in the *Purchase Order Line* radio button to apply the discount to the currently selected line only.

Here are the results of various settings:

(a) Select the *Retail* radio button under Discount Method. Then enter **10** in the first edit box. The *Percent* option box is selected, so 10% will be deducted from the retail. When you click on the Show Me button, the cost on the PO will change to \$88.20 (retail of \$98.00 minus 10% or \$9.80 = \$88.20).

(b) Select the *Cost* radio button under Discount Methods. Then enter **10** in the first edit box. The *Percent* option box is selected, so 10% will be deducted from the cost. When you click on the Show Me button, the cost on the PO will change to \$43.20 (original cost of \$48.00 minus 10% or \$4.80 = \$43.20).

(c) Select the *Cost +* radio button under Discount Methods. Then enter **10** in the first edit box. The *Percent* option box is selected, so 10% will be added to the cost. When you click on the Show Me button, the cost on the PO will change to \$52.80 (original cost of \$48.00 plus 10% or \$4.80 = \$52.80).

(d) Select the *Retail* radio button under Discount Method. Then enter **10** in the first edit box. Click in the *Percent* option box to deselect it, so the edit box will represent dollars. When you click on the Show Me button,

the cost on the PO will change to \$88.00 (retail of \$98.00 minus \$10.00 = \$88.00).

(e) Select the *Cost* radio button under Discount Methods. Then enter **10** in the first edit box. Click in the *Percent* option box to deselect it, so the edit box will represent dollars. When you click on the Show Me button, the cost on the PO will change to \$38.00 (original cost of \$48.00 minus \$10.00 = \$38.00).

(f) Select the *Cost +* radio button under Discount Methods. Then enter **10** in the first edit box. Click in the *Percent* option box to deselect it, so the edit box will represent dollars. When you click on the Show Me button, the cost will change to \$58.00 (original cost of \$48.00 plus \$10.00 = \$58.00).

You can also enter ‘chained’ discounts. Suppose a vendor is giving a 10% discount off retail plus an additional \$5 off. Select the *Retail* radio button under Discount Methods. Then enter **10** in the first edit box, leaving the *Percent* option box checked. Next, enter **5** in the second edit box. Click in the *Chained* option box to select it, then click in the *Percent* option box to deselect it so the edit box will represent dollars. When you click on the Show Me button, the cost will change to \$83.20 (retail of \$98.00 minus 10% or \$9.80 = \$88.20, minus \$5.00 = \$83.20).

► You can enter an additional discount in the third edit box, and it can be chained or not.

Button	Results
Reset	Reloads the entire PO before the discount is processed.
Show Me	Lets you preview the discount changes, but they are not actually applied to the PO.
Process	Changes the cost on the PO as per your specifications.
Exit	Closes the Discount window.

Warehouse POs

Warehouse POs are used to order and receive inventory items directly from an internal warehouse store. You can set up your warehouse store as a “main” or a “remote.” Since the system allows for one main and multiple remotes, you can also have one warehouse store as a “main” and additional warehouse stores as “remotes.” (See Chapter 3 - Maintenance: Store Setup for further information).

You cannot delete a warehouse PO. Instead, after receiving it in its entirety, create adjustments in the Adjust Levels option using the Warehouse reason code type to move the inventory back to the correct store.

➤ *Make sure your stock is set up as warehouse stock - refer to “Setting up Warehouse Stock” in the Store Stock Management section in Chapter 1 - Inventory.*

➤ *If the Main location will be receiving for the remote location(s), be sure the PO/Receivers option box is selected in the Communication Setup option.*

A main store can create Warehouse POs for itself and for remote stores. Remote stores and warehouse stores can create Warehouse POs only for themselves. If the main store orders for a remote store, the inventory on hand at the remote store is updated during communications. The ordering, receiving, and/or communications processes include adjustments to Quantity Committed (QC), Quantity on Order (QOO), Quantity in Transit (QIT), and Quantity on Hand (QOH).

Warehouse PO Process – Main Store orders from Warehouse Store

Step	Action Taken	Main Store (MS)	Warehouse Store (WS)
1	Order Placed at MS	QOO – Increased (+)	
2	Communication (MS to WS)*		QC – Increased (+)
3	Order Filled at WS		QC – Decreased (-) QOH – Decreased (-)
4	Communication (WS to MS)**	QIT – Increased (+)	
5	Order Received at MS	QOO – Decreased (-) QIT – Decreased (-) QOH – Increased (+)	

*When the PO detail is sent from the main store to the warehouse store, the QC at the warehouse store will not increase until the communications process is complete.

**When the PO is filled, the “fill” detail must be communicated from the warehouse store to the main store before the main store’s QIT increases and they can receive the items and update their inventory on hand.

Warehouse PO Process – Remote Store orders from Warehouse Store

Step	Action Taken	Remote Store (RS)	Warehouse Store (WS)
1	Order Placed at RS	QOO – Increased (+)	
2	Communication (RS to WS)*		QC – Increased (+)
3	Order Filled at WS		QC – Decreased (-) QOH – Decreased (-)

4	Communication (WS to RS)**	QIT – Increased (+)
5	Order Received at RS	QOO – Decreased (-) QIT – Decreased (-) QOH – Increased (+)

*When the PO detail is sent from the remote store to the warehouse store, the QC at the warehouse store will not increase until the communications process is complete.

**When the PO is filled, the “fill” detail must be communicated from the warehouse store to the remote store before the remote store’s QIT increases and they can receive the items and update their inventory on hand.

Warehouse PO Process – Main Store orders for itself and Remote Store

Step	Action Taken	Main Store (MS) & Remote (RS)	Warehouse Store (WS)
1	Order Placed at MS	QOO – Increased (+)	
2	Communication (MS to WS)*		QC – Increased (+)
3	Order Filled at WS		QC – Decreased (-) QOH – Decreased (-)
4	Communication (WS to MS & RS)**	QIT – Increased (+)	
5	Order Received at MS & RS	QOO – Decreased (-) QIT – Decreased (-) QOH – Increased (+)	

*When the PO detail is sent from the main store to the warehouse store, the QC at the warehouse store will not increase until the communications process is complete.

**When the PO is filled, the “fill” detail must be communicated from the warehouse store to the main store and the remote store before the main or remote store’s QIT increases and they can receive the items and update their inventory on hand.

Warehouse Partial PO Process – Remote orders from Warehouse Store, Warehouse sends Partial PO

Step	Action Taken	Remote Store (RS)	Warehouse Store (WS)
1	Order Placed at RS	QOO – Increased (+)	
2	Communication (RS to WS)		QC – Increased (+)
3	Order Partially Filled at WS		QOH – Decreased (-) QC – Decreased (-)
4	Communication (WS to RS)	QIT - Increased (+)	
5	Receive Partially Sent Order	QOH - Increased (+) QOO - Decreased (-) QIT - Decreased (-)	
6	Communication (RS to WS)		

- 7 At WS, Completely Fill PO QOH - Decreased (-)
QC - Decreased (-)
QIT - Increased (+)
- 8 Communication (WS to RS)
- 9 Completely Receive PO QOH - Increased (+)
QOO - Decreased (-)
QIT - Decreased (-)

The warehouse store can partially send items on a purchase order that they cannot completely fill. For example, if a remote ordered 10 of item A, and the warehouse store only has 5, the warehouse store can send a quantity of 5 and fill the rest of the purchase order at a later time. The remote will in turn receive the quantity of 5 until the warehouse store can complete the rest of the purchase order.

Creating Warehouse POs

- 1 From the Purchasing menu, click on PO Maintenance.
- 2 Click on the Insert button or press <F6>.
- 3 Click in the *Warehouse* option box to select it. The warehouse store number fills in and the cursor displays in the *Reference* field.
- 4 Enter a reference as applicable.
- 5 Enter any other header information as applicable (e.g., *Season, Bill To, Terms, Ordered date, Due By date, Cancel By date, Ship Via*).
- 6 In the *Style* field in the grid, enter the style code that you are ordering, or press the <?> key on your keyboard to search for the style.
- 7 Once the detail displays, complete the PO process following the instructions for creating a Standard PO.

➤ **Be sure to post the PO.**

- 8 The PO information will be transmitted to the warehouse store during communications.

Filling a Warehouse PO

- 1 At the Warehouse store, open the appropriate warehouse purchase order in PO Maintenance (from the Purchasing menu).
- 2 Double-click on the line to fill. The Size Matrix screen displays.
- 3 Enter the quantities of each size actually being sent to the main or remote store.

- 4 Click on the Send button or press <F10>.

- 5 Click on the Exit button or press <F12> to close the Size Matrix window.

Replenishment POs

The Replenishment PO feature allows for centralized inventory control at a single warehouse store. The warehouse determines how many products should be shipped to replenish each store's inventory on hand. Inventory can be replenished on a daily basis without the stores submitting a request. The ordering, receiving, and/or communications processes include adjustments to Quantity on Order (QOO), Quantity in Transit (QIT), and Quantity on Hand (QOH). Replenishment PO's can only be created at the warehouse.

Step	Action Taken	Warehouse Store (WS)	Main Store (MS) or Remote (RS)
1	Order Placed and Filled at WS	QOH - Decreased (-)	
2	Communication (WS to MS or RS)		QOO - Increased (+) QIT - Increased (+)
3	Order Received (MS or RS)		QOO - Decreased (-) QIT - Decreased (-) QOH - Increased (+)

**When the PO is placed and filled, the detail must be communicated from the warehouse store to the main, remote, or other warehouse store before the QOO and QIT increases and they can receive the items and update their inventory on hand.

Creating Replenishment POs

To create a Replenishment PO at the warehouse:

- 1 From the Purchasing menu, click on PO Maintenance.
- 2 Click on the Insert button or press <F6>.
- 3 Click in the *Replenish* option box to select it. The warehouse store number fills in, and the cursor displays in the *Reference* box.
- 4 Enter a reference as applicable.
- 5 Enter any other header information as applicable (e.g., *Season, Bill To, Terms, Ordered date, Due By date, Cancel By date, Ship Via*).
- 6 In the *Style* field in the grid, enter the style code that

you are ordering, or press the <?> key on your keyboard to search for the style.

7 Once the detail displays, complete the PO process following the instructions for creating a Standard PO.

8 The PO information will be transmitted to the store(s) receiving the replenishment PO during communications.

Maintaining a Purchase Order

1 From the Purchasing menu, click on the PO Maintenance submenu.

2 To display the PO to maintain, use one of the following methods:

- Enter the PO number and press <Enter>.
- Click on the “?” button to the right of the *PO Number* combo box or press the </> key on your keyboard and select the PO from the list that displays.

➤ *The list initially shows open POs only. To show closed POs as well, click in the Show Open and Closed POs option box.*

- Click on the Search button or press <F3>, and a Purchase Order Search screen displays.

Under Specific Search, enter data in the *PO Numbers*, *Create Stores*, *Vendors*, *PO Status*, and/or *Seasons* combo boxes or click on the down arrow button in each combo box to select the search criteria. For example, to search for only PO's for vendors Cole and Nike, enter **COLE,NIKE** in the *Vendors* combo box. To search for only closed PO's, select **CLOSED** from the *PO Status* combo box.

Under Range Search, click in the *Reference*, *Order Date*, *Ship Date*, *Cancel Date*, and/or *Notes* combo/edit boxes to select additional search criteria. The *Reference* combo

box is followed by an edit box into which you can enter a reference number. For example, to search for PO's with 1234 in the *Reference* field, select = in the *Reference* combo box, then enter **1234** in the edit box to the right. To search for PO's created between January 1, 2003 and March 31, 2003, select **BETWEEN** in the *Create Date* combo box, then enter the dates in the combo boxes to the right (e.g., **MM/DD/YYYY**) or select the dates from the pop-up calendars that display.

Under Advanced Searches, enter data in the *Styles* and/or *Ship To* edit boxes to select additional search criteria.

Once your search criteria are defined, click on the Search button or press <F3> to display the results in the grid. Double-click on a line in the grid, or click to highlight it and then click on the Return button or press <F10>, to show the selected PO in the Purchase Order Maintenance screen. Click on the Reset button or press <F4> to cancel your selections. Click on the Exit button or press <F12> to close the Purchase Order Search window.

➤ *In the Add By column, PO indicates the purchase order was created in PO Maintenance, and RV indicates it was created in PO Receiving.*

3 With the PO displayed, click in the applicable edit or combo boxes and make changes as necessary.

4 Once all changes are complete, click on the Save button or press <F10>.

5 Click on the Post button or press <F9> to post the PO. The PO must be posted in order to receive against it. Click on the Unpost button or press <F9> again to unpost the PO.

6 Click on the Exit button or press <F12>.

Printing Barcode Tags

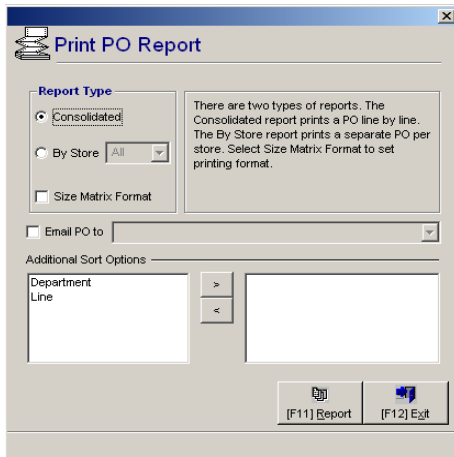
You can create barcode tags for all items on a purchase order. Refer to the Tag Printing for Purchase Orders and Receiving section under Printing Tags in Inventory and Purchasing Submenu Options in Appendix A - Tag Printing for instruction.

Purchase Order Reports

PO Reports are available in Consolidated, By Store, and Size Matrix formats. The Consolidated report prints a PO line by line. The By Store report prints a separate PO per store.

To display and/or print PO reports:

1 Click on the Rpts button or press <F11>. The Print PO Report dialog box displays.



2 Under Report Type, select the *Consolidated* or *By Store* radio button. If you select *By Store*, accept the default of All or click on the down arrow button in the combo box to select the store from the drop-down list.

3 Click in the *Size Matrix Format* option box to print the report in size matrix format.

4 You can e-mail the report in .rtf format (e.g., to the vendor) by clicking in the *Email PO to* option box to select it, then enter the e-mail address in the edit box or select it from the drop-down list.

5 To sort the PO by department or line number, click to select Department or Line under Additional Sort Options, then click on the right arrow button to move the sort option to the box on the right. Click on the left arrow button to move the selected sort option back to the box on the left to deselect it.

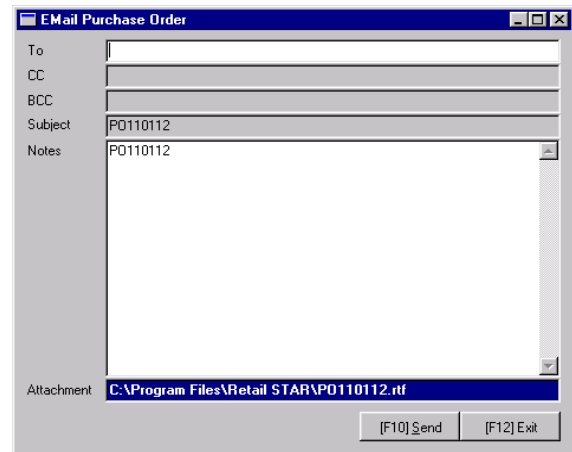
6 Click on the Report button or press <F11>.

If the Consolidated radio button was selected, the Ship To Store Selection box will display.



Accept the *Ship To Store No.* displayed, or click on the down arrow button to select another store from the drop-down list. Click on the Ok button or press <F10> to continue.

7 If the *Email PO to* option box is selected, a window similar to the following displays:



Modify the To, CC, BCC, and Subject edit boxes, if necessary. You can also enter a message in the Notes box. The PO is attached as an .rtf file for the recipient to open and print, save, etc. Click on the Send button or press <F10> to e-mail the purchase order. The prompt, “Your email has been sent” displays; click on the OK button to continue. Click on the Exit button or press <F12> to close the window.

► You can use either Outlook or Outlook Express with this feature.

8 With the report displayed, click on the buttons or pull-down menus to go backward and forward in multi-page reports, print the report, access printer setup, or close the report screen.

9 Click on the Exit button or press <F12> to close the Print PO Report dialog box.

Additional Function Key Options

Function Key	Description
<F1> Stores	Displays a list of stores to allow you to select the one(s) you want to place an order for.
<F2> Add	Displays the Vendor, Season, Store, Terms, or Product Maintenance screen for adding a new record.
<F3> Search	Displays the Product Search screen to search for information based on the defined search criteria. Refer to the Product Inquiry option in the Inventory chapter for instruction on using this feature.
<F4> Ven	Displays a Quick Search List of alias table vendor detail.
<F5> Tags	Displays the PO Tag Printing screen used to create barcode tags for all items on the purchase order.
<F6> Insert	Lets you create a new PO. When selected, the PO number is automatically filled in by the system.

- <F6> Cancel Clears the input in the screen and displays a blank Purchase Order screen.
- <F7> Delete Deletes the selected line of detail on the PO. The prompt, "You have chosen to delete style line XXXXX on purchase order XXXXXX. Is this your intention?" displays. Click Yes to delete or No to cancel.
- <F8> Sizes Displays the Purchase Order Sizes screen that is used to add or edit order quantity detail. You have the option (<F6> Stock) to view Inventory Stock Status by Quantity On Hand, On Order, Sold to Date, Committed, or Model Inventory.
- <F10> Save Saves the detail in the active screen.
- <F12> Exit Closes the active screen.

PO RECEIVING

When receiving purchase orders, you can receive in full or in part, and you can receive using a PDT 3100. When you use the PDT to receive, you can receive against single or multiple POs and automatically download the information into the Receiving screen.

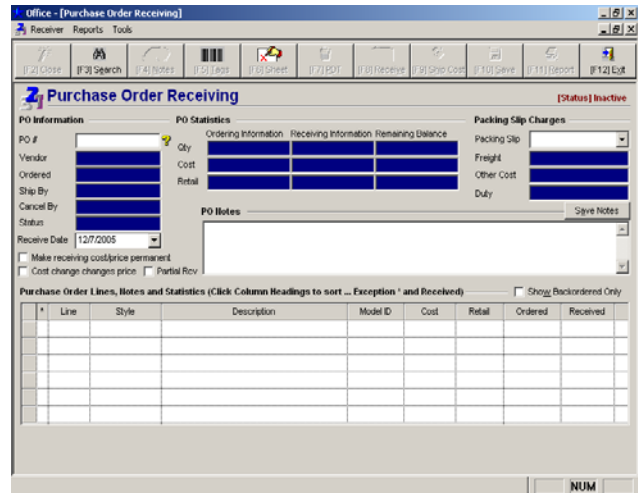
There are four (4) PO statuses:

- Unposted - A saved PO that can be changed as necessary. The status must be changed to Posted in order to receive against it.
- Posted - A saved PO that can be received on. A Posted PO can also be reopened in PO Maintenance and its status can be changed to Unposted to allow you to make changes. The PO can then be posted again and received against.
- Backordered - A PO that has been partially received and not closed. The PO remains backordered until all items are received or it is closed. A Backordered PO is "read only" when opened in PO Maintenance.
- Closed - A PO that can no longer accept any changes or any other receivings. A Closed PO can be reopened as "read only" in PO Maintenance and PO Receiving.

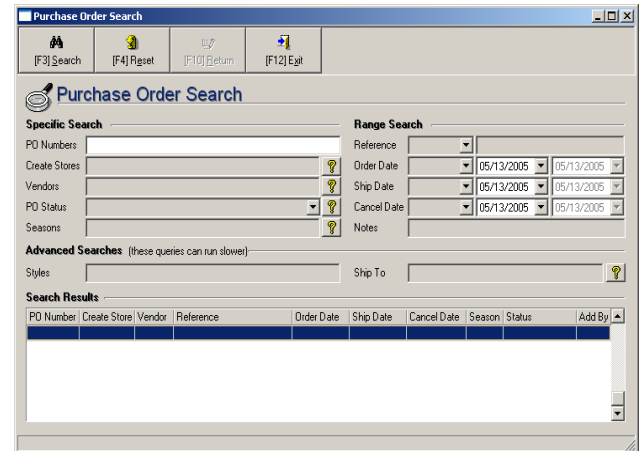
➤ *If the Main location will be receiving for the remote location(s), be sure the PO/Receivers option box is selected in the Communication Setup option.*

To receive a PO in full or in part:

- 1 From the Purchasing submenu, click on PO Receiving.



- 2 Enter the PO # to be received, or click on the "?" button or press <F3> or click on the Search button to display the Purchase Order Search window.



You can search for the purchase order by a specific search, a range search, or an advanced search. Under Specific Search, you can specify PO numbers, stores created at, vendors, PO status, or seasons. Under Range Search, you can specify order, ship, or cancel dates, or notes. Under Advanced Searches, you can specify styles or ship to stores. After entering search criteria, click on the Search button or press <F3> to display the results in the Search Results grid. Click on a line in the grid to select it, then click on the Return button or press <F10>. The selected purchase order displays in the Purchase Order Receiving window.

➤ *In the Add By column, PO indicates the purchase order was created in PO Maintenance, and RV indicates it was created in PO Receiving.*

- 3 The Receive Date defaults to the current date. If necessary, enter another date (e.g., MM/DD/YYYY), or click on the down arrow button to display a calendar and select another date.

4 If attaching packing slip charges, click in the *Packing Slip* combo box and enter the packing slip number, or click on the down arrow button to display a list of packing slip numbers to select.

5 Click in the *Make receiving cost/price permanent* option box to select it if you want price changes you make while receiving to be permanent.

6 Click in the *Cost change changes price* option box to select it if you want a change in cost to change the associated price.

➤ *This affects the price when the cost is changed from the Receive Individual UPCs window (see below).*

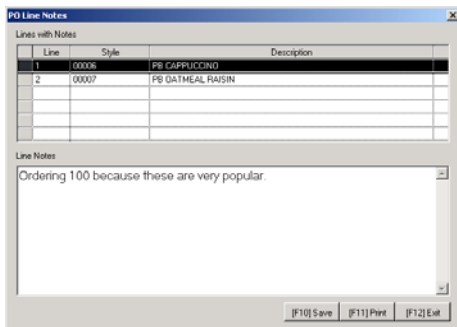
7 Click in the *Partial Rcv* option box to select it if you do not want the receive quantity to default to the quantity ordered.

8 The PO Notes box displays any notes that were entered in the Purchase Order Notes area in PO Maintenance. To add or change the notes, click in the box and make the appropriate modifications, then click on the Save Notes button to save them.

9 Click in the *Show Backordered Only* option box to select it to show only backordered items in the Purchase Order Lines, Notes and Statistics grid.

➤ *In the Purchase Order Lines, Notes and Statistics grid, you can click on most column headings to sort the data by that column.*

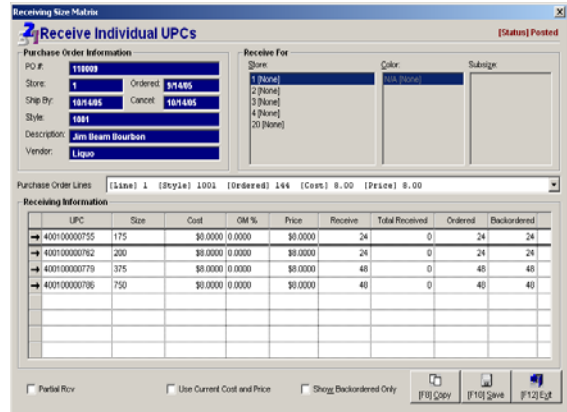
10 Click on the Notes button or press <F4> to display the PO Line Notes window.



Under Lines with Notes, click on a line in the grid to view the associated note in the Line Notes box. You can make changes to the line note, then click on the Save button or press <F10> to save your changes. Click on the Print button or press <F11> to display the Purchase Order Line Notes report; with the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the

report pages, or click on File and select Close Report to close the report. Click on the Exit button or press <F12> to close the PO Line Notes window.

11 Click on the Receive button or press <F8>. The Receive Individual UPCs window displays.



12 Under Receive For, select the Store, Color, and Subsize (if applicable). The quantities ordered for each UPC (for the store, color, and subsize selected) display in the grid.

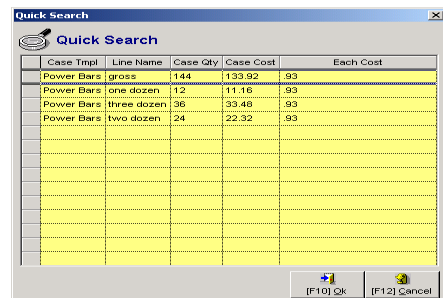
13 Modify the Cost, GM %, Price, and actual Receive quantity, if necessary.

➤ *The Partial Rcv option box is also available from this window, allowing you to toggle the Receive quantity.*

14 Click in the *Use Current Cost and Price* option box to select it to display the current cost and price rather than the aggregate cost entered in the purchase order lines.

15 Click in the *Show Backordered Only* option box to select it to show only backordered items in the Receiving Information grid.

16 If receiving an item which has case quantity information attached through Product Maintenance, you can receive by cases here by entering the number of cases followed by an 'x.' For example, to receive two (2) cases, enter 2x. A Quick Search window pops up.



Click to select the case template to use. Selecting the line name Gross in the example will cause two gross (288 total) Power Bars to be received. Click on the Ok button to continue. The Quick Search window closes.

17 Click on the Copy button or press <F8> to copy the cost, GM %, price, or quantity information to all UPCs in the grid.

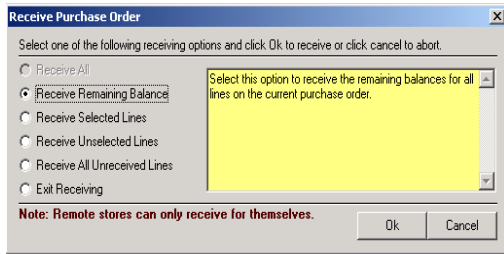
18 Click on the Save button or press <F10> to receive the current line.

19 In the *Purchase Order Lines* combo box, click on the down arrow button and select the next PO line you want to receive. The associated UPCs display in the Receiving Information grid. Repeat steps 9 through 13 for each PO line.

20 If your PO included multiple stores, notice that as you save the quantities received, the status of the received items (Complete or Partial) displays immediately after the store, color, or subsize under Receive For.

21 Click on the Exit button or press <F12> to return to the Purchase Order Receiving screen.

22 Click on the Save button or press <F10>. This window displays:

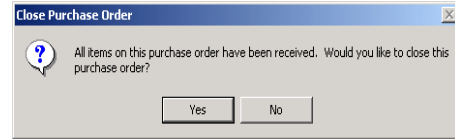


Click on a radio button to indicate the lines to receive:

- **Receive All** - Receive all lines on the current purchase order lines that have been selected within the Purchase Order Lines Table
- **Receive Remaining Balance** - Receive remaining balances for all lines on the current purchase order
- **Receive Selected Lines** - Receive only those purchase order lines
- **Receive Unselected Lines** - Receive only those lines that have not yet been selected within the PO grid
- **Receive All Unreceived Lines** - Receive only those purchase order lines that have had prior receivings
- **Exit Receiving** - Exit the Purchase Order Receiving option and return to the main menu

Then click on the Ok button to continue, or click Cancel to close the window.

23 If all items on the purchase order have been received, this prompt displays:



Click on Yes to close the purchase order, or click on No if you do not want to close it.

24 If the PO has not been fully received, click on the Exit button or press <F12>.

➤ **Do NOT click on the Save button or press <F10>.** Doing so will cause the entire PO to be received and closed.

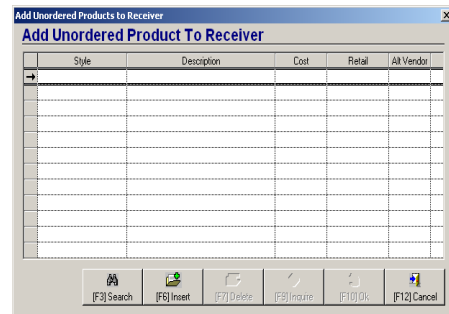
➤ **When partially receiving a warehouse PO, warehouse quantity on hand (QOH) is reduced by the amount sent, warehouse quantity committed (QC) is reduced by the amount sent, and store quantity in transit (QIT) is increased by the amount sent.**

25 Click on the Exit button or press <F12> to close the Receiving option and return to the main menu.

Adding a Product to a Receiver

Sometimes it may be necessary to receive an item that was not ordered on the original purchase order; for example, a vendor substitutes one item with another. It is then necessary to add the item to the receiver. To do this, follow these steps:

1 With the PO displayed, click on Tools on the Office toolbar, then select Add Products To Receiver from the drop-down list. This window displays:



2 Click on the Search button or press <F3> to display the Product Search window to help you locate the correct item to add, or enter the *Style* to add to the receiver. The *Description*, *Cost*, *Retail*, and *Alt Vendor* fill in.

3 Click on the Insert button or press <F6> to add any additional items.

4 Click on the Delete button or press <F7> to delete the selected line.

5 Clicking on the Inquire button or pressing <F9> will display the Product Inquiry window for the selected style.

6 When you are finished selecting unordered products to add to the receiver, click on the OK button or press <F10>. The window closes and the Purchase Order Receiving window redisplay with the new line(s) added to the bottom.

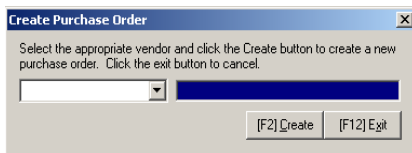
7 You can now receive the new line(s).

➤ *To create a new product record from the PO screen, click on Tools on the Office menu bar, then select Create Product from the drop-down list. To modify a product record or change the retail during receiving, select Modify Product from the drop-down list. Refer to the Product Maintenance option in Chapter 1: Inventory for instruction.*

Creating a New PO Through PO Receiving

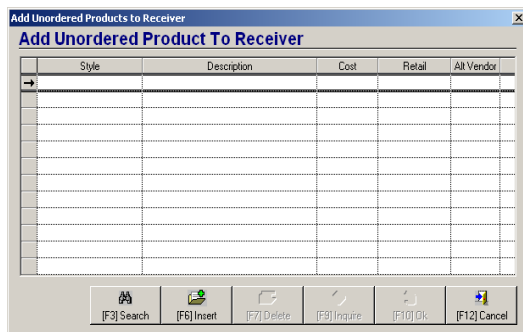
You can create a new PO without exiting PO Receiving.

1 With the Purchase Order Receiving window displayed, click on Receiver on the toolbar, then select Create Purchase Order from the drop-down list. This window displays:



2 Enter the vendor number, or click on the down arrow button and select a vendor from the drop-down list, then click on the Create button or press <F2>. The Purchase Order Receiving window redisplay and a PO # is automatically assigned.

3 Click on Tools on the toolbar, then select Add Products To Receiver from the drop-down list. This window displays:



4 Click on the Search button or press <F3> to display

the Product Search window to help you locate the correct item to order, or enter the *Style* to order. The *Description*, *Cost*, *Retail*, and *Alt Vendor* fill in.

5 Click on the Insert button or press <F6> to add any additional items.

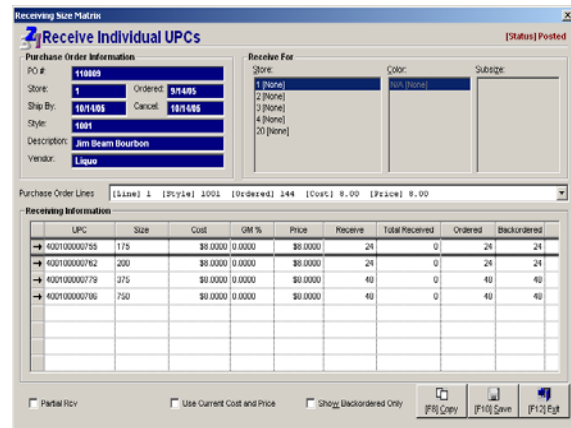
6 Click on the Delete button or press <F7> to delete the selected line.

7 Clicking on the Inquire button or pressing <F9> will display the Product Inquiry window for the selected style.

8 When you are finished selecting products to order, click on the Ok button or press <F10>. The window closes and the Purchase Order Receiving window redisplay.

➤ *The Ordered, Ship By, and Cancel By dates will be blank. If you require these dates, make a note of the PO number and exit PO Receiving, then open the PO in PO Maintenance. Unpost the PO and enter the dates, then post the PO again.*

9 Double-click on a line in the grid to display the Receive Individual UPCs window.



10 Modify the *Cost*, *GM %*, and *Price* if necessary, then enter the *Receive* quantity for each UPC.

11 If ordering an item which has case quantity information attached through Product Maintenance, you can order by cases here by entering the number of cases followed by an 'x.' For example, to order two (2) cases, enter **2x**.

12 Click on the Copy button or press <F8> to copy the quantity to all UPCs in the grid.

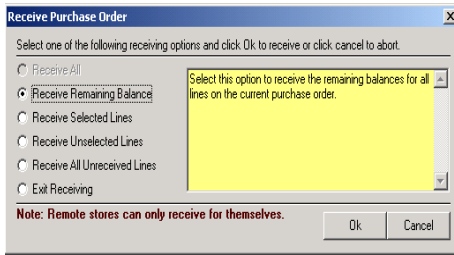
13 Click on the Save button or press <F10>.

14 In the *Purchase Order Lines* combo box, click on

the down arrow button and select the next PO line to order. The associated UPCs display in the Receiving Information grid.

15 Click on the Exit button or press <F12> to close the Receive Individual UPCs window.

16 Click on the Save button or press <F10>. This window displays:



Click on a radio button to indicate the lines to receive:

- **Receive All** - Receive all lines on the current purchase order lines that have been selected within the Purchase Order Lines Table
- **Receive Remaining Balance** - Receive remaining balances for all lines on the current purchase order
- **Receive Selected Lines** - Receive only those purchase order lines
- **Receive Unselected Lines** - Receive only those lines that have not yet been selected within the PO grid
- **Receive All Unreceived Lines** - Receive only those purchase order lines that have had prior receivings
- **Exit Receiving** - Exit the Purchase Order Receiving option and return to the main menu

Then click on the Ok button to continue, or click Cancel to close the window.

17 If all items on the purchase order have been received, this prompt displays:



Click on Yes to close the purchase order, or click on No if you do not want to close it.

18 If the PO has not been fully received, click on the Exit button or press <F12>.

19 Click on the Exit button or press <F12> to close the Receiving option and return to the main menu.

Correcting Receiving Mistakes

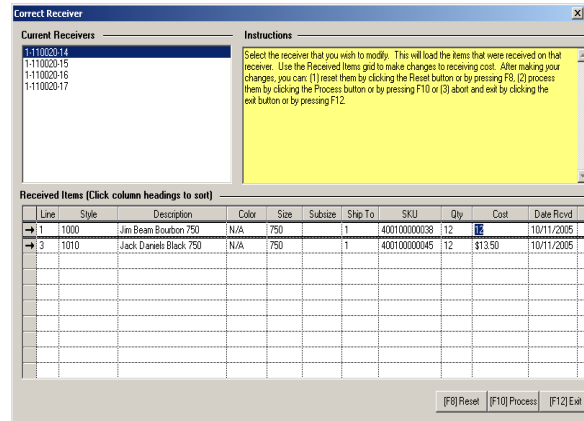
If a mistake was made during receiving (e.g., five of an item are received but only four items were actually

physically received), follow these steps to correct the receiving record and adjust the on-hand levels and general ledger.

Before using this feature for the first time, click on Tools on the Office toolbar, then select Initial RWAC Tables. This only needs to be done once and may take a long time to build; therefore, you may want to start this before leaving at night. When the process is finished, the prompt, “Initialization of RWAC is complete” displays; click on the OK button to continue.

➤ *You must have security rights to use this feature.*

1 With the PO displayed, click on Tools on the Office toolbar, then select Correct Receiver from the drop-down list. This window displays:

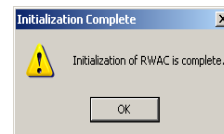


2 Under Current Receivers, click to select the receiver to modify. The items that were received on that receiver will display in the Received Items grid.

3 Click in the grid and make changes to the Qty or Cost as necessary.

4 Click on the Reset button or press <F8> to cancel your changes before continuing, if you need to start over.

5 When all of your corrections have been made, click on the Process button or press <F10> to process the changes. This prompt displays:



Click on the OK button to continue.

6 Click on the Exit button or press <F12> to close the Correct Receiver window and return to the main Purchase Order Receiving window.

► If other users are in the Model Stock Reorder, PO Maintenance, or PO Receiving options, a message will display saying all users must be logged out before you can correct a receiver. This may also occur when nobody is in one of those options if Office shuts down for some reason while one of the options is in use. Refer to the Purchasing Tab section in Chapter 6: Utilities> Program Setup for instruction on resolving this.

Receiving a Prepack

If the PO you are receiving includes a prepack, this window will display when you click on the Receive button or press <F8>:

Prepack ID	Ship To	Ordered	Received	Receive
PP00001000000005	1	1	0	1

1 Adjust the quantity in the Receive column if necessary, then click on the Prepacks button or press <F10> to continue. Click on the Cancel button or press <F12> to close the window.

2 Click on the Save button or press <F10> to receive the prepack. The prompt, “Are you sure you want to completely receive and close this purchase order?” displays. Click on the Yes button to continue.

Shipping Cost Maintenance

If you receive merchandise with only a packing slip, you can return to the receiver once you have the invoice and add the shipping costs to the receiver.

1 With the PO displayed, click on the Ship Cost button or press <F9>.

2 Enter the packing slip number in the *Packing Slips* combo box or click on the down arrow button to select it from the drop-down list.

3 A list of receivers displays in the Available Receivers box. Click to highlight a receiver, then click on the Receiving button to view the items on the receiver in a window similar to the following.

Ship To	Style	SKU	Color	Size	Subsize	Qty	Receive Date
1	0622	400100147740	N/A	N/A	N/A	4	2004-11-10

Click on the Exit button to close the window.

4 Click on the right arrow button (>) to move the selected PO receiver to the Receivers On Packing Slip box. You can highlight a receiver in this box and click on the Receiving button to view the items as described in the previous step. The Products on Receiver grid populates.

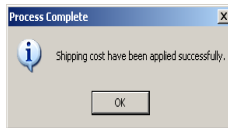
5 Click in the *Freight, Duty, or Other* edit box under Shipping Costs and enter the amount from the invoice.

6 The *Apply cost by units* radio button is selected by default. This will calculate the shipping cost for each line by dividing the cost by the total quantity of items on the receiver, then multiplying that amount by the number of items on the line. For example, say you enter freight charges of \$25.00 and there are two lines on the receiver, one with a quantity of 8 and the other with 18 items. With this radio button selected, the \$25.00 will be divided by 26 (8 + 18), then that amount (\$0.96) will be distributed to each line according to the quantity. For the line with 8 items, the freight charge will be \$7.69 (\$0.96 x 8) and for the line with 18 items, the freight charge will be \$17.31 (\$0.96 x 18).

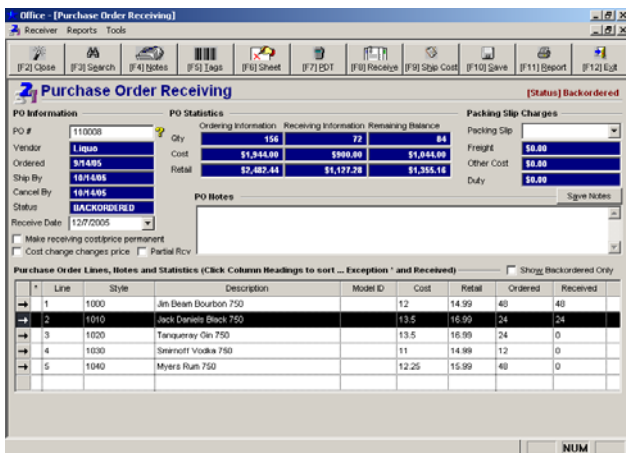
➤ Click in the *Apply cost by dollars* radio button to calculate the shipping cost based on the cost of each line. In the example above, the freight on the first line is \$7.23 because the freight charge is based on the cost of the individual line. The freight on the second line is higher due to the higher cost of that item.

➤ Click in the *Apply costs manually* radio button to enter manually the freight, duty or other shipping charges directly in the grid.

7 Click on the Process button, then click on the Exit button to continue. This prompt displays:

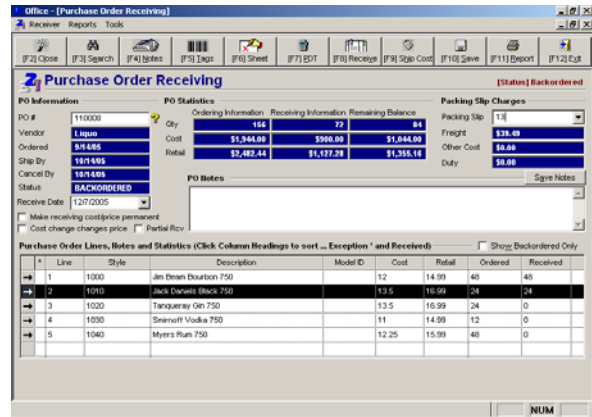


8 Click on the OK button to continue. The Purchase Order Receiving window redisplay.



9 Enter the packing slip number in the *Packing slip* combo box or click on the down arrow button to select

it. The freight, duty, and other cost amounts display in the *Freight, Duty, and Other Cost* fields.

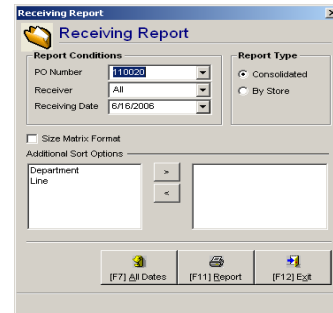


Receiving Reports

Once you have received a PO (in full or in part), you can display and/or print a Receiving Report. This report displays PO detail including the style, model ID, description, color, size, subsize, ship to store number and name, receiving date, quantity, receiving cost, and total cost. It can be printed as a consolidated report, or it can be broken down by ship to location (by store). You can also sort the report in department or line number order.

To display and/or print a Receiving Report:

1 In the Purchase Order Receiving screen, click on the Report button or press <F11>.



2 Accept the *PO Number* displayed, enter a new PO number, or click on the down arrow button to display a drop-down list of PO numbers to select.

3 The *Receiver* combo box defaults to All. To receive for a specific receiver, click on the down arrow button and make a selection from the drop-down list.

4 Accept the default *Receiving Date*, enter a new date (e.g., MM/DD/YYYY), or click on the down arrow but-

ton to display a calendar to help you select the date. You can also click on the All Dates button or press <F7>. This will change the *Receiving Date* combo box to read “All Dates” and the All Dates button will change to read “Single Date.”

5 Under Report Type, accept the default *Consolidated* radio button to combine all stores in the report, or click on the *By store* radio button to display report detail by store number.

6 To produce the report in size matrix format, click in the *Size Matrix Format* option box to select it.

7 To sort the PO by department or line number, click to select Department or Line under Additional Sort Options, then click on the right arrow button to move the sort option to the box on the right. Click on the left arrow button to move the selected sort option back to the box on the left to deselect it.

8 Click on the Report button or press <F11> to display the receiving document. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report. If the *Print Purchase Order Line Notes Report* option box is selected, the Purchase Order Line Notes report displays next. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report. The report closes and you are returned to the Receiving Report screen.

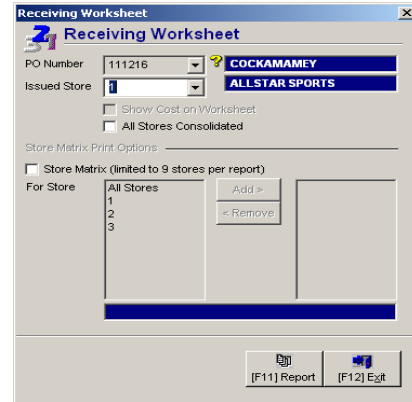
9 Click on the Exit button or press <F12>.

Receiving Worksheets

The Receiving Worksheet feature provides purchase order detail including style, description, color, size, subsize, cost (if selected), quantity ordered, prior quantity received, and the balance. The worksheet also includes a Received Quantity column that can be used to indicate manually the actual quantities received for each line item on the purchase order.

To display and/or print a Receiving Worksheet:

1 In the Purchase Order Receiving Screen, click on the Sheet button or press <F6>.



2 Enter the PO number, or click on the down arrow button or the “?” button to search for the purchase order number. The vendor name and the issuing store detail displays.

3 Click in the *Issued Store* combo box and enter the store number, or click on the down arrow button to display a drop-down list of store numbers to select.

☛ **The PO Number and Issued Store must both be defined. In a multi-store system, more than one store can issue a PO with the same PO number. The system requires both the PO number and store number in order to search for the correct record in the database.**

4 If applicable, click in the *Show Cost on Worksheet* option box. If you check this box, individual costs display for each line item on the PO.

5 Click in the *All Stores Consolidated* option box to select it if you want the worksheet to combine all stores in each line rather than showing individual lines for each store.

6 Click in the *Store Matrix* option box to select it if you want to select individual stores to include in the worksheet.

7 Each store that had items ordered on the selected PO will display in the For Store list box. You can display and/or print individual worksheets by selecting each store and clicking on the Add> button to move it to the list box on the right, or you can select All Stores and display and/or print a worksheet for all stores as a consolidated worksheet. (If you do not make a selection in this list box, the worksheet will default to All Stores).

8 Click on the Report button or press <F11>. With the worksheet displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and

select Close Report to exit the report and return to the Receiving Worksheet window.

9 Click on the Exit button or press <F12>.

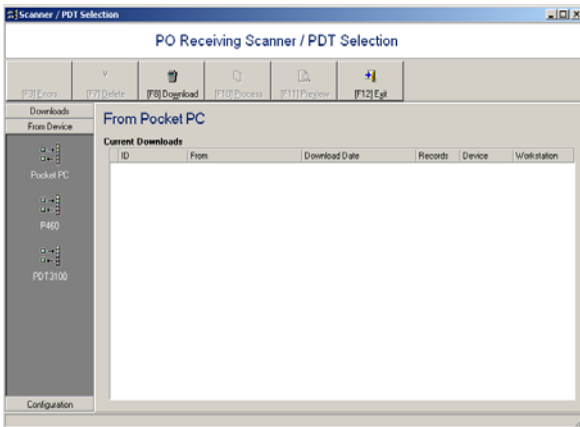
Downloading Received Files from a Scanner or PDT

When you receive using a scanner or PDT, the received detail can be automatically downloaded into your system and applied against POs. In addition, the received files are saved and can be opened and applied to your POs.

► For more information on using this feature, refer to the *Retail STAR/ICE Physical Inventory Overview and PDT Option Manual*.

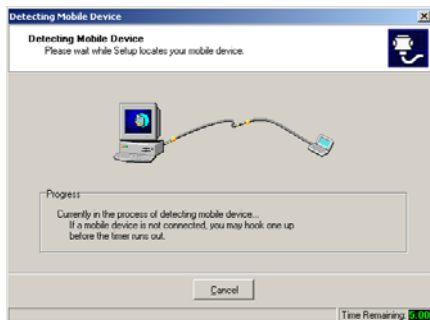
1 On the Purchase Order Receiving screen, display the PO that you want to receive against.

2 Click on the PDT button or press <F7>. The PO Receiving Scanner/PDT Selection screen displays.

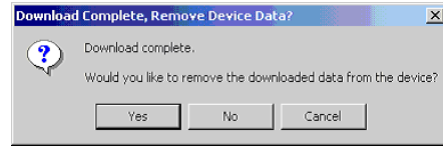


From Pocket PC

a) Click on the Download button or press <F8>, and this window will display as the system attempts to download records:



b) When the download process is finished, this prompt will display:



Click on the Yes button.

► If the CAMScan application is open on the device, an error message will display stating that the file is being used by another process; click on the OK button to close the prompt, then check the device to see if the application is running and if so, exit the application. Refer to *Pocket PC Configuration to remove data from the device*.

c) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Purchase Order Receiving screen redisplay and is populated with the data.

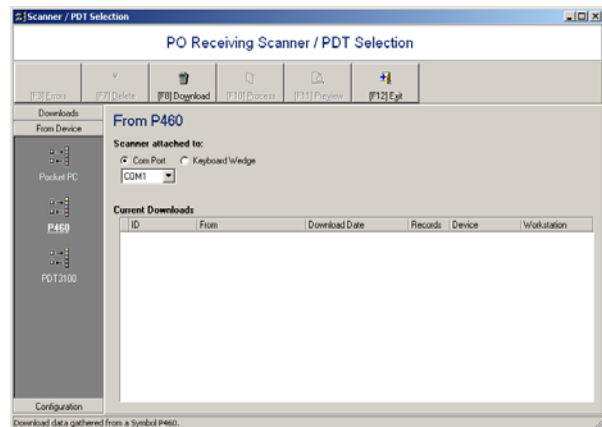
d) Click on the Delete button or press <F7> to delete the selected download record.

e) Click on the Preview button or press <F11> to display the PDT Download PO Receiving report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

f) Click on the Exit button or press <F12> to close the PO Receiving Scanner/PDT Selection window.

From P460

a) To download data from a P460, click on the P460 button on the left side of the screen. This window displays:



b) *Com Port* is selected by default under Scanner attached to. Click on the down arrow button in the combo box to select another port, if applicable. Click in the *Keyboard Wedge* radio button to select it if using a keyboard wedge.

c) Click on the Download button or press <F8>. “Waiting for device...” will display in the upper right corner of the window as the system attempts to download records. To stop the process, click on the Stop button or press <F8>.

d) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Purchase Order Receiving screen redisplay and is populated with the data.

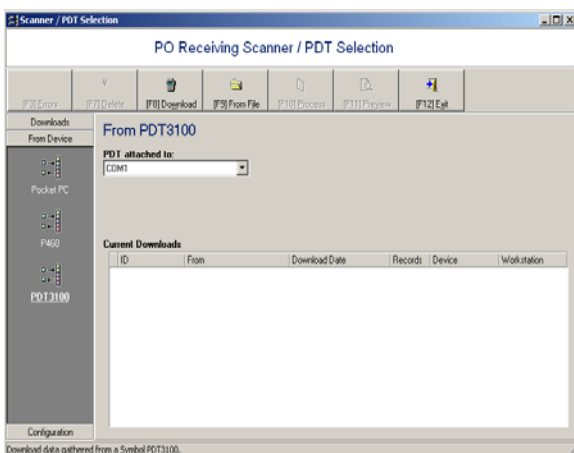
e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download PO Receiving report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the PO Receiving Scanner/PDT Selection window.

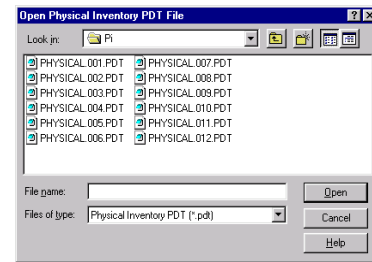
From PDT3100

a) To download data from a PDT3100, click on the PDT3100 button on the left side of the screen. This window displays:



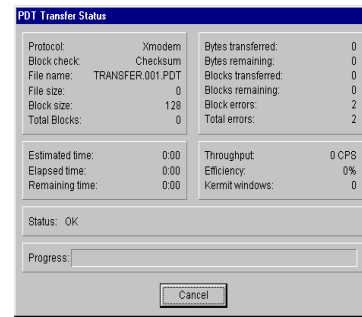
b) Click on the down arrow button in the *PDT attached to:* combo box and make a selection from the drop-down list.

c) Click on the From File button or press <F9>, and this window displays:



d) Select the file and click on the Open button. The file displays in the list of Current Downloads.

e) Click on the Download button or press <F8>. This window displays:



f) Downloaded records will display in the grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Purchase Order Receiving screen redisplay and is populated with the data.

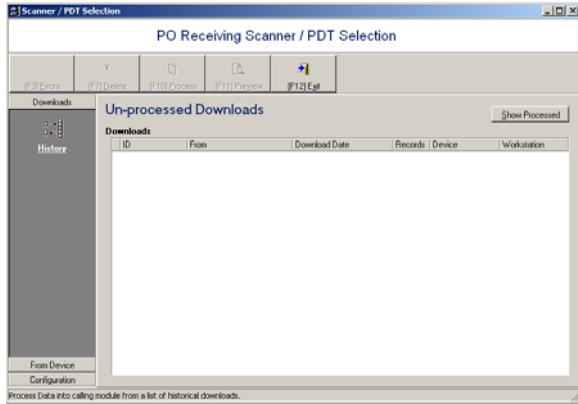
g) Click on the Delete button or press <F7> to delete the selected download record.

h) Click on the Preview button or press <F11> to display the PDT Download PO Receiving report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

i) Click on the Exit button or press <F12> to close the PO Receiving Scanner/PDT Selection window.

Download History

a) To work with processed or unprocessed download records, click on Downloads on the left side of the PO Receiving Scanner/PDT Selection window, then click on the History button. This window displays:



b) Click to select a download record in the grid to highlight it, then click on the Process button or press <F10> to process the inventory. The Purchase Order Receiving screen redisplay and is populated with the data.

➤ If you process a download that contains invalid UPCs, the Invalid UPCs window will display. Click on the Exit button or press <F12> to close it. When the prompt, “The file you are processing has no UPCs in it to receive against the currently loaded PO” displays, click on the OK button to close it.

c) To see processed downloads, click on the Show Processed button. Click on the Show Un-processed button to toggle back and forth between views.

➤ The processed date and time can be found in the report accessed by the <F11> Preview function.

d) To check for errors, click on the Errors button or press <F3>. The PDT Errors PO Receiving window displays:

To Store	Scan Value	UPC	Qty	Cost	Doc ID	Employee ID	Device Time
1	400100256442		9	0.0		EM000000000000	02/21/2006 11:21:01
1	400100256459		7	0.0		EM000000000000	02/21/2006 11:21:06
1	400100256466		6	0.0		EM000000000000	02/21/2006 11:21:07
1	400100248321		4	0.0		EM000000000000	02/21/2006 11:20:33
1	400100249329		4	0.0		EM000000000000	02/21/2006 11:20:35
1	400100249345		10	0.0		EM000000000000	02/21/2006 11:20:43
1	400100249352		6	0.0		EM000000000000	02/21/2006 11:20:46
1	400100249369		7	0.0		EM000000000000	02/21/2006 11:20:48
1	400100249376		9	0.0		EM000000000000	02/21/2006 11:20:52
1	400100249383		10	0.0		EM000000000000	02/21/2006 11:20:56
1	400100249390		6	0.0		EM000000000000	02/21/2006 11:20:58
1	400100256470		5	0.0		EM000000000000	02/21/2006 11:21:11
1	400100256480		5	0.0		EM000000000000	02/21/2006 11:21:14

➤ If the Scan Value is an alias UPC, the UPC column will display the original UPC from when the product record was created.

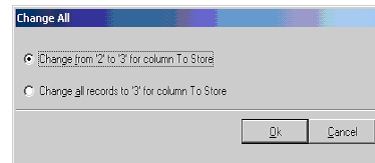
➤ The Employee ID that displays is that of the employee who scanned the items.

These functions are available:

- <F4> Clear - The prompt, “Clear all these errors.

Are you sure?” displays. Click on the Yes button to clear the errors, click on the No button to keep the errors, or click on the Cancel button to close the prompt.

- <F9> Re-export - The prompt, “Re-export these errors. Re-exporting will take the listed errors and try to create another download with UPC’s successfully converted from Scan Values. Are you sure?” displays. Click on the Yes button to re-export, click on the No button not to re-export, or click on the Cancel button to close the prompt.
- <F8> Change All - To copy values in the To Store or Scan Value columns, click on this button. A dialog box similar to the following will display:



Example: Say the To Store column has stores 1 and 2 and you enter 3 on one of the store 2 lines, then click on the Change All button or press <F8>. The Change All dialog box displays and the Change from ‘2’ to ‘3’ for column To Store radio button is selected. If you click Ok, all store 2 lines will change to store 3. If you click in the Change all records to ‘3’ for column To Store radio button to select it, then click Ok, ALL stores (store1 and store 2) will change to store 3. Note: The UPC column updates if an alias UPC is entered in the Scan Value.

- <F11> Preview - Displays the PDT Errors PO Receiving report. With the report displayed, click on the Print button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- <F12> Exit - Closes the PDT Errors PO Receiving window.

e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download PO Receiving report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the PO Receiving Scanner/PDT Selection window.

Pocket PC Configuration

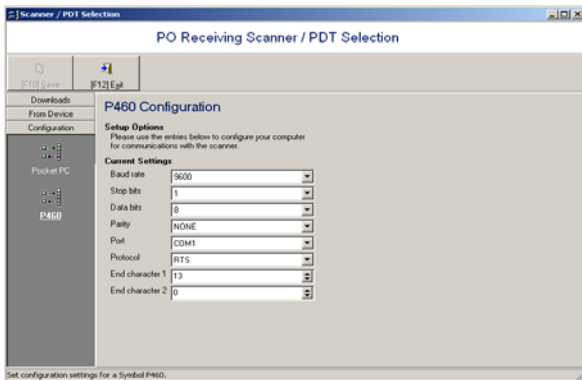
a) To configure your computer to communicate with a Pocket PC device, click on the Configuration button on the left side of the screen, then click on the Pocket PC button. This window displays:



- b) Be sure that the device is connected and that the CAM Scanner program is not running.
- c) Click on the appropriate button to delete data from the Pocket PC: Adjustment, PO Rcv, PI, Gift Registry, Price Change, Line Buster, Transfer, or Price Lookup, or click on the Delete All button to delete data from all of the above.
- d) Click on the Exit button or press <F12> to close the window and return to the Purchase Order Receiving screen.

P460 Configuration

a) To configure your computer to communicate with the P460 scanner, click on the Configuration button on the left side of the screen, then click on the P460 button. This window displays:



b) Click on the down arrow buttons and make the necessary selections to specify the settings for the *Baud rate*, *Stop bits*, *Data bits*, *Parity*, *Port*, *Protocol*, *End Character 1*, and *End Character 2*.

3 When the correct file has been selected, click on the Receive button or press <F8>. The download detail displays on the Purchase Order Receiving screen.

Printing Barcode Tags

You can create barcode tags for received items. Refer to the Tag Printing for Purchase Orders and Receiving section under Printing Tags in Inventory and Purchasing Submenu Options in Appendix A - Tag Printing for instruction.

Additional Function Key Options

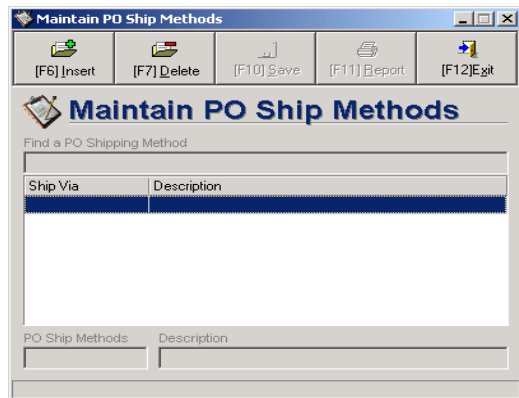
Function Key	Description
<F2> Close	Closes a purchase order. If you select this option, the prompt, "You have chosen to close purchase order _____. Please note that no future modifications, with the exception to shipping costs, can be made to a closed purchase order. Continue?" displays. Click on the Yes or No button.
<F3> Search	Displays the Super Search function to search for specific information.
<F12> Exit	Closes the PO Receiving option and returns you to the main menu.

PO SHIP METHODS

This option lets you set up and maintain shipping methods for purchase orders. The shipping method selected in the PO Maintenance option will print on the purchase order.

To set up PO shipping method codes:

1 From the Purchasing submenu, click on PO Ship Methods.



2 Click on the Insert button or press <F6>. The cursor displays in the *PO Ship Methods* edit box.

3 Enter the shipping method code and press <Tab>. The cursor jumps to the *Description* edit box and the shipping method code displays in the Ship Via column.

4 Enter the description and press <Tab>. The description displays in the Description column.

5 Click on the Save button or press <F10>.

6 Click on the Report button or press <F11> to view the Maintain PO Ship Methods report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Exit button or press <F12> to close the PO Ship Methods option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected PO ship method code. The prompt, "You have chosen to delete PO ship methods code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

► *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

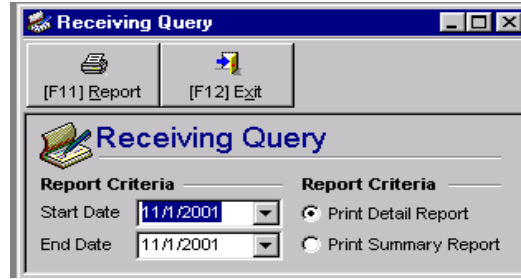
► *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.*

RECEIVING QUERY

The Receiving Query option is used to display and/or print detail or summary level reports on items received during a defined date range. The Receiving Detail report displays the PO number, ship to store number, vendor code, UPC number, style, color, size, subsize, unit cost, unit retail, quantity, total cost, and total retail. The Receiving Summary report displays the PO number, store number, vendor code, due date, last date received, PO quantity, received cost \$, received retail \$, received quantity, quantity variance, and percent complete.

To generate a PO receiving query:

1 From the Purchasing submenu, click on Receiving Query.



2 Accept the *Start Date* and *End Date* displayed, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow button in each field to display a calendar to help you select the dates.

3 Click on the applicable radio button under Report Criteria (*Print Detail Report* or *Print Summary Report*). Selecting *Print Detail Report* will display each PO item received within the date range specified. Selecting *Print Summary Report* will display received purchase orders within the date range specified.

4 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report to close the report window.

5 Click on the Exit button or press <F12> to close the Receiving Query option and return to the main menu.

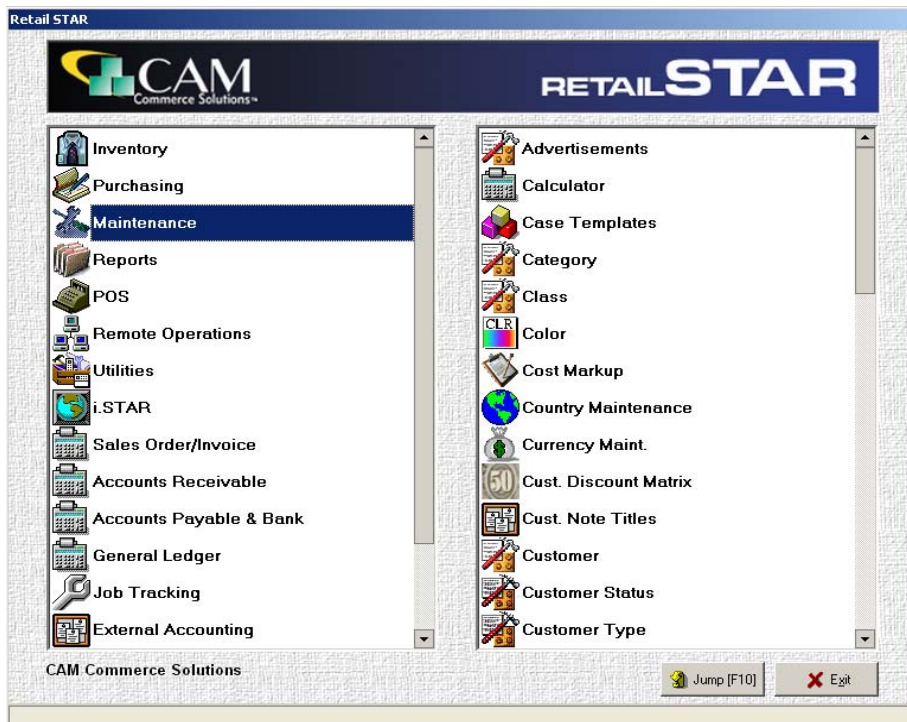
TAG PRINTING

Refer to Appendix A for complete detail on the Tag Printing option.

PART II

OFFICE

CHAPTER 3: MAINTENANCE



MAINTENANCE SUBMENU OPTIONS:

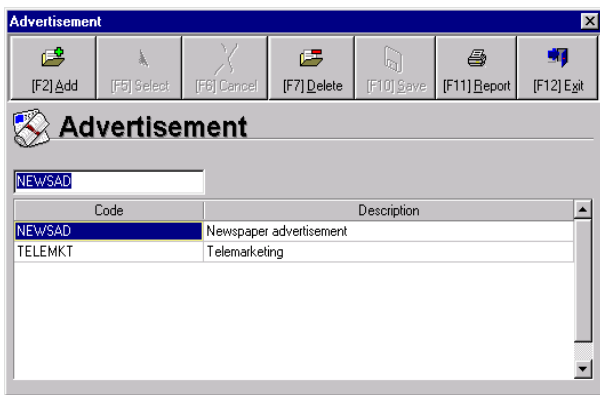
- Advertisements
- Calculator
- Case Templates
- Category
- Class
- Color
- Cost Markup
- Country Maintenance
- Currency Maintenance
- Customer Discount Matrix
- Customer Note Titles
- Customer
- Customer Status
- Customer Type
- Define Customer Fields
- Department
- Employee/Security
- Fabric
- Frequent Buyer
- Frequent Buyer Redemption
- Gift Registry
- Gift Registry Types
- Group
- i.STAR Stock Code
- Location
- Manufacturers Maintenance
- PDT Selections
- POS Group Maintenance
- Prepacks
- Price Rounding Maintenance
- Product Maintenance
- Reason
- Season
- Size Matrix
- Stand Alone Gift Search
- Store Setup
- Subclass
- Taxes
- Tender Maintenance
- Terms
- Timeclock
- Training Mode
- Vendor
- Vendor Types
- XY Pricing
- ZIP Code

ADVERTISEMENTS

This option allows you to set up source codes to help you track where your business is coming from. Examples include flyers, newspaper ads, and yellow pages ads. When the Register Options are set to *Prompt for Advertisement*, these codes can be entered at POS. Refer to Section 1 - Register: Maintaining the Register Profiles in Part III - Point of Sale (POS) in this manual for further information.

To add a new source code:

1 From the Maintenance submenu, click on Advertisements.



2 Click on the Add button or press <F2>. The cursor displays in the Code column in the grid.

3 Enter the code you want to assign. The code can be up to 15 alphanumeric characters in length.

4 Click in the Description column and enter a description of the source code. The description can be up to 30 alphanumeric characters in length.

5 Click on the Save button or press <F10>.

6 Click on the Report button or press <F11> to view the Advertisements report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Exit button or press <F12> to close the Advertisements option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F5> Select	Selects a source code (only active at POS).
<F6> Cancel	Clears all entries made prior to saving.
<F7> Delete	Deletes the selected source code.

► To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.

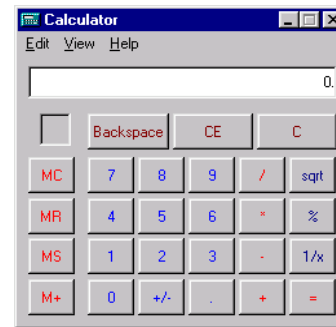
► If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save or No to exit without saving.

CALCULATOR

The Calculator option displays a standard Windows calculator that functions similar to a desktop calculator.

To use the calculator:

1 From the Maintenance submenu, click on Calculator.



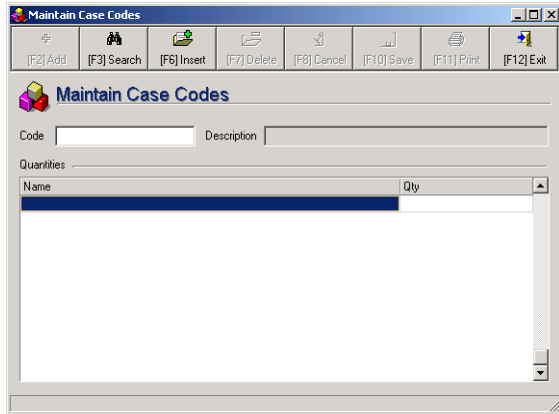
2 When you are finished using the calculator, click on the X button on the title bar to return to the main menu.

CASE TEMPLATES

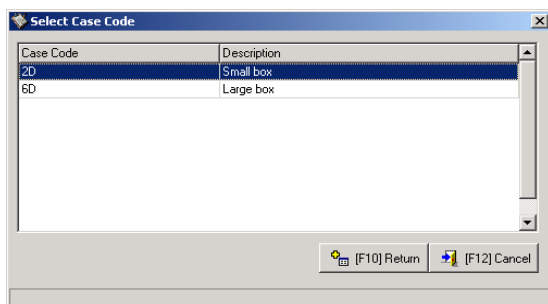
The Case Templates option is used to set up case codes for use in Purchasing. Cases of a product are based on quantities. In contrast, prepacks of a product are based on sizes. Examples of quantities include “6 pack,” “12 pack,” etc. within a case named “Soda.” After creating a case template, it can be attached to one or more styles in the Product Maintenance option.

To create case codes:

1 From the Maintenance submenu, click on Case Templates.



- 2 Click on the Insert button or press <F6>.
- 3 Enter the *Code* you want to create.
- 4 Enter a *Description* of the case code (e.g., “soda”).
- 5 Click on the Add button or press <F2> to add a case line.
- 6 Click in the *Name* field and enter a name for the quantity (e.g., “six pack”).
- 7 Click in the *Qty* field and enter the quantity.
- 8 Click on the Save button or press <F10>.
- 9 To view or modify an existing case code, click on the Search button or press <F3>. This window displays:



Click to select a case code in the grid, then click on the Return button or press <F10>. The selected case code displays in the Maintain Case Codes window. Click on the Cancel button or press <F12> to close the Select Case Code window.

- 10 Click on the Print button or press <F11> to view the Case Code Listing. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

- 11 Click on the Exit button or press <F12> to close the Case Templates option and return to the main menu.

Additional Function Key Options

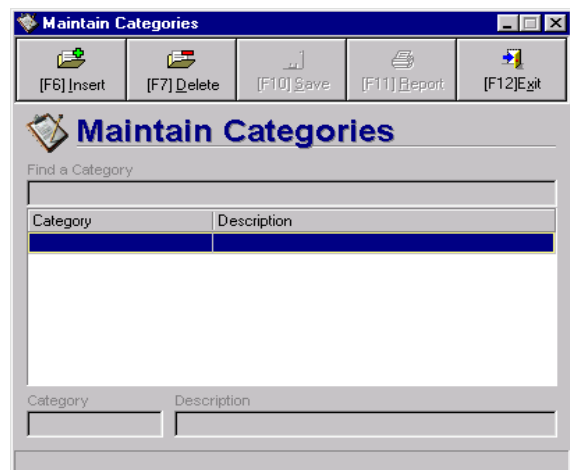
Function Key	Description
<F7> Delete	Deletes the selected case code. The prompt, “You have chosen to delete case code _____. Continue?” displays. Click Yes to delete or No to cancel.
<F8> Cancel	Clears all entries made prior to saving. The prompt, “You have chosen to cancel your changes. Continue?” displays. Click Yes to cancel or No to keep your entries.

CATEGORY

Categories are optional codes that group or categorize merchandise for reporting. For example, you may want to categorize your merchandise by a “made in” location (e.g., Made in USA, Made in Italy).

To create categories:

- 1 From the Maintenance submenu, click on Category.



- 2 Click on the Insert button or press <F6>. The cursor displays in the *Category* edit box.
- 3 Enter the category code and press <Tab>. The cursor jumps to the *Description* edit box and the code displays in the *Category* column in the grid.
- 4 Enter the description and press <Tab>. The description displays in the *Description* column in the grid.
- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Categories report. With the report displayed, click on

the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Exit button or press <F12> to close the Category option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected category. The prompt, "You have chosen to delete category code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➤ To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.

➤ If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.

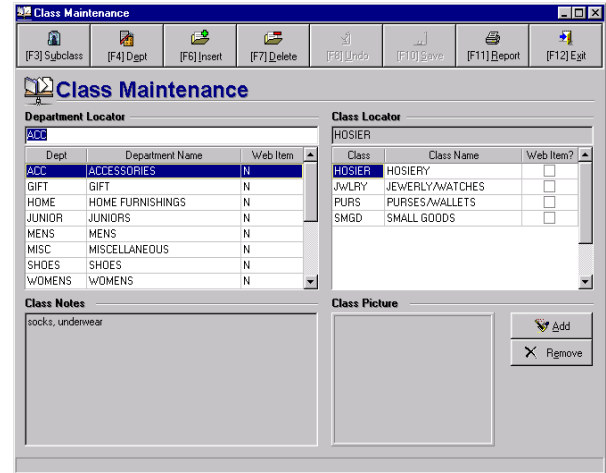
CLASS

Departments can be broken down into classes. For example, a women's shoe department could have a class code assigned to each type of shoe (e.g., pumps, flats, sandals). Note, however, that since classes are subsets of departments, you must have departments set up before you can create classes. If you need to create a new department while you are creating classes, you can do so by clicking on the Dept button or by pressing <F4>. Class codes can be alphanumeric up to six (6) digits.

➤ Refer to the Reports section in the Introduction for important information on the department/class/subclass structure.

To create class codes:

1 From the Maintenance submenu, click on Class.



➤ The Web Item field and option box are applicable to CAM's i.STAR total e-commerce solution for retailers.

2 Select the department to attach the class code to by entering the department code in the *Department Locator* edit box and pressing <Tab>, or by using the scrollbar to locate the department in the grid and then clicking on it.

3 Click on the Insert button or press <F6> to insert (add) a class code. The cursor jumps to the *Class* field.

4 Enter the class code and press <Enter>. The cursor jumps to the *Class Name* field.

5 Enter the name of the class you are adding.

6 Click in the Class Notes box and enter any notes you want attached to the class.

7 To attach a class picture, click on the Add button next to the Class Picture box. A dialog box displays from which you can search for and select the picture from your file. To remove the picture, click on the Remove button.

8 Click on the Save button or press <F10>. The class code is saved.

9 Click on the Report button or press <F11> to view the Class Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

10 Click on the Exit button or press <F12> to close the Class option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F3> Subclass	Displays the Subclass Maintenance screen. As you create classes, you can immediately create a subclass. Departments and classes must be created before you can create a subclass.
<F4> Dept	Displays the Department Maintenance screen. As you create classes, you can immediately create a required department. Departments must be created before you can create a class.
<F7> Delete	Deletes the selected class. The prompt, "Delete class ___ from department _____. Is this your intention?" displays. Click Yes to delete or No to cancel. (You cannot delete a class from a remote location).
<F8> Undo	Clears all entries made prior to saving. The prompt, "Undo all of your changes since your last save. Continue?" displays. Click Yes to undo or No to keep your changes.

➤ *To edit an existing class name, click in the appropriate line in the grid, type in the new class name, then click on the Save button or press <F10>.*

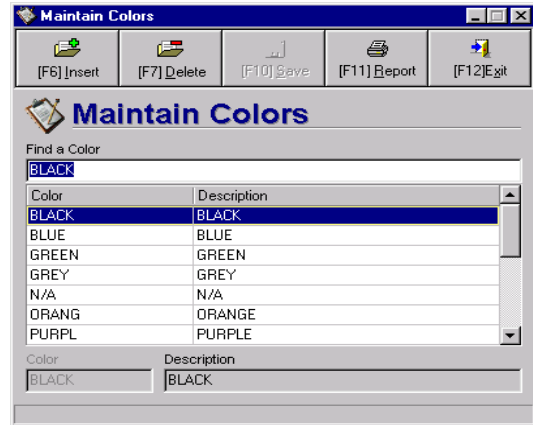
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior exiting?" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

COLOR

Every item in inventory must have a color code attached to its product record, even if it is "no color." It is recommended that you set up a color code of "0" with a description of N/A, None, or No Color. Try to keep your list of colors as simple as possible. You may want to follow one of the industry standards for color numbering wherein all whites begin with the number 1, all blues begin with the number 4, etc.

To create colors:

1 From the Maintenance submenu, click on Color.



2 Click on the Insert button or press <F6>. The cursor displays in the *Color* edit box.

3 Enter the color code and press <Tab>. The cursor jumps to the *Description* edit box and the color code displays in the Color column.

4 Enter the description and press <Tab>. The description displays in the Description column.

5 Click on the Save button or press <F10>.

6 Click on the Report button or press <F11> to view the Colors report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Exit button or press <F12> to close the Color option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected color. The prompt, "You have chosen to delete color code _____. Is this your intention?" displays. Click Yes to delete or No to cancel. (You cannot delete a color from a remote location).

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

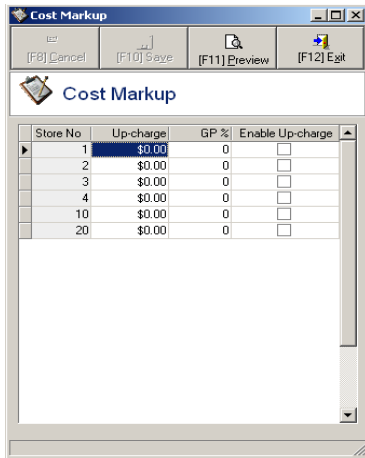
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior exiting?" displays. Click Yes to save and exit or No to exit without saving.*

COST MARKUP

Cost Markup automatically calculates the retail price for all stores based on individual margins and price rounding. It is reflected in PO Receiving if you change the cost during receiving.

To set up Cost Markup:

1 From the Maintenance submenu, click on Cost Markup.



2 Enter the *Up-charge* dollar amount for the store.

3 Enter the *GP %* for the store.

4 Click in the *Enable Up-charge* option box to select it to activate the cost markup.

5 Continue adding markup information for your remaining stores as necessary.

6 Click on the Save button or press <F10> to save your entries.

7 Click on the Exit button or press <F12> to close the Cost Markup option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F8> Cancel	Clears all entries made prior to saving. The prompt, "Are you sure you want to cancel your changes?" displays. Click Yes to cancel, No to keep your entries, or Cancel to close the prompt.
<F11> Preview	Displays the Cost Markup report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, and click on the Close button to close the report.

COUNTRY MAINTENANCE

Country Maintenance is a predefined list of country names that are used in the Customer record and in States Maintenance. States Maintenance is used by the Accounting module for tax rate references and by the i.STAR Internet storefront module. You can add to, modify, and delete from the existing list. Once a country code is attached to a customer record, however, it cannot be deleted.

To add a new country to the list:

1 From the Maintenance submenu, click on Country Maintenance.



2 Click on the Add button or press <F2>. The cursor displays in the *Country Code* field on the next available line in the grid.

3 Enter the country code and press <Enter>. The cursor jumps to the *Country* field.

4 Enter the country name and press <Enter>.

5 Click on the Save button or press <F10>.

6 Click on the Country Code title bar to sort the records in order by country code, or click on the Country title bar to sort the records alphabetically by country name.

7 Click on the Report button or press <F11> to view the Country Codes report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Country Maintenance option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "Are you sure?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Allows you to delete a country code. The prompt, "Are you sure?" displays. Click Yes to delete or No to cancel. Note: You cannot delete the country code for USA.

➤ *To edit an existing country name, click in the appropriate line in the grid, type in the new name, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes" displays. Click Yes to save and exit or No to exit without saving.*

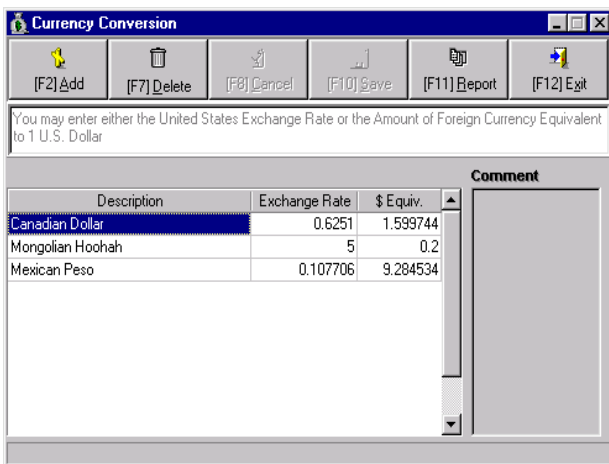
➤ *If a country has been attached to a customer record and the customer record has been attached to a sales receipt, you will not be able to delete the country name.*

CURRENCY MAINTENANCE

Currency Maintenance is used to create exchange rates for foreign currency for use at POS. When you tender the sale, POS references this table; once you select the applicable conversion type, it provides the calculated amount that you need to collect from your customer.

To add a currency conversion type:

1 From the Maintenance submenu, click on Currency Maint.



2 Click on the Add button or press <F2>. The cursor displays on the next available line in the grid in the *Description* field.

3 Enter the name of the currency and press <Enter>. The cursor jumps to the *Exchange Rate* field.

4 You can enter either the exchange rate or the US dollar equivalent.

If you know the exchange rate (equivalent in dollars of one unit of this currency), enter it in the *Exchange Rate* field. The system will calculate and display the *\$ Equiv.*

Or

If you know the US dollar equivalent (equivalent of one dollar in US currency), enter it in the *\$ Equiv* field. The system will calculate and display the *Exchange Rate*.

5 You can add comments to the rate information line by clicking on the applicable line, then clicking in or pressing <Tab> to place the cursor in the Comment box. Comments entered here display at POS when you tender a sale using currency conversion.

6 Click on the Save button or press <F10>.

7 Click on the Report button or press <F11> to display the Currency Rates Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Currency Maintenance option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the selected record. The prompt, "Are you sure you want to delete this entry?" displays. Click Yes to delete or No to keep the record.
<F8> Cancel	Clears all entries made prior to saving. The prompt, "Are you sure you want to cancel ALL of your changes?" displays. Click Yes to cancel or No to keep your entries.

➤ *To edit an existing description, exchange rate, or equivalent, click in the appropriate line in the grid, type in the new data, then click on the Save button or press <F10>.*

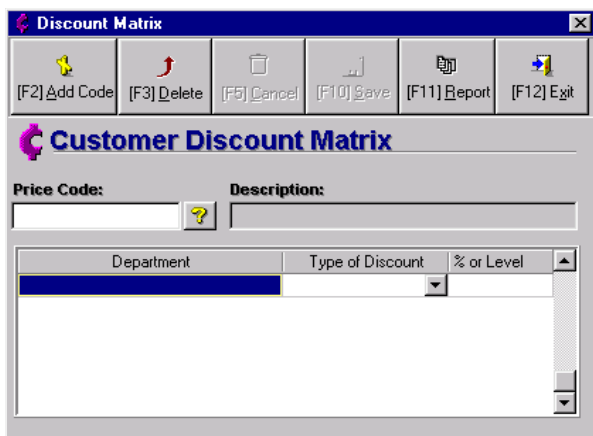
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes?" displays. Click Yes to save and exit or No to exit without saving.*

CUSTOMER DISCOUNT MATRIX

Customer Discount Matrix is used to create a table of customer discounts by a percentage rate, cost plus percentage, or level. Discounts by a percentage rate or cost plus percentage apply at the department level only. Discounts by levels will give the customer discounts by style. These style level discounts are set up in the Price Levels option in Inventory. Once the matrix information is complete, the customer record must be set up to include the applicable discounts. When the customer purchases an item from the department or a specific style with a discount level, the discount is automatically applied at POS when you attach the customer to the sales receipt.

To create customer discounts:

1 From the Maintenance submenu, click on Cust. Discount Matrix.



2 Click on the Add Code button or press <F2>. The department names display in the grid and the cursor is in the *Price Code* edit box.

3 Enter the price code (up to 15 alphanumeric characters) and press <Enter>.

4 Enter the *Description* and press <Enter>. The cursor moves to the first *Department* field in the grid.

5 Click on the applicable department in the list, then press <Enter>. The cursor moves to the *Type of Discount* field.

6 Click on the down arrow button to display the default types (Level, Discount, Cost + %), click on the applicable type in the list, then press <Enter>. The cursor moves to the *% or Level* field.

7 If you selected either Discount or Cost + %, enter the percentage number (e.g., if you are giving a 10% discount or a cost plus 10%, enter **10**). If you selected Level, enter the level number that you created in the Price Levels table in Inventory.

8 Click on the Save button or press <F10>.

9 Click on the Report button to display the Discount Matrix Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

10 Click on the Exit button or press <F12> to close the Customer Discount Matrix option and return to the main menu.

➤ You can search for a specific existing code by clicking on the “?” button next to the *Price Code* field to display the Price Code Search window, then entering the code in the *Incremental Search* box. With the correct price code highlighted, click on the Select button or press <F3>, or double-click on the correct code in the grid to select it and return to the Customer Discount Matrix screen.

Additional Function Key Options

Function Key	Description
<F3> Delete	Allows you to delete an entire price code or a department from a price code. To delete an entire price code, click on the Delete button or press <F3>. The prompt, “Are you sure you want to delete this Price Code?” displays. Click Yes to delete the price code or No to cancel. To delete a department from a price code, click on the department name in the grid, then click on the Delete button or press <F3>. The prompt, “Are you sure you want to delete ___ from this list?” displays. Click Yes to delete or No to keep the record.
<F5> Cancel	Clears all entries made prior to saving. The prompt, “Are you sure?” displays. Click Yes to cancel or No to keep your entries.

➤ To search for an existing price code, click on the ? button at the end of the Price Code edit box. A Price Code Search window displays. Enter a partial price code in the Incremental Search edit box, if necessary. When the correct price code has been located, click on it to highlight it, then click on the Select button or press <F3> to continue. Click on the Exit button or press <F12> to close the Price Code Search window.

➤ To edit an existing price code, click in the appropriate line in the grid, select the new type of discount and/or type in the new percent or level, then click on the Save button or press <F10>.

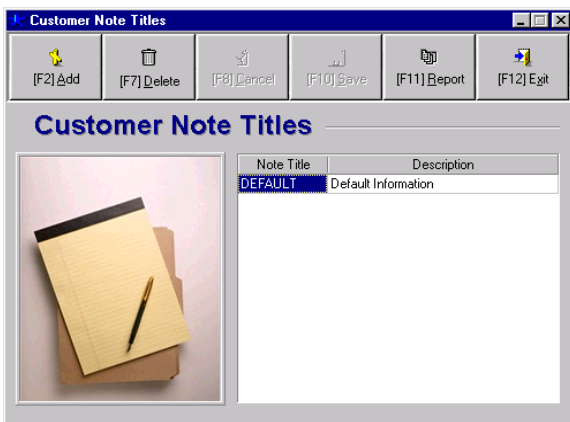
➤ If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save and exit or No to exit without saving.

CUSTOMER NOTE TITLES

Customer Note Titles allows you to set up a standard set of note titles that would apply to your in-house customers. Examples of titles include Credit, Address, Personal, etc. In the customer’s record (in the Notes screen), you can select the titles and enter customer-specific information about each title. In the Customer Note Titles screen, you will enter the note title and the description. There is a default note on the first line in the grid which can be changed.

To create customer note titles:

1 From the Maintenance submenu, click on Cust. Note Titles.



2 Click on the Add button or press <F2>. The cursor displays on the next available line in the grid in the *Note Title* field. If you want to change the default line in the grid, simply click on the line and continue with Step 3.

3 Enter the note title and press <Enter>. The cursor jumps to the *Description* field.

4 Enter a description and press <Enter>.

5 Click on the Save button or press <F10>.

6 Click on the Report button or press <F11> to display the Customer Note Types Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Exit button or press <F12> to close the Customer Note Titles option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the selected note title. The prompt, “All customers with notes using this title will have those notes deleted as well. Are you sure?” displays. Click Yes to delete, No to keep the note title, or Cancel to close the prompt.
<F8> Cancel	Clears all entries made prior to saving. The prompt, “Cancel all of your changes?” displays. Click Yes to cancel your changes, No to keep your entries, or Cancel to close the prompt.

➤ To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.

➤ If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save or No to exit without saving.

CUSTOMER

Customer allows you to create and maintain customer records and to create in-house customer accounts with credit limits and discount pricing. If the customer has an in-house credit account established, he can make payments on his account or charge to his account through POS. The customer information for in-house customers is used in the Accounting module to create quotations, sales orders, invoices, credit memos, etc. The Customer option includes a Customer Search screen and a Customer Maintenance screen. The Customer Maintenance screen is separated into Main, Ship To, Credit, Pricing, Frequent Buyer, Notes, User Defined, and History tabs. If you have an Internet connection on your system, you can e-mail your customer directly from the customer record and access their web site. Another feature is the ability to send a ‘bulk’ e-mail to a group of customers. You can also produce customer reports, print address labels, and export customer information to a text file for use in Microsoft® Access or Microsoft® Excel.

Creating a New Customer Record

1 From the Maintenance submenu, click on Customer. The Customer Search screen displays.

2 Click on the Add button or press <F2>. The Customer Maintenance screen displays, a system-unique ID number is assigned to the customer record, and the cursor displays in the *First Name* field on the Main tab screen.

Filling In the Main Screen

1 Fill in the customer information in each field, pressing <Enter> after each entry, and note the following:

➤ As you enter information in this screen, it is automatically added to the applicable field in the Ship To screen. The customer's name and address and picture display in the area in the upper right portion of the screen. The detail at the bottom of the screen is automatically updated as the customer makes purchases.

- *Company Name* - The Accounting module's quotations, sales orders, and invoice forms default to displaying the *Company Name* field. If you are using the Accounting module, you should enter either the customer's company name or his/her first and last name in this field. You will have the option to change this information as you create quotations, sales orders, and invoices.

- *ZIP Code* - Enter the *Zip Code*, and the *City* and *State* will automatically fill in if it is set up in ZIP Code Maintenance. If multiple cities share the ZIP code, a ZIP Code Lookup window will display so that you can select the correct one.

- *Type* - Click on the down-arrow button to select the customer type from the drop-down list or click on the Add button to add a customer type. Refer to the Customer Type option in Chapter 3: Maintenance for further information.

- *Status* - Click on the down-arrow button to select the customer status from the drop-down list or click on the Add button to add a customer status. Refer to the Customer Status option in Chapter 3: Maintenance for further information.

- *Country* - The *Country* field is defaulted to USA. You can select another country by clicking on the down arrow button to display the list of country names from the Country Maintenance table. Once the list displays, click on the applicable country.

- *Phone, Phone2, Fax* - Telephone number entries must include the area code, but do not include hyphens.

- *E-Mail* - Once you enter your customer's e-mail address, you can send him or her an e-mail by clicking on the mail button located at the end of the field. When you click on the button, your default mail program will display and you can send your message.

- *Website* - Once you enter your customer's web site address, you can access his or her web site by clicking on the globe button located at the end of the field.

- *Customer Picture* - You can add a customer picture by clicking on the Add button, located below the Customer Picture box, to display the Select Customer Picture dialog box. Select the picture from the applicable file. To remove the picture, click on the Clear button.

- *Customer Taxes* - *Customer Taxes* is initially set to Default Tax. To change to a different tax rate, click on the down arrow button and select the applicable tax from the list that displays. If you need to add a new tax rate, click on the Taxes bar button to display the Taxes table and add the new tax information. (Refer to Maintenance: Taxes for further detail). The tax rate entered here will be

the rate used at POS as it overrides the rate attached to the product record.

- *Product Inquiry* - Click on the Product Inquiry bar button to display the Product Search window. Refer to the Product Inquiry option in the Inventory chapter for further information.
- *Free Form ID* - This field is for you to assign an alternate lookup code to an individual or multiple customers. This could be an internal customer number, ID for your frequent shoppers' club, etc. Maximum 20 alphanumeric characters allowed.
- *Gender* - The *Gender* option boxes are selected or deselected by clicking in Male or Female.
- *Mail List (Y/N)* - If this option box is checked, you can print labels for the customer and export the customer information to a text file by clicking on the Labels/Export button or by pressing <F9>. To deselect the box, click on it to remove the check mark.
- *Sales Person* - To assign a sales person to this customer, click on the down arrow button and make a selection from the drop-down list.

2 Click on the Save button or press <F10>.

3 Once all customer information is correct, click on the Ship To tab.

Filling In the Ship To Screen

The Ship To detail is used by the Accounting module to create quotations, sales orders, invoice forms, etc. The Accounting module uses the ZIP code entered here and the States Maintenance table information to determine the correct tax rate to apply to the forms. (Refer to the Accounting manual for complete detail).

1 Fill in the customer's shipping information in each field, pressing <Enter> after each entry, and note the following:

- *Country* - The *Country* field is defaulted to USA. You can select another country by clicking on the down arrow button to display the list of country names from the Country Maintenance table. Once the list displays, click on the applicable country.
- *Phone, Phone2, Fax Phone* - Telephone number entries must include the area code, but do not include hyphens.
- *E-Mail* - Once you enter your customer's e-mail address, you can send him or her an e-mail by clicking on the mail button located at the end of the field.
- *Ship to Addresses* - If your customer has multiple ship to addresses, enter them by clicking on the Add Address button or pressing <F2>. Fill in the information, pressing <Enter> after each entry. As an address is entered, it will display in the Ship to Addresses grid. These addresses can be accessed in Accounting and are used on the quotations, sales order, and invoice forms.
- *Main Shipping Address* - When multiple ship to addresses are on file, click in this option box to designate the default shipping address that you want to display when you use the Accounting module. The tax rate associated with the designated Main Shipping Address will be charged at POS.

2 Click on the Save button or press <F10>.

3 Once all of the ship to information is correct, click on the Credit tab.

Filling In the Credit Screen

The Credit screen is used to establish in-house credit accounts. It can also be used to record credit card information (e.g., Visa, MasterCard, etc.) such as the card

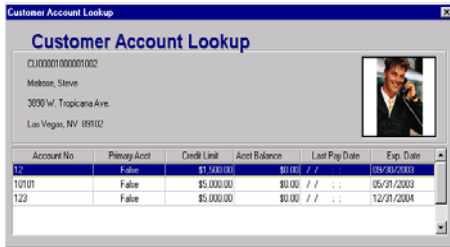
number and expiration date, simplifying credit card transactions, and to set up a revolving charge account.

A customer with an in-house account can charge to and make payments on his or her account through POS. Charges and payments are processed in Accounting where the customer's receivable account is maintained. You can set up additional members on the account who are allowed to charge or make payments. Each member must first be set up as a new customer.

To set up In-House Credit information:

1 Click on the Add Account button or press <F2>. An account number is assigned and the *Opening Date* information is filled in. The *Last Payment Date*, *Last Payment Amt*, *Last Finance Chg. Date*, *Amt Past Due*, and *Un-Posted Bal.* fields are automatically filled in and maintained by the system.

➤ *The “?” button at the end of the Account No. field displays a Customer Account Lookup screen similar to the one shown below if the customer has multiple accounts. You can double-click on an account in the grid to view its information.*



2 If you want the customer's account to have an expiration date, click in the *Exp. Date* field and enter that date (e.g., MM/DD/YYYY).

3 If you want the customer's account to have a credit limit, click in the *Credit Limit* field and enter the credit limit of the account (e.g., for a \$1,000.00 limit, enter **1000**).

4 In the *Late Charge %* field, enter a percentage if applicable. This is used in calculating late charges by the Assess Finance Charges option in Accounting.

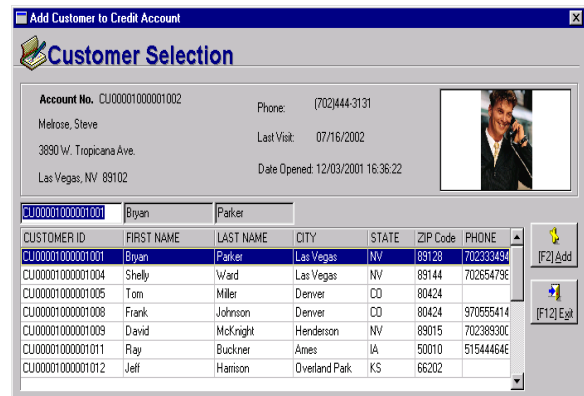
5 Click on the down arrow button or the “?” button in the *Terms* field and select the payment terms from the list that displays (e.g., Net 30). If you need to add a new term, click on the “?” button to display the Terms Maintenance table. (Refer to Maintenance: Terms for further detail). The *Terms* field is required as Accounting uses this field in its forms.

6 If you need to place restrictions on the customer's account, you can select from the following (click in the appropriate restriction option box to select or deselect):

- *Charge Restrict* - Requires manager approval at POS to allow the customer to charge to the account.
- *PO Required* - If selected, the system will prompt for a PO number when the customer charges against his in-house account.
- *Bad Check Alert* - Will not allow customer to make a payment on his or her account with a check.
- *In House Acct?* - Indicates that this is an in-house account.
- *Primary Account* - This field will have additional functionality in future releases and will allow a customer to have multiple accounts.

➤ *Click on the Amount Past Due button to calculate and display any past due amount for an in-house account.*

7 You can enter additional “members” (customers) which are allowed to charge to or make payments on the account. **The members must already have their own customer records set up before they can be included here.** When a member is specified, the charge or payment will apply against the primary account, but the sales history will be associated to the member. If you want to add a member to the account, click in the *First Name* field in the Account Members grid, then click on the Add Member button or press <F2>. The Customer Selection screen displays.



Double-click on the name in the grid that you want to include, or use the <up> and <down> arrow keys on your keyboard or the scroll bar to move through the list. When the correct customer line is highlighted, either double-click on the name or click on the Add button or press <F2>. You are returned to the Credit tab,

and the selected customer is displayed in the Members on Account grid.

8 Click on the Save button or press <F10>.

To set up Credit Card information:

The Credit screen can also be used to record credit card information (e.g., Visa, MasterCard, etc.). Follow the steps for setting up an In-House credit account, with these exceptions:

- Enter the credit card number in the *Account No.* field.

➤ *The first digit in the credit card number signifies the type of card; for example, a credit card number beginning with a 4 is Visa, one beginning with a 6 is Discover, etc.*

- Enter the credit card's expiration date in the *Exp. Date* field.
- You must select a payment terms from the *Terms* drop-down list, even though it does not apply in this case.
- Do **not** select the *In House Acct?* option box.

To set up Revolving Charge information:

If you want to use the Revolving Charge option in Accounting with this customer, follow these steps:

1 Click in the *Use Revolving Charge?* option box to select it.

2 If converting from another system, enter the date you last ran the revolving charge in the *Last Updated* edit box (e.g., MM/DD/YYYY). The date you enter cannot be more than 31 days from the current date. If you have not used revolving charge before, leave this blank and it will be populated after you run your first revolving charge statements.

3 Enter the *Monthly Rate* to use when calculating the finance charge. The average daily balance multiplied by this rate will be the amount of finance charges for the current month. If you change this rate, the *Annual Rate* will be automatically adjusted.

4 Enter the *Annual Rate*, which is the monthly rate multiplied by 12. If you change this rate, the *Monthly Rate* will be automatically adjusted.

5 Enter the dollar amount you want to charge as the minimum payment in the *Min. Payment Amt.* edit box, or enter the percentage of the account balance you want to charge as the minimum payment in the *Min. Payment Pct.* edit box.

6 Enter the minimum finance charge to apply in the *Min. Finance Chrg. Amt.* edit box.

7 Enter the fee for late payment on the account in the *Late Fee* edit box.

8 Enter the fee for exceeding the credit limit on the account in the *Overlimit Fee* edit box.

9 Enter the number of days after the closing date that represents the payment due date in the *Days After Closing* edit box.

10 Click on the Save button or press <F10>.

11 Once all credit information is correct, click on the Pricing tab.

Filling In the Pricing Screen

The Pricing screen is used to attach the customer discounts that you set up in the Customer Discount Matrix table. In that table, you created discounts by a percent, level, or cost plus percentage. Once the discount information is attached to the customer's record, the customer will receive the lowest price at POS.

Note: Each store can set its own cost, landed cost, average cost, and retail price for each UPC (see Inventory> Store Stock Management); price levels are attached to customers rather than to stores. In Inventory> Price Levels, set a price level for the style to discount. In Maintenance> Customer Discount Matrix, set up a

price code. Set the level for the department the style is in. Then select the price code to attach in this screen. When the product is sold to the customer at POS, the discount will be applied.

To set up the pricing information:

1 If you know the price code, enter it in the *Price Code* box. You can search for and select the price code as follows:

(a) Click on the “?” button to the right of the *Price Code* box. The Price Code Search window displays.

(b) Double-click on the code line in the grid, or use the <up> and <down> arrow keys on your keyboard or the scroll bar to move through the list to locate the code; then double-click on the code, click on the Select button, or press <F3>. Click on the X in the top right corner of the Customer Discount Matrix window to close it. You are returned to the Pricing screen where the pricing information is displayed.

2 Click on the Save button or press <F10>.

3 Once all pricing information is complete, click on the Frequent Buyer tab.

➤ *If you need to add a new price code, click on the Add Price Code button or press <F2>. The Customer Discount Matrix screen displays and you can add the new code. (See Maintenance: Customer Discount Matrix for further detail).*

Filling In the Frequent Buyer Screen



The Frequent Buyer screen is used to attach the frequent buyer detail to the customer record. As the customer makes purchases, the cumulative sales totals by department are displayed in the Department Purchases grid. The Department Point Matrix grid shows the

points accumulated between the *Start Date* and *End Date*, not the points used.

To attach frequent buyer detail:

1 If you know the frequent buyer code, enter it in the *Buyer Code* box. You can search for and select the buyer code as follows:

(a) Click on the “?” button to the right of the *Buyer Code* box. The Frequent Buyer Maintenance screen displays.

(b) To look up a buyer code, click on the “?” button next to the *Buyer Code* field in the Frequent Buyer Maintenance screen to display the Buyer Code Lookup window. Double-click on the code line in the grid. You are returned to the Frequent Buyer Maintenance screen where the code detail displays.

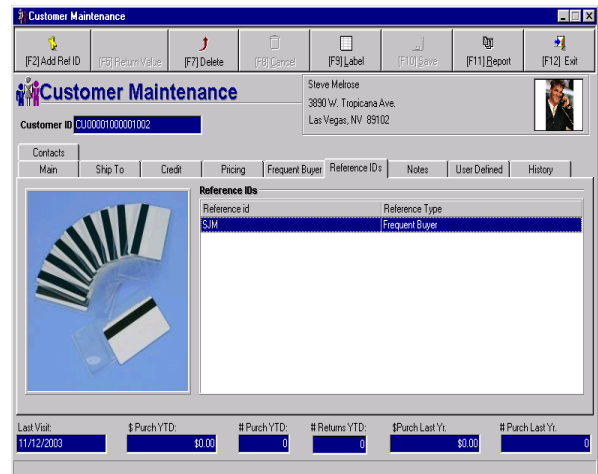
(c) Click on the correct code line in the grid, then click on the Select button or press <F12>. You are returned to the Frequent Buyer screen where the buyer code information is filled in.

2 Click on the Save button or press <F10>.

3 Once all of the frequent buyer information is complete, click on the Reference IDs tab.

➤ *To add a new buyer code, click on the Add Freq. Buyer Code button or press <F2>. The Frequent Buyer Maintenance screen displays for you to add the new code. (See Maintenance: Frequent Buyer for further detail).*

Filling In the Reference IDs Screen

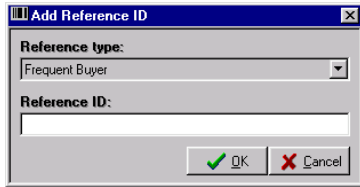


The Reference IDs screen is used to add unique reference IDs to a customer. These can later be used in POS to look up the customer quickly. They also enable you to assign a bar code to a customer which, when

swiped, automatically assigns the customer to the receipt.

To use reference IDs:

1 Click on the Add Ref ID button or press <F2>. An Add Reference ID window displays.



2 Accept the default *Reference type* of Frequent Buyer, or click on the down arrow button and make a selection from the drop-down list: Gift Card or Other.

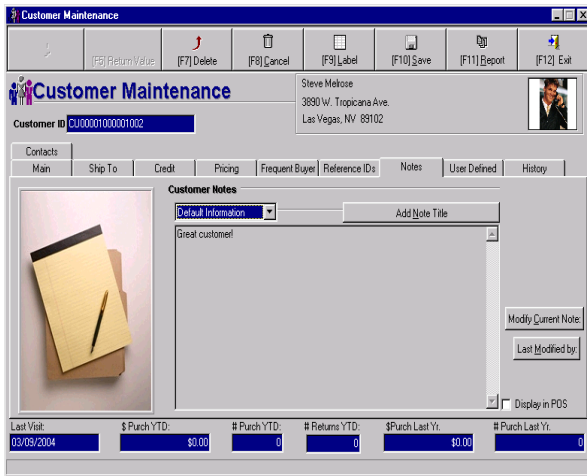
3 In the *Reference ID* field, enter the ID you want to assign to the customer.

4 Click on the OK button to continue, or click on the Cancel button to cancel your entries.

5 Click on the Save button or press <F10>.

6 When you are finished, click on the Notes tab.

Filling In the Notes Screen



The Notes screen is used to attach specific notes to the customer record by the specific note titles that you created in the Customer Note Titles screen.

To attach customer notes:

1 Click on the down arrow button to the right of the *Customer Notes* field to display a list of the note titles from the Customer Note Titles screen.

2 Click on the note title.

3 Click in the notes area box and enter the note.

4 Click in the *Display in POS* option box if you want the note to display in POS.

► *When the Notes screen is first displayed, the Display in POS option box is checked by default. Once you enter customer notes in the notes area, however, the check mark in the option box disappears and you must click in the option box if you want the note to display in POS.*

5 Repeat Steps 1 through 4 until all notes are complete.

6 To add a new note title, click on the Add Note Title bar button to display the Customer Note Titles window and add the new information. (Refer to Maintenance: Customer Note Titles for further information).

7 To remove a note, click on the Delete button or press <F7>. When prompted to delete the note, press <Enter> or click on the Yes button. **Although the note is deleted from the screen, you must save the record for the process to be complete.**

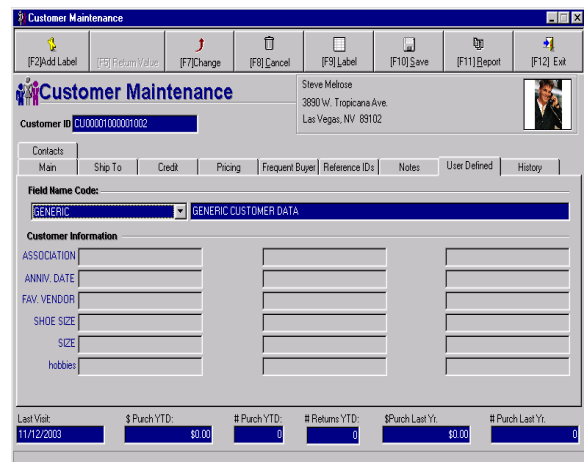
8 Click on the Modify Current Note button to stamp the note with the employee name and date/time.

9 To see who last modified the notes and when, click on the Last Modified by button. A prompt displays with the name, date, and time the notes were last changed. Click on the OK button to close the prompt.

10 Click on the Save button or press <F10>.

11 Once all notes are complete, click on the User Defined tab.

Filling In the User Defined Screen



The User Defined screen is used to attach additional customer information to the field names (labels) that you created in the Define Customer Fields table.

To attach the labels and additional customer information:

1 Click on the down arrow button to the right of the *Field Name Code* field to display the list of field name codes from the Define Customer Fields table.

2 Click on a selection from the list. The illustration above shows that the field name code *Suits* was selected and it included four labeled information fields (e.g., Jacket Size, Slacks Size, Fabric, Color).

3 Click in each label field and enter the information applicable to the customer.

4 To change label information, click on the Change button or press <F7>. The Define Customer Fields screen displays with the field code detail. Make changes as necessary and click on the Save button or press <F10>, then click on the Exit button or press <F12> to return to the User Defined screen. The changes made in the table will display on the user-defined screen.

5 To add a new label, click on the Add Label button or press <F2>. The Define Customer Fields table displays and you can add a new label. (Refer to Maintenance: Define Customer Fields for further detail).

6 Click on the Save button or press <F10>.

7 Once all the user defined information is complete, click on the History tab.

The Customer Purchase History Screens

The History screens give you five (5) options for viewing and/or printing customer sales history:

(a) On the main History tab, the customer’s sales history by department is displayed on the screen in graphical form. Click on the Print button to print the graph.

(b) Click on the Purchases button to view purchase history detail including the store number, sales code, sales date, style, vendor, UPC, description, department, ship quantity, retail price, selling price, tax, color, size, subsize, receipt ID, sales associate, and cashier.

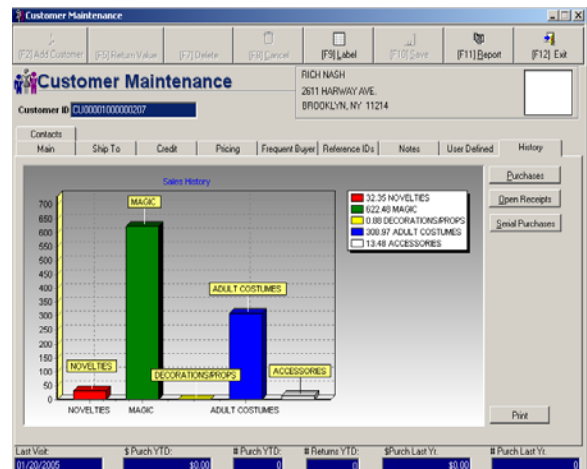
(c) Print a Purchase History report that includes the UPC number, description, style, vendor, color, size,

subsize, sales code, quantity, retail price, selling price, and sale date.

(d) Click on the Serial Purchases button to view serialized purchase history detail including the receipt ID, sales code, store number, serial number, UPC number, and description.

(e) Print a Serialized Purchases report that includes the receipt ID, sales code, store number, serial number, UPC number, description, size, subsize, quantity, selling price, and sales date.

➤ *The Customer Purchase History report shows all purchases by the customer, including purchases of serialized items. The Serialized Purchases report includes serialized items only.*



To view and/or print all purchase history detail for the customer:

1 Click on the Purchases button to view the Customer Purchase History screen.

Store No	Sales Code	Sales Date	Style	Vendor	UPC	Description
1	Void	08/01/2003 14:25:06	54391	2	400100291026	MOUSTACHE - AMIGO
1	Sale	08/07/2003 13:54:48	123456	M116	400100269896	MISC 116 MAGIC TELEMENTAL
1	Sale	08/21/2003 13:59:50	MMV69149	89	40010021396	FRENCH ARM CHOPPER
1	Sale	09/20/2003 13:50:45	DRFT05	54	400100406095	BLOOMING FLOWER TO SILK
1	Sale	09/20/2003 13:58:50	PR156	89	400100297210	WATER SUSPENSION
1	Sale	09/20/2003 13:59:55	wD-0004	101	400100269071	JUMBO COINS - QUARTER
1	Sale	09/20/2003 13:59:57	wD-0005	101	400100270006	JUMBO COINS - HALF DOLLAR
1	Sale	12/06/2003 14:00:11	DRRH	54	400100431122	RED HANDED
1	Sale	12/06/2003 14:00:14	MIG04	76	400100252406	FLINT FLASHER
1	Sale	12/06/2003 14:00:16	5570	54	400100161050	MAGICAL BLOCK
1	Sale	12/06/2003 14:00:22	FP11	76	400100243550	FLASH COTTON
1	Sale	02/20/2004 13:46:51	P5054	89	400100433660	SUCKER GLASS TRAY
1	Sale	02/28/2004 13:47:22	319038	1	400100137222	GLOVES (B) POLYESTER

2 Click on the Report button or press <F11> to display the Purchase History Report. With the report displayed, click on the printer icon on the toolbar to print

the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

3 To produce the report for a specific date range, enter beginning and ending dates in the *Filter by Sales Date (MM/DD/YYYY)* field and click on the Filter button. Click on the Clear button to remove the filter and display the purchase history for all dates in the file.

4 Use the scroll bar on the side and bottom of the screen to view detail. To group the detail by a specific column name, click on the column header name and drag it to the gray area above the grid.

5 Click on the Exit button or press <F12> to return to the main History tab.

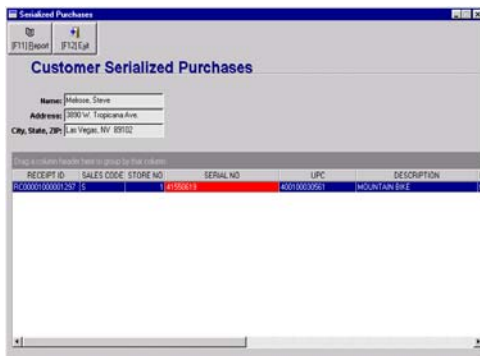
6 Click on the Exit button or press <F12> to close the Customer option and return to the main menu.

To view and/or print open receipts for the customer:

Click on the Open Receipts button to view the Open Receipts Report screen. Refer to the Open Receipts Report option in Chapter 4: Reports for further detail.

To view and/or print purchase history detail for the customer for serialized items only:

1 Click on the Serial Purchases button to view the Customer Serialized Purchases screen.

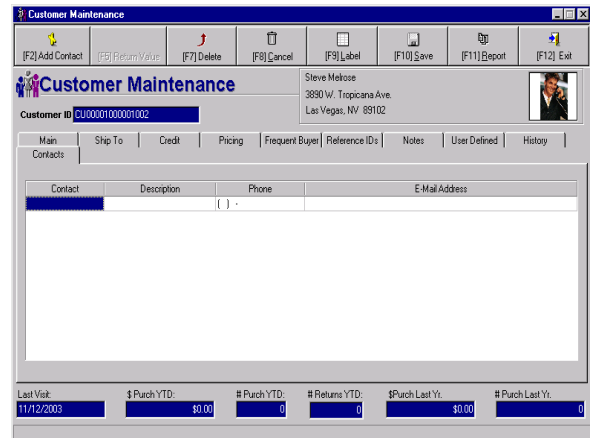


2 Click on the Report button or press <F11> to display the Serialized Purchases Report. Once displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

3 Click on the Exit button or press <F12> to return to the main History tab.

4 Click on the Contacts tab.

Filling In the Contacts Screen



The Contacts screen is used to store additional customer contact information.

To set up customer contacts:

1 Enter the contact name in the grid under *Contact* and press <Enter>.

2 Enter a *Description* of the contact and press <Enter>.

3 Enter the contact's area code and *Phone* number. Press <Enter>.

4 Enter the contact's *E-Mail Address* and press <Enter>.

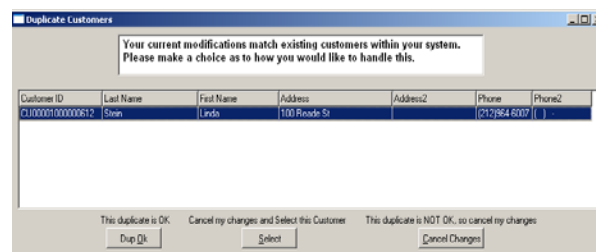
5 Click on the Save button or press <F10>.

6 Click on the Add Contact button or press <F2> to add another contact record, if necessary.

7 Click on the Exit button or press <F12> to close the Customer option and return to the main menu.

Duplicate Customers

If you enter customer information that matches an existing customer(s) in your system, this window will display:



The existing customer record(s) displays in the grid. Click on the Dup Ok button if you want to continue adding the duplicate customer record, click on the Select button to cancel your changes and select the existing customer, or click on the Cancel Changes button to cancel and return to the Customer Search window.

Labels/Export

Labels/Export allows you to print address labels for all customers in the file or export customer information into a text file. The labels contain the customer's first, middle, and last names, first and second address lines, city, state, ZIP code, and country from the Main tab in the customer record. The file that is exported contains the customer's first, middle, and last names, address (from Address 1 line), city, state, ZIP code, telephone number (Phone 1), and e-mail address. This file can be imported into Access or Excel and used as needed; for example, e-mail addresses can be extracted, then entered into your e-mail software for a bulk mailing.

➤ *You can display and/or print a label for an individual customer by clicking the Label button or pressing <F9> when the customer's record is active. If the customer has multiple shipping addresses, select the correct address on the Ship To tab before printing.*

➤ *Order labels from CAM online at www.camcommerce.com or call (800)726-3282.*

To produce customer labels:

1 From the Customer Search screen, click on the Labels/Export button or press <F9>. The Labels/Export box displays.



2 Click on the Print Labels button. The *Start Printing at Label #* box displays.



This lets you specify the position on the page to begin printing the labels. This is useful when you have a page of labels from which some labels have already been used. Enter the position and click on the Ok button to continue.

3 Once the labels are displayed, click on the printer icon on the toolbar to print the labels, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

To export the customer information:

1 From the Customer Search screen, click on the Labels/Export button or press <F9>. The Labels/Export box displays as shown above.

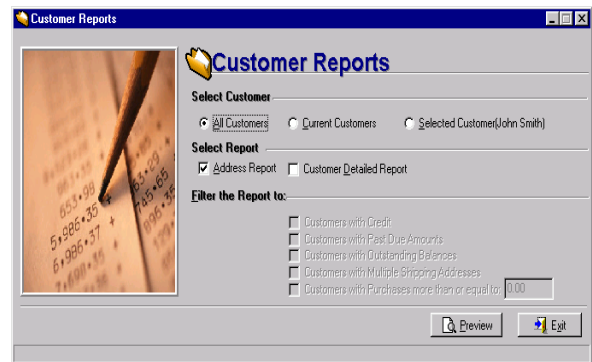
2 Click on the Export Customers button.

3 The Export Customers window displays for you to select a location to save the file and assign it a file name. Save the file as a text file (*.txt).

Customer Reports

Customer Reports include multiple options for viewing and/or printing the reports. The Address Report can be printed for all, current, or selected customers, and it includes name and address detail along with shipping and credit account information. The Customer Detailed Report can be printed for all or current customers and can be filtered by one or multiple types of detail. While the Customer Detailed Report is displayed, you can click on the "Purchases (Click)" line in the report to display detail on the items purchased, and you have the option to print the report with or without the detail.

1 To create a report, click on the Report button or press <F11> on the Customer screens (Search or Maintenance).



2 Click on your report selections, then click on the Preview button.

If the *All Customers* or *Current Customers* radio button is selected and the *Customer Detailed Report* option box is checked, you can choose to filter the report to include *Customers with Credit*, *Customers with Past*

Due Amounts, Customers with Outstanding Balances, Customers with Multiple Shipping Addresses, and/or Customers with Purchases more than or equal to (enter amount here) by clicking in the appropriate option boxes.

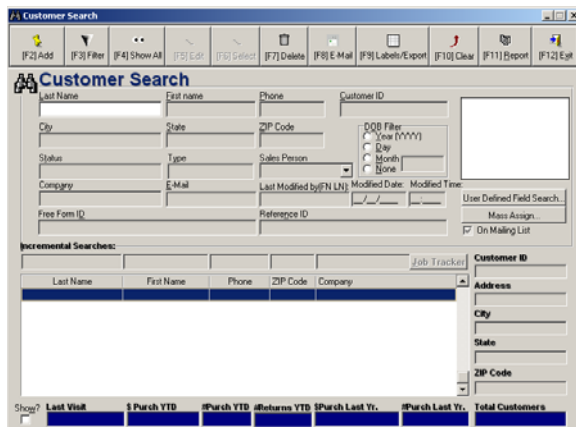
3 When the report displays:

- Click on the printer icon on the toolbar to print the report.
- Click on the arrow buttons on the toolbar to move through the report pages.
- If *Customer Detailed Report* is selected, click on the “Purchases (Click)” line at the end of a customer record to display detail on the items purchased.
- Click on the Close button on the toolbar to close the report and return to the Customer Reports screen.
- Click on the Exit button to close the report screen.

Editing Customer Records

To edit customer records:

1 From the Maintenance menu, click on Customer.

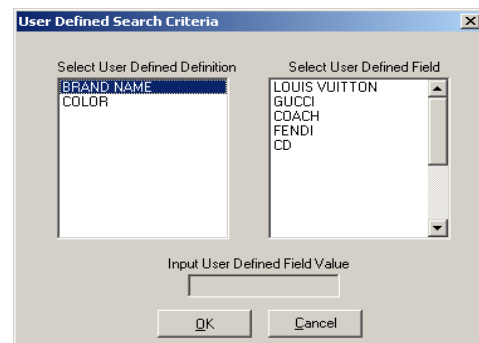


Use one of the following methods to search for a customer record:

- Enter a partial or full *Last Name* or *First Name*, *Phone* number, *Customer ID* number, *City*, *State*, *ZIP Code*, *Status*, *Type*, *Company* name, *E-mail* address, *Last Modified by (FN LN)* first name and last name, *Modified Date*, *Modified Time*, *Free Form ID*, or *Reference ID* in the applicable box, then click on the Filter button or press <F3>. The search results display in the grid. Double-click on the customer’s name in the grid, or click on the name to highlight it and then click on the Edit button or press <F5> to edit.

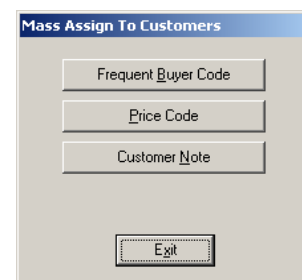
► *The On Mailing List option box defaults to gray, meaning it will not be used in the filter. If it is checked, only customers with the Mail List (Y/N) option box (on the Main tab) will display. If the On Mailing List option box is unchecked, only customers that are not on the mailing list will display.*

- Search by date of birth by clicking on either the *Year*, *Day*, *Month*, or *None* radio button under *DOB Filter*, enter the applicable information in the edit box, and then click on the Filter button or press <F3>. If you select *Month*, enter **1** for January, **2** for February, etc. (If you select *Year*, it must be entered as four digits, e.g. **2001**). The search results display in the grid. Double-click on the customer’s name in the grid, or click on the name to highlight it and press <F5> to edit. Click on the Clear button or press <F10> to clear the filter entries.
- Click on the User Defined Field Search button to search for a customer or customers by a user defined field (as set up in the Define Customer Fields option). The User Defined Search Criteria window displays.

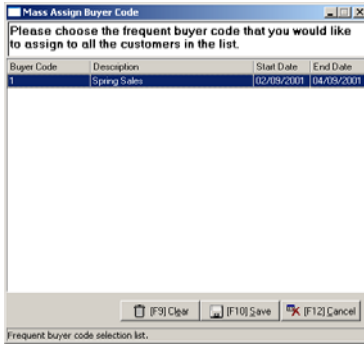


Click to make a selection under *Select User Defined Definition*. The *Select User Defined Field* box populates; click to make a selection. Enter a value to search for in the *Input User Defined Field Value* edit box, then click on the OK button. On the Customer Search window, click on the Filter button or press <F3> to display the customers who meet the criteria you specified.

- Click on the Mass Assign... button to assign one frequent buyer code, price code, or customer note to all customers currently selected. The Mass Assign To Customers window displays.



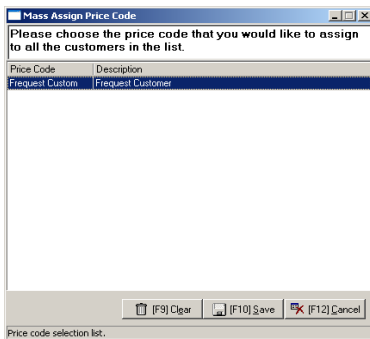
To assign a frequent buyer code, click on the Frequent Buyer Code button. This window displays:



Click to select a buyer code from the list, then click on the Save button or press <F10>. When the prompt displays, click on the Yes button to apply the frequent buyer code. A message displays informing you that the code has been applied to all customers in the list; click on the OK button to continue.

➤ **The Mass Assign Freq Buyer Code combo box under Application Options in Employee/Security must be set to True for the user in order to use this feature.**

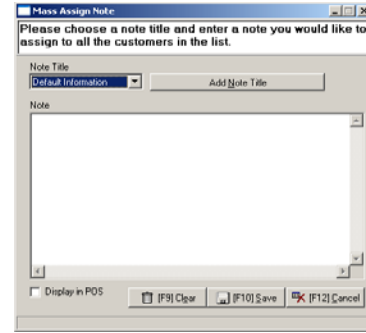
To assign a price code, click on the Price Code button. This window displays:



Click to select a price code from the list, then click on the Save button or press <F10>. When the prompt displays, click on the Yes button to apply the price code. A message displays informing you that the code has been applied to all customers in the list; click on the OK button to continue.

➤ **The Mass Assign Price Code combo box under Application Options in Employee/Security must be set to True for the user in order to use this feature.**

To assign a customer note, click on the Customer Note button. This window displays:



Click on the down arrow button in the *Note Title* combo box and make a selection from the drop-down list, or click on the Add Note Title button to open the Customer Note Titles option and add a new one. Enter the note you want to assign to all customers in the Note box. If you want the note to display at POS, click in the *Display in POS* option box to select it. Click on the Save button or press <F10>. When the prompt displays, click on the Yes button to apply the note. A message displays informing you that the note has been applied to all customers in the list; click on the OK button to continue.

➤ **The Mass Assign Customer Note combo box under Application Options in Employee/Security must be set to True for the user in order to use this feature.**

- Display all customer records by clicking the Show All button or pressing <F4>. Double-click on the customer's name in the grid, or click on the name to highlight it and press <F5> to edit.

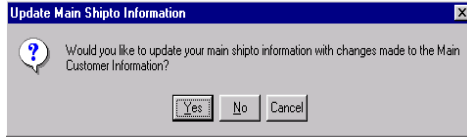
Once the Customer Maintenance screen is displayed, click on the applicable tabs (Main, Ship To, Credit, Pricing, Frequent Buyer, Notes, User Defined) and make the changes as necessary. Click on the Save button or press <F10> to save your entries.

To delete a customer record, click on the Delete button or press <F7>. The prompt, "Are you sure you want to delete this Customer?" displays. Click Yes to continue or No to cancel.

➤ **You cannot delete a customer record that has been used.**

To clear your entries, click on the Cancel button or press <F8>. The prompt, "You will lose all of your changes, are you sure?" displays. Click Yes to continue or No to keep your entries.

When the customer's information on the Main tab is changed, the Ship To information changes accordingly if it is the same. If it is not the same, this prompt will display:



Click on the Yes button to update the information on the Ship To tab to match the Main tab information, or click on the No button to leave the Ship To information as it is.

➤ *If you add or edit data then try to exit without saving, the prompt, “Would you like to save your modifications?” displays. Click Yes to save and exit or No to exit without saving.*

➤ *The Job Tracker button displays the job tracker window for the selected customer. When a customer with job(s) on file is selected, the button changes to reflect the number of jobs that exist for the customer. Refer to the Job Tracker option in Chapter 7: Job Tracking for further information.*

E-Mailing Multiple Customers

You have the option to send an e-mail message to multiple customers through the Customer Search screen. The message will be sent to the customers listed in the grid.

➤ *This feature must be run from a workstation configured with a MAPI-compliant e-mail client in order to work properly. In other words, it will not work if you use Outlook Express to retrieve POP3 e-mail. You must use the standard version of Outlook instead. Outlook comes with Microsoft Office, works without Exchange Server, and can be used to retrieve POP3 e-mail just as effectively as Outlook Express.*

➤ *If you are using Outlook 2000, a security feature requires you to click on a Yes button each time an e-mail message is processed. To make mass mailings easier, download the Express ClickYes utility which will click on the prompts for you. The utility is available for free at <http://www.express-soft.com/mailmate/clickyes.html>.*

- 1 Click on the E-Mail button or press <F8>.
- 2 The e-mail program will open.
- 3 Enter any additional e-mail addresses, include any attachments, and enter your message.
- 4 Click on the Send button or press <Alt+S> to send the message.

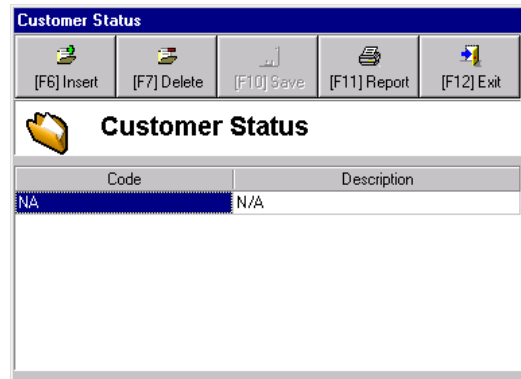
CUSTOMER STATUS

This option is used to set up and maintain customer status codes which can be attached to individual cus-

tomers records. Examples of customer status codes include inactive, frequent buyer, VIP, etc.

To create customer status codes:

- 1 From the Maintenance submenu, click on Customer Status.



- 2 Click on the Insert button or press <F6>. The cursor displays in the Code column in the grid.

➤ *The DEFAULT code cannot be deleted, but it can be changed.*

- 3 Enter the code you want to assign. The code can be up to 15 alphanumeric characters in length.
- 4 Click in the Description column and enter a description of the status code. The description can be up to 20 alphanumeric characters in length.
- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Customer Status report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- 7 Click on the Exit button or press <F12> to close the Customer Status option and return to the main menu.

Additional Function Key Option

Function Key	Description
<F7> Delete	Deletes the selected customer status code. The prompt, “Are you sure?” displays. Click Yes to delete or No to cancel.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

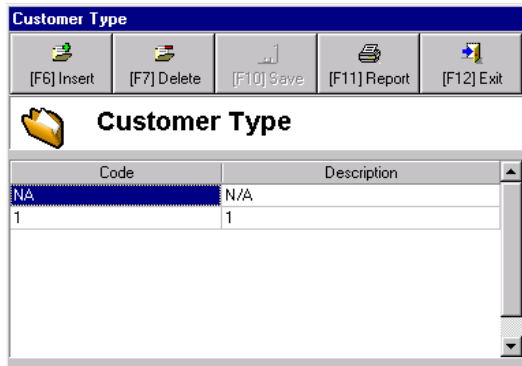
➤ If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.

CUSTOMER TYPE

This option is used to set up and maintain customer type codes which can be attached to individual customer records. Examples of customer type codes include wholesale, co-op, charity, etc.

To create customer type codes:

- 1 From the Maintenance submenu, click on Customer Type.



- 2 Click on the Insert button or press <F6>. The cursor displays in the Code column in the grid.

➤ The **DEFAULT** code cannot be deleted, but it can be changed.

- 3 Enter the code you want to assign. The code can be up to 15 alphanumeric characters in length.
- 4 Click in the Description column and enter a description of the type code. The description can be up to 20 alphanumeric characters in length.
- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Customer Types report. With the report displayed, click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- 7 Click on the Exit button or press <F12> to close the Customer Type option and return to the main menu.

Additional Function Key Option

Function Key	Description
<F7> Delete	Deletes the selected customer type code. The prompt, “Are you sure?” displays. Click Yes to delete or No to cancel.

➤ To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.

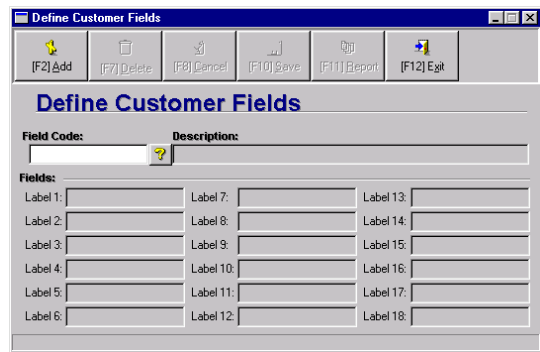
➤ If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.

DEFINE CUSTOMER FIELDS

Define Customer Fields is used to create a set of standard field codes and labels that are used to attach specific information to a customer record. The fields might be set up with a relationship to clothing, family, pets, sports, etc. The fields are then broken down by labels. For example, if you had a clothing field code for suits, the labels could include jacket size, slacks size, fabric, and color; or if you had a family field code the labels could include husband, wife, daughter, and son. In the Customer record (on the User Defined screen), once you select the field code, each of the labels displays and you can enter the customer-specific information for each label.

To define Customer Fields:

- 1 From the Maintenance submenu, click on Define Cust. Fields.



- 2 Click on the Add button or press <F2>. The cursor displays in the *Field Code* box.

3 Enter the field code and press <Enter>.

4 Enter a *Description* of the field code and press <Enter>.

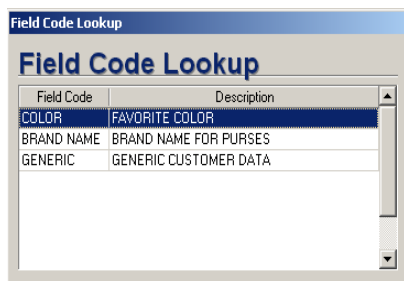
5 Enter the first label name in the *Label 1* field and press <Enter>.

➤ *If you enter the label name in all capital letters, it may not display properly in the customer record.*

6 Continue entering label names, pressing <Enter> each time until all labels are complete.

7 Click on the Save button or press <F10>.

8 To view or modify the labels for an existing field code, click on the “?” button to the right of the *Field Code* edit box. The Field Code Lookup window displays.



Double-click on a field code in the list to return it to the Define Customer Fields screen, or press the <Esc> key on your keyboard to close the window.

9 Click on the Report button or press <F11> to view the Customer Label Codes Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

10 Click on the Exit button or press <F12> to close the Define Customer Fields option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the selected field code. The prompt, “Are you sure you want to delete this Define Code?” displays. Click Yes to delete or No to cancel.
<F8> Cancel	Clears all entries made prior to saving. The prompt, “All of your changes will be lost. Are you sure?” displays. Click Yes to continue or No to keep your changes.

➤ *To edit an existing label, click in the appropriate field, type in the new data, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save and exit or No to exit without saving.*

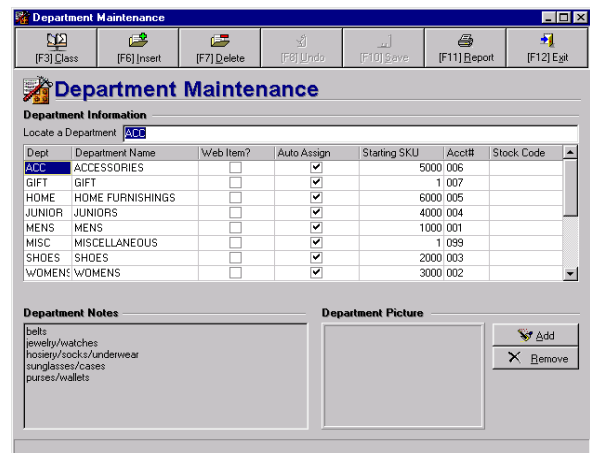
DEPARTMENT

Department is used to set up each of the departments in your store(s). Once a department is created, it can be broken down into classes, then into subclasses. In addition, you can automatically assign SKUs at the department level; each time you attach the department to a product record, the SKUs will be assigned to each size and subsize.

➤ *Refer to the Reports section in the Introduction for important information on the department/class/subclass structure.*

To create department codes:

1 From the Maintenance submenu, click on Department.



2 Click on the Insert button or press <F6> to insert (add) a department code. The cursor displays on the next available line in the grid in the *Dept* field.

3 Enter the department code and press <Enter>. The cursor jumps to the *Department Name* field.

4 Enter the department name and press <Enter>. The cursor jumps to the *Web Item?* option box.

➤ *This option box is applicable to CAM's i.STAR total e-commerce solution for retailers.*

5 Press <Enter>. The cursor jumps to the *Auto Assign* option box. If you want to automatically assign SKUs, click in or press the <Space Bar> to select this option. If you do not want to assign SKUs to your departments automatically, press <Enter> to go to the *Starting SKU* field and enter the starting SKU number.

➤ *If you automatically assign SKUs and create a size run excluding a size, create a style using the size run, then return*

to the size matrix to include the size and bring up the style in *Product Maintenance*, the *SKU* field will be blank for that style.

6 Press <Enter> to move to the *Acct #* field and enter the three-digit department number (the second segment of the G/L account number).

➤ *The Acct # field is a required field; if you are not using the Accounting module, enter zero (0) in this field.*

➤ *The Stock Code field is applicable to CAM's i.STAR total e-commerce solution for retailers.*

7 Click in the Department Notes box and enter any notes you want attached to the department.

8 To attach a department picture, click on the Add button next to the Department Picture box. A dialog box displays from which you can search for and select the picture from your file. To remove the picture, click on the Remove button.

9 Click on the Save button or press <F10>.

10 Click on the Report button or press <F11> to view the Department Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

11 Click on the Exit button or press <F12> to close the Department option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F3> Class	Displays the Class Maintenance screen. (Refer to Maintenance: Class for further detail).
<F7> Delete	Deletes the selected department. The prompt, "Delete department __. Is this your intention?" displays. Click Yes to delete or No to cancel. (You cannot delete a department from a remote location).
<F8> Cancel	Clears all entries made prior to saving. The prompt, "All of your changes will be lost. Are you sure?" displays. Click Yes to continue or No to keep your changes.

➤ *To edit an existing department record, click in the appropriate line in the grid, type in the new data, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior exiting?" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

EMPLOYEE/SECURITY

Employee/Security is used to create and maintain employee records and security profiles. The employee record screen also has a time clock editing feature that allows you to adjust employees' clock-in and clock-out times. To create and maintain employee records and security profiles, continue with the following steps:

Creating Employee Records

1 From the Maintenance submenu, click on Employee/Security.

2 Click on the Insert button or press <F6>. The cursor is positioned in the *First Name* edit box.

3 Enter the employee's first name and press <Tab>. The cursor jumps to the *Last Name* edit box.

4 Enter the employee's last name and press <Tab>. The cursor jumps to the *Street Address* edit box.

5 Enter the employee's street address and press <Tab>. The cursor jumps to the *ZIP Code* combo box.

6 Enter the employee's ZIP code or click on the "?" button to search the ZIP code file. The first time you enter a ZIP code into the system, the cursor will jump to the *City* and *State/Province* edit boxes. Once the city and state/province are entered, they are attached to the ZIP code. In the future when you enter the ZIP code, the city and state/province names will automatically display.

7 Enter the employee's telephone number, area code first, and press <Tab>. The cursor jumps to the *Country* edit box.

8 Enter the *Country* name and press <Tab>.

9 Continue entering employee information in the *E-Mail*, *Payroll ID*, and *Tax ID (SSN)* edit boxes, pressing <Tab> after each entry. The *Sales Associate* and *Password* fields are required fields. When the security login screen displays in the various Office programs and at POS, the employee will be required to enter his or her associate number and password as recorded here.

➤ *You can send an e-mail message to the employee by clicking on the button at the end of the E-Mail edit box. Modify the To, CC, BCC, and Subject edit boxes, if necessary, and enter a message in the Notes box. Click on the Send button or press <F10> to send the e-mail. The prompt, “Your email has been sent” displays; click on the OK button to continue. Click on the Exit button or press <F12> to close the window. You can use either Outlook or Outlook Express with this feature.*

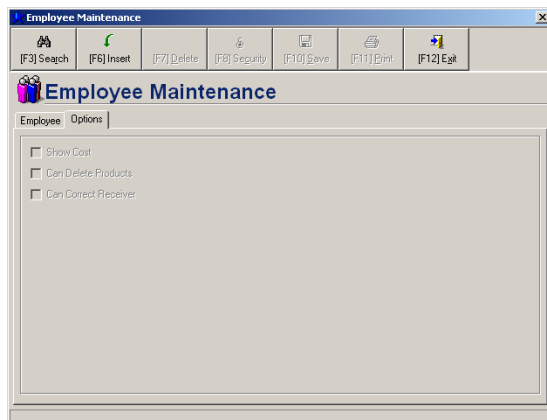
10 The *Security Group* combo box defaults to <NONE>. Click on the down arrow button and select a group from the list that displays, if applicable. Refer to Security Groups in the Creating Security Profiles section below for information on setting up security groups.

11 If the employee is a manager, click in the *Manager* option box to select it. This gives the employee the ability to display the Information Station feature in Utilities, and in the Customer record he or she will be allowed to change the credit limit and expiration date on the Credit screen. In addition, he or she will be able to grant and revoke security rights, to use the Post Void function at POS, and to set the Change Store option in POS when using the Virtual Store feature.

12 The *Active* option box is selected by default. Click in the box to deselect it to make the employee inactive.

➤ *An inactive employee will not be available in POS, Job Tracking, the Commissions report, or the Sales Person report.*

13 Click on the Options tab.



14 Click in the *Show Cost* option box to select it if you want the employee to be able to see the receiving cost in the Product Search window in the Product Inventory, Product Maintenance, Inventory Activity Matrix, Product Delete Utility, PO Maintenance, and PO Receiving options and in the Receiving Query report.

15 Click in the *Can Delete Products* option box to select it if you want the employee to be able to delete product records.

16 Click in the *Can Correct Receiver* option box to select it if you want the employee to be able to correct receivers.

17 Click on the Save button or press <F10>.

You are now ready to define the active employee's security profile or to continue creating new employee records.

Additional Function Key Options

Function Key	Description
<F3> Search	Lets you search for and select an active employee record.
<F6> Cancel	Clears all entries made prior to saving. The prompt, “You have chosen to cancel your input. Is this your intention?” displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes an employee record. The employee record can be deleted only if the employee has not performed any functions at point of sale. The prompt, “Delete this employee?” displays. Click Yes to continue or No to cancel. The prompt, “The employee has been deleted” displays. Click OK.
<F8> Security	Lets you set up an employee's security profile.
<F11> Print	Displays the current employee's record, including security settings. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

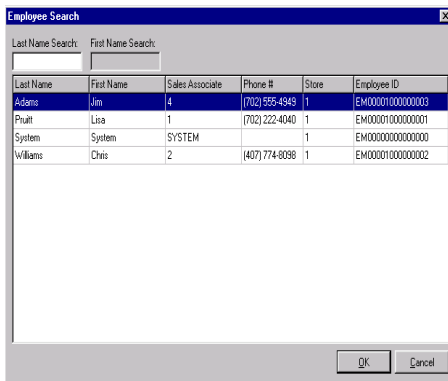
➤ *If you add or edit data then try to exit without saving, the prompt, “Save employee changes?” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

Maintaining Employee Records

To maintain employee record information, continue with the following steps:

1 From the Maintenance menu, click on Employee/Security.

2 Click on the Search button or press <F3> to display a list of active employee records.



Once the list displays, you can search for the employee by entering a full name or partial name in the *Last Name Search* or *First Name Search* edit boxes. Once the employee name is highlighted, press <Enter> or click on the OK button to display the employee record. Click on the Cancel button to close the Employee Search window.

3 Once all changes are complete, click on the Save button or press <F10> to save the changes.

4 Click on the Exit button or press <F12> to close the Employee/Security option and return to the main menu.

Creating Security Profiles

The Security program is used to grant or revoke an employee's rights to use Office and POS features. The Office and POS components make up the profile "tree," and each component has multiple branch levels. You can define each employee's profile individually, or you can copy an existing security profile and make changes as necessary.

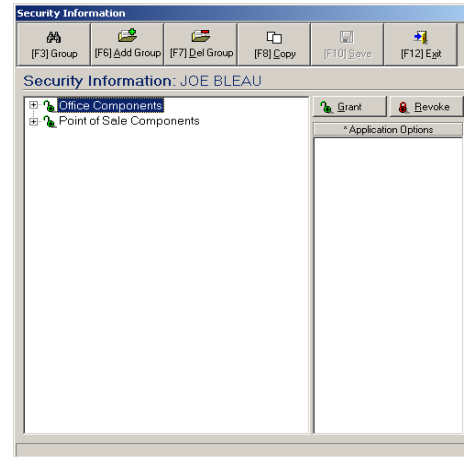
When you grant rights to use Office (e.g., Accounting, Inventory, Maintenance, POS, Purchasing, Remote Operations, Reports, Utilities, Web Resources, and i.STAR), the menu and submenu options will display when the employee opens the Office module. When rights are revoked, the menu and submenu options will not display.

When you grant rights for POS, you are giving very specific rights at point of sale to the employee. Such rights include opening and closing the register; paid ins, paid outs, and no sale transactions; changing prices; changing salespersons; accepting returns; voiding and printing sales receipts; adding, deleting, printing, and updating customer information; and access to POS reports and store setup information.

When the Security Information window displays for a new employee, the two component areas display with a red ("locked") padlock, indicating that the employee is denied access. As you grant the employee access, the red padlock changes to a green ("open") padlock.

To set up an employee's security profile:

1 In the Employee Maintenance window, click on the Security button or press <F8>.



Attaching an Existing Security Profile to a New Employee Record

1 In the Security Information window, click on the Copy button or press <F8>. A list of existing employee records displays and the first employee name in the list is highlighted.

2 Press <Enter> or click on the OK button to accept the first employee in the list, or press the <down> arrow key on your keyboard to select (highlight) the correct employee record to copy and press <Enter> or click on the OK button. The selected profile is attached to the current record.

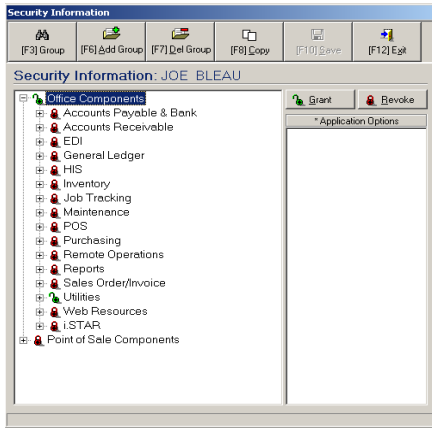
Once the profile is attached, you can grant, revoke, and save employee rights, as detailed below.

Granting, Revoking, and Saving Employee Access Rights

To grant or revoke employee access rights, you must first display the lowest level of the branch that you are defining using the following steps.

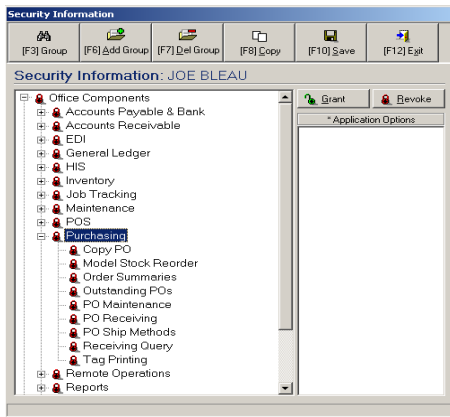
1 Point to and double-click on the main branch level to define. For example, if you are defining employee rights

for Office components, double-click on Office Components. The first branch levels for Office Components displays.



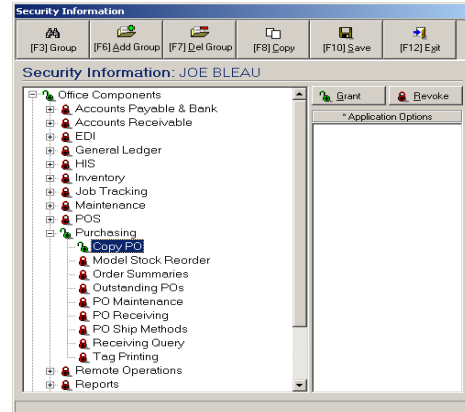
The Office Components first branch levels include Accounting, Inventory, Maintenance, POS, Purchasing, Remote Operations, Reports, Utilities, Web Resources, and i.STAR. To continue with the example, we will grant rights for one of the options under the Purchasing branch.

2 Double-click on Purchasing, or click on the “+” sign to the left of the padlock to expand the branch. The second branch levels display.



3 Click on or press the <down> arrow key to highlight Copy PO.

4 To grant rights, click on the Grant button or press the <Space Bar>. Notice that when you grant rights at this level, the padlocks for Purchasing and Office Components change from red (“locked”) to green (“open”).



5 Click on or press the <down> arrow key to highlight the next option and grant rights if applicable.

6 Continue granting rights as required.

7 Once all rights are granted, click on the Save button or press <F10>.

8 Click on the Exit button or press <F12> to return to the Employee Maintenance screen.

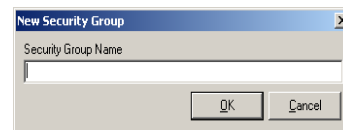
► While defining a security profile, you can press the <Space Bar> to toggle between granting or revoking rights, and click on the Grant or Revoke buttons. In addition, you can click on the “+” sign to the left of the padlock to expand the branch or the “-” sign to collapse the branch.

► If a field name displays with an asterisk (*) before it, additional application options are available in the Application Options box. Refer to the corresponding section in this manual for further information.

Security Groups

A security group is a way to set similar security information quickly for multiple users. For example, if you have 15 clerks for whom you need to have the same security settings, you can create and apply a security group for those settings.

1 From the Security Information window, click on the Add Group button or press <F6>. This window displays.

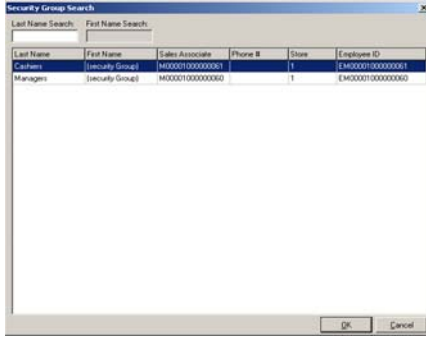


2 Enter a Security Group Name (e.g., Managers), then click on the OK button.

3 Refer to Granting, Revoking, and Saving Employee

Access Rights above for instruction on setting the security criteria.

4 To view or modify existing security group criteria, click on the Group button or press <F3> to display the Security Group Search window.



Click on a group in the grid, then click on the OK button to work with the security information for that group.

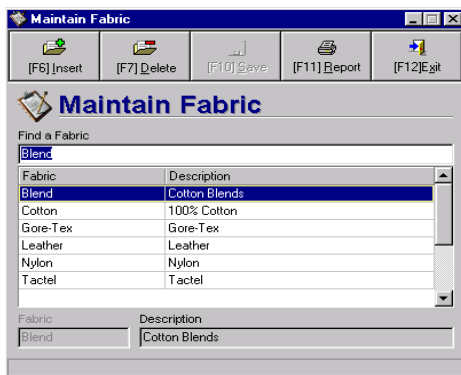
5 To delete the currently active security group, click on the Del Group button or press <F7>. When the prompt displays, click on the Yes button to delete.

FABRIC

Fabric codes are optional fields that can be used to group or categorize merchandise for reporting. Fabric codes do not necessarily have to represent fabric or material; they can be used at your discretion.

To create a fabric code:

1 From the Maintenance submenu, click on Fabric.



2 Click on the Insert button or press <F6>. The cursor displays in the Fabric edit box at the bottom left of the screen.

3 Enter the fabric code and press <Tab>. The cursor jumps to the Description edit box and the code displays in the Fabric field in the grid.

4 Enter the description and press <Tab>. The description displays in the Description field in the grid.

5 Click on the Save button or press <F10>.

6 Click on the Report button or press <F11> to view the Fabric report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Exit button or press <F12> to close the Fabric option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to continue or No to keep your entries.
<F7> Delete	Deletes the selected fabric code. The prompt, "You have chosen to delete fabric code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➤ If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.

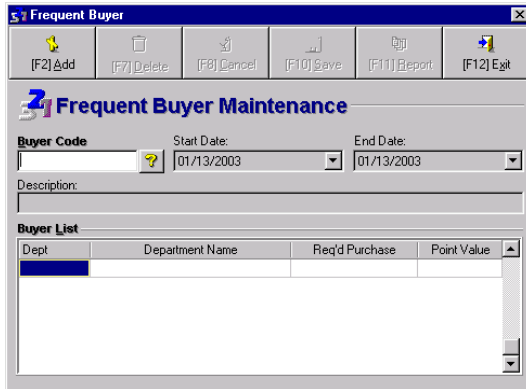
FREQUENT BUYER

Frequent Buyer is used to create a point value system that allows you to reward your "frequent buyers" for their purchases. Points are calculated to a fractional value based on the sales amount (by individual sales receipt total) for a defined date range. A run can be created in Frequent Buyer Redemption according to the total points accumulated at the fractional value. Also, total departmental points can be carried over, allowing you to generate the next run based on the departmental carryover total (also a fractional value). The Frequent Buyer screen in the Customer record displays the customer's cumulative purchases by department.

➤ Frequent Buyer is a licensed feature. Contact your CAM sales representative if you are interested in purchasing this option.

To create the frequent buyer point system:

1 From the Maintenance submenu, click on Frequent Buyer.



- 2 Click on the Add button or press <F2>. Department codes and names display in the grid, and the cursor is in the *Buyer Code* box.
- 3 Enter the buyer code and press <Enter>, or click on the “?” button to search for the buyer code. The cursor jumps to the *Start Date* edit box.
- 4 Accept the default start date, enter a new date (e.g., MM/DD/YYYY), or click on the down arrow button to display a calendar to help you select the date. The cursor jumps to the *End Date* edit box.
- 5 Accept the default end date, enter a new date (e.g., MM/DD/YYYY), or click on the down arrow button to display a calendar to help you select the date. The cursor jumps to the *Description* edit box.
- 6 Enter a description for the code and press <Enter>. The cursor jumps to the first line in the grid in the *Department* field. Use the arrow keys or scroll bar to locate the correct department name.
- 7 Press <Enter> to move the cursor to the *Req'd Purchase* field for the department selected.
- 8 Enter the dollar value of the purchase required in order to earn a point. For example, if you want the customer to receive one point for every 1 cent spent, enter **.01**, or if you want the customer to receive one point for every dollar spent, enter **1**. If you enter the number **1**, the customer will not earn a point on any value less than \$1. If the sales receipt is for \$4.99, they will only receive a point for the first \$4.00.
- 9 Press <Enter> to move the cursor to the *Point Value* field for the department selected.
- 10 Enter the number of points that will be credited for the required purchase. For example, if the customer is to receive five points for meeting the required purchase amount, enter **5**.

11 Click on the Save button or press <F10>.

12 Click on the Report button or press <F11> to view the Frequent Buyer report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

13 Click on the Exit button or press <F12> to close the Frequent Buyer option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes a department or a buyer code. To delete a department from the Buyer List, click on the department to highlight it and then click on the Delete button or press <F7>. The prompt, “Are you sure?” displays. Click Yes to delete or No to cancel. To delete a buyer code, display it in the Buyer Code window and highlight it, then click on the Delete button or press <F7>. The prompt, “Are you sure?” displays. Click Yes to delete or No to cancel.
<F8> Cancel	Clears all entries made prior to saving.

➤ *You cannot delete a buyer code which has customers attached. If you attempt to do so, the prompt, “This Buyer Code is attached to customers. This Buyer Code cannot be removed unless customers are not attached” displays. Click on the OK button to continue.*

➤ *Clicking on the “?” button displays the Buyer Code Lookup window. Once displayed, you can search for and select a code in the grid using the scroll bar to locate the code, then double-clicking on the line. You can also search for the code by entering the code in the Incremental Code Search box.*

➤ *To edit a buyer code, click in the Req'd Purchase or Point Value column in the appropriate line in the grid, type in the new data, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save and exit or No to exit without saving.*

FREQUENT BUYER REDEMPTION

Frequent Buyer Redemption is used to create reward vouchers for customers who are participating in your frequent buyer programs. The basic concept of a frequent buyer program is based on your customers earning points every time they shop in your store during a specified date range. You must first set up your programs in the Maintenance>Frequent Buyer option by defining the required purchase amount and the value of

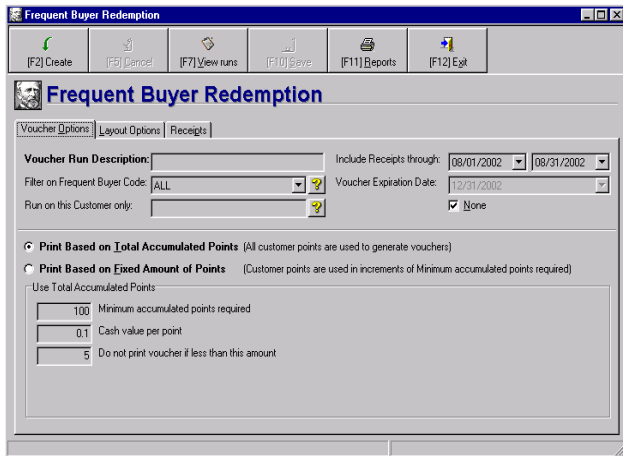
the points that will be earned based on that amount at the department level. Then, on the Frequent Buyer tab in the customer record, you specify the buyer code of the program the customer is using. Once those programs are set up and your customers have accumulated points, you will be ready to use Frequent Buyer Redemption to create the reward vouchers that customers will redeem at Point of Sale.

Vouchers can be created that have per point value for all of their available points, for a fixed amount, or with a zero value that can be redeemed for a free item. In addition, you can create the vouchers using one of two default styles, create vouchers using Microsoft Office Mail Merge, create mailing labels, or send the voucher detail to a text file for use in another software application.

➔ **You must upgrade to Microsoft Office 2000 in order to use the Mail Merge feature.**

To use Frequent Buyer Redemption:

1 From the Maintenance submenu, click on Frequent Buyer Redemption.

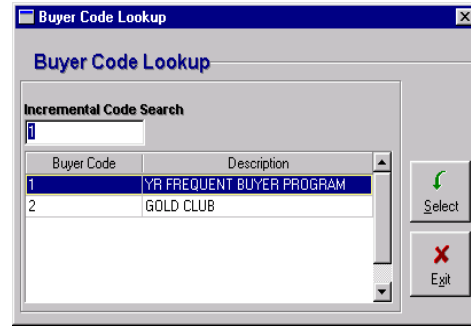


Voucher Options

This tab is used to define the general voucher detail and to set the criteria that must be met in order for the customer to receive a reward voucher.

1 Each time you create vouchers, it is considered a 'run.' The *Voucher Run Description* edit box is an optional field you can use to describe each run. The description serves as a reference for you when you are viewing the voucher runs displayed in the grid in the Voucher Runs screen.

2 The *Filter on Frequent Buyer Code* combo box is defaulted to **ALL**, which will print vouchers for every frequent buyer program that you have set up. If you only want to print for one specific program, click on the down arrow button and select it from the drop-down list that displays, or click on the "?" button to display a Buyer Code Lookup window similar to the following.



➤ Click on the buyer code in the list to highlight it, then click on the Select button to place your selection in the *Filter on Frequent Buyer Code* combo box. You can also enter a buyer code in the *Incremental Code Search* field on this window to help locate the code if there are many codes in the list.

3 To create vouchers for a specific customer, enter the customer ID in the *Run on this Customer only* edit box, or click on the "?" button to display a Customer Search screen to help you locate the customer.

4 In the *Include Receipts through* combo boxes, enter the date range of the POS receipts that you want included in the voucher calculations by keying in the dates (e.g., MM/DD/YYYY) or by clicking on the down arrow buttons and selecting the dates from the calendars that display.

5 In the *Voucher Expiration Date* combo box, enter the date the voucher will expire by keying in the date (e.g., MM/DD/YYYY) or by clicking on the down arrow button and selecting the date from the calendar that displays. If the customer attempts to use the voucher after this date, it will not be available in the system. If the voucher will never expire, click in the *None* option box to select it.

6 The *Print Based on Total Accumulated Points* radio button is selected by default. This means you will print vouchers for all accumulated points for each customer. You must define the *Minimum accumulated points required* to earn a reward voucher, determine the *Cash value per point*, and specify a dollar amount below which a voucher will not be produced.

Example: You want to give your customers 5 cents for every point they have accumulated to date, but you do not want to print certificates under \$5.00. In the *Cash value per point* edit box, enter **0.05**. In the *Do not print voucher if less than this amount* edit box, enter **5**.

7 Click to select the *Print Based on Fixed Amount of Points* radio button if you want to print vouchers for fixed amounts only for each customer. You must define the *Minimum accumulated points required* in order for the customer to earn a reward voucher and determine the flat amount that the voucher will be printed for. You can either enter an amount in the *Voucher amount (do not include cents)* edit box or enter an amount in the *Cash value per point* edit box.

8 If the *Print Based on Fixed Amount of Points* radio button is selected, two additional radio buttons will display. The *Print one voucher per customer* radio button is selected by default. Click in the *Print multiple vouchers if customer points exceed min accum points* radio button if you want to print multiple vouchers for a customer if he has more points than the value specified in the *Minimum accumulated points required* edit box.

9 Click on the Layout Options tab.

Layout Options

This tab is used to define the layout of the voucher. Here you will enter the store and message information you want displayed, and select the voucher style you want. You can add a picture to display on the voucher if you like.

1 Click in the *Display this store name and address* option box if you want to display your store information. Enter the information that you want printed on the voucher in the text box below it.

2 Click in the *Message at bottom of Voucher* option box if you want to print a message in the body of the voucher form. Then enter the message in the box below it.

3 Under Basic Voucher Layout, the *Check style* radio button is selected by default. Click in the *Letter style* radio button if you prefer that voucher layout style.

4 Click to select the *Display logo* option box if you want to display a picture on the vouchers. Click on the Add button and a dialog box will display for you to locate and select the picture.

5 Click on the Preview button to view a sample voucher per your selection. Click on the Close button in the preview screen to close it and return to the Layout Options tab.

6 Click on the Receipts tab.

Receipts

This tab lets you enter a message to print on the POS receipt. You can enter a maximum of 250 alphanumeric characters.

➤ *The message will print on ALL receipts, regardless of whether or not the customer is a member of the frequent buyer program.*

1 Click to select the *Print Message on the POS receipt* option box.

2 Type your message in the box provided.

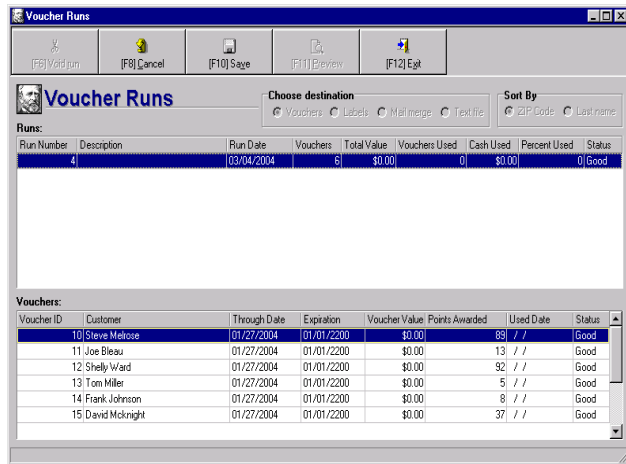
➤ *All receipts for customers in the frequent buyer program will display the number of points earned for their purchases during that day.*

3 Click on the Save button or press <F10>.

Creating Vouchers

Once you have set up and saved the criteria on all of the tabs, click on the Create button or press <F2>. A Voucher Runs window displays.

➤ *A voucher run can only be created at the main location.*



This window shows the voucher run information in the top grid and the corresponding vouchers within the selected print run in the bottom grid.

1 To proceed with creating the vouchers, click on the Save button or press <F10>. To cancel the run, click on the Cancel button or press <F8>.

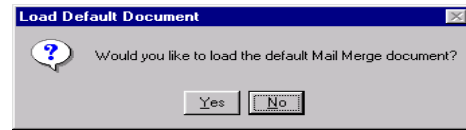
2 Under Choose destination, click in the appropriate radio button to specify the action to take:

- *Vouchers* - This will print the vouchers in a format that can be folded to fit in a standard window envelope.
- *Labels* - This will print labels for the vouchers.
- *Mail merge* - This will open the voucher in Microsoft Word where you will be able to edit it, then e-mail it to your customers.
- *Text file* - This will send the voucher to a text file.

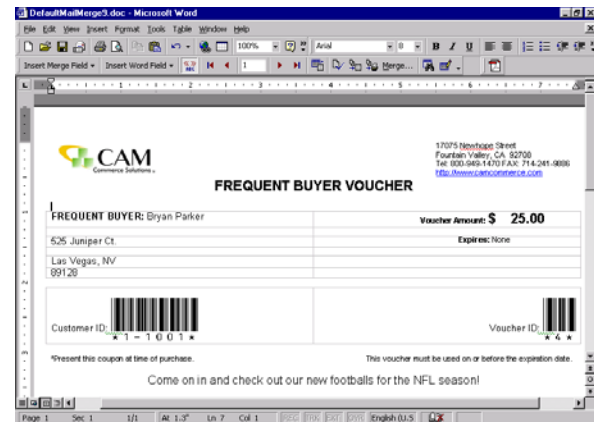
3 Under Sort By, click in the *ZIP Code* or *Last Name* radio button to specify how you want the records sorted.

4 Click on the Preview button or press <F11> to view the voucher or label if the *Vouchers* or *Labels* radio button was selected. With the vouchers or labels displayed, click on the printer icon on the toolbar to print the vouchers or labels, click on the arrow buttons to move through the pages, or click on the Close button to close the window.

5 If the *Mail merge* radio button was selected, this message displays:



Click on the Yes button, and a default example document opens in Microsoft Word.

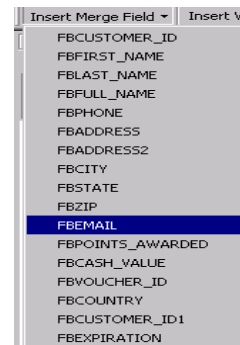


This document is designed to give you an idea as to how you may want to set up a mail merge document for yourself. The default document uses the data generated for coupons. You can edit this document to suit your needs and still have the coupon data print on your custom-tailored document. The next time you select the *Mail merge* radio button (or if the No button is clicked), the default document displays automatically.

➤ *For additional information on the Mail Merge feature, refer to the Microsoft Word Help file.*

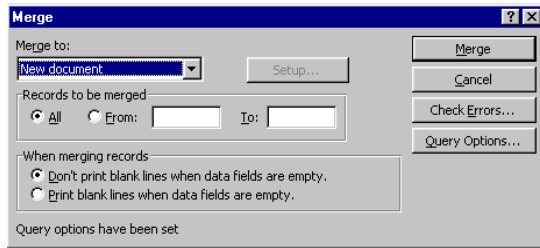
To send a blast e-mail:

(a) With the cursor positioned in a blank line in the grid, click on the Insert Merge field button on the toolbar, then select FBEMAIL from the drop-down list.



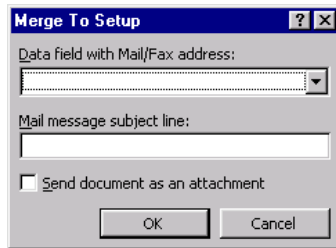
The e-mail address displays on the voucher.

(b) Click on the Merge button on the toolbar. The Merge window displays.



(c) Click on the down arrow button in the *Merge to* combo box and select Electronic mail from the drop-down list.

(d) Click on the Setup button. The Merge To Setup window displays.



(e) Click on the down arrow button in the *Data field with Mail/Fax address* combo box and select FBEMAIL from the drop-down list.

(f) In the *Mail message subject line* edit box, enter an optional subject line for the e-mail message.

(g) Click in the Send document as an attachment option box to select it if you want the voucher sent as an attachment. If you do not select this option box, the voucher will be sent in the body of the e-mail message.

(h) Click on the OK button to close the Merge To Setup window.

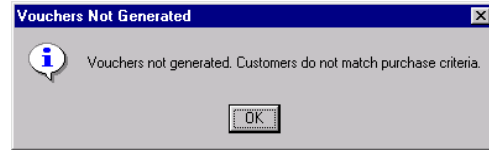
(i) On the Merge window, click on the Merge button to send the blast e-mail.

➤ *This feature must be run from a workstation configured with a MAPI-compliant e-mail client in order to work properly. In other words, it will not work if you use Outlook Express to retrieve POP3 e-mail. You must use the standard version of Outlook instead. Outlook comes with Microsoft Office, works without Exchange Server, and can be used to retrieve POP3 e-mail just as effectively as Outlook Express.*

➤ *If you are using Outlook 2000, a security feature requires you to click on a Yes button each time an e-mail message is processed. To make mass mailings easier, download the Express ClickYes utility which will click on the prompts for you. The utility is available for free at <http://www.express-soft.com/mailmate/clickyes.html>.*

6 If the *Text file* radio button was selected, a dialog box will display for you to name the file and save it.

7 If no vouchers can be created from your specified criteria, this message will display:



Click on the OK button to continue.

8 Click on the Exit button or press <F12>.

Additional Function Key Option

Function Key	Description
<F5> Cancel	Cancels the voucher run. The prompt, "Are you sure you want to cancel the vouchers you just created? If so, this voucher run will not exist" displays. Click Yes to continue, No to keep the voucher run, or Cancel to close the prompt.

➤ *If you try to exit without saving, the prompt, "Would you like to save the vouchers you just created? If not, this voucher run will not exist" displays. Click Yes to save the voucher run, No to close the Voucher Runs window, or Cancel to close the prompt.*

➤ *Linear barcode fonts are available on the Retail STAR Installation CD.*

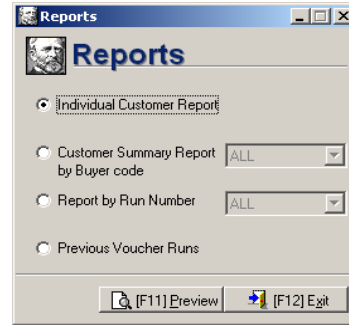
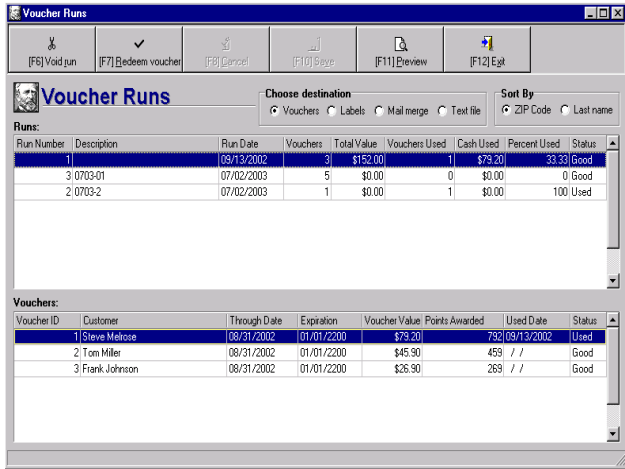
Redeeming Vouchers

1 From the main Frequent Buyer Redemption screen, click on the View runs button or press <F7>. The Voucher Runs screen displays.

2 Click on the Redeem voucher button or press <F7>, and this window will display:



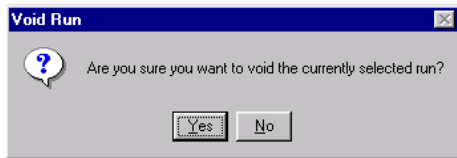
3 Enter the voucher number and click on the OK button. The voucher status is changed to Used in the system, as shown in the bottom grid in the example below.



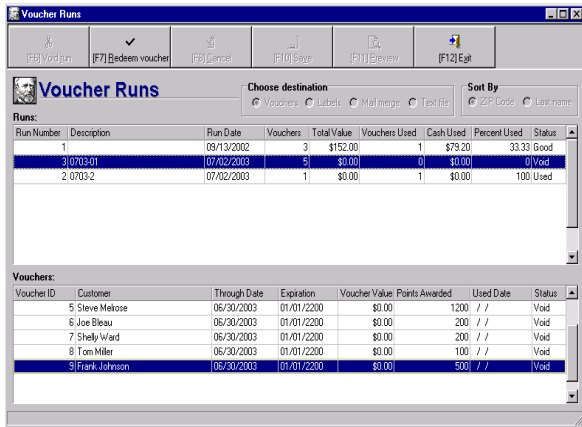
1 Click the appropriate radio button to specify the type of report to print, then click on the Preview button or press <F11>:

Voiding Vouchers

This procedure voids an entire run of unused vouchers. You cannot void an individual voucher. On the Voucher Runs screen, click to highlight the run number in the top grid. The bottom grid displays the vouchers contained in the selected run. Click on the Void run button or press <F6>, and this prompt will display:



Click on the Yes button to void the run. The status changes to Void as shown in the example below.



Reports

From the main Frequent Buyer Redemption screen, click on the Reports button or press <F11>, and the Reports window will display:

- *Individual Customer Report* - A Customer Search screen displays; select the customer you want to produce the report for, and the report will display. The Frequent Buyer Customer Report includes the Transaction Date, Voucher/Receipt, Sales Amount, Points Earned, Voucher Awarded, Balance, Issue Date, Expires, Redemption, and Totals.
- *Customer Summary Report by Buyer code* - Accept the default of ALL, or click on the down arrow button and select a frequent buyer code from the drop-down list. The Frequent Buyer Customer Summary Report includes the Customer Name, Program, Points Earned, Points Awarded, Balance, and Totals.
- *Report by Run Number* - Accept the default of ALL, or click on the down arrow button and select a run number from the drop-down list. The Frequent Buyer Report by Run Number includes the Customer Name, Buyer Code, Points Awarded, Voucher Value, Date Used, Receipt ID, Status, Customer ID, and Totals.
- *Previous Voucher Runs* - The Frequent Buyer Previous Run Report includes the Run Number, Description, Run Date, Expiration, Vouchers, Total Value, Redeemed, Outstanding, % Used, Created By, Status, and Totals.

2 With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

3 Click on the Exit button or press <F12> to close the Reports window.

GIFT REGISTRY

Gift Registry is used to create, edit, and delete “wish lists” which allow potential gift recipients such as newlyweds or new parents to specify items they would like to receive as gifts. The items can be scanned with a PDT or other scanning device or manually entered into

the system. (Refer to the Retail STAR/ICE Physical Inventory Overview and PDT Option Manual for more information on using the scanner). The registry is accessed and printed by customers in the store on a look-up terminal through Maintenance>Stand Alone Gift Search. It can also be searched for and printed at POS. The registry can be assigned to a sale at POS, and all items on the sale that are also on the registry will be recorded as purchased against the registry in the main grid and in the Gift Registry Desire Information window.

➤ *You cannot use a PDT 3100 with this feature.*

In a multi-store environment, a gift registry can only be modified at the store where it was created; however, other stores are able to search for it, print it out, and sell against it.

To create a gift registry:

1 From the Maintenance submenu, click on Gift Registry.

2 Click on the Insert button or press <F6>. A *Registry ID* is assigned and displayed. The first part of the registry ID represents the store number where the registry is being created (e.g., 1-12).

3 Click on the down arrow button in the box next to the *Registry ID* and select the gift registry type (e.g., Bridal Registry) from the drop-down list.

➤ *Gift registry types are defined in the Maintenance>Gift Registry Types option. You can also access the Gift Registry Types option by clicking on Types on the menu bar, then selecting Add Type <Ctrl+T> or View Types <Ctrl+E>.*

4 The next field titles that display are determined by what is set up in the Gift Registry Types option. For

example, if this is a baby registry, the fields will read *Father* and *Mother*; if this is a bridal registry, the fields will read *Bride* and *Groom*; etc. Enter the *Customer Number* or the *First* name and the *Last* name for each person. Click on the “?” button at the end of each *Customer Number* edit box to search for an existing customer.

5 Enter the *Event Date* (e.g., MM/DD/YYYY). This is the actual date of the shower, wedding, etc.

6 Enter a miscellaneous date, if necessary, in the *Misc Date* field (e.g., MM/DD/YYYY).

7 The *Date Expires* field defaults to one year from the *Event Date*. Modify the date, if necessary.

➤ *The expiration date does not prevent the selling of items against the registry. It is used for reporting purposes.*

8 On the Address tab under Contact Information, enter the *Address*, *City*, *State*, and *Zip* to display on the printed registry. The *Zip* field allows entry of a 10-digit ZIP code.

➤ *If the ZIP code is already in ZIP Code Maintenance, you can enter just the ZIP code and the city and state will automatically fill in.*

9 Enter phone numbers in the *Phones* fields. Do not enter any punctuation; it will be automatically inserted by the system.

10 Enter an *Email* address for the registered party. (Note: This field will have additional functionality in a future release).

11 Click on the Shipping Address tab under Contact Information.

12 Enter the shipping *First Name*, *Last Name*, *Address*, *City*, *State*, and *Zip*.

➤ *If the ZIP code is already in ZIP Code Maintenance, you can enter just the ZIP code and the city and state will automatically fill in.*

13 Click on the Options tab under Contact Information.

14 The *Leave gift in store* option box is selected by default. Click in the box to remove the check mark, if applicable.

15 Click in the *Display on web* option box to select it, if applicable.

16 Click in the *Wrap gifts when complete* option box to select it, if applicable.

17 The *Email if 100% complete* box is not in use at this time. In a future release, it will allow you to send an e-mail message to the *Email* address at the specified percent of completion.

18 Enter an optional *Password*. If entered, the password will be required to access the registry from the stand-alone terminal. Maximum ten (10) alphanumeric characters.

19 Click on the Description tab under Contact Information.

20 If you are using i.STAR and the registry will be displayed on the web, enter a *Description* of the registry (e.g., baby, bridal, etc.) to show on the web site.

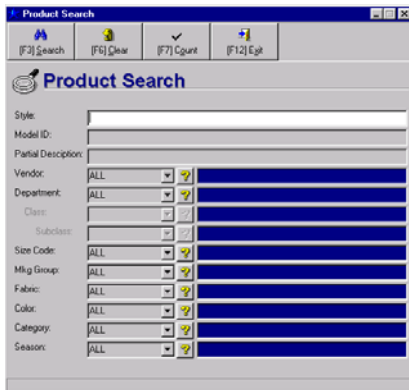
21 The *Display Pictures* option box is selected by default. Click in the box to remove the check mark if you do not want a picture displayed in the Product Picture box for each selected line item with a picture attached.

22 The Registry Desires and Notes grid can be built in one of two ways:

(a) Items to be included in the registry can be scanned with a PDT or scanning device, then downloaded into the system. Refer to the Downloading Gift Registry Data from a Scanner or PDT section below for instruction.

(b) Items to be included in the registry can be manually entered. Enter the style number under Item (? To Search).

To search by style for the item to add, press the <?> key on your keyboard to display a Product Search window.

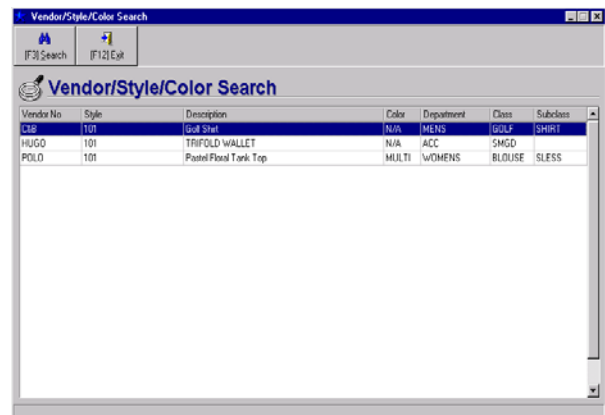


You can further define the search process by entering a full or partial *Style*, *Model ID*, *Partial Description*, or by defining the other product criteria. In the *Vendor*

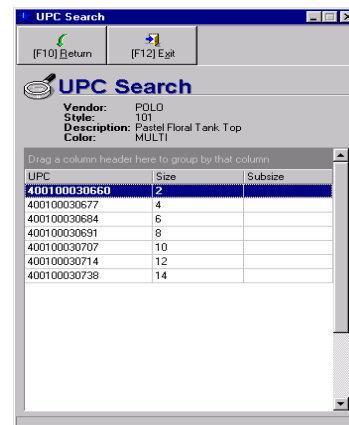
through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record.

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the Product Search window with the count (for example, “Search criteria yields XXX UPCs”).

Once the product criteria is defined correctly, click on the Search button or press <F3>. Detail for the selected products displays in the grid on the Vendor/Style/Color Search screen.



If there are multiple vendors, styles, or colors, click to highlight the correct line, then click on the Search button or press <F3>. A UPC Search window displays.



Double-click on the correct item in the grid to select, or click on the correct item to highlight it, then click on the Return button or press <F10>.

The Registry Desires and Notes grid populates with the *Style, Web, Description, Color, Size, Subsize, Price, and Total Price*. The Desire column defaults to 1. If more than one of the item is wanted, enter the quantity. Press <Enter> to add the next line to the grid.

To use Scan Mode, press <Ctrl+S>, or click on Registry on the toolbar, then click on Set Scan Mode. When Scan Mode is in use, the cursor automatically moves to the next line after you enter each item, and the quantity defaults to 1.

➤ *To add a line to a previously saved registry, click on Items on the toolbar, then select Add Item. A blank line is inserted at the end of the grid. Enter the item information, then click on the Save button or press <F10>.*

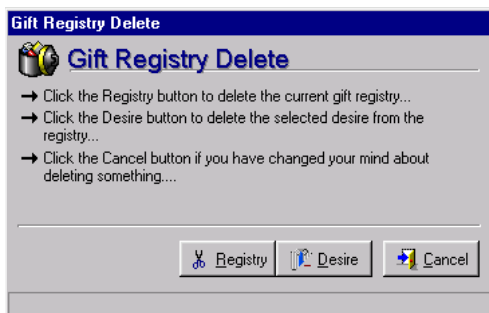
23 You can attach any miscellaneous notes to the registry by clicking in the gray area beneath the Registry Desires and Notes grid, then typing in the notes.

24 Click on the Save button or press <F10> to save the registry information.

➤ *To edit an existing registry, click in the appropriate field, type in the new data, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes before continuing?" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

25 To delete the entire registry or an individual line from the grid, click on the Delete button or press <F7>. The Gift Registry Delete window displays.



- Click on the Registry button or press <Alt+R> to delete the current registry entirely.

➤ *Refer to the Deleting Multiple Gift Registries section de-*

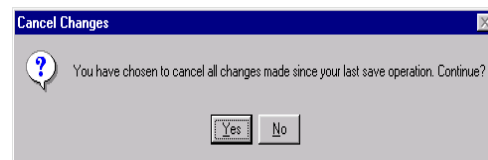
scribed later in this option for information on deleting multiple registries at once.

- Click on the Desire button or press <Alt+D> to delete the currently selected item from the registry.

➤ *You can also delete a single line item by highlighting it in the grid, then clicking on Items on the toolbar and selecting Delete Item or pressing <Ctrl+D>.*

- Click on the Cancel button or press <Alt+C> to close the Gift Registry Delete window without deleting anything.

26 To cancel all changes made to the registry since you last saved it, or to cancel the registry entirely if you have not saved it at all, click on the Cancel button or press <F8>, and this message will display.



Click on the Yes button to continue.

27 To see what has been purchased against the current registry for a specific item, click on the line in the grid, click on Items on the toolbar, then click on View Item Information. A window similar to the following displays.



This window shows the following information:

- registry ID
- line number within the registry
- style
- vendor
- SKU
- color
- size
- subsize
- quantity on hand

- quantity on order
- quantity committed
- number wanted
- number purchased
- balance
- item price
- total price
- total purchases (current price at time of purchase)
- total balance
- percent complete
- name of customer who purchased item
- sales date and time
- quantity purchased
- sale price
- total sale

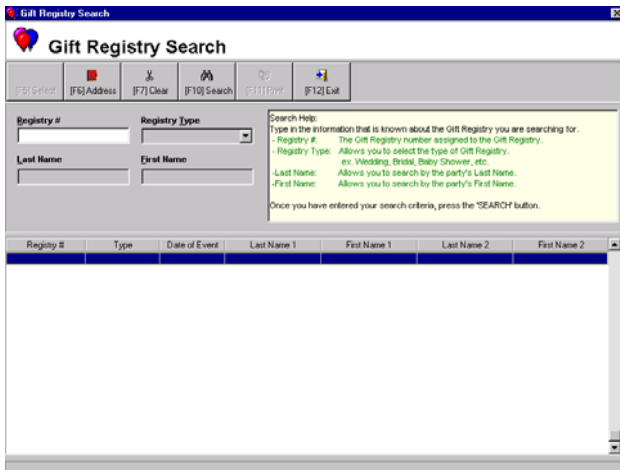
Click on the Close button or press <F12> to close the window.

28 To view the total purchase amount for the selected registry, click on the Totals button or press <F4>. A window similar to this displays:



Click on the Close button or press <F12> to close the Gift Registry Totals window.

29 Click on the Search button or press <F3> to search for a particular registry. The Gift Registry Search screen displays.



30 To search for the correct registry, enter any or all of the search fields to narrow your choices:

Registry # - Enter the gift registry number assigned to the registry when it was created.

Registry Type - Click on the down arrow button and select the type of registry from the drop-down list.

Last Name - Enter the last name of one of the recipients.

First Name - Enter the first name of one of the recipients.

31 Click on the Search button or press <F10>. The search results display in the grid. If no criteria was entered in the search fields, all registries in the system will display in order by registry number.

➤ *If the event date has passed, a registry will display in red in the grid.*

- Click on a line in the grid to highlight it, then click on the Address button or press <F6> to display a pop-up window with the associated address.

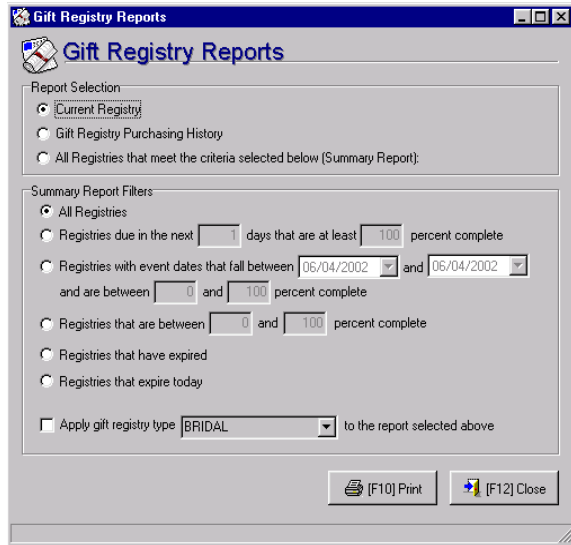


Click on the X in the upper right corner of the window or press <Esc> on your keyboard to close the window.

- Click on the Clear button or press <F7> to clear the grid and begin another search.
- To view a registry wish list, click on the correct line in the grid to highlight it, then click on the Select button or press <F5>.
- To print a registry wish list, click on the correct line in the grid to highlight it, then click on the Print button or press <F11>.

32 Click on the Exit button or press <F12> to close the Gift Registry Search window and return to the Maintain Gift Registry window.

33 Click on the Report button or press <F11> to display the Gift Registry Reports window.



(a) Under Report Selection, accept the default of *Current Registry*, or click on the *Gift Registry Purchasing History* or *All Registries that meet the criteria selected below* radio buttons to select the report to produce.

(b) If *All Registries that meet the criteria selected below* is selected, click in the appropriate radio button under Report Filters to specify what to include in the report:

- *All Registries*
- *Registries due in the next ___ days that are at least ___ percent complete* (enter the number of days and the percent in the boxes)
- *Registries with event dates that fall between ___ and ___ and are between ___ and ___ percent complete* (enter or select the dates from pop-up calendars and enter the percents in the boxes)
- *Registries that are between ___ and ___ percent complete* (enter the percents in the boxes)
- *Registries that have expired*
- *Registries that expire today*

(c) The *Apply gift registry type ___ to the report selected above* combo box is active if *All Registries that meet the criteria selected below* is selected. Click in the option box if you want the report to include only a particular registry type, then click on the down arrow button in the combo box and select the registry type to include.

(d) Click on the Print button or press <F10>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

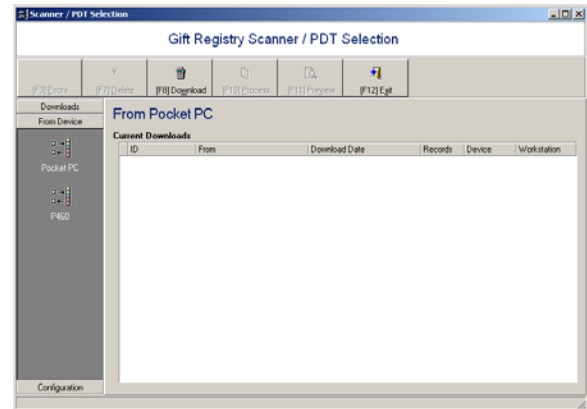
(e) Click on the Close button or press <F12> to close the Gift Registry Reports window.

34 Click on the Exit button or press <F12> to close the Gift Registry option and return to the main menu.

Downloading Gift Registry Data from a Scanner or PDT

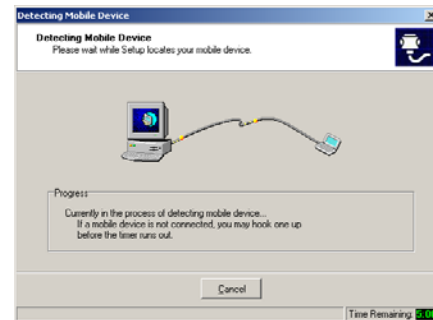
Gift registry data can be gathered with a pocket PC or P460 and then downloaded into the Gift Registry system.

1 On the Maintain Gift Registry screen, click on the PDT Import button or press <F9>. The Gift Registry Scanner/PDT Selection window displays.

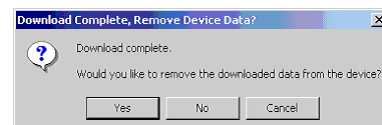


From Pocket PC

a) Click on the Download button or press <F8>, and this window will display as the system attempts to download records:



b) When the download process is finished, this prompt will display:



Click on the Yes button.

➤ *If the CAMScan application is open on the device, an error message will display stating that the file is being used by another process; click on the OK button to close the prompt,*

then check the device to see if the application is running and if so, exit the application. Refer to Pocket PC Configuration to remove data from the device.

c) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Maintain Gift Registry screen redisplay and is populated with the data.

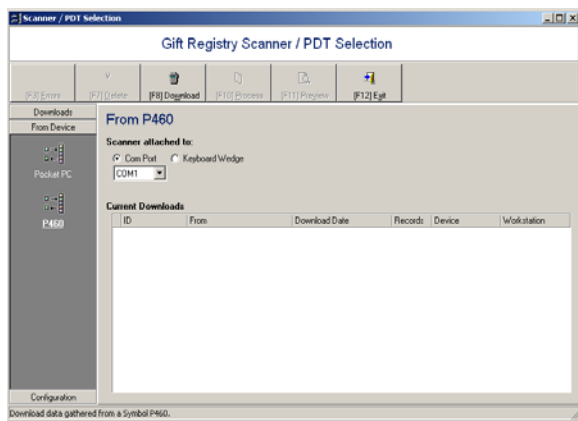
d) Click on the Delete button or press <F7> to delete the selected download record.

e) Click on the Preview button or press <F11> to display the PDT Download Gift Registry report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

f) Click on the Exit button or press <F12> to close the Gift Registry Scanner/PDT Selection window.

From P460

a) To download data from a P460, click on the P460 button on the left side of the screen. This window displays:



b) Com Port is selected by default under Scanner attached to. Click on the down arrow button in the combo box to select another port, if applicable. Click in the Keyboard Wedge radio button to select it if using a keyboard wedge.

c) Click on the Download button or press <F8>. “Waiting for device...” will display in the upper right corner of the window as the system attempts to download records. To stop the process, click on the Stop button or press <F8>.

d) Downloaded records will display in the Current Downloads grid. Click to select a download record to highlight it, then click on the Process button or press <F10>. The Maintain Gift Registry screen redisplay and is populated with the data.

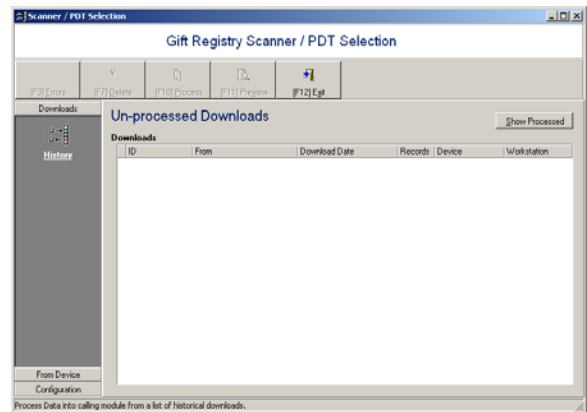
e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download Gift Registry report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Gift Registry Scanner/PDT Selection window.

Download History

a) To work with processed or unprocessed download records, click on Downloads on the left side of the Gift Registry Scanner/PDT Selection window, then click on the History button. This window displays:



b) Click to select a download record in the grid to highlight it, then click on the Process button or press <F10> to process the inventory. The Maintain Gift Registry screen redisplay and is populated with the data.

c) To see processed downloads, click on the Show Processed button. Click on the Show Un-processed button to toggle back and forth between views.

➤ *The processed date and time can be found in the report accessed by the <F11> Preview function.*

d) To check for errors, click on the Errors button or press <F3>. The PDT Errors Gift Registry window displays:

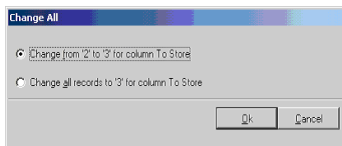
To Store	Scan Value	UPC	Qty	Employee ID	Device Time
1	40010026442		3	EM0000000000000000	02/21/2006 11:39:43
1	40010026441		9	EM0000000000000000	02/21/2006 11:39:52
1	40010026441		2	EM0000000000000000	02/21/2006 11:39:50
1	40010026458		2	EM0000000000000000	02/21/2006 11:39:52
1	40010024592		11	EM0000000000000000	02/21/2006 11:41:23
1	40010024393		9	EM0000000000000000	02/21/2006 11:41:26
1	40010024395		10	EM0000000000000000	02/21/2006 11:41:30
1	40010026552		14	EM0000000000000000	02/21/2006 11:41:43
1	40010026514		9	EM0000000000000000	02/21/2006 11:41:42
1	40010026510		10	EM0000000000000000	02/21/2006 11:41:48
1	40010026553		8	EM0000000000000000	02/21/2006 11:41:51
1	40010024347		7	EM0000000000000000	02/21/2006 11:41:54
1	40010024339		14	EM0000000000000000	02/21/2006 11:41:59
1	40010024933		12	EM0000000000000000	02/21/2006 11:42:02

► If the Scan Value is an alias UPC, the UPC column will display the original UPC from when the product record was created.

► The Employee ID that displays is that of the employee who scanned the items.

These functions are available:

- <F4> Clear - The prompt, "Clear all these errors. Are you sure?" displays. Click on the Yes button to clear the errors, click on the No button to keep the errors, or click on the Cancel button to close the prompt.
- <F9> Re-export - The prompt, "Re-export these errors. Re-exporting will take the listed errors and try to create another download with UPC's successfully converted from Scan Values. Are you sure?" displays. Click on the Yes button to re-export, click on the No button not to re-export, or click on the Cancel button to close the prompt.
- <F8> Change All - To copy values in the To Store or Scan Value columns, click on this button. A dialog box similar to the following will display:



Example: Say the To Store column has stores 1 and 2 and you enter 3 on one of the store 2 lines, then click on the Change All button or press <F8>. The Change All dialog box displays and the *Change from '2' to '3' for column To Store* radio button is selected. If you click Ok, all store 2 lines will change to store 3. If you click in the *Change all records to '3' for column To Store* radio button to select it, then click Ok, ALL stores (store1 and store 2) will change to store 3. Note: The UPC column updates if an alias UPC is entered in the Scan Value.

- <F11> Preview - Displays the PDT Errors Gift Registry report. With the report displayed, click on the Print button on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- <F12> Exit - Closes the PDT Errors Gift Registry window.

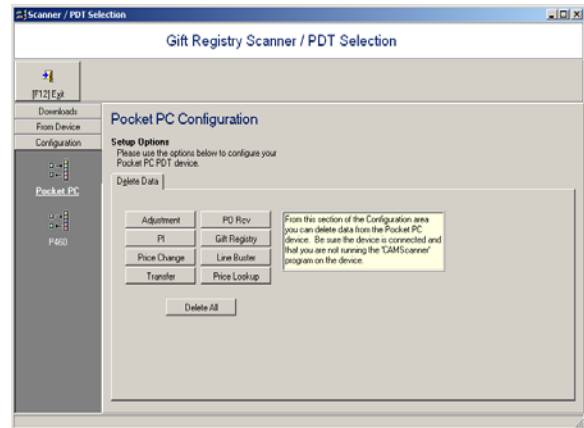
e) Click on the Delete button or press <F7> to delete the selected download record.

f) Click on the Preview button or press <F11> to display the PDT Download Gift Registry report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

g) Click on the Exit button or press <F12> to close the Gift Registry Scanner/PDT Selection window.

Pocket PC Configuration

a) To configure your computer to communicate with a Pocket PC device, click on the Configuration button on the left side of the screen, then click on the Pocket PC button. This window displays:



b) Be sure that the device is connected and that the CAM Scanner program is not running.

c) Click on the appropriate button to delete data from the Pocket PC: Adjustment, PO Rcv, PI, Gift Registry, Price Change, Line Buster, Transfer, or Price Lookup, or click on the Delete All button to delete data from all of the above.

d) Click on the Exit button or press <F12> to close the window and return to the Maintain Gift Registry screen.

P460 Configuration

a) To configure your computer to communicate with the P460 scanner, click on the Configuration button on the left side of the screen, then click on the P460 button. This window displays:



b) Click on the down arrow buttons and make the necessary selections to specify the settings for the *Baud rate*, *Stop bits*, *Data bits*, *Parity*, *Port*, *Protocol*, *End Character 1*, and *End Character 2*.

c) Click on the Save button or press <F10>, then click on the Exit button or press <F12> to close the window and return to the Maintain Gift Registry screen.

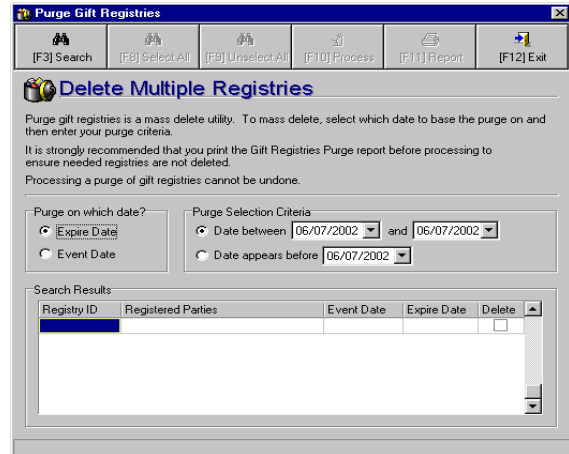
2 When the correct file has been selected, click on the Process button or press <F10>. The download detail displays on the Maintain Gift Registry screen.

Deleting Multiple Gift Registries

You can delete multiple gift registries from the system by using the Delete Multiple Registries utility. The registries to delete are specified by expire date or by event date.

NOTE: Once the gift registries have been deleted, they cannot be recovered. There is no undo feature in this utility. Therefore, it is strongly recommended that you print and review the Gift Registry Purge Report before processing to ensure that needed registries are not inadvertently deleted.

1 From the Maintenance submenu, click on Gift Registry. Then click on Registry on the toolbar and select Delete Multiple Registries, or press <Ctrl+P>. The Delete Multiple Registries window displays.



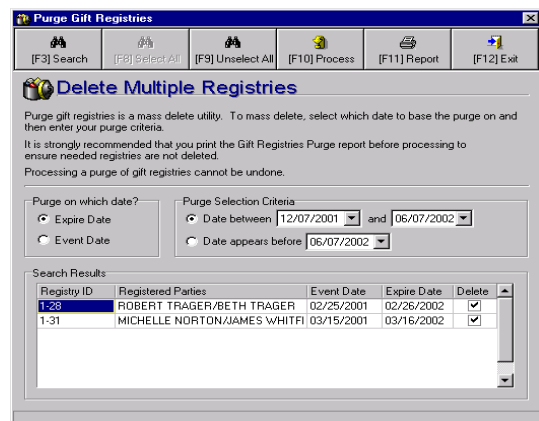
2 Under Purge on which date?, the *Expire Date* radio button is selected by default. To delete the gift registries as of the event date, click on the *Event Date* radio button.

3 Under Purge Selection Criteria, the *Date between* ___ and ___ radio button is selected by default.

➤ To delete the registries which are dated within a date range, enter the dates in the combo boxes or click on the arrow button in each box to display a pop-up calendar and select the date.

➤ To delete the registries dated prior to a specific date, click on the *Date appears before* ___ radio button, then enter the date in the combo box or click on the arrow button to display a pop-up calendar and select the date.

4 Click on the Search button or press <F3> to display the specified registries in the grid.



5 Review the search results in the grid. The Delete column for each registry is checked by default. Click in the check box for a registry to exclude it from the delete process. You can also click on the Unselect All button or press <F9> to take the check mark off of all of the lines quickly, then select them individually, or click on

the Select All button or press <F8> to quickly select all lines.

6 Click on the Report button or press <F11> to view the Gift Registry Purge Report. **Review the report carefully before proceeding.** With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 Click on the Process button or press <F10>. The selected registries are cleared from the grid.

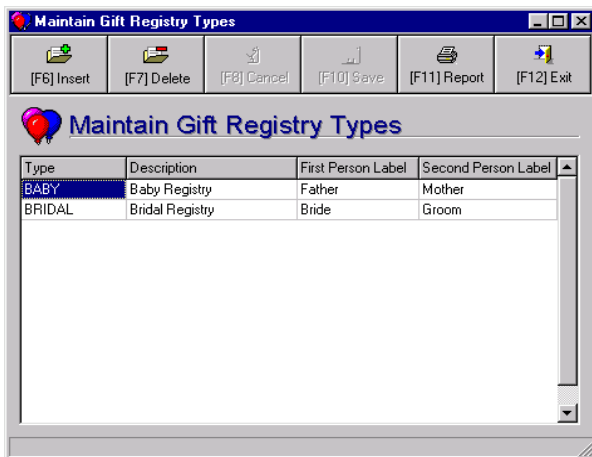
8 Click on the Exit button or press <F12> to close the Delete Multiple Registries window and return to the Maintain Gift Registry window.

GIFT REGISTRY TYPES

This option is used to set up gift registry types (e.g., Baby Registry, Bridal Registry, or other special occasion) that are used in the creation of Gift Registries.

To create a gift registry type:

1 From the Maintenance submenu, click on Gift Registry Types.



2 The registry types BABY and BRIDAL display by default. Click on the Insert button or press <F6>. A new line is added to the grid and the cursor is in the Type column.

3 Enter the type of registry, description, first person label, and second person label. Press the <Enter> key to move from one field to the next.

4 Click on the Save button or press <F10> to save the registry type information.

5 Click on the Report button or press <F11> to produce a report of gift registry types. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

6 Click on the Exit button or press <F12> to close the Gift Registry Types option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the selected registry type. The prompt, "You have chosen to permanently delete gift registry type _____. Continue?" displays. Click Yes to delete, No to keep the registry type, or Cancel to close the prompt.
<F8> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel all changes since your last save. Continue?" displays. Click Yes to continue, No to keep your entries, or Cancel to close the prompt.

➤ *To edit an existing description, first person label, or second person label, click in the appropriate field, type in the new data, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes before exiting?" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

GROUP

Group codes are optional fields that group or categorize merchandise for reporting. You may want to use them to group your merchandise by price point (e.g., budget price, competitive, loss leader, etc.).

To create group codes:

1 From the Maintenance submenu, click on Group.



- 2 Click on the Insert button or press <F6>. The cursor displays in the *Marketing Group* edit box at the bottom of the screen.
- 3 Enter the group code and press <Tab>. The cursor jumps to the *Description* edit box, and the group code displays in the Marketing Group column in the grid.
- 4 Enter the description and press <Tab>. The description displays in the Description column in the grid.
- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Groups report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- 7 Click on the Exit button or press <F12> to close the Group option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to delete or No to cancel.
<F7> Delete	To delete a group code, click on the code in the grid to highlight it and click the Delete button or press <F7>. The prompt, "You have chosen to delete marketing group code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➔ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

➔ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exit-*

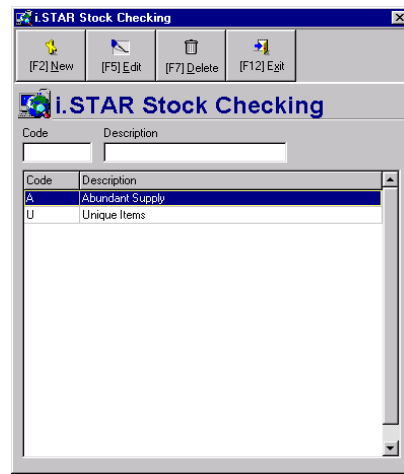
ing?" displays. Click Yes to save and exit or No to exit without saving.

I.STAR STOCK CODE

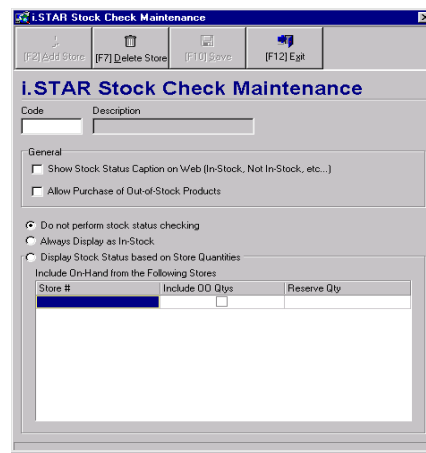
This option is used to set up and maintain stock checking codes for use in i.STAR, CAM's "end-to-end" commerce solution that offers total integration with the Retail STAR/ICE back office software. Refer to Part IV of this manual for further information on i.STAR.

To set up and maintain stock checking codes:

- 1 From the Maintenance submenu, click on i.STAR Stock Code.



- 2 To add a new stock checking code, click on the New button or press <F2>. The i.STAR Stock Check Maintenance window displays.



- 3 Enter the *Code* and *Description*.

- 4 Click in the *Show Stock Status Caption on Web (In-Stock, Not In-Stock, etc.)* option box if you want the stock status to display on your web store.

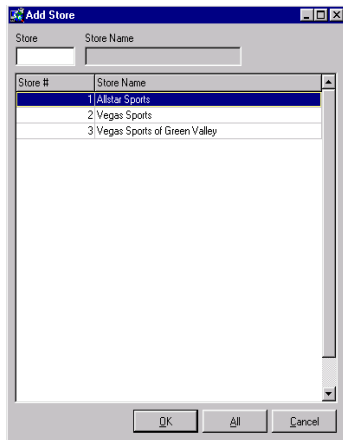
5 Click in the *Allow Purchase of Out-of-Stock Products* option box if you want your customers to be able to purchase backordered items.

6 Click to select one of the following radio buttons:

- *Do not perform stock status checking* - If this code is applied to a product, stock status checking will not occur for the product.
- *Always Display as In-Stock* - If this code is applied to a product, i.STAR will allow it to be added to a shopping cart regardless of the actual stock status.
- *Display Stock Status based on Store Quantities* - If this code is applied to a product, the stock status will display on the web store (In Stock, Not In Stock). If a customer attempts to add the item to the shopping cart and it is not in stock, the message, "Sorry, item is not currently available" displays.

7 Click on the Save button or press <F10>.

8 Click on the Add Store button or press <F2> to add stores to the inventory checking process (Retail STAR only). The Add Store window will display.



Click on a store to select it, then click on the OK button. To select all stores, click on the All button. To search for a store, enter its number in the *Store* field at the top of the screen.

When a store is selected, it will display in the grid at the bottom of the i.STAR Stock Check Maintenance screen. Click in the *Include OO Qty's* option box next to a store if you want to include on-order quantities in the inventory check for that store; you can enter a reserve quantity in the Reserve Qty column, and that number of the item will be set aside and not available for sale on the web store. Click on the Save button or press <F10> to save your entries. To remove a store from the grid, click to highlight it, then click on the Delete Store button or press <F7>. When the prompt to delete displays, click on the Yes button to continue.

9 Click on the Exit button or press <F12> to close the i.STAR Stock Code option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F5> Edit	Lets you edit the selected stock checking code. When you are done, click on the Save button or press <F10>.
<F7> Delete	Deletes the selected stock checking code. The prompt, "Delete Stock Check code ___?" displays. Click Yes to delete or No to cancel.

➤ *Inventory availability numbers will be set each time i.STAR communicates with the Main store.*

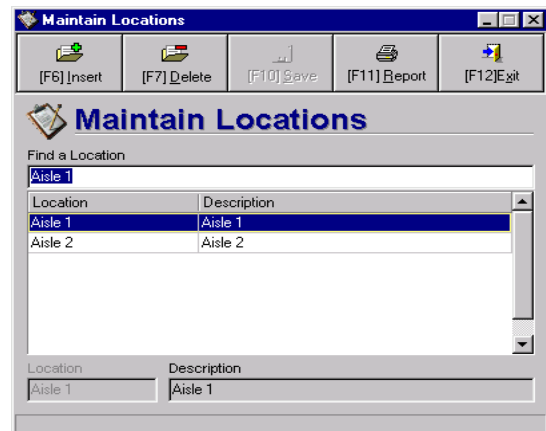
➤ *If you add or edit data then try to exit without saving, the prompt, "Save changes before exiting" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

LOCATION

Location codes are optional fields that can be used to identify where merchandise is located. This is particularly useful if you have a warehouse store and need to identify an exact aisle, bin, shelf, etc.

To create location codes:

1 From the Maintenance submenu, click on Location.



2 Click on the Insert button or press <F6>. The cursor displays in the *Location* edit box at the bottom of the screen.

3 Enter the location code and press <Tab>. The cursor jumps to the *Description* edit box and the location code displays in the Location column.

4 Enter the description and press <Tab>. The description displays in the Description column.

- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Locations report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- 7 Click on the Exit button or press <F12> to close the Location option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	To delete a location code, click on the code in the grid to highlight it and click on the Delete button or press <F7>. The prompt, "You have chosen to delete location code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

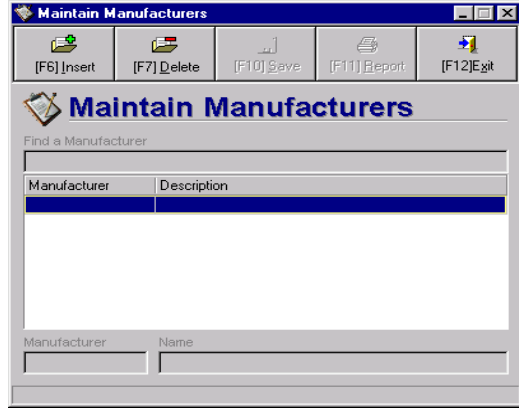
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.*

MANUFACTURERS MAINTENANCE

This option lets you create and maintain a list of manufacturer's codes for use in i.STAR. i.STAR uses the *Vendor* field to display the make on the web store by default. When a manufacturer code is specified on the Manufacturer Name tab in i.STAR Product Setup, it overrides the vendor name.

To set up manufacturer codes:

- 1 From the Maintenance menu, click on Manufacturers Maintenance.



- 2 Click on the Insert button or press <F6>. The cursor jumps to the *Manufacturer* edit box.
- 3 Enter the code you want to assign the manufacturer and press <Enter>. The cursor jumps to the *Name* edit box.
- 4 Enter the name of the manufacturer.
- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Manufacturers report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, and click on the Close button to close the report.
- 7 Click on the Exit button or press <F12> to close the Manufacturers Maintenance option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected manufacturer code. The prompt, "You have chosen to delete manufacturer code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

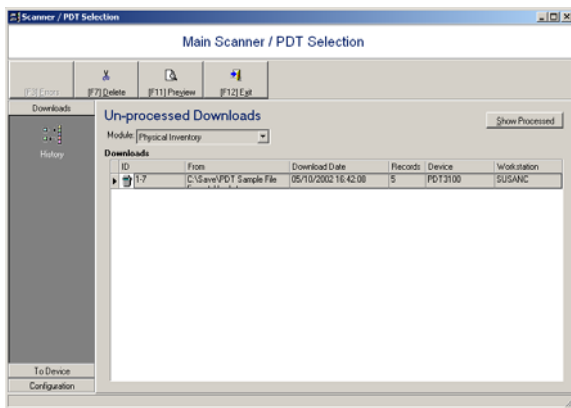
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.*

PDT SELECTIONS

This option is used to review and clean up all of your PDT downloads, view history, configure scanners, and export price data without having to create a price change.

To use the option:

1 From the Maintenance menu, click on PDT Selections.



Download History

a) The *Module* combo box defaults to Physical Inventory. Click on the down arrow button and make a selection from the drop-down list if you want to work with Adjust Levels, Transfer, PO Receiving, Gift Registry, Line Buster, or Price Changes instead.

b) To see processed downloads, click on the Show Processed button. Click on the Show Un-processed button to toggle back and forth between views.

c) Click to select a download record in the grid to highlight it, then click on the Preview button or press <F11> to display the applicable PDT Download report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

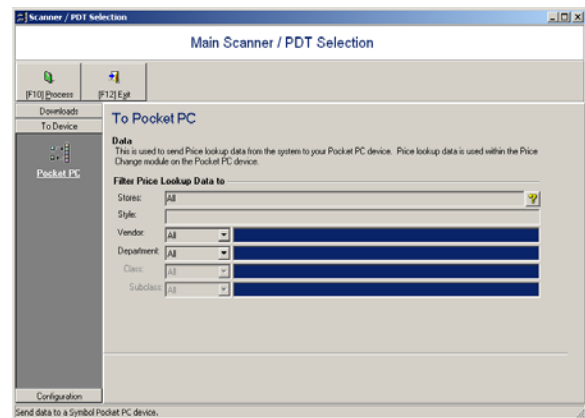
d) Click on the Delete button or press <F7> to delete the selected download record. At the prompt, click on the Yes button to delete the download, click on the No button to keep it, or click on the Cancel button to close the prompt.

e) Click on the Exit button or press <F12> to close the PDT Selections option and return to the main menu.

To Pocket PC

This is used to send price lookup data from the system to your Pocket PC device. Price lookup data is used within the Price Change module on the Pocket PC.

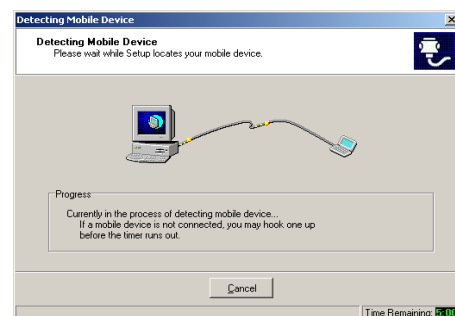
a) Click on To Device on the left side of the Main Scanner/PDT Selection window, then click on the Pocket PC button. This window displays:



b) Under Filter Price Lookup Data To, the *Stores* combo box defaults to All. Click on the “?” button to display a Store Selection List to change the stores to be included, if necessary.

c) You can further define the search process by entering a full or partial *Style*. In the *Vendor*, *Department*, *Class*, and *Subclass* combo boxes, click on the down arrow buttons and select the applicable information.

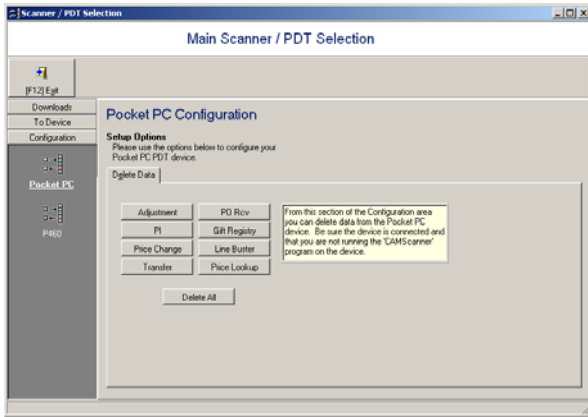
d) Click on the Process button or press <F10>, and this window will display as the system attempts to send records:



e) Click on the Exit button or press <F12> to close the PDT Selections option and return to the main menu.

Pocket PC Configuration

a) To configure your computer to communicate with a Pocket PC device, click on the Configuration button on the left side of the screen, then click on the Pocket PC button. This window displays:



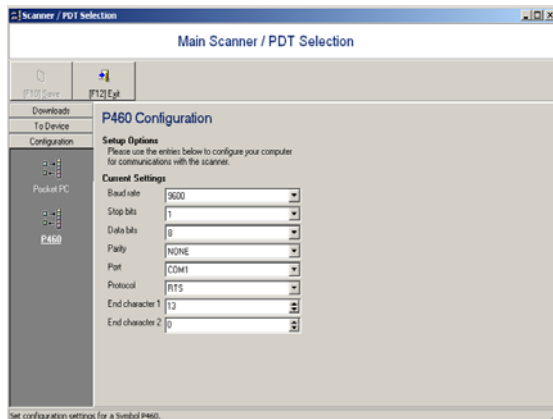
b) Be sure that the device is connected and that the CAM Scanner program is not running.

c) Click on the appropriate button to delete data from the Pocket PC: Adjustment, PO Rcv, PI, Gift Registry, Price Change, Line Buster, Transfer, or Price Lookup, or click on the Delete All button to delete data from all of the above. At the prompt, click on the Yes button to delete the data, click on the No button to keep it, or click on the Cancel button to close the prompt.

d) Click on the Exit button or press <F12> to close the PDT Selections option and return to the main menu.

P460 Configuration

a) To configure your computer to communicate with the P460 scanner, click on the Configuration button on the left side of the screen, then click on the P460 button. This window displays:



b) Click on the down arrow buttons and make the necessary selections to specify the settings for the *Baud rate*, *Stop bits*, *Data bits*, *Parity*, *Port*, *Protocol*, *End Character 1*, and *End Character 2*.

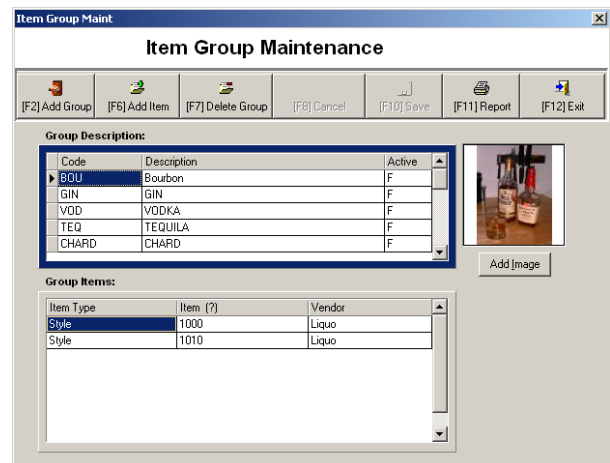
c) Click on the Save button or press <F10>, then click on the Exit button or press <F12> to close the PDT Selections option and return to the main menu.

POS GROUP MAINTENANCE

This option lets you set up item groups for use in POS with the Touch Screen feature. Groups can be set up in many ways, depending on your type of business. For example, you can group certain departments under one heading. Say you have departments for Tequila, Gin, Bourbon, and Vodka, and you want to group them under a group called Liquor. Set up an item code for each department, as well as for Liquor. Then, list all of those departments under the Liquor group and add individual items to the group by department. Or, your departments are Purses, Jewelry, and Accessories, and you want them grouped as Women’s Fashions. The departments and Women’s Fashions would be given item codes, and the departments would become part of the group as you add them. You can add items by department, group, style, or UPC.

To create item groups:

1 From the Maintenance submenu, click on POS Group Maintenance.



2 To add a group, click on the Add Group button or press <F2>. The cursor is in the *Code* column of the Group Description box. Enter a code to represent the new group.

3 Click in the *Description* column for the group and enter a description for it.

4 The *Active* indicator defaults to T (true). To deactivate the group, click in the Active box for the group and click on the down arrow button that displays, then click on F (false).

5 To add a picture of the group, click on the Add Image button and browse for the picture to display.

6 Click on the Add Item button or press <F6> to specify the items that will be part of the group. The cursor is in the *Item Type* column of the Group Items box.

7 Enter the *Item Type*, or click on the down arrow button in the combo box and select Department, Group, Style, or UPC from the drop-down list.

8 Click in the *Item* column and enter the department, group, style, or UPC, depending on your specification. To search for the item, press the “?” button on your keyboard to display the Department Maintenance, Product Search, or Select UPC to assist you.

9 Click in the *Vendor* column and enter the vendor.

10 Click on the Save button or press <F10> to save your entries.

11 Click on the Report button or press <F11> to view the Item Group Maintenance report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

12 Click on the Exit button or press <F12> to close the Group Maintenance option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete Item	Deletes the currently selected item from the group. The prompt, “Are you sure you want to delete?” displays. Click on the Yes button to delete the item or click on the No button to keep the item.
<F8> Cancel	Clears all entries made prior to saving.

PREPACKS

The Prepacks option lets you set up predefined sets of items that you buy from a vendor at a special price. For example, a vendor sells T-shirts for \$4.50 each, but if you buy a set including two smalls, six mediums, four larges, and two extra larges, in four different colors

each, the cost is \$150 for all 56 shirts or \$2.68 each. Once a prepack is set up, you can select it in the PO Maintenance option via the Purchase Order Sizes screen.

To create a prepack:

1 From the Maintenance submenu, click on Prepacks.

2 Click on the Insert button or press <F6>. The *Prepack ID* is automatically assigned. Enter a description of the prepack in the *Prepack Description* edit box.

3 Click on the down arrow button in the *Size Code* combo box and select the size code from the drop-down list. The *Size Code Description* fills in automatically.

4 Enter the quantities for the prepack in the Prepack Quantities grid.

5 To copy a quantity to multiple cells in the grid, click in the cell to copy, then click on the Copy button or press <F9>. The Prepack Copy window displays.

- *Copy Prepack* - Inserts a new prepack record with the same details as the original, but with a new ID. You must supply a new description, and you can make adjustments to the quantities in the grid
- *Copy the cell to all cells within the same column*

- Copy the current cell to all cells on the current row
- Copy the current cell to all cells within the grid

Click in the appropriate radio button to specify the copy action to take, then click on the Done button or press <F12> to continue. Click on the Cancel button or press <F10> to close the window.

6 When you are finished setting up the prepack information, click on the Save button or press <F10>.

7 Click on the Exit button or press <F12> to close the Prepacks option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F3> Search	Displays the Super Search screen to allow you to search for an existing prepack record.
<F7> Delete	Deletes the current prepack record. The prompt, "You have chosen to permanently delete prepack _____. Continue?" displays. Click Yes to delete, No to keep the prepack, or Cancel to close the prompt.
<F8> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel all changes since your last save. Continue?" displays. Click Yes to cancel, No to keep your changes, or Cancel to close the prompt.
<F11> Print	Displays the Prepack Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

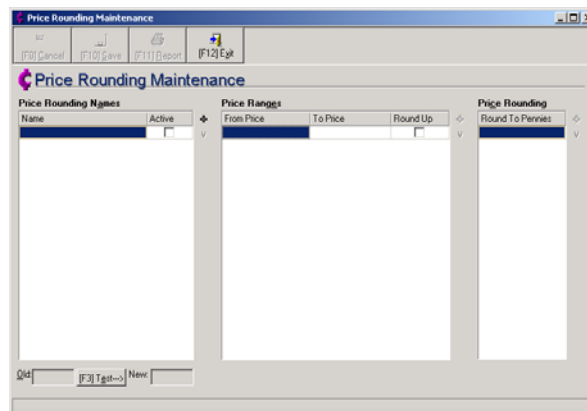
PRICE ROUNDING MAINTENANCE

This option lets you set up methods of price rounding. For example, you can have all of your regular prices end in .99, and your sale prices end in .97. You can have multiple price rounding methods set up, but only the one currently designated as active will apply. Prices can be rounded either up or down.

You can further specify the price rounding by setting different ranges of prices to round to different amounts. Say you want your regular prices to end with .99, but for items under \$5.00, you want the prices rounded up only to the nearest \$0.09 (so that, for example, items priced at \$0.10 will be rounded to \$0.19 instead of \$0.99). You can set a price range from \$0.01 to \$4.99, then set up Round To Pennies amounts of \$0.09, \$0.19, \$0.29, \$0.39, etc. Then you can set another price range for prices of \$5.00 and up and have them round up to the next \$0.99 (for example, items priced at \$14.23 will be rounded to \$14.99).

To use price rounding:

1 From the Maintenance submenu, click on Price Rounding Maintenance. The Price Rounding Maintenance window displays.



2 Click on the + next to Price Rounding Names, then click in the *Name* column and enter a name for the price rounding method; e.g., Regular Price, Clearance, etc.

3 In the *From Price* edit box under Price Ranges, enter the beginning price of the price range, e.g. **.01**. The *To Price* fills in automatically. You can modify it if necessary. Click on the + button to the right of the Price Ranges column to add another range as described at the beginning of this option. To delete a range from the Price Ranges column, click to highlight it, then click on the scissors icon. When the prompt displays, click on the Yes button to delete.

4 The *Round Up* option box is selected by default. If you want prices rounded down rather than up, click in the option box to remove the check mark.

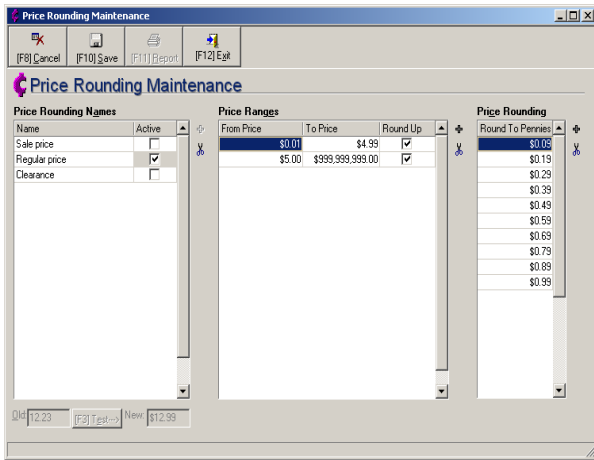
5 Click in the *Round To Pennies* edit box under Price Rounding and enter the cents you want prices rounded to; for example, **.97**. Click on the + button to the right of the Price Rounding column to add another amount to round to as described at the beginning of this option. Price rounding pennies are incremented by \$0.05, but you can modify the amounts if needed. To delete an amount from the Price Rounding column, click to highlight it, then click on the scissors icon. When the prompt displays, click on the Yes button to delete.

6 Continue adding price rounding methods as necessary by clicking on the + button next to the Price Rounding Names column. To delete a price rounding method from the Price Rounding Names column, click to highlight it, then click on the scissors icon. When the prompt displays, click on the Yes button to delete.

7 Click in the *Active* option box to select it to activate the price rounding.

8 When you are finished setting up price rounding, click on the Save button or press <F10>.

9 This window shows an example of how the window will look when you have entered a few price rounding methods.



10 Test the selected price rounding to make sure it works as expected by entering a price in the *Old* edit box, then click on the Test button or press <F3>. The rounded amount displays in the *New* edit box.

➤ *The test button doesn't work off of what is active; it works off of what it selected.*

11 Click on the Exit button or press <F12> to close the Price Rounding Maintenance option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F8> Cancel	Clears all entries made prior to saving.
<F11> Report	Displays the Price Rounding report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

PRODUCT MAINTENANCE

See Chapter 1: Inventory>Product Maintenance for complete detail.

REASON

Reason codes are used to predefine why a certain action is taking place when adjusting inventory on-hand levels or at POS when changing the price of an item (e.g., discounting or marking down items). When adjusting inventory on-hand levels, you can apply the same reason code to all adjustments or apply individual codes to each product line that is being adjusted. Reason codes include the following types:

Adjust Levels - reasons for making an adjustment to inventory on hand. The Default reason code is already set up. You can change this terminology by clicking on the Default reason line in the grid and typing a new code name.

Discount - reasons for discounting a receipt or a particular line(s) on a receipt. Examples: frequent buyer, quantity purchase.

Markdown - employee reasons for entering a price markdown (back office). Examples: slow seller, discontinued by manufacturer.

Return - customer reasons for returning product. Examples: wrong size, damaged.

Void - cashier reasons for voiding receipts or receipt lines. Examples: incorrect price, credit denied.

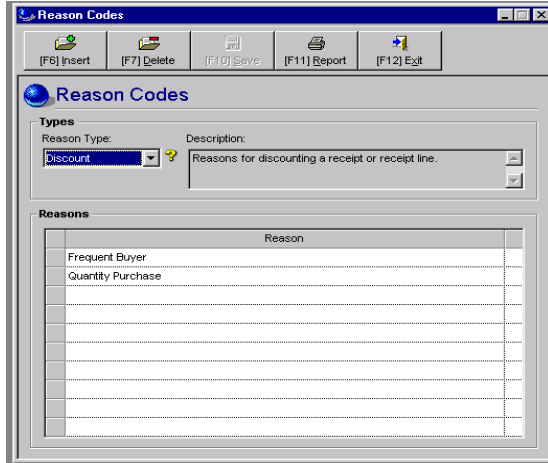
Warehouse - warehouse PO/receiving reasons. The Default reason code is already set up. You can change this terminology by clicking on the Default reason line in the grid and typing a new code name.

➤ *At POS, the employee will be prompted to enter a type of override and a reason code for Discounts, Markdowns, Returns, and Voids if his or her security rights have been revoked in the Employee/Security option.*

➤ *You must define at least one (1) reason code for each reason type that you intend to use at POS.*

To define reason codes:

1 From the Maintenance submenu, click on Reason.



- 2 Select a reason type by either clicking on the down arrow button in the *Reason Type* combo box and selecting the type from the list that displays, or by clicking on the “?” icon and selecting (highlighting) the reason type.
- 3 Click on the Insert button or press <F6>. An arrow and the cursor display on the next available line in the Reasons grid. If you are changing the Adjust Levels or Warehouse “Default” reason code, click on the Default code grid line and enter the new code name.
- 4 Enter the reason description.
- 5 Click on the Save button or press <F10>.
- 6 Enter additional reason descriptions by repeating Steps 2 through 5.
- 7 Click on the Report button or press <F11> to view the Reason Codes report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.
- 8 Click on the Exit button or press <F12> to close the Reason option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving.
<F7> Delete	Deletes the selected reason code. An X will display in the gray column to the left of the description. Click on the Save button or press <F10>. Note: Once a reason description has been attached to a transaction at POS, it cannot be deleted from the reason codes list.
<F7> Undelete	Removes the X from the gray column to the left of the description so the reason code will not be deleted.

➤ To edit an existing reason, click in the appropriate line in the grid, type in the new data, then click on the Save button or press <F10>.

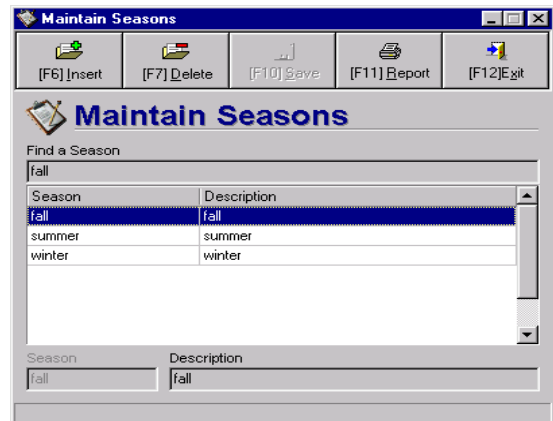
➤ If you add or edit data then try to exit without saving, the prompt, “Modifications to Reasons have not been saved. Would you like to save these modifications before exiting?” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.

SEASON

Season codes are optional fields that can be used to identify marketing periods (e.g., holiday, back-to-school, etc.). Season codes do not necessarily have to represent seasons - they can be used at your discretion.

To create season codes:

- 1 From the Maintenance submenu, click on Season.



- 2 Click on the Insert button or press <F6>. The cursor displays in the *Season* edit box at the bottom of the screen.
- 3 Enter the season code and press <Tab>. The cursor jumps to the *Description* edit box, and the season code displays in the Season column in the grid.
- 4 Enter the description and press <Tab>. The description displays in the Description column in the grid.
- 5 Click on the Save button or press <F10>.
- 6 Continue adding new season descriptions as necessary by repeating Steps 2 through 5.
- 7 Click on the Report button or press <F11> to view the Season Codes report. With the report displayed, click on the printer icon on the toolbar to print the report,

click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Season option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected season from the grid. The prompt, "You have chosen to delete season code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

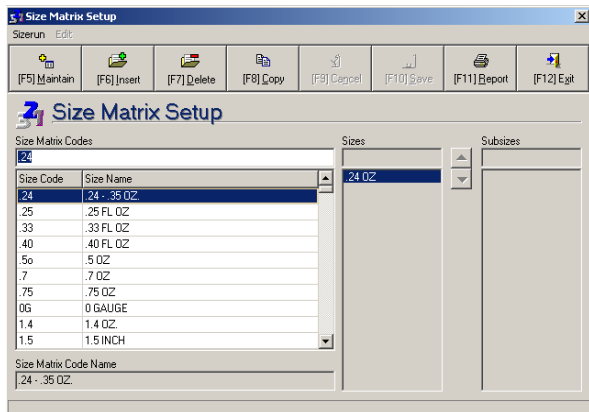
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.*

SIZE MATRIX

Size Matrix is used to create a two-dimensional matrix for sized items. The matrix can include sizes only, or it can include sizes and sub-sizes. When you create product inventory records, you are required to attach a size matrix even if the inventory item does not have a size; therefore, you should create a matrix for "N/A" or "No Size." The size matrix is also used in Purchasing and in Accounting when you are ordering by size and sub-size.

To create a size matrix:

1 From the Maintenance submenu, click on Size Matrix.



2 Click on the Insert button or press <F6> to insert a new size matrix. The cursor displays in the *Size Matrix Codes* edit box.

3 Enter the size code and press <Enter>. The cursor jumps to the *Size Matrix Code Name* edit box.

4 Enter the size matrix code name and press <Enter>. The cursor jumps to the *Sizes* edit box.

5 Enter the first size in the size code (up to 15 alphanumeric characters; no punctuation marks allowed) and press <Enter>. The size displays in the *Sizes* list box and the cursor redisplay in the *Sizes* edit box.

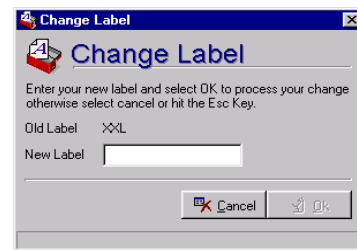
6 Continue entering each size, pressing <Enter> after each entry.

7 Once all sizes are entered, press <Tab> to jump to the *Subsizes* edit box.

8 Enter the first subsize (up to 15 alphanumeric characters; no punctuation marks allowed) and press <Enter>. The subsize displays in the *Subsizes* list box and the cursor redisplay in the *Subsizes* edit box.

9 Continue entering each subsize, pressing <Enter> after each entry. You can move the subsizes in the list by clicking on the subsize, then clicking on the up and down arrow buttons. The subsizes entered automatically apply to all sizes in the size list.

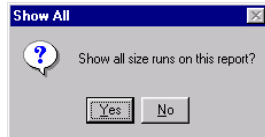
To change the label of a size or subsize, double-click on it in the list. A Change Label window displays.



Enter the *New Label* and click on the Ok button. The label is changed in the list.

10 Once all sizes and subsizes are entered, click on the Save button or press <F10>.

11 Click on the Report button or press <F11> to view the Size Matrix report. This prompt displays:



Click on the Yes button to show all size runs in the report, or click on the No button to show only the currently selected size run.

With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report window.

12 Click on the Exit button or press <F12> to close the Size Matrix option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes a size code. In order to delete a size code, none of the sizes available within it can be attached to any record. The prompt, "You have chosen to delete sizerun _____. Is this your intention?" displays. Click Yes to delete or No to cancel.
<F8> Copy	Copies existing sizes (and subsizes). To copy an existing size, then modify its detail, enter the size in the <i>Size Matrix Codes</i> edit box, click the size code in the list, or press the <down> arrow to select (highlight) the size to copy. The size and subsize detail displays in the <i>Sizes</i> and <i>Subsizes</i> edit boxes. Enter the new size matrix code name and press <Enter>. The cursor jumps to the <i>Sizes</i> edit box where you can make adjustments as necessary in addition to making adjustments to <i>Subsizes</i> .
<F9> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel all changes since your last save. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.

➤ *To edit an existing size name, click in the size name in the grid to select, type the new name in the Size Matrix Code Name edit box, press <Enter>, then click on the Save button or press <F10>.*

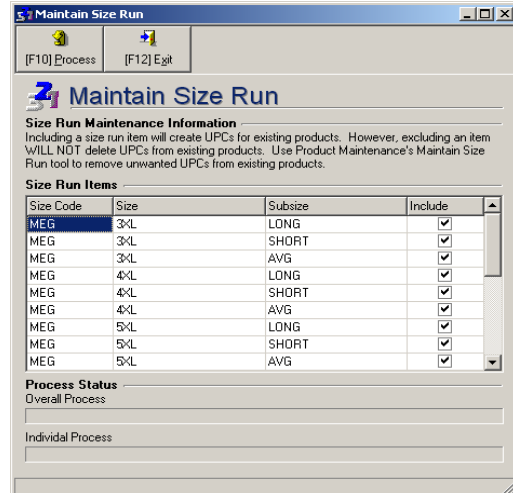
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes before exiting?" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

Maintaining a Size Run

You can specify the items within a size run that you want to create UPCs for.

1 Click to select the size code from the Size Matrix Setup window.

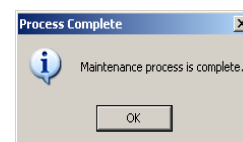
2 Click on the Maintain button or press <F5>. The Maintain Size Run window displays.



3 All sizes and subsizes for the selected size run display, and all are set to *Include* by default. Including a size run item will create UPCs for existing products. Click in the *Include* option box next to a size/subsize if you do not want to create a UPC for it.

➤ *Excluding an item (deselecting the Include option box) will not delete the UPC from existing products; you must use the Maintain Product Size Run feature under Sizes in Product Maintenance to remove unwanted UPCs from existing products.*

4 Click on the Process button or press <F10> to begin creating UPCs. Meters at the bottom of the screen show the process status. When the process is complete, this prompt displays:



Click on the OK button to close the prompt.

5 Click on the Exit button or press <F12> to close the Maintain Size Run window and return to the Size Matrix Setup window.

STAND ALONE GIFT SEARCH

This option allows gift registries created in the Maintenance> Gift Registry option to be accessed and printed by customers in the store on a stand-alone lookup terminal.

➤ *A password may be required to print the registry. Refer to*

the Maintenance>Gift Registry option for further information.

To use Stand Alone Gift Search:

1 From the Maintenance submenu, click on Stand Alone Gift Search.

2 To search for the correct registry, enter any or all of the search fields to narrow your choices:

Registry # - Enter the gift registry number assigned to the registry when it was created.

Registry Type - Click on the down arrow button and select the type of registry from the drop-down list.

Last Name - Enter the last name of one of the recipients.

First Name - Enter the first name of one of the recipients.

3 Click on the Search button or press <F10>. The search results display in the grid. If no criteria was entered in the search fields, all registries in the system will display in order by registry number.

4 If more than one registry is displayed in the grid, click on the appropriate registry to highlight it, then click on the Print button or press <F11> to print out the registry. If a password was assigned when the registry was set up, it is required to access the record; a security window displays.

Enter the *Password*, then click on the OK button. The registry will print to the default printer.

5 To close the Stand Alone Gift Search option, click on the X in the upper right corner of the window. Another security window displays.

This is to prevent customers from closing the screen. You must enter the *User ID* and *Password* of an employee with manager rights to close the option and return to the main menu.

Additional Function Key Option

Function Key	Description
<F7> Clear	Clears your entries.

STORE SETUP

Store Setup lets you do the following:

- Create and maintain store information (e.g., store number, name, address, phone numbers, square footage, monthly rent, and IP address and port).
- Set up your store as a “warehouse” store for using the Purchasing PO warehouse and replenishment PO features (Retail STAR only).
- Designate a “virtual” store (Retail STAR only). A virtual store is essentially a separate database that can be accessed from the main or any remote store. It gives you the ability to perform purchasing, receiving, transfers, and physical inventory functions for remote stores from the main without a remote store server. Examples of uses for this feature include seasonal stores, trucks, or kiosks, or other off-site sales locations without a POS system. Invoices or receipts are brought in at the end of the day, trip, etc. and batched.
- Set up your store as a “main” or “remote” for communication purposes (Retail STAR only).
- Deactivate a store to prevent communication files from being created for it (Retail STAR only).

- Maintain licenses and remove workstations (Retail STAR only).

➤ *A remote store cannot create another store.*

Set Up Store Information

1 From the Maintenance submenu, click on Store Setup.

➤ *The Web Store option box is applicable to CAM's i.STAR e-commerce solution for retailers.*

2 Click on the Insert button or press <F6>.

3 The cursor displays in the *Store No.* edit box. Enter the store number and press <Tab>. The cursor jumps to the *Store Name* edit box.

4 Enter the store name and press <Tab>. The cursor jumps to the *Address* edit box.

5 Continue entering the store information, pressing <Tab> after each entry. The *Sq. footage* and *Monthly rent* detail you enter is used by the Store Facility Report to create reports that rank store productivity.

6 Enter an *IP Address* and *IP Port* for communication purposes.

➤ *The default port is set to 24. This should be the same for all stores. If you change it, it should be set to an open port.*

7 If you are setting up a store as a warehouse, click in the *Warehouse* option box at the bottom of the screen.

8 To set up a web store, click in the *Web store* option box at the bottom of the screen.

9 The *Active* option box is selected by default. Click in

the box to deselect it if you do not want communication files to be created for the store.

➤ *If setting up a web store, do not select this box until just before backing up the i.STAR remote.*

10 To set up a virtual store, click in the *Virtual store* option box at the bottom of the screen.

11 Once all store information has been set up, click on the Save button or press <F10>.

12 Click on the Report button or press <F11> to view the Stores Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

13 Click on the Exit button or press <F12> to close the Store Setup option and return to the main menu.

Additional Function Key Options

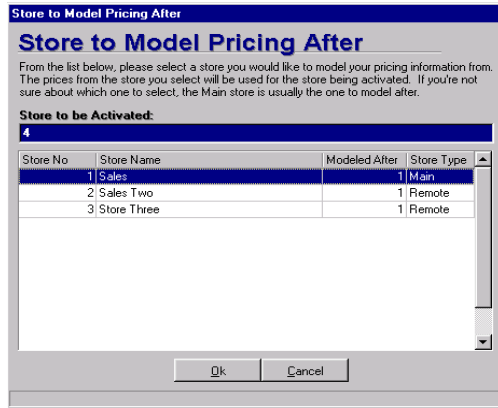
Function Key	Description
<F2> Cost Markup	Displays the Cost Markup window. Refer to the Cost Markup option in this chapter for instruction.
<F3> Search	Displays the Store Selection List window. Click in the option box next to the store you want to maintain, then click on the Return button or press <F10>. Click on the Exit button or press <F12> to close the Store Selection List window.
<F6> Cancel	Clears all entries made prior to saving. The prompt, "Cancelling changes. Are you sure?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes an existing record. The prompt, "You are about to delete store _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➤ *To edit an existing record, click in the appropriate field, type in the new data, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, "Modifications have not been saved. Would you like to save these modifications before performing this operation? Changes will be lost if you do not save" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

Setting Up Additional Stores

When you insert a second store, and each time thereafter that you insert a store, a screen similar to the following will display after you save the store information.



This screen lets you select the store you want to model the pricing after for the new store being added.

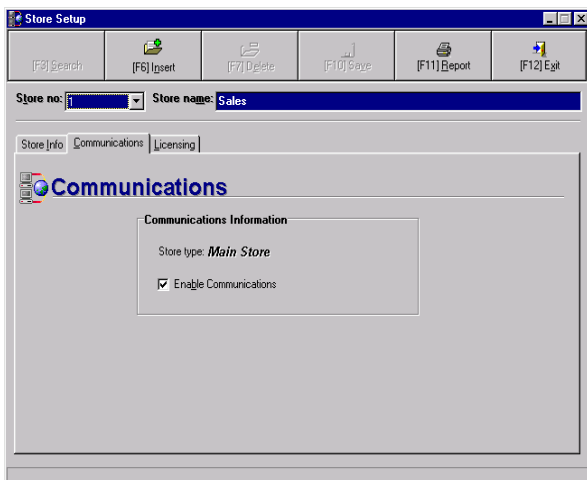
- 1 Click on a store in the list to select it.
- 2 Click on the Ok button. A Store Inventory Activation window displays briefly, then the main Store Setup window redisplay.

Define Communications

Communications is turned on or off through the Store Setup option, and the active store may be configured as either a main or a remote. Changes to the database will not be replicated unless communications is turned on here. In a multi-store environment, the main store can set up communications for itself and no other locations. Each remote store must define its specific communications setup.

➤ *You cannot communicate with a virtual store location.*

- 1 From the Store Setup screen, click on the Communications tab.



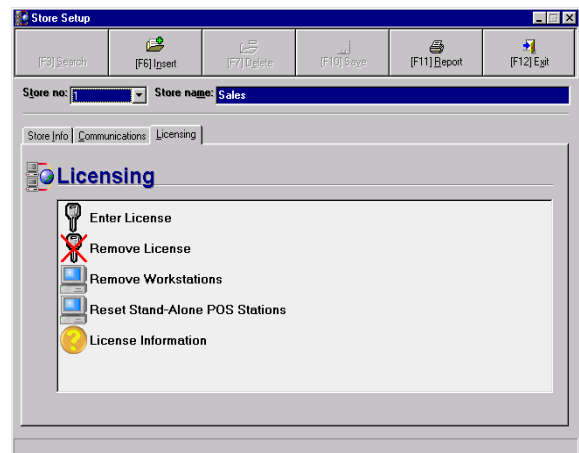
- 2 Click in the *Enable Communications* option box to turn communications on. Changes to the database will not be replicated unless communications is enabled.

- 3 Click on the Save button or press <F10>.

Define Licensing

Licensing refers to your Retail STAR store license. There are four (4) options available on the Licensing tab: Enter License, Remove License, Remove Workstations, and License Information.

From the Store Setup screen, click on the Licensing tab.



Enter License

Enter License is where you enter your Retail STAR store license number.

- 1 From the Licensing screen, click on Enter License.



- 2 Enter your store license number in the space provided.

➤ *If you do not have a store license number, please contact your support representative to get a license for your store.*

- 3 Click on the Accept License button or press <Enter>.

4 The system Security Check application starts.

Remove License

This option removes the license from the Store Setup file.

1 From the Licensing screen, click on Remove License.

2 The prompt, “You are about to remove the license for this store. Are you sure?” displays.

3 Click on the Yes button or press <Enter>.

4 The prompt, “None of your Retail STAR/ICE applications will be able to run again until you re-enter a license. Are you really sure you want to remove the license?” displays.

5 Click on the Yes button or press <Enter>.

6 The prompt, “This application will shut down now” displays. Click on the Yes button or press <Enter>.

7 To use the Retail STAR system once again, you must enter your Retail STAR license number as detailed above under Enter License.

Remove Workstations

This option removes workstations for a 24-hour period. Once the option is initiated, you have 24 hours during which workstations can be removed any number of times. After the 24 hour period has lapsed, you will have to call your support representative to get a new removal key in order for your store to have this ability again.

1 From the Licensing screen, click on Remove Workstations.

2 At the prompt, click on the Yes button or press <Enter>.

Reset Stand-Alone POS Stations

This option lets you reset all POS workstations so that they can be designated as stand-alone POS stations.

➤ *A stand-alone POS station is activated when POS runs and licensing has determined that the station has not been designated as either stand-alone or not AND there are available seats, based on the licensing.*

1 From the Licensing screen, click on Reset Stand-Alone POS Stations.

2 At the prompt, click on the Reset button or press <F10>.

License Information

This option lets you view your license information.

1 From the Licensing screen, click on License Information.

2 The license information displays including the names and logged on status of registered STAR workstations; names of POS stations and whether they are stand-alone stations; names of Accounting stations; number of seats licensed for STAR, POS, and Accounting; number of report servers; number of stand-alone POS stations; and i.STAR, Import Star, Communications, Accounting, Frequent Buyer, XML Interchange, EDI, and HIS modules options.

3 Click on the Preview button or press <F11> to view the license information in a printable form. Click on the printer icon on the toolbar to print the information, or click on the Close button to close the preview window.

4 Click on the Exit button or press <F12> to close the License Information screen.

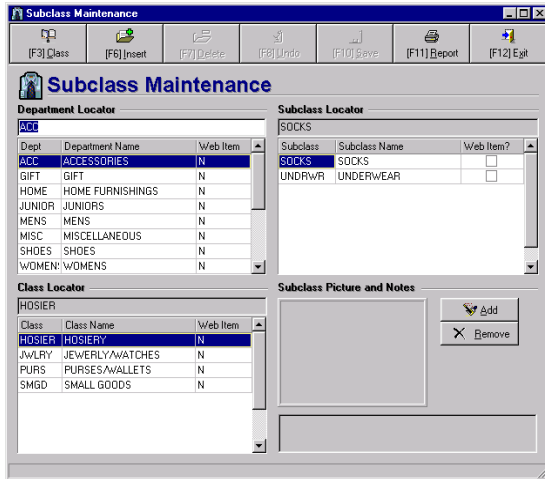
SUBCLASS

Classes can be broken down into subclasses. For example, in the women’s shoe department, you could have class codes assigned to types of shoes (e.g., pumps, flats, sandals). Then, you could set up subclasses for the class codes to break them down even further; for instance, leather and fabric could be subclasses of sandals. Since subclasses are a subset of classes, you must have departments and classes set up before you can create a subclass. If you need to create a new class while you are creating subclasses, you can do so by clicking on the Class button or pressing <F3>.

➤ *Refer to the Reports section in the Introduction for important information on the department/class/subclass structure.*

To create subclass codes:

1 From the Maintenance submenu, click on Subclass.



➤ The Web Item field and option box are applicable to CAM's i.STAR total e-commerce solution for retailers.

2 In the *Department Locator* edit box, enter the department code or click on the department code in the grid.

3 In the *Class Locator* edit box, enter the class code or click on the class code in the grid.

4 Click on the Insert button or press <F6> to insert (add) a subclass. The cursor displays in the *Subclass* field.

5 Enter the subclass code and press <Enter>. The cursor jumps to the *Subclass Name* field.

6 Enter the subclass name and press <Enter>.

7 To attach a subclass picture, click on the Add button next to the Subclass Picture and Notes boxes. A dialog box displays from which you can search for and select the picture from your file. To remove the picture, click on the Remove button.

8 Click in the box in the lower right corner of the screen and enter any notes you want attached to the subclass.

9 Click on the Save button or press <F10>.

10 Click on the Report button or press <F11> to display the Subclass Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow keys to move through the report pages, or click on the Close button to close the report.

11 Click on the Exit button or press <F12> to close the Subclass option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F3> Class	Displays the Class Maintenance screen. As you create subclasses, you can immediately create classes as needed. Departments and Classes must be created before you can create a subclass.
<F7> Delete	Allows you to delete a subclass. The prompt, "Delete subclass _____. Is this your intention?" displays. Click Yes to delete or No to cancel. (You cannot delete a subclass from a remote location).
<F8> Undo	Clears all entries made prior to saving. The prompt, "Undo all of your changes since your last save. Continue?" displays. Click Yes to continue or No to keep your entries.

➤ To edit an existing subclass name, click in the appropriate line in the grid to highlight it, type in the new data, then click on the Save button or press <F10>.

➤ If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior exiting?" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.

TAXES

The Taxes option allows you to create the tax rates you will attach to each inventory product record for use at POS when the product is sold. You can set starting and ending values at which the taxes will apply. Two default tax rates are preassigned: Tax ID 0 (zero) - Default Tax and Tax ID 1 - Non-Tax. You can change the names of these default taxes, but not their ID numbers. When you use this option for the first time you must press <F2> to display the two default rates, then continue with the following steps to define each of the rates or add additional rates to your table.

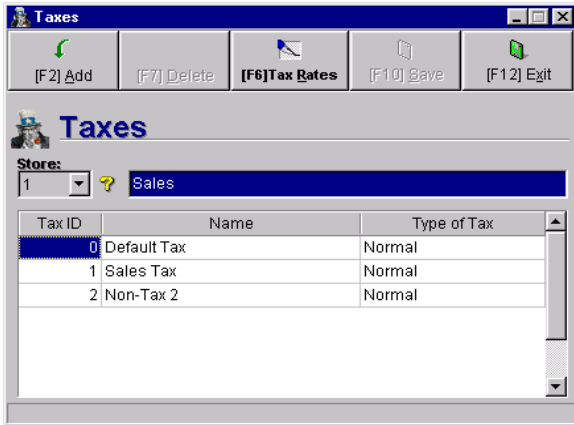
➤ At POS, you can change the rate being applied to the sale.

➤ Taxes must also be set up in the i.STAR system under States Maintenance.

➤ If you are using Accounting, you must run the Daily Process and Post to GL options before changing a tax rate to avoid encountering errors.

To set up tax information:

1 From the Maintenance submenu, click on Taxes.

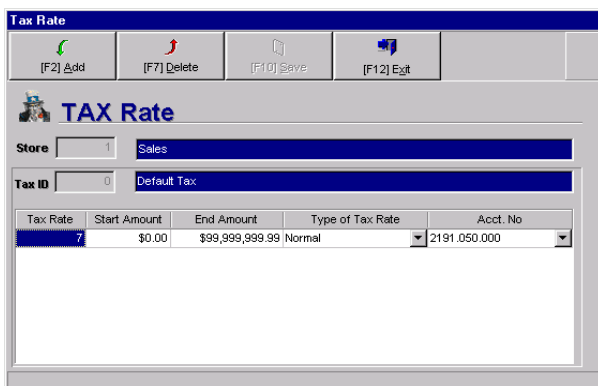


2 The *Store* defaults to 1. To work with tax information for another store, click on the down arrow button and select the store from the drop-down list, or click on the “?” button to display a Store Lookup window from which to select the store.

3 Click on the Add button or press <F2>. A new line is added to the grid and the cursor is in the *Name* field. Enter the name of the tax. The *Tax ID* is automatically assigned.

4 The *Type of Tax* defaults to Normal. Click on the down arrow button and select Canadian, Tax Break, or VAT from the drop-down list, if applicable.

5 To define the actual rates for the tax type, click on the Tax Rates button or press <F6>.



6 Enter the *Tax Rate*. For example, if the tax rate is 6.5%, enter it as 6.5.

7 If you have multiple tax rates that will apply to your sales, you can enter a *Start Amount* and an *End Amount*.

8 The *Type of Tax Rate* field defaults to Normal. To change the setting, click on the down arrow button to

display a drop-down list, then click on your selection. Additional types include GST and PST (Canadian), Tax Break, and VAT (Value Added Tax).

➤ The *Tax Break* rate type allows the user to apply tax at POS on an item only when the cost exceeds the dollar range defined in the *Tax Table*. For example, if the range is set to \$110.01 - \$10,000.00 and the tax rate type is *Tax Break*, tax will be charged only if the item sold is at least \$110.01. If the item is \$110.00, no tax will be charged. This tax rate is based on the quantity of 1, so if a quantity of 4 items was sold at \$40.00 each for a total of \$160.00, no tax will be charged since a single item did not exceed the set start amount.

➤ If VAT is selected as the *Type of Tax*, you cannot change the *Type of Tax Rate*. Also, if VAT is selected as the *Type of Tax Rate*, it cannot be changed.

9 Enter the general ledger account number for the tax rate in the *Acct. No.* field, or click on the down arrow button to display a drop-down list of account numbers to select.

10 Once all tax information is entered, click on the Save button or press <F10>.

11 Click on the Exit button or press <F12> to close this window and return to the Taxes screen.

12 Continue adding tax rates as necessary. Once all tax rates are set up, click on the Save button or press <F10>.

13 Click on the Exit button or press <F12> to close the Taxes option and return to the main menu.

Additional Function Key Option

Function Key	Description
<F7> Delete	To delete a tax ID or a tax rate, click on the line to highlight it and click on the Delete button or press <F7>. The prompt, “Are you sure?” displays. Click Yes to delete or No to cancel.

➤ To edit an existing tax name, click in the appropriate line in the grid, type in the new data, then click on the Save button or press <F10>.

TENDER MAINTENANCE

Tender Maintenance allows you to create alternate types of tender that can be used at POS, such as store coupons, frequent buyer points, room charges, etc. When a customer presents the coupon at POS, you will tender payment just as you would any other tender. The amount of the discount is deducted from the

amount due on the sales receipt. You can apply the tender type once or multiple times against the sales receipt. This option also lets you specify the tender types that will automatically pop open the cash drawer at POS.

To create a tender type:

1 From the Maintenance submenu, click on Tender Maintenance.

Caption	Amount	Percent	+/-	Customer	Ask for Qty	Ask for Amount	Open Drawer	Acct No.	Comment
InHouse Charge	0.00	0	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Charge	0.00	0	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1112.010.000	
Debit	0.00	0	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Room Charge	0.00	0	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
MASTERCARD	0.00	0	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Frequent Buyer	0.00	0	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Check	0.00	0	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

2 Click on the Add button or press <F2>. The cursor displays in the *Caption* field on the next available line in the grid.

3 Enter a caption for the tender type and press <Enter>. The cursor jumps to the *Amount* field.

4 Enter the amount of the tender type and press <Enter>. The cursor jumps to the *Percent* option box.

5 If you are using Accounting and want to calculate a percentage from the tender (e.g., for a fee), enter a percent. Then click in the +/- column and select whether to add or subtract this value from the balance. The cursor jumps to the *Customer* option box.

➤ *The Percent column is only used within Accounting. Along with the Amount, it determines the percentage for PayPal fees in the Sales Order process. When the tender type is selected at POS, a window will display after the tender quantity. This window will show the caption and the total. The percent will be calculated and then deducted or added as appropriate in Accounting.*

6 If you want the customer's name attached to the receipt when the tender is used, click in or press the <Space Bar> to check the option box. At POS, once the tender is selected, the Customer Search screen will automatically display so that the customer name can be selected and attached to the sales receipt. Press <Enter>, and the cursor jumps to the *Ask for Qty* option box.

➤ *Checking the Customer option box does not require a customer to be selected in POS when tendering with a pre-defined tender type (e.g., cash, check, etc.).*

7 This option box is selected by default. Click in the box to deselect it if you do not want to be prompted for the quantity of the tender at POS. Press <Enter>, and the cursor jumps to the *Ask for Amount* option box.

8 If you want the sales associate to be prompted to enter the value of the tender type, click in or press the <Space Bar> to check the option box. At POS, the Numeric Input box will display indicating the tender type name and the amount being tendered. The cursor jumps to the *Open Drawer* option box.

9 If you want the cash drawer to pop open automatically at POS when this tender type is used, click in or press the <Space Bar> to check the option box.

10 In the *Acct No.* field, click on the down arrow button and select the account number to record the tender type.

➤ *This field is active for custom tender types only; you cannot specify an account for default tender types such as Cash, Check, etc.*

➤ *If Custom Deposits will be used to make the deposits into your bank account, use the Undeposited Funds account number here.*

11 Press <Tab> to move to the Comment area and enter any applicable comments to display at POS.

12 Click on the Save button or press <F10>.

13 Click on the Report button or press <F11> to display the Tender Types Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

Additional Function Key Options

Function Key	Description
<F5> Cancel	Clears all entries made prior to saving. The prompt, "Are you sure you want to cancel your changes?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected tender type from the file. The prompt, "Are you sure you want to Delete this Tender Type?" displays. Click Yes to delete or No to cancel.
<F12> Exit	Closes the Tender Maintenance option and returns you to the main menu.

➤ To edit an existing tender type, click in the appropriate line in the grid to highlight it, type in the new data, then click on the Save button or press <F10>.

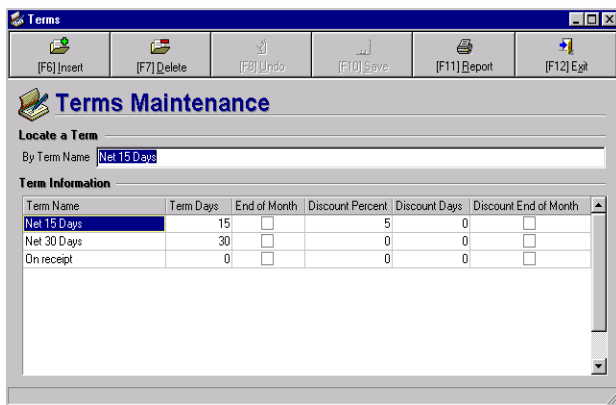
➤ If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes?” displays. Click Yes to save and exit or No to exit without saving.

TERMS

The Terms codes are used to define a vendor’s payment terms (e.g., Net 30 Days, On Receipt, etc.). Payment term codes are entered in the vendor record and display when you create purchase orders. They are also used by the Accounting module in quotations, sales orders, and invoices. The *Discount Percent* and *Discount Days* fields and the *Discount End of Month* option box are used by Accounts Payable to calculate the discount date, due date, and discount amount.

To define vendor payment terms:

1 From the Maintenance submenu, click on Terms.



2 Click on the Insert button or press <F6>. The cursor displays in the *Term Name* field in the grid.

3 Enter the term name and press <Enter>. The cursor jumps to the *Term Days* field.

4 Enter the number of days allowed according to the payment terms (e.g., 15, 30, etc.) and press <Enter>. The cursor jumps to the *End of Month* option box.

5 To set the due date to the last date of the month, click in the *End Of Month* option box or press the <Space Bar> to select. The cursor jumps to the *Discount Percent* field.

➤ For example, if an invoice is dated 2/15 and the terms are 30 Days with the *End Of Month* option box selected, the due date would be 3/31.

6 If a discount is allowed for payments received by a certain date, enter the discount percent and press <Enter>. The cursor jumps to the *Discount Days* field.

7 Enter the number of days within which the discount percent will be allowed and press <Enter>. The cursor jumps to the *Discount End of Month* option box.

8 To set the discount date to the last date of the month, click in the *Discount End of Month* option box or press the <Space Bar> to select.

➤ For example, if an invoice is dated 2/15 and the discount days are 10 Days with the *Discount End Of Month* option box selected, the discount would be valid through 3/31.

9 Click on the Save button or press <F10>.

Repeat Steps 2 through 9 to create the next set of terms.

10 Click on the Report button or press <F11> to display the Terms Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow keys to move through the report pages, or click on the Close button to close the report.

11 Click on the Exit button or press <F12> to close the Terms option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the selected term from the file. The prompt, “You have chosen to permanently delete term _____. Continue?” displays. Click Yes to delete or No to cancel.
<F8> Undo	Clears all entries made prior to saving.

➤ To edit an existing record, click in the appropriate line in the grid to highlight it, type in the new data, then click on the Save button or press <F10>.

➤ If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes prior to exiting?” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.

TIMECLOCK

If employees are clocking in and out through POS (at the register), you can edit their time clock entries through this option.

To use the Timeclock:

1 From the Maintenance submenu, click on Timeclock.

2 Click on the Search button or press <F3>. The Employee Search window displays.

Last Name	First Name	Sales Associate	Phone #	Store	Employee ID
Adams	Jim	4	(702) 555-4949	1	EM00001000000003
Pruitt	Lisa	1	(702) 222-4040	1	EM00001000000001
System	System	SYSTEM		1	EM00000000000000
Williams	Chris	2	(407) 774-8098	1	EM00001000000002

Click on the employee record you want to work with, then click on the OK button. You can search for the employee by entering a partial last or first name in the *Last Name Search* or *First Name Search* edit box. Click on the Cancel button to close the Employee Search window.

3 The time clock information for the selected employee displays, as shown in this example:

4 To edit the displayed data, click in a field, then enter the correct data or click on the “?” button or press the <?> key on your keyboard to display pop-up calendars, clocks, or a store listing for date, time, and store selections.

5 To add additional time clock information, click on the Add button or press <F2>. Once the new line of detail displays, click in the *In Date*, *In Time*, *Out Date*, *Out Time* and *Store* fields and enter the applicable information.

6 Click in the *Total Hours* field to calculate and display the total hours.

7 Click on the Delete button or press <F7> to flag an entry for deletion. The prompt, “Flag this entry for deletion?” will display. Click on the Yes button, and the detail will display in red with a line through it. Once you select to Save, the detail will be deleted.

8 Click on the Save button or press <F10> to save the time clock data.

9 Click on the Report button or press <F11> to display the timecard report for the employee. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

10 Click on the Exit button or press <F12> to close the screen and return to the Employee Information screen.

TRAINING MODE

The Training Mode feature allows Retail STAR/ICE programs to use a training database temporarily. This allows you to train and test with no modifications occurring to the primary Retail STAR/ICE database.

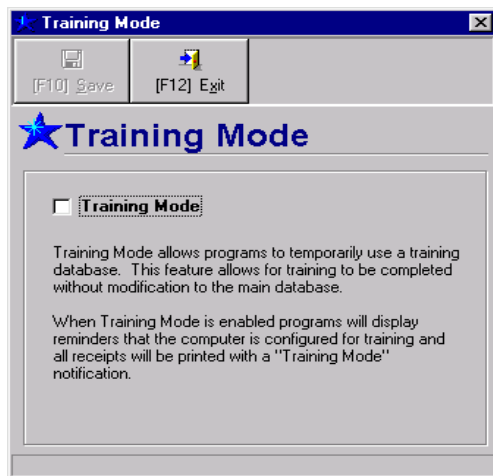
When the training mode is enabled, messages will be displayed in the various programs reminding you that the computer is configured for training, and all receipts created at POS will print with the message “Training Mode.”

In addition, you can use a copy of your main database as the training database. To do this, follow these steps:

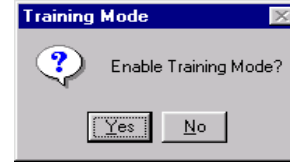
1. Make sure nobody is using the system while you are copying the database.
2. Copy the entire contents of the POS folder (POS.DBS and all text files) located in C:\Program Files\Retail STAR\POS\POS.
3. Paste what you just copied into the POS folder located in C:\Program Files\Retail STAR\Training\Pos\Pos.
4. When prompted to overwrite the existing POS.DBS file, select Yes.
5. Log back into Office and select Maintenance> Training Mode, then click to select the *Training Mode* option box. Office will shut down.
6. To exit out of training mode, deselect the *Training Mode* option box and exit out of Office.

Turning the Training Mode On

1 From the Maintenance submenu, click on Training Mode. The Training Mode window displays.



2 Click in the *Training Mode* option box, then click on the Save button or press <F10>. The following prompt displays:



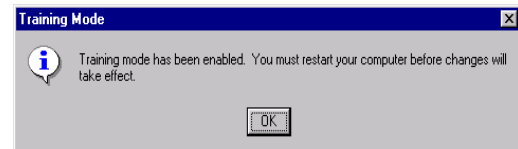
3 Click on the Yes button. The Security Check window displays.



4 Enter your *User Name* and press <Enter>. The cursor jumps to the *Password* edit box.

5 Enter your password, then click on the Login button or press <Enter>.

6 The Program Restart message displays:



7 Click on the OK button to continue.

8 Click on the Exit button or press <F12> to close the Training Mode window.

9 Close and restart all Retail STAR/ICE programs and the SQLBase server.

➤ In order for the Training Mode to take effect, you must close and restart all Retail STAR/ICE programs and the SQLBase server.

When you restart and open Retail STAR/ICE, the Office main menu and POS screen will display “TRAINING MODE” in the Windows menu bar.

Turning the Training Mode Off

1 From the Maintenance submenu, click on Training Mode. The Training Mode window displays.

2 Click in (deselect) the *Training Mode* option box, then click on the Save button or press <F10>.

3 You will be prompted, “Disable Training Mode?”

Click on the Yes button. The message, “Normal mode has been enabled. You must restart your computer before changes will take effect” displays.

4 Click on the OK button to continue.

5 Click on the Exit button or press <F12> to close the Training Mode window.

6 Close and restart all Retail STAR/ICE programs and the SQLBase server.

► **You must restart all Retail STAR/ICE programs and the SQLBase server in order to turn off the Training Mode.**

When you restart and open Retail STAR/ICE, the training mode will be disabled in both Office and POS.

VENDOR

The Vendor option allows you to build a database of vendor information and contacts. The Vendor Maintenance screen contains five (5) Vendor Specifics tabs, including Contacts, Notes, Products, Purchase Orders, and Promotions. You will define the Contacts and Notes screens, and the system will automatically display Products, Purchase Orders, and Promotions (from the Alias Table) detail in each applicable area.

To create vendor records:

1 From the Maintenance submenu, click on Vendor.

2 Click on the Insert button or press <F6>. The cursor displays in the *Vendor* edit box.

3 Enter the vendor code and press <Enter>. The cursor jumps to the vendor name edit box (to the right of the *Vendor* edit box).

4 Enter the vendor name and press <Enter>. The cursor jumps to the first *Address* edit box.

5 Enter the Sales Address and Billing Address information, pressing <Enter> after each entry. Telephone numbers must be entered with the area code first. Continue entering the applicable information.

6 Click in the *Gross Margin* edit box and enter the gross margin percentage. The entry here displays automatically on the Product Maintenance record when the vendor is attached to the record. The cursor jumps to the *Min Order* edit box.

7 Enter the minimum order amount for the vendor and press <Enter>. The cursor jumps to the *Vendor Type* combo box.

8 In the *Vendor Type* combo box, enter the code or click on the down arrow button and make a selection from the drop-down list that displays.

9 In the *Terms* combo box, enter the terms or click on the down arrow button and make a selection from the drop-down list that displays.

10 Enter your account number with this vendor in the *Acct Number* edit box. It will print on the check when payment is made to the vendor.

11 If you are using General Ledger in Accounting, click in the *Exp Acct* combo box and enter the default expense account number (e.g., XXXX.XXX.XXX), or click on the down arrow button to display a list of account numbers to select.

► **For merchandise vendors, this is the account that is debited for their purchases (usually the Inventory account). For non-merchandise vendors, this is the account that defaults in the Account No. field in the Bill option in Accounting.**

12 Click in the *Web Site* edit box and enter the vendor’s web site address.

13 Press <Tab>, click on the Contacts button or press <F4>, or click in the *Contact* field to enter a contact name for the vendor.

14 Continue entering the contact information including the *Phone*, *FAX*, and *EMail Address*, pressing <Enter> after each entry. To add the next contact, click on the Add button or press <F2> or the down arrow button and repeat this step.

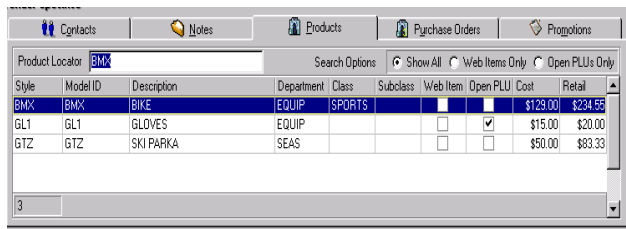
15 Click on the Save button or press <F10>.

16 Click on the Notes button or press <F5>, or click on the Notes tab under Vendor Specifics, to display the notes screen. Enter any applicable notes.

17 Click on the Save button or press <F10>.

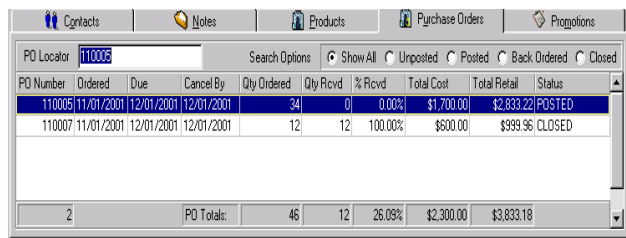
18 Click on the Exit button or press <F12> to close the Vendor option and return to the main menu.

The Products, Purchase Orders, and Promotions tabs are automatically filled in by the system with corresponding information. On the Products tab, you can enter a product ID in the *Product Locator* field to find it quickly, or you can click in the Search Options radio buttons to sort the products to show all products, web items only, or open PLUs only. In the example below, the *Show All* option is selected.



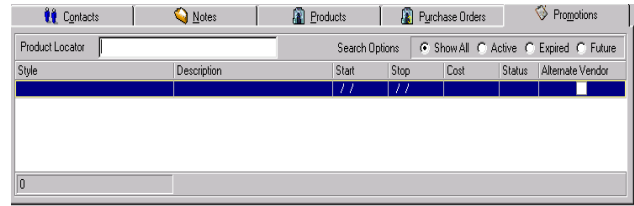
The style, model ID, description, department, class, subclass, web item indicator, open PLU indicator, cost, and retail display for each product.

Click on the Purchase Orders tab, and the following information displays:



The Search Options radio buttons on this tab include *Show All*, *Unposted*, *Posted*, *Back Ordered*, and *Closed*. Click on a radio button to show the purchase orders with that status. You can enter a purchase order number in the *PO Locator* field to find it quickly. The information shown on this tab includes the PO number, date of order, due date, cancel by date, quantity ordered, quantity received, percent received, total cost, total retail, and status of the PO.

Click on the Promotions tab, and the following information displays:



The Search Options radio buttons on this tab include *Show All*, *Active*, *Expired*, and *Future*. Click on a radio button to show the promotions with that status. You can enter a product in the *Product Locator* field to find it quickly. The information shown on this tab includes the style, description, start date, stop date, cost, status, and alternate vendor.

Additional Function Key Options

Function Key	Description
<F3> Search	Displays the Super Search screen to allow you to search for a vendor in the file.
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your changes. Continue?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected vendor record. The prompt, "You have chosen to delete ___ from the vendor table. Continue?" displays. Click Yes to delete or No to cancel. To delete a contact record, click on the contact name to delete, then click on the Delete button or press <F7>. The prompt, "You have chosen to delete contact ___ . Continue?" displays. Click Yes to delete or No to cancel.
<F8> Web Site	If a web site address is entered in the <i>Web Site</i> field, this function key is enabled. Click on the Web Site button or press <F8> to visit the vendor's web site.
<F11> Report	Used to print Vendor Reports (detailed below).

➤ *To edit an existing vendor record, click in the appropriate field to change, type in the new data, then click on the Save button or press <F10>.*

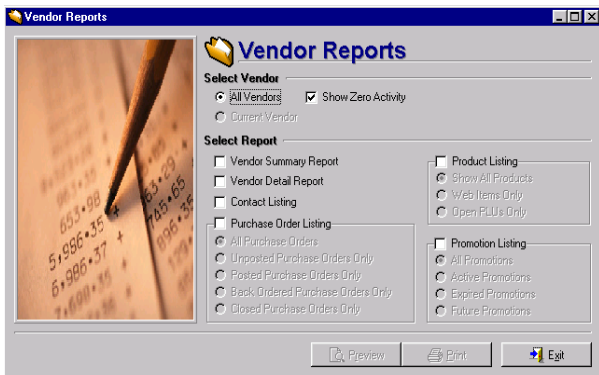
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

Vendor Reports

The Vendor Reports menu screen provides multiple options for creating reports. You can include all vendors or just the vendor you selected on the Vendor Maintenance screen, and you can select from six (6) different types of reports. The Purchase Order Listing, Product Listing, and Promotion Listing reports offer specific report breakdowns.

To view and/or print reports:

1 Click on the Report button or press <F11>.



2 Under Select Vendor, click on the *All Vendors* or the *Current Vendor* radio button to specify who to include in the report.

3 The *Show Zero Activity* option box is checked by default and is only applicable when *All Vendors* is selected. Click in the box to remove the check mark to filter out any vendor records for which there are no corresponding entries (for the Contact Listing, PO Listing, Product Listing, and Promotion Listing options).

4 Under Select Report, click in an option box to specify the report you want to produce: *Vendor Summary Report*, *Vendor Detail Report*, *Contact Listing*, *Purchase Order Listing*, *Product Listing*, or *Promotion Listing*.

- Vendor Summary Report includes: Vendor Code, Vendor Name, Address, Phone, Fax, Web Site, Account Number.
- Vendor Detail Report includes: Vendor Code, Vendor Name, Sales/Billing Address, Sales/Billing Phone, Sales/Billing Fax, Vendor Type, Terms, Account Number, Expense Account, Contact Name, Contact Phone, Contact Fax, E-Mail Address.
- Contact Listing includes: Vendor Code, Vendor Name, Contact Name, Phone, Fax, E-Mail Address.
- Purchase Order Listing includes: Vendor Code, Vendor Name, PO Number, Ordered Date, Due Date, Cancel By Date, Quantity Ordered, Quantity Received, Percent Received, Total Cost, Total Retail, Status.
- Product Listing includes: Vendor Code, Vendor Name, Style, Model ID, Description, Department, Class, Sub-class, Web Item indicator, Open PLU indicator, Cost, Retail.
- Promotion Listing includes: Vendor Code, Vendor

Name, Style, Description, Start Date, Stop Date, Cost, Status, Alternate Vendor.

5 If you selected *Purchase Order Listing*, *Product Listing*, or *Promotion Listing*, click on the appropriate radio button to filter the data that will display:

- *Purchase Order Listing* - All Purchase Orders (default), Unposted Purchase Orders Only, Posted Purchase Orders Only, Back Ordered Purchase Orders Only, or Closed Purchase Orders Only.
- *Product Listing* - Show All Products (default), Web Items Only, or Open PLUs only.
- *Promotion Listing* - All Promotions (default), Active Promotions, Expired Promotions, or Future Promotions.

6 Click on the Preview button to preview the report, or click on the Print button to print the report. In Preview mode, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

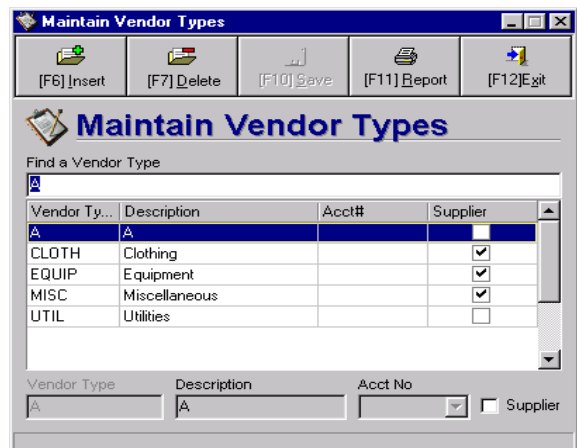
7 Click on the Exit button to exit the Vendor Reports window and return to the Vendor Maintenance screen.

VENDOR TYPES

Vendor Types allows you to create a table of vendor types and descriptions to attach to your vendor records. Examples of vendor types include types of products that the vendor sells or for which the vendor is an inventory supplier.

To create the Vendor Types table:

1 From the Maintenance submenu, click on Vendor Types.



2 Click on the Insert button or press <F6>. The cursor displays in the *Vendor Type* field at the bottom of the screen.

3 Enter the vendor type code and press <Enter>. The cursor jumps to the *Description* field.

4 Enter the vendor type description and press <Enter>. The cursor jumps to the *Acct No.* option box.

5 Enter the accounts payable accrual account number (e.g., XXXX.XXX.XXX), or click on the down arrow button to display a drop-down list of account numbers to select.

6 The *Supplier* option box is selected by default. If the vendor type is a supplier of merchandise for sale (e.g., clothing, equipment), leave this option box checked. If the vendor type is not a supplier (e.g., utility company), click in the option box to remove the check mark. This is used in Product Maintenance and PO Maintenance where it makes the Vendor Lookup process easier.

7 Click on the Save button or press <F10>.

8 Click on the Report button or press <F11> to display the Maintain Vendor Types Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

9 Click on the Exit button or press <F12> to close the Vendor Types option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected vendor type code. The prompt, "You have chosen to delete vendor type code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

► *To edit an existing description and/or account number, click in the appropriate line in the grid, type in the new data, then click on the Save button or press <F10>.*

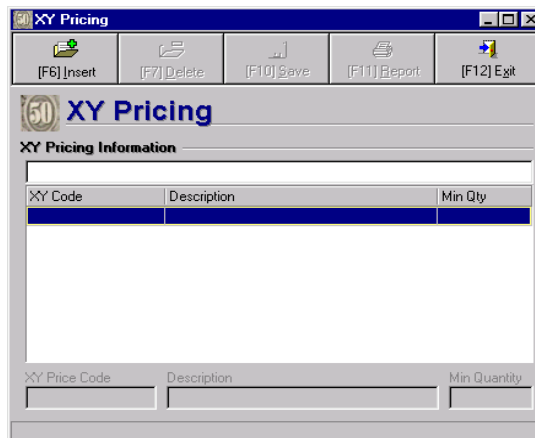
► *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.*

XY PRICING

XY Pricing is used to define price breaks for inventory items when a customer buys more than one of an item. For example, an item is discounted if the customer buys two of them (2 for 1 pricing).

To create X for Y pricing codes:

1 From the Maintenance submenu, click on XY Pricing.



2 Click on the Insert button or press <F6>. The cursor displays in the *XY Price Code* field at the bottom of the screen.

3 Enter the XY code and press <Enter>. The cursor jumps to the *Description* field.

4 Enter a description of the code and press <Enter>. The cursor jumps to the *Min Quantity* field.

5 Enter the minimum quantity the customer must buy in order to receive a price break and press <Enter>.

6 Click on the Save button or press <F10>.

7 Create the next pricing code by repeating Steps 1 through 6.

8 Click on the Report button or press <F11> to display the XY Price Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

9 Click on the Exit button or press <F12> to close the XY Pricing option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, “You have chosen to cancel your changes. Is this your intention?” displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected XY code. The prompt, “You have chosen to delete XY Price Code _____. Is this your intention?” displays. Click Yes to delete or No to cancel.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new data, then click on the Save button or press <F10>.*

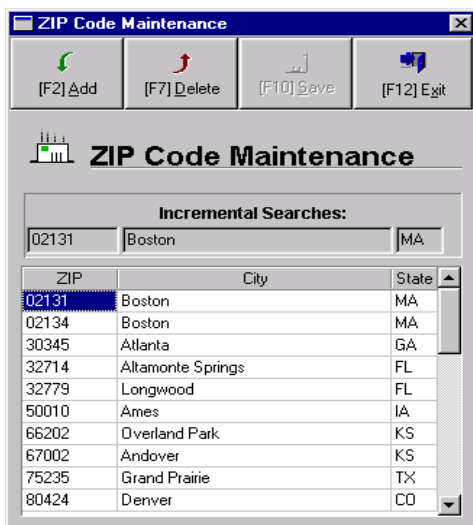
➤ *If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes prior exiting?” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

ZIP CODE

The ZIP Code option is used to maintain, change, or delete existing ZIP code detail and to add new ZIP code detail to your database.

To work with ZIP codes:

1 From the Maintenance submenu, click on ZIP Code.



Changing Existing ZIP Code Detail

1 In the ZIP Code Maintenance screen, click in each applicable edit box and make the necessary changes to the *ZIP Code*, *City*, and *State* fields, pressing <Enter> after each change.

2 Once all changes are complete, click on the Save button or press <F10>.

3 Click on the Exit button or press <F12> to close the ZIP Code option and return to the main menu.

➤ *If you edit data then try to exit without saving, the prompt, “Changes not saved” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

Adding a New ZIP Code in the Maintenance Screen

1 In the ZIP Code Maintenance screen, click on the Add button or press <F2>. The cursor jumps to the *ZIP Code* field.

2 Enter the applicable ZIP code and press <Enter>. The cursor jumps to the *City* field.

3 Enter the city name and press <Enter>. The cursor jumps to the *State* field.

4 Enter the two-character state abbreviation (e.g., CA, NV, etc.) and press <Enter>.

5 Click on the Save button or press <F10>.

6 Click on the Exit button or press <F12> to close the ZIP Code option and return to the main menu.

➤ *If you add data then try to exit without saving, the prompt, “Changes not saved” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

Deleting a ZIP Code

1 In the ZIP Code Maintenance screen, click on the record you want to delete.

2 Click on the Delete button or press <F7>.

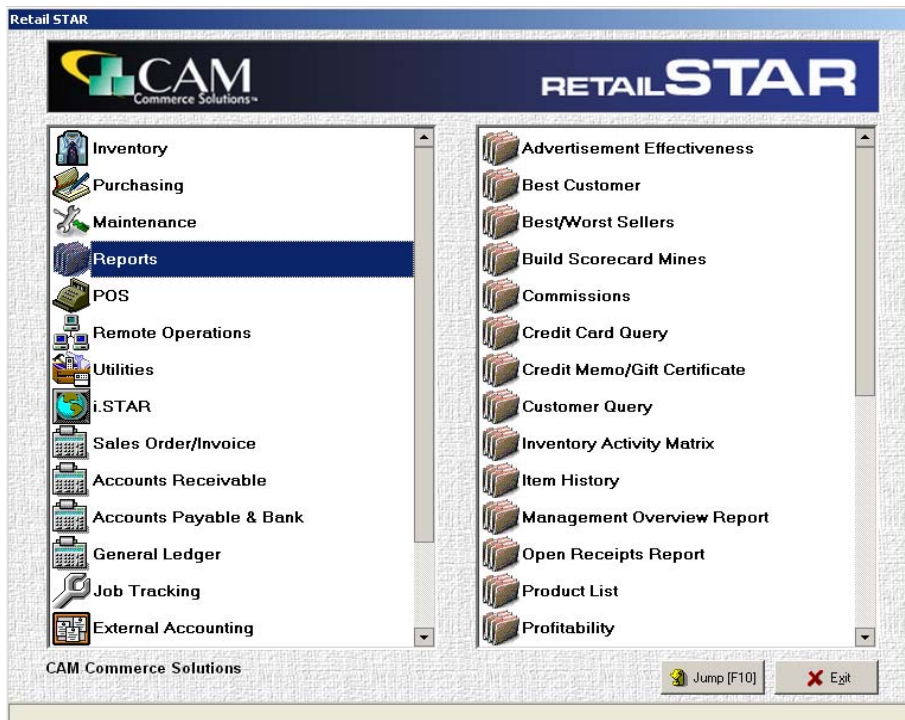
3 The prompt, “Delete Zip Code” displays. Click on the Yes button or press <Enter>.

4 Click on the Exit button or press <F12> to close the ZIP Code option and return to the main menu.

PART II

OFFICE

CHAPTER 4: REPORTS



REPORTS SUBMENU OPTIONS:

- Advertisement Effectiveness*
- Best Customer*
- Best/Worst Sellers*
- Build Scorecard Mines
- Commissions*
- Credit Card Query*
- Credit Memo/Gift Certificate*
- Customer Query*
- Inventory Activity Matrix*
- Item History*
- Management Overview Report*
- Open Receipts Report*
- Product List*
- Profitability*
- Register Summary*
- Report STAR
- Sales Audit*
- Sales Person*
- Serialized Purchases*
- Stock Distribution Report*
- Store Facility Report*
- Tax Summary*
- Time Cards*
- Transaction History*
- Transaction Review*
- Transaction Summary*
- Transfers*

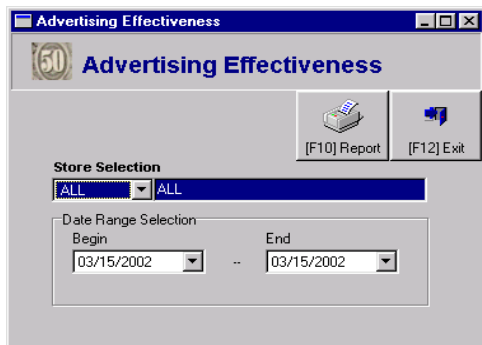
* Refer to [Appendix E](#) for sample reports and report detail.

ADVERTISEMENT EFFECTIVENESS

Advertisement Effectiveness gives you a look at how efficient your advertisement efforts are for a selected store or all stores, and for a specified date range. The report is grouped by advertisement method (e.g., newspaper ad, telemarketing, etc.) and includes only those transactions that have a source code attached to the original receipt.

To create an Advertisement Effectiveness Report:

1 From the Reports submenu, click on Advertisement Effectiveness.



2 *Store Selection* defaults to ALL. To specify a store, click on the down arrow button and make a selection from the drop-down list that displays.

3 The *Begin* and *End* dates default to the current date. Click on the down arrow buttons for beginning and ending *Date Range Selections*, then select the dates from the pop-up calendars that display.

4 Click on the Report button or press <F10>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

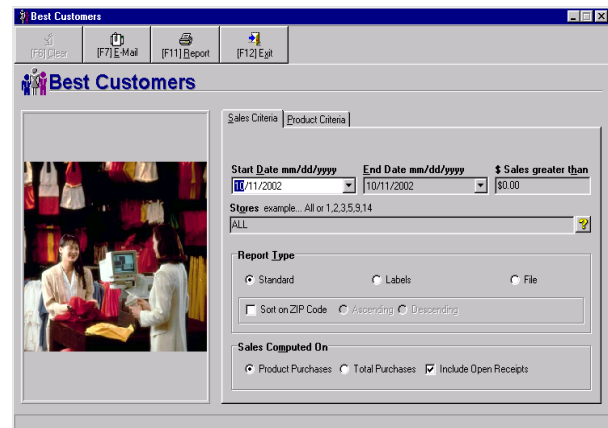
5 Click on the Exit button or press <F12> to close the Advertisement Effectiveness option and return to the main menu.

BEST CUSTOMER

Best Customer provides customer purchasing detail based on the search criteria, date range, store number, and sales dollar criteria that you define. The sales dollars included on the report can be calculated based on product purchases or total purchases and can include open receipt sales dollars. In addition, you can print a report or mailing labels.

To create a Best Customer report:

1 From the Reports submenu, click on Best Customer.



2 Accept the default *Start Date* and *End Date*, enter new dates (e.g., MM/DD/YYYY), or click on the “?” buttons in each field and select the dates from the calendars that display.

3 Click in the *\$ Sales greater than* edit box and enter the sales dollar figure for the system to search on to determine the best customer ranking.

4 In the *Stores* edit box, enter the store number(s) to produce the report. To include all stores in the report, accept the default of All.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

5 Under Report Type, click on the applicable radio button for a *Standard* report, *Labels*, or *File*. The Standard report includes the customer ID, name, address, telephone, and dollars purchased. The Labels report type is used to create mailing labels or a list of all customers.

➡ *Order labels from CAM online at www.camcommerce.com or call (800)726-3282.*

If you want to export the report results to a text file, click on the *File* radio button. When the Report button is clicked or <F11> is pressed, the Export Customers dialog box displays for you to select a location to save the file and assign it a file name. Save the file as a text file (*.txt).

➤ The file that is exported contains the customer's first and last name, address (from Address 1 line), city, state, ZIP code, telephone number (Phone 1), and e-mail address. This file can be imported into Access or Excel and used as needed; for example, e-mail addresses can be extracted, then entered into your e-mail software for a bulk mailing.

6 Click in the *Sort by ZIP Code* option box if you want to sort the report by ZIP code; then click to select the *Ascending* (default) or *Descending* radio button to specify the order to sort by.

7 Under *Sales Computed On*, click on the applicable radio button (*Product Purchases* or *Total Purchases*).

➤ If you are printing the Standard report on Product Purchases, you can further define the report by clicking on the Product Criteria tab and entering a specific style number, partial description, or defining the other selection criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information from the list that displays. If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. (Example: You enter a Style and a Department, but the department was not the correct department assigned to the style in the product record).

8 The report criteria is defaulted to include layaways and special orders. If you do not want to include layaways and special orders, click in the *Include Open Receipts* option box to deselect it.

9 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

10 Click on the Clear button or press <F6> to clear the screen and begin a new search.

11 Click on the Exit button or press <F12> to close the Best Customer option and return to the main menu.

E-Mailing Multiple Customers

You have the option to send an e-mail message to multiple customers based on the criteria you specified. The customers must have e-mail addresses in their customer records.

➤ This feature must be run from a workstation configured with a MAPI-compliant e-mail client in order to work properly. In other words, it will not work if you use Outlook

Express to retrieve POP3 e-mail. You must use the standard version of Outlook instead. Outlook comes with Microsoft Office, works without Exchange Server, and can be used to retrieve POP3 e-mail just as effectively as Outlook Express.

➤ If you are using Outlook 2000, a security feature requires you to click on a Yes button each time an e-mail message is processed. To make mass mailings easier, download the Express ClickYes utility which will click on the prompts for you. The utility is available for free at <http://www.express-soft.com/mailmate/clickyes.html>.

1 Click on the E-Mail button or press <F7>.

2 The e-mail program will open.

3 Enter any additional e-mail addresses, include any attachments, and enter your message.

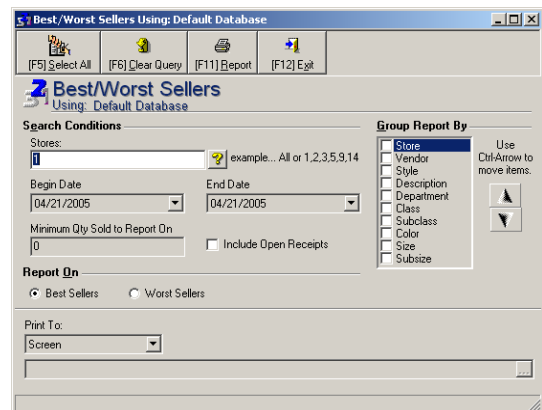
4 Click on the Send button or press <Alt+S> to send the message.

BEST/WORST SELLERS

Best/Worst Sellers allows you to display and print a report detailing the best and worst selling items or group of items in your inventory. Your criteria can include the minimum quantity sold and/or open receipts.

To create a Best/Worst Sellers report:

1 From the Reports submenu, click on Best/Worst Sellers.



2 In the *Stores* edit box, accept the store number displayed, enter another store number, or click on the “?” button to display a Store Selection List.

3 The current date displays in the *Begin Date* and *End Date* combo boxes. Accept or reenter the start and end dates for the search process (e.g., MM/DD/YYYY). Click on the down arrow button at the end of each field to select the dates from the pop-up calendars.

4 In the *Minimum Qty Sold to Report On* edit box, enter the minimum number of items that must have been sold (for Best Sellers) or not sold (for Worst Sellers) to be included on the report.

5 Click in the *Include Open Receipts* option box to select it if you want to include layaways and special orders in the report.

6 In the Group Report By area, click to select the applicable Group By categories. The report will be grouped by the criteria you specify. You can click on a selection in the list and then click on the up and down arrow buttons to change its place in the order. When you group information by a field, one line will be returned with the summary information for each unique value found within the specified field.

7 Click on the applicable radio button under Report On (*Best Sellers* or *Worst Sellers*).

8 In the *Print To* combo box, accept the default of Screen or click on the down arrow button and select Excel or Printer from the drop-down list. If Excel is selected, enter the name of the spreadsheet file in the edit box or click on the Browse (...) button to search for it.

9 Click on the Report button or press <F11> to produce the report in the format you specified.

10 Click on the Exit button or press <F12> to close the Best/Worst Sellers option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F5> Select All	Selects all Group Report By categories.
<F6> Clear Query	Clears the screen to allow you to begin a new query.

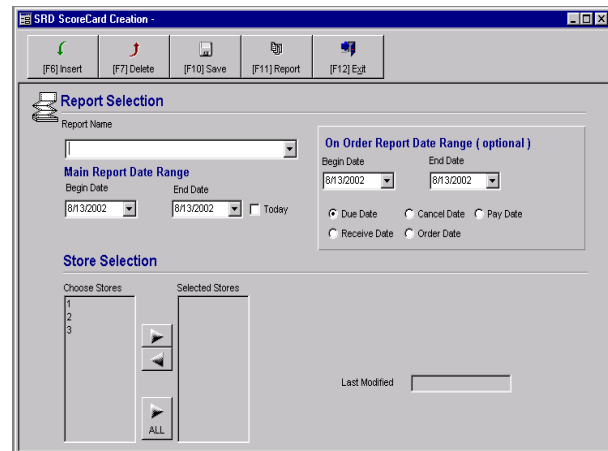
BUILD SCORECARD MINES

Build Scorecard Mines allows you to create sets of data, or “mines,” used by the Product Scorecard feature. You can save a maximum of ten (10) reports. Suppose you want to compare data for the fourth quarter in 2001 with the fourth quarter in 2000. Create a report named “4th Qtr 2001” and set the date range to 10/01/01 through 12/31/01. Then create a second report, name it “4th Qtr 2002,” and set the date range to 10/01/00 through 12/31/00. When Product Scorecard is run, you can view the two quarters in the graph. Mines you build here are included in Product Scorecard until you delete them.

➤ Refer to Appendix F for information on using Product Scorecard.

To create a new Scorecard form:

1 From the Reports submenu, click on Build Scorecard Mines.



2 Click on the Insert button or press <F6>.

3 Enter the name that you are assigning the report. This will become available in the list in Product Scorecard once saved.

4 Accept the *Begin Date* and *End Date* displayed, or click in the applicable combo box and enter a new date (e.g., MM/DD/YYYY). You can also select dates by clicking on the down arrow buttons to display pop-up calendars.

5 Click in the *Today* option box to set the *End Date* to the current date. A second combo box will display under the *Begin Date* combo box. This second box sets the begin date relative to the end date. Click on the down arrow button and select from End Date, 1 Day, 2 Days, 7 Days, 30 Days, Start of Week, or First of Month from the drop-down list. For example, if you want a week’s worth of current data, select 7 Days.

➤ *On Order Reporting* - The *On Order Report* shows you what is on order for the next three (3) business months. You might consider creating this report with \$ Sold, Sold (units), setting the forward date range, then selecting your on order detail based on the PO Due Date, Cancel Date, Order Date, or Pay Date.

6 The Store Selection criteria is used to select the store or stores whose information will be included in your report. You must select at least one store.

Double-click on the store number in the Choose Stores list box, or click on the store number and then click on the right arrow button to place your selection in the Selected Stores list box.

➡ *To move a selection from the Selected Stores list box back to the Choose Stores list box, click on the store number, then click on the left arrow button.*

7 Click on the Save button or press <F10>. The message, "Report XXXX - Saved" displays; click on the OK button or press <Enter> to continue.

8 The *Last Modified* box displays the date and time the form was last changed.

9 Click on the Delete button or press <F7> to delete the current report. The report no longer displays in the *Report Name* drop-down list.

10 Click on the Report button or press <F11> to create the report for use in Product Scorecard.

11 Click on the Exit button or press <F12> to close the Build Scorecard Mines option and return to the main menu.

COMMISSIONS

Commissions allows you to produce a commission statement for an employee. Commissions are calculated on sales/profit, discount values, or a daily quota. Three (3) levels of commissions are possible per employee. If an employee reaches sales or profitability of the first goal level, he or she will receive the commission percentage for that level. As he or she exceeds each level, the commissions will increase as the commission percentage is applied to the entire sale.

Selecting the Discount option under Pay On allows you to enter a standard commission and a discount commission. The employee will receive the standard commission percentage on any items that are sold at regular retail price and the lower commission when he or she sells discounted items. In addition to showing the total sales, returns, voids, etc. on the commission report, each item sold by the individual is also displayed. All totals and commissions that display are based on products sold that have the *Commissionable Item* option box selected in the product record.

Selecting the Daily Quota option under Pay On lets you set a daily quota dollar value and commission per-

centage. The employee will receive the specified commission percentage on sales dollars over the set quota for the day. The report can be displayed in detail format with sales for each date in the range on a separate line, or it can be displayed in summary format.

Following are four examples of what to expect when running the Commission Report.

(1) Sales/Profit button selected under Pay On; *Apply one commission only* option box NOT checked.

Goal 1 = .00 Comm % = 3
Goal 2 = 1000.00 Comm % = 5

Using the above settings, these commissions would be calculated:

Sales	Commission @ 3%	Commission @ 5%
\$500.00	0	0
\$1200.00	0	\$10.00*

*\$ over \$1000.00 multiplied by 5%.

You would receive 5% commission on dollars sold over \$1000.00; you would receive nothing if you sold under \$1000.00. You would receive no commission on the first \$999.99 sold.

(2) Sales/Profit button selected under Pay On; *Apply one commission only* option box NOT checked.

Goal 1 = .01 Comm % = 3
Goal 2 = 1000.00 Comm % = 5

Using the above settings, these commissions would be calculated:

Sales	Commission @ 3%	Commission @ 5%
\$500.00	\$15.00	0
\$1200.00	\$15.00*	\$10.00**

*\$999.99 multiplied by 3%.

**\$ over \$1000.00 multiplied by 5%.

If you sold over \$.01 but less than \$1000.00, you would receive 3% commission. If you sold over \$1000.00, you would receive 3% on the first \$1000.00 and 5% on the amount over \$1000.00.

(3) Sales/Profit button selected under Pay On; *Apply one commission only* option box checked.

Goal 1 = .00 Comm % = 3
Goal 2 = 1000.00 Comm % = 5

Using the above settings, these commissions would be calculated:

Sales	Commission @ 3%	Commission @ 5%
\$500.00	0	0
\$1200.00	0	\$60.00*

*\$1200.00 multiplied by 5%.

You would receive 5% commission on everything if you sold over \$1000.00, but you would receive nothing if you sold under \$1000.00.

(4) Sales/Profit button selected under Pay On; *Apply one commission only* option box checked.

Goal 1 = .01 Comm % = 3
Goal 2 = 1000.00 Comm % = 5

Using the above settings, these commissions would be calculated:

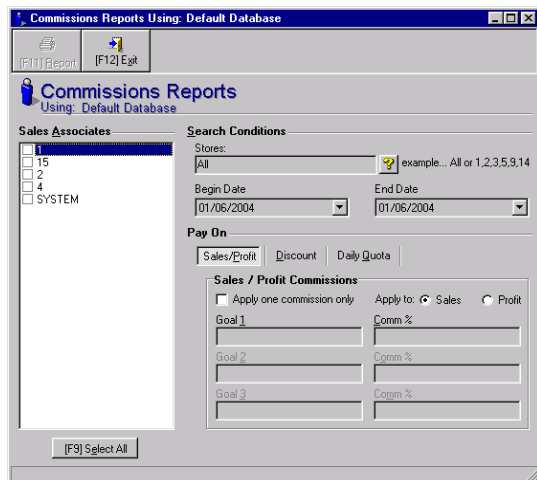
Sales	Commission @ 3%	Commission @ 5%
\$500.00	\$15.00	0
\$1200.00	0	\$60.00*

*\$1200.00 multiplied by 5%.

If you sold under \$1000.00, you would receive 3% commission. If you sold over \$1000.00, you would receive 5% commission on the total amount of the sales.

To create a Commissions report:

1 From the Reports submenu, click on Commissions.



2 In the *Sales Associates* box, click on the individual sales associates to select the ones you want included in the report. Click again to deselect a number. Click on the Select All button or press <F9> to include all sales associates in the report.

3 In the *Stores* combo box, accept the default of All or enter the store number(s) to report on, or click on the “?” button to display a Store Selection List window. In this new window, click in the option boxes next to the store(s) you want to include in the report, then click on the Report button or press <F10>.

4 Accept the *Begin Date* and *End Date* fields, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow button in each field to display a calendar to help you select the date.

5 In the Pay On area, the Sales/Profit button is selected by default to pay commission on sales or profit. To pay on discount or daily quota, click on the Discount or Daily Quota button.

If the Sales/Profit button is selected:

- Click in the *Apply one commission only* option box to select it if you want only the commission for the highest goal set to be applied.
- The *Sales* radio button is selected by default. To apply commission to profit, click in the *Profit* radio button.
- Enter the dollar value of the goal to be reached in the *Goal 1* edit box. Repeat this step for *Goal 2* and *Goal 3* as applicable.
- In the *Comm %* edit boxes, enter the commission percentages to pay for each goal.

If the Discount button is selected:

- Enter the regular commission percentage in the *Reg Comm %* edit box and press <Tab>. The cursor jumps to the *Disc Comm %* edit box.
- Enter the discount commission percentage.

If the Daily Quota button is selected:

- Click in the *Show Detail* option box to select it if you want the report to display in detail format, or leave the box unchecked to display the report in summary format.
- Enter the dollar value of the daily quota to be reached in the *Daily Quota* edit box and press <Tab>. The cursor jumps to the *Comm %* edit box.
- Enter the commission percentage.

6 Click on the Report button or press <F11>. A Progress Status meter displays as the commissions are calculated. When the report displays, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.

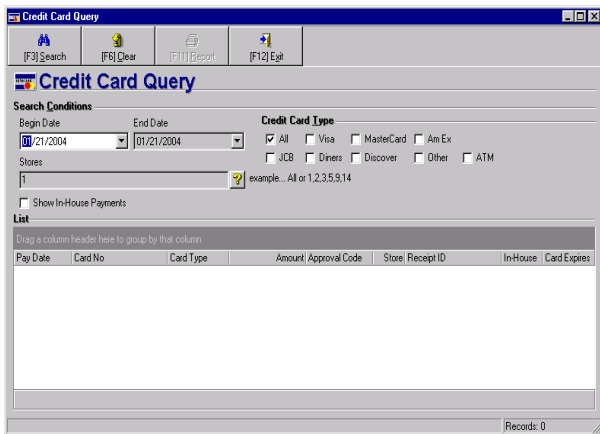
7 Click on the Exit button or press <F12> to close the Commissions option and return to the main menu.

CREDIT CARD QUERY

Credit Card Query allows you to review all credit card sales for a specified date range. You can further define the search by selecting a specific credit card type, and you can include in-house payments made by credit card. This option is useful in reconciling your monthly credit card statements.

To create a Credit Card Query:

1 From the Reports submenu, click on Credit Card Query.



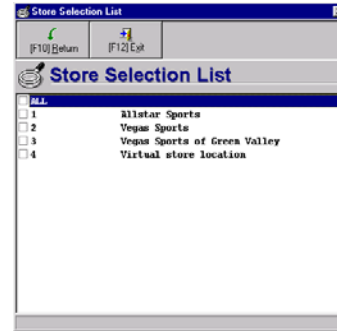
2 Accept the *Begin Date* and *End Date* fields, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow buttons in each field to display a calendar to help you select the date.

3 Press <Tab>. The cursor jumps to the Credit Card Type option boxes. The *All* option box is selected by default.

4 Press the <up> and <down> arrow keys and the space bar on your keyboard or click in the option boxes to select one or more of the other credit card types, if necessary (*Visa*, *Master Card*, *Am Ex*, *JCB*, *Diners*, *Discover*, *Other*, or *ATM*).

5 Press <Tab>. The cursor jumps to the *Stores* edit box which is defaulted to your store.

6 Accept the store number displayed, or change the store number. Click on the “?” button to display a store selection list to help you select the stores to include in the report, if necessary.



Click in the option box(es) next to the store(s) you want included in the report, then click on the Return button or press <F10>, or click on the Exit button or press <F12> to close the Store Selection List window.

7 Click in the *Show In-House Payments* option box to select it if you want received on account transactions made by credit card to show in the query and on the report.

8 To clear your selections and start over, click on the Clear button or press <F7>.

9 Click on the Search button or press <F3>. The query results display in the grid.

10 To sort the detail in a column in ascending or descending order, click on the column header.

11 To group the detail by a specific column name, click on the column header name and drag it to the gray area above the grid.

12 Click on the Report button or press <F11> to display the Credit Card Report. With the report displayed, click on the printer icon on the toolbar to display the Print dialog box. Click on the OK button to print the report, or click in the *Print to File* option box to export it to a text file, Excel spreadsheet, etc. by specifying the *Type* and location to save to (*Where*), then clicking on the OK button.

13 Click on the Exit button or press <F12> to close the Credit Card Query option and return to the main menu.

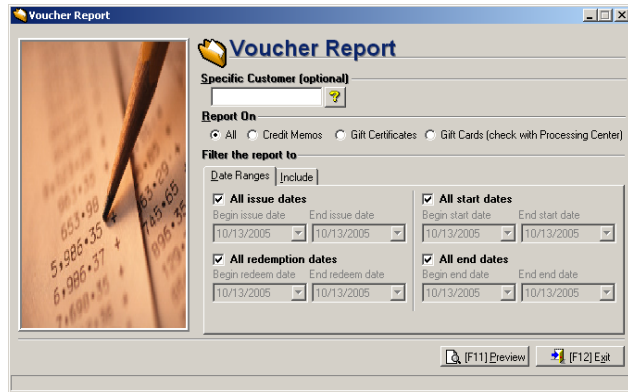
CREDIT MEMO/GIFT CERTIFICATE

Credit Memo/Gift Certificate allows you to display and/or print reports based on credit memos only, gift certificates only, gift cards only, or all. You can also filter the report to include all that have been redeemed or not redeemed, or expired or not expired.

➤ This report only supports initial issues of gift cards and not redemptions, balance inquiries, returns, or post voids of transactions done through POS with gift cards attached to the receipts as payments or sales. Refer to reports provided by Datamark for more complete gift card reporting.

To create a Credit Memo/Gift Certificate report:

1 From the Reports submenu, click on Credit Memo/Gift Certificate.

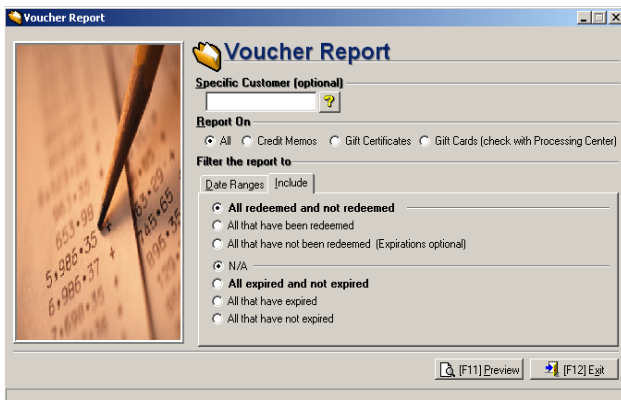


2 To produce a report for one specific customer, enter the customer number in the *Specific Customer (optional)* edit box, or click on the “?” button to display the Customer Search window to help you locate the customer.

3 Under Report On, click on the *All*, *Credit Memos*, *Gift Certificates*, or *Gift Cards* radio button to make your selection.

4 On the Date Ranges tab are Issue Date, Redemption Date, Start Date, and End Date ranges which default to All. To specify a date range for the report, click in the corresponding *All...* option box to remove the check mark, then type in the dates (e.g., MM/DD/YYYY) or click on the down arrow buttons and select the dates from the pop-up calendars that display.

5 Click on the Include tab.



6 Click on the *All redeemed and not redeemed*, *All that have been redeemed*, or *All that have not been redeemed (Expirations optional)* radio button. Then click on the *N/A*, *All expired and not expired*, *All that have expired*, or *All that have not expired* radio button.

7 Click on the Preview button or press <F11> to generate the report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

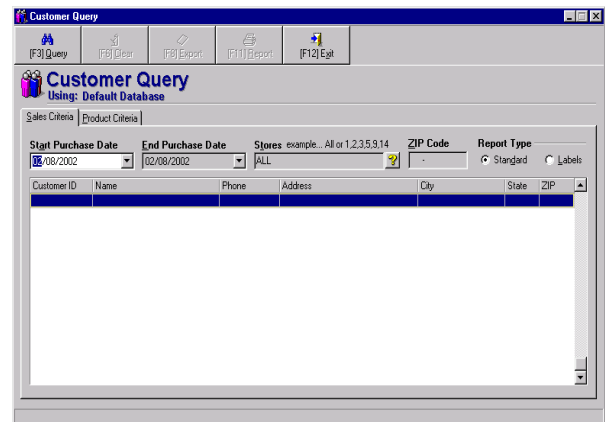
8 Click on the Exit button or press <F12> to close the Credit Memo/Gift Certificate option and return to the main menu.

CUSTOMER QUERY

Customer Query allows you to target specific customers through their buying habits. You can print reports and address labels based on various query conditions.

To create a Customer Query report:

1 From the Reports submenu, click on Customer Query.



2 Accept the default *Start Purchase Date* and *End Purchase Date*, enter new dates (e.g., MM/DD/YYYY), or click on the “?” button in each field and select dates from the calendars that display.

3 In the *Stores* edit box, enter the store number(s) to produce the report. To include all stores in the report, accept the default of ALL.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

4 If you want to query by ZIP code, enter the ZIP code in the *ZIP Code* edit box.

5 Click on the Query button or press <F3>. The results display in the grid. You can then print the standard report or labels as discussed below.

6 Click on the applicable radio button under Report Type for a *Standard* report or *Labels*. The Standard report includes the customer ID, name, phone number, and address. The Labels report type is used to create a list or mailing labels for all customers.

➤ *Order labels from CAM online at www.camcommerce.com or call (800)726-3282.*

If you are printing the Standard report, you can further define the search criteria by clicking on the Product Criteria tab, then entering a specific style number, partial description, or other selection criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button, or click on the “?” button or press the <?> key on your keyboard and select the applicable information. If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. (Example: You enter a Style and a Department, but the department was not the correct department assigned to the style in the product record).

7 Click on the Report button or press <F11> to display the standard report or the labels. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Stop Now button that displays in this window.



8 Click on the Clear button or press <F6> to clear the screen and begin a new search.

9 If you want to export the query results, click on the Export button or press <F8>. The Export Customers dialog box displays for you to select a location to save the file and assign it a file name. Save the file as a text file (*.txt).

10 Click on the Exit button or press <F12> to close the Customer Query option and return to the main menu.

➤ *The file that is exported is a quoted comma-delimited file containing the customer's name, address (from Address 1 line), city, state, ZIP code, telephone number (Phone 1), and e-mail address. This file can be imported into Access or Excel and used as needed; for example, e-mail addresses can be extracted, then entered into your e-mail software for a bulk mailing.*

➤ *You can also print customer labels by clicking on the Report button on the toolbar or pressing <F11>. When you select this function, the labels display in report form. Click on the printer icon on the toolbar to print the labels, click on the arrow buttons to move through the pages, or click on the Close button on the toolbar to close the screen.*

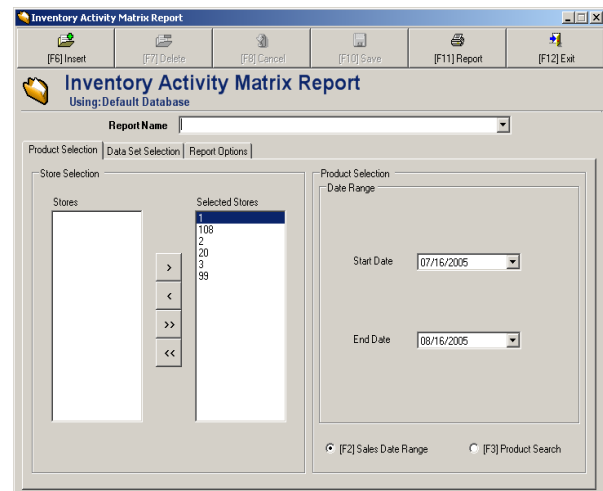
INVENTORY ACTIVITY MATRIX

Gupta 8.5 is required to use this report.

This report shows detailed inventory information including on hand levels, model inventory, transfers, adjustments, etc. for selected stores and products. You can specify an overall date range or choose different date ranges for certain individual data sets. If you include multiple stores in the report, you will have a choice of four report formats.

To create an Inventory Activity Matrix report:

1 From the Reports submenu, click on Inventory Activity Matrix.



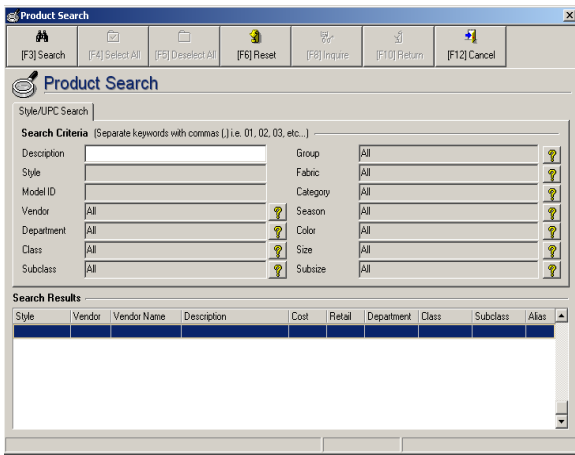
2 Click on the Insert button or press <F6> to create a new report.

3 Enter a *Report Name*. If modifying an existing report, click on the down arrow button to locate it.

4 The Store Selection area includes all stores in the Selected Stores list by default. If you do not want all stores included in the report, click on the stores to exclude to select them, then click on the left arrow button to move them to the Stores list. Clicking on the double arrow buttons moves all stores from one list to the other.

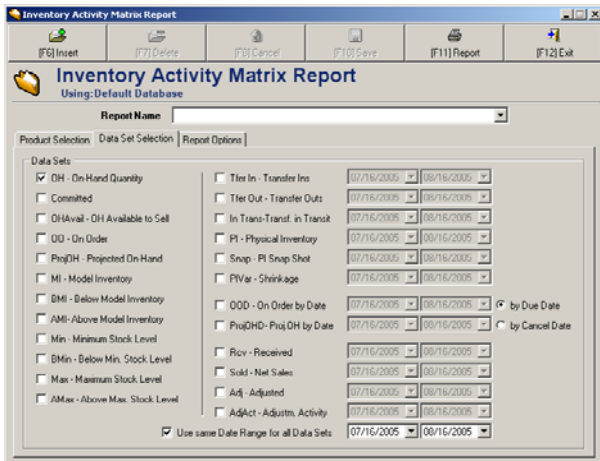
5 In the *Start Date* and *End Date* combo boxes, enter the beginning and ending dates of the date range to include in the report (e.g., MM/DD/YYYY), or click on the down arrow button in each combo box to select the dates from pop-up calendars.

6 Click on the *Product Search* radio button or press <F3>. The Product Search window displays.



Refer to the Product Inquiry option in Chapter 1: Inventory for further information on using the Product Search window.

7 When the products you want to report on are displayed in the Product Selection area, click on the Data Set Selection tab.



8 This tab lets you specify the data sets to include in the report. Click in the option box next to a data set to select it. These data sets are available:

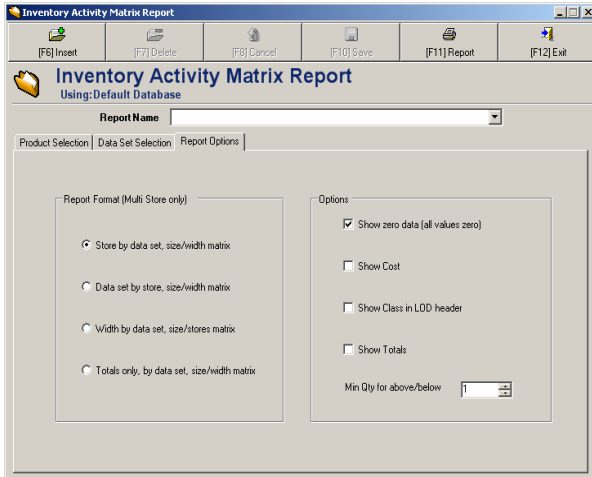
- *OH - On-Hand Quantity*
- *Committed*
- *OHAvail - OH Available to Sell*
- *OO - On Order*
- *ProjOH - Projected On-Hand*
- *MI - Model Inventory*
- *BMI - Below Model Inventory*
- *AMI - Above Model Inventory*
- *Min - Minimum Stock Level*
- *BMin - Below Min. Stock Level*
- *Max - Maximum Stock Level*
- *AMax - Above Maximum Stock Level*

The following data sets default to the date range of the previous month. You can change the date range of any of them by first clicking in the *Use same Date Range for All Data Sets (except OOD + ProjOHD)* option box to deselect it; the date range combo boxes will activate as the data sets are selected.

- *Tfer In - Transfer Ins*
- *Tfer Outs - Transfer Outs*
- *In Trans - Transfers in Transit*
- *PI - Physical Inventory*
- *Snap - PI Snap Shot*
- *PIVar - Shrinkage*
- *OOD - On Order by Date **
- *ProjOHD - Projected On Hand by Date **
- *Rcv - Received*
- *Sold - Net Sales*
- *Adj - Adjusted*
- *AdjAct - Adjustment Activity*

* Click in the *by Due Date* or *by Cancel Date* radio button to select it to specify the date you want to use for this data set.

9 Click on the Report Options tab.



10 The Report Format radio buttons on the left side of the tab are only active if multiple stores were selected on the Product Selection tab. Click on the radio button for the report format you want to use:

- *Store by data set, size/width matrix*
- *Data set by store, size/width matrix*
- *Width by data set, size/stores matrix*
- *Totals only, by data set, size width matrix*

11 Click to select the option boxes under Options to further specify what will display on the report:

- *Show zero data (all values zero)*
- *Show Cost*
- *Show Class in LOD header*
- *Show Totals*

12 Enter the *Min Qty for above/below*, or click on the up and down arrow buttons to set the minimum quantity to use for reporting above or below levels.

13 Click on the Save button or press <F10> to save your report.

14 Click on the Report button or press <F11> to produce the Inventory Activity Matrix report. With the report displayed, click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the X button in the upper right corner to close the report window.

15 Click on the Exit button or press <F12> to close the Inventory Activity Matrix option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the current report. The prompt, “Are you sure you want to delete report ‘XXXXX’?” displays. Click on the Yes button to delete the report, or click on the No button to keep it.
<F8> Cancel	Clears all your report parameters prior to saving. The prompt, “Are you sure you want to clear all report parameters?” displays. Click on the Yes button to clear your entries, or click on the No button to keep them.

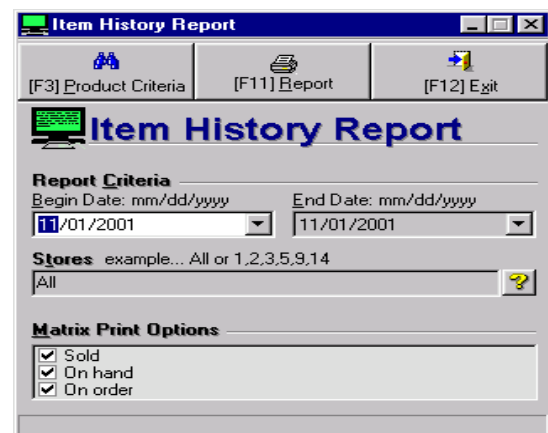
ITEM HISTORY

The Item History option allows you to view and/or print a report for a defined date range that includes product detail for the quantity sold, quantity on hand, and/or quantity on order. The reports can include all products, or you can define product criteria to filter down the report to include only specific products. You can also include only specific stores, or you can include all stores.

➤ *Item History reports the true ending inventory for open PLU’s. The quantity on hand is not affected by transactions, but the ending inventory is based on transactions. Therefore, ending inventory will not match quantity on hand for open PLU’s.*

To create an Item History Report:

1 From the Reports submenu, click on Item History.



2 Accept the *Begin Date* and *End Date* displayed, enter new dates (e.g., MM/DD/YYYY), or click on the “?” button at the end of each field to display a calendar to help you select the dates.

3 In the *Stores* edit box, enter the store number(s) to

produce the report. To include all stores in the report, accept the default of All.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

4 Click in the applicable option box(es) under Matrix Print Options: *Sold*, *On hand*, and/or *On order*.

5 You can further define the search criteria by clicking on the Product Criteria button or pressing <F3>, then entering a specific style number, model ID, or partial description, or by defining other selection criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or click on the “?” button or press the <?> key on your keyboard and select the applicable information. If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. (Example: You enter a Style and a Department, but the department was not the correct department assigned to the style in the product record).

6 Once all of the criteria are defined, click on the Return button or press <F10>. You are returned to the Item History Report window.

7 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Stop Now button that displays in this window.



8 Click on the Exit button or press <F12> to close the Item History option and return to the main menu.

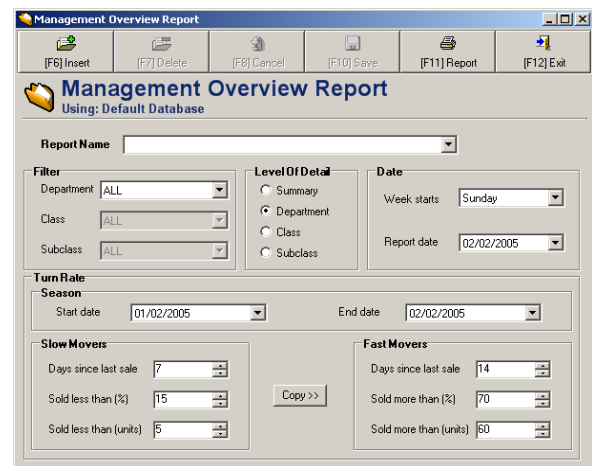
MANAGEMENT OVERVIEW REPORT

Gupta 8.5 is required to use this report.

This report shows an overview of sales and orders for the specified department/class/subclass, the top 10 items with the highest margin based on WTD sales, and sales for the department/class/subclass for various time periods. All stores are included.

To create a Management Overview Report:

1 From the Reports submenu, click on Management Overview Report.



2 Click on the Insert button or press <F6>. The cursor is in the *Report Name* combo box. Enter a name for the report.

3 Under Filter, click on the down arrow button next to *Department* and select a department for the report from the drop-down list; otherwise, all departments will be included. If you specify a department, the *Class* combo box will activate; click on the down arrow button and select a class, if desired. If you specify a class, the *Subclass* combo box will activate; click on the down arrow button and select a subclass, if desired.

4 The available Level of Detail radio buttons are determined by the specified filtering criteria. Select *Summary* to produce one (1) overview page for all departments, classes, and subclasses. Select *Department*, *Class*, or *Subclass* to print one (1) page per department/class/subclass in addition to the overview page.

➤ *If you have a large database, selecting Subclass will generate a report with potentially hundreds of pages and it will take a long time to produce.*

5 Under *Date*, the *Week starts* combo box defaults to Sunday. This determines the week-to-date (WTD) and 4-week intervals. Click on the down arrow button and select another day from the drop-down list if your business week begins with another day.

6 The *Report date* defaults to the current date. This is the date for which the report is generated as a “snapshot in time.” WTD and 4-week intervals are the full week (or four-week interval) immediately preceding the report date, beginning with the *Week starts* date. To change it, enter the new date (e.g., MM/DD/YYYY), or click on the down arrow button and select a date from the pop-up calendar.

7 Under *Season*, enter the *Start date* and *End date* of the season interval used for the Slow Movers and Fast Movers (see below) (e.g., MM/DD/YYYY), or click on the down arrow buttons and select the dates from the pop-up calendars. The default is the month immediately preceding the current date.

8 Under *Slow Movers*, enter the *Days since last sale*, *Sold less than (%)*, and *Sold less than (units)*, or click on the up and down arrow buttons in each combo box to adjust the default values.

9 Under *Fast Movers*, enter the *Days since last sale*, *Sold more than (%)*, and *Sold more than (units)*, or click on the up and down arrow buttons in each combo box to adjust the default values. You can also click on the *Copy>>* button to copy the values from the Slow Movers to the Fast Movers combo boxes.

10 Click on the *Save* button or press <F10> to save the current report.

11 Click on the *Report* button or press <F11> to produce the report. A meter will display showing the progress of the report generation process. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the *Close* button to close the report.

12 Click on the *Exit* button or press <F12> to close the Management Overview Report option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the currently loaded report definition. When the prompt displays, click Yes to delete the report, or click No to keep the report.

<F8> Cancel Clears your selections to allow you to start over. When the prompt displays, click Yes to clear all report parameters, or click No to keep your selections.

OPEN RECEIPTS REPORT

The Open Receipts Report option provides the ability to create and print reports that include layaway, hold, and special order receipt detail, as well as payments received on account. You can define the report criteria to be printed for a customer, sales associate, style, and/or department. The report can be printed in summary or detail format, and in ascending or descending order. In addition, the report can be sorted in order by the date the receipt was opened, by customer, salesperson, number of days since the last payment, balance due, or the original amount.

To create an Open Receipts Report:

1 From the Reports submenu, click on Open Receipts Report.

2 In the *Stores* combo box, enter the store number or numbers or enter **ALL** for all stores to specify the store(s) to report on, or click on the “?” button to display a Store Selection List window. In this new window, click in the option boxes next to the stores you want to include in the report, then click on the *Return* button or press <F10>.

3 In the *Customer ID* combo box, enter the customer ID to report on, or click on the “?” button to display a Customer Search window to help you select the customer.

4 In the *Sales Person* combo box, enter the sales person number to report on, or click on the “?” button to display a Sales Person Lookup window. In this new window, click on a line in the grid to select the sales person, then click on the *Return* button or press <F10>.

5 In the *Style* combo box, enter the style number to report on, or click on the “?” button to display a Product Search window to help you locate the product.

6 In the *Department* combo box, enter the department number to report on, or click on the “?” button to display a Department Lookup window. In this new window, click on a line in the grid to select the department, then click on the Return button or press <F10>.

7 The Report On area defaults to include *Layaways*, *Holds*, *Special Orders*, and *ROA* (Received on Account). To change the criteria included in the report, click in the appropriate option box(es) to select or deselect; or, use the <down> arrow key on your keyboard to highlight the appropriate option box(es) and press the <Space Bar> to select or deselect.

8 The Report Sort Order area defaults to *Date opened*. To change the sort order for the report, click on the applicable radio button: *Customer name*, *Sales person*, *Days since last payment*, *Balance*, or *Original amount*.

9 Under Level of Detail, click in the *Item detail* or *Payment detail* option box to select the level of detail to include in the report.

- If neither option box is selected, these basic fields will print on the report: customer name, store number, sales code, receipt number, date opened, sales person, original amount, total payments, balance, days since last payment, last payment amount, phone number, and totals.

- If the *Item detail* option box is selected, the style, vendor, description, UPC, color, size, subsize, quantity, and selling price will print in addition to the basic fields.

- If the *Payment detail* option box is selected, the payment date, payment type, and payment amount will print in addition to the basic fields.

- If both option boxes are selected, all of the fields listed above will print on the report.

10 The Report Sort Options area defaults to *Ascending*. To change the sort of the report to descending, click on the *Descending* radio button.

11 Click on the Preview button or press <F11> to display the report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, and click on the Close button to close the report.

12 Click on the Exit button or press <F12> to close the

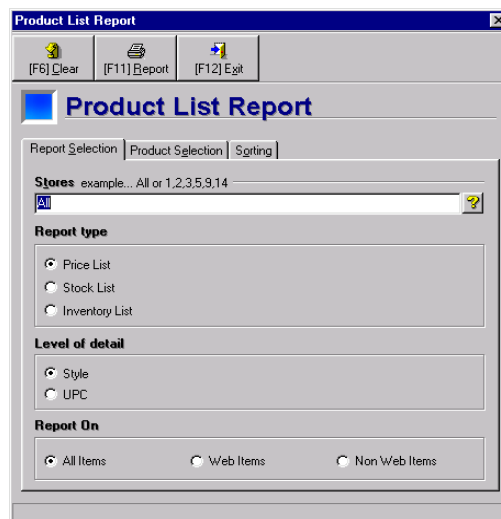
Open Receipts Report option and return to the main menu.

PRODUCT LIST

Product List allows you to view and/or print a Price List Report, Stock List Report, or Inventory List Report by product style number or UPC. The reports can include all products, or you can define product selection criteria to filter down the report to include only particular products. The report detail can be sorted according to your specification.

To create a Product List Report:

1 From the Reports submenu, click on Product List.



2 In the *Stores* combo box, enter the store number or numbers or enter **ALL** for all stores to specify the store(s) to report on, or click on the “?” button to display a Store Selection List window. In this new window, click in the option boxes next to the stores you want to include in the report, then click on the Return button or press <F10>.

3 Click on the applicable Report type radio button (*Price List*, *Stock List*, or *Inventory List*) and click on the applicable Level of detail radio button (*Style* or *UPC*).

Report Type: Price List

Level of Detail: Style

Detail Included on Report*: Landed Cost, Average Cost, Cost, Retail, GM%, Compare at Price, and Taxable (Yes/No).

Report Type: Price List

Level of Detail: UPC

Detail Included on Report*: Size, Subsize, Landed Cost, Average Cost, Cost, OSM\$, OSM%, GM%, Retail, Compare at Price, and Taxable (Yes/No).

Report Type: Stock List

Level of Detail: Style

Detail Included on Report*: Quantity on Hand, Quantity on Order, Quantity Committed, Model Inventory, Cost, Retail, GM%, and Commission (Y/N).

Report Type: Stock List

Level of Detail: UPC

Detail Included on Report*: Size, Subsize, Quantity on Hand, Quantity on Order, Quantity Committed, Model Inventory, Cost, Retail, and GM%.

Report Type: Inventory List

Level of Detail: Style

Detail Included on Report*: Marketing Group, Fabric, Location, Category, Season, and Retail.

Report Type: Inventory List

Level of Detail: UPC

Detail Included on Report*: Size, Subsize, Marketing Group, Fabric, Location, Category, and Season.

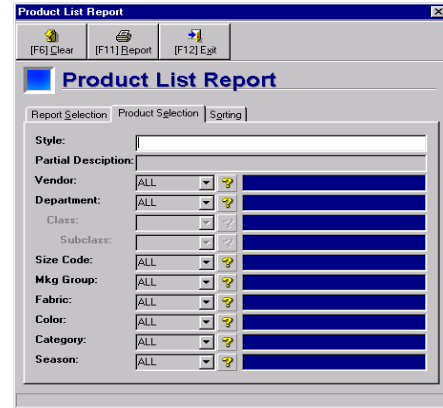
* All reports include Style, Description, Vendor, Department, Class, Subclass, and Color.

- If you want to print a report to include all product information in your database, click on the Report button or press <F11>. The prompt, "You have chosen to run this report on every product in the system. This may be time consuming. Is this your intention?" displays. Click on the Yes button or press <Enter>. Once the report detail is fully loaded and displays on the screen, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the pages, or click on the Close button to close the screen. Note: The printer button will not activate until the report is completely loaded. Loading progress is displayed as a percentage in the lower left corner of the screen.

➡ *The Web Items and Non Web Items radio buttons are applicable to CAM's i.STAR e-commerce solution for retailers.*

- If you want to print a report to include only specific product information, continue with Step 4.

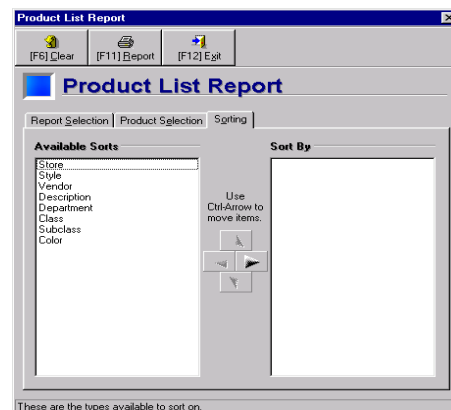
4 Click on the Product Selection tab to define the criteria.



You can further narrow the report data by entering a specific style number or partial description, or by defining the other selection criteria (*Vendor, Department, Class, Subclass, Size Code, Mkg Group, Fabric, Color, Category, and Season*). In the combo boxes, click on the down arrow buttons or the "?" buttons or press the <?> key on your keyboard and select the applicable information. If you enter selections that are not compatible, a message will display indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. (Example: You enter a Style and a Department, but the department was not the correct department assigned to the style in the product record).

- If you want to print your report at this point, click on the Report button or press <F11>.
- If you want to sort your report, continue with Step 5.

5 Click on the Sorting tab and define the sort criteria.



With the Sorting tab displayed, click on the applicable sort(s) in the Available Sorts list box, then click on the right arrow button to place each selection in the Sort By list box. As your selections are placed in the Sort By list box, the left, up, and down arrow buttons are activated. Click on these arrow buttons to move selec-

tions back and forth between list boxes or to move the placement of the sort selections in the Sort By list box.

6 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

7 To create a new report, click on the Clear button or press <F6> and repeat Steps 2 through 5.

8 Click on the Exit button or press <F12> to close the Product List option and return to the main menu.

PROFITABILITY

Profitability allows you to view and/or print a report detailing total sales, returns, cost of goods sold (COGS), and profit dollars and percentages for the days that fall within a defined date range. Each day in the date range displays as a separate line, and a grand total displays at the bottom of the report. The report can be generated for a specified store, or the data can be summarized for all stores.

To create a Profitability Report:

1 From the Reports submenu, click on Profitability.

2 In the *Store No.* combo box, accept the store number displayed, enter another store number, or click on the down arrow button or the “?” button or press the <?> key on your keyboard to display a list of stores to select.

3 Accept the default *Start Date* and *End Date* for the report, enter new dates (e.g., MM/DD/YYYY), or click on the “?” button at the end of each field to display a calendar to help you select the date.

4 To include layaways and special orders in the report,

click in the *Include Open Receipts (Layaways and Special Orders)* option box to select it.

5 Click on the Report button or press <F11>. The defined report displays. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.

6 Click on the Exit button or press <F12> to close the Profitability option and return to the main menu.

REGISTER SUMMARY

Register Summary allows you to produce a reconciliation report for a defined date range. The report includes tender type transaction values (e.g., cash, check, credit card, gift certificate, etc.) as well as the register opening balance and paid in and paid out detail. The report can be created for a single store or for all stores, and for a single register or for all registers. It can be exported to an Excel spreadsheet, PDF, etc.

➤ *Any payment to an in-house charge account that is not on a separate receipt will not appear on the report.*

To create the Register Summary Report:

1 From the Reports submenu, click on Register Summary.

2 The *Stores* combo box defaults to All. Accept this, enter an individual store number, or click on the down arrow button to display a drop-down list of stores to select.

3 The *Registers* combo box defaults to All. Accept this, enter an individual register ID, or click on the down arrow button to display a drop-down list of registers to select.

4 In the *Start Date* and *End Date* combo boxes, accept the dates displayed, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow buttons at the end

of each box to display a calendar to help you select the dates.

5 Set the start and end times by entering the times (e.g., HH:MM:SS AM/PM) or by clicking on the hour, minutes, seconds, or AM/PM to highlight it, then clicking on the up and down arrows to adjust the values.

6 Click in the *Include Data from Accounting* option box to select it if you want shipping and handling charges included (must be invoiced to reflect in Accounting).

7 Click on the Print button or press <F11>. The defined report displays. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Register Summary option and return to the main menu.

NOTES:

a. The Register Summary and the Register Balance Reports that print on your receipt printer for POS do not show total sales figures, but rather show total “receipts” for balancing your cash drawer and making your bank deposits. Layaway payments, paid ins, paid outs, and beginning drawer balance figures are examples of amounts that would not be included in a “sales” total but are included in these reports for balancing your drawer. It is important to know that you should not try to balance these two reports to other sales reports.

b. Backorder Shipments in the Transaction Summary are special orders, layaways, or web orders, from the same store, that were shipped within the report period but paid for before the report period. As they are liabilities, they must be included here to offset the shipped orders, since there are no corresponding payments within the report period. Web orders placed in a different store are reported under Paid at different store.

c. Sold at different store represents items that were paid for at the reporting store but purchased in a different store. Paid at different store represents items that were purchased at the reporting store but paid for in a different store. The two values for the same reporting period typically do not match because (for example), on any given day, some orders from Store 2 (the web store) may also be shipped from Store 1, while not all new orders for that day are shipped the same day. Since some web orders from within the reporting period don't get shipped and others from outside the reporting period do get shipped, the numbers for the two stores would match only if the reporting period was one day, and all web orders for that day shipped the same day and no leftover orders were shipped from previous days.

d. Shipping and taxes for web orders are part of the order and are reported in the store where the order was placed, since it is unknown whether it will be paid in the same or a different store; also, if the taxes were reported in a different store than the net cost, the Tax Summary section would be out of balance (or at least show confusing values).

REPORT STAR (REPORT GENERATOR)

Report STAR is a very powerful report generator program that allows you to design customized reports. In addition to the reports that you can create, there is a series of standard reports available in the program. All reports can be viewed on the screen (and then printed), sent directly to a printer, or sent to a file or SRD database.

➤ *Report STAR reports the true ending inventory for open PLU's. The quantity on hand is not affected by transactions, but the ending inventory is based on transactions. Therefore, ending inventory will not match quantity on hand for open PLU's.*

Standard (“Canned”) Reports

Whatever your specific business or however your inventory is structured, the Retail STAR/ICE product family includes many powerful features that can help you succeed.

For example, consider the *Category* and *Group* variables. You may use one or both of these to track buyers, branding, or even logo goods. Suppose a store uses *Group* and assigns all goods with the “Bob the Space Bear” logo to the *B-Space group*. That way, no matter what vendor they buy from - knapsacks from Universal Pack, hats from Kidzhatz, Inc., etc. - as long as they have the “Bob the Space Bear” brand name, the goods can be assigned to that *group*. This allows reports to be run for branded goods sourced from various vendors.

Categories can be used in similar ways. For example, if your store sells sports logo merchandise, you now have a way to report on overall branding. You can even use *Category* and *Brand* together to track AFL branded products in general as well as specific teams.

Retailers have used the predefined reports with great success for many years. Report STAR gives you tremendous power at your fingertips to create your own custom reports. Print these reports, read them, and use them to your advantage.

Please note the following:

List of Stores - All reports are simply defined as single store for store 1. Change the multi-store reports to use your complete store list.

List of Seasons – Typically, in any seasonal report you want to see the current season (this should be where the real activity is), the previous season (sale items and liquidations), and year-round. To set your seasons, go to the Filter tab of the Report STAR screens and use the pull-down menu to select Season, then Equals, then enter the season you wish to see.

Changing the Sort – After selecting your report, click on the Sort By tab and remove one sort and add another; change the *Ascending* and *Descending* radio buttons; etc. Try various sort methods to get a fresh perspective on your data.

Default Criteria - If you change the default criteria for a standard report, be sure to change the report name before saving it in order to keep your customizations.

➤ *Refer to the Glossary for descriptions of column headings and formulas used in Report STAR.*

➤ *Refer to the Reports section in the Introduction for important information on the department/class/subclass structure.*

#1 – Department Sales

Level of Detail: Department

Purpose: Departments are the first breakdown of your results. They help you determine how much is tied up in inventory and how much is being sold. If you have more than just a couple of stores, start your daily or weekly review with the Store Performance report (#18). If you have from one to four stores, start with this report to see what kind of sales performance your business is achieving. For example, on Monday, you can review the weekend. Note the ratio between how many dollars you have invested in the department (\$AIC) and the Revenue \$SOLD and profit (\$GP) the department is generating. Look at \$TMD to decide whether you're giving away too much profit to generate revenue.

Retail Segment: All

Recommended Schedule: Weekly, monthly.

Column Headings: Department, Dept. Name, Sold, \$Sold, \$TMD, \$GP, %GP, \$GPOH, \$OHR, %TSS, %TGP

Suggested Rankings: Default, \$GP, \$Sold

#2 – Sales: Season by Department

Level of Detail: Season by Department

Purpose: This is another report by department, but this time department data is split between fresh merchandise (items you might want to reorder), year-round merchandise, and last season's "on sale" items. While one department may be strong because of a glut of sale items, "in season" goods that are strong may be an indication of a building trend. This report helps you spot items you may want to reorder and lets you analyze whether cash is coming from old merchandise or new stock.

Retail Segment: Seasonal merchandise; fashion soft-goods, shoes, seasonal gifts.

Recommended Schedule: Weekly, monthly.

Column Headings: Season, Dept. Name, Sold, \$Sold, \$TMD, \$GP, %GP, %TSS, %TGP, \$GPOH, \$OHR, \$AIC

Suggested Rankings: \$GP, \$Sold

#3 – Hot 50 Style by Season

Level of Detail: Style

Purpose: This report helps you find out what items are really moving. It is filtered for items that have sold a quantity of at least one (1) by default. You can change this to a higher number (5,15,50) if you have a higher volume store.

Retail Segment: All

Recommended Schedule: Daily, weekly, bi-weekly.

Column Headings: Season, Style, \$Sold, \$GP, \$TMD, Sold, BI, Rcvd, EI, Vendor Name

Suggested Rankings: \$Sold, Sold, \$GP, ROI, DSOH (tells you what is not moving).

#4 – Sales by Class

Level of Detail: Class

Purpose: This report gives you the ability to look at fresh merchandise (items you might want to reorder) and isolate it from year-round merchandise or last season's "on sale" items.

Retail Segment: Seasonal merchandise: fashion soft-goods, shoes, seasonal gifts.

Recommended Schedule: Weekly, monthly.

Column Headings: Class, Dept. Name, Sold, \$Sold, \$TMD, \$GP, \$GPOH

Suggested Rankings: \$GP, \$Sold

#5 – Sales by Vendor

Level of Detail: Vendor

Purpose: This report lets you rank your vendors to help you decide which ones to spend your money with. It is also an excellent bargaining tool. If a vendor's performance is poor and he wants a second chance, you can more easily ask for better terms, dating, and mark down money when you show this report to your vendor rep first.

Retail Segment: All

Recommended Schedule: Weekly, monthly.

Column Headings: Vendor, Sold, \$Sold, \$GP, \$TMD, \$OHR, \$OHMD, LastRcvd, \$EIC, \$AIC (compare with \$EIC to see if inventory levels are trending up or down)

Suggested Rankings: Default, \$GP, \$Sold

#6 – Analysis Department ROI

Level of Detail: Department

Purpose: This report lets you examine departments by return on investment. For example, you can determine how much money is tied up in a department and what kind of profit it is generating. This report shows you where you are really putting your money. Also, look at this category by turns (TOC).

Retail Segment: All

Recommended Schedule: Monthly, quarterly, annually.

Column Headings: Department, Dept. Name, ROI, TOC, \$Sold, \$GP, %GP, \$EIC, \$AIC

Suggested Rankings: ROI, TOC.

#7 – Analysis Vendor ROI

Level of Detail: Vendor

Purpose: This report helps you determine who is your best partner for profit, where you should be investing

your inventory dollars, who you should you let go, and who you should go looking for markdown money from. Bring this on your next buying trip to use as a bargaining tool.

Retail Segment: All

Recommended Schedule: Monthly, quarterly, annually

Column Headings: Vendor, Vendor Name, ROI, \$Sold, \$GP, %GP, TOC, LastSold, LastRcvd

Suggested Rankings: ROI, TOC.

#8 – Analysis ROI by Class

Level of Detail: Class

Purpose: This report will help you start drilling down for information key to weeding out the “dead wood.”

Retail Segment: All (providing you created classes for your departments).

Recommended Schedule: Monthly, quarterly, annually

Column Headings: Class, ROI, \$Sold, \$GP, %GP, \$AIC, \$EIC, TOC

Suggested Rankings: ROI, TOC.

#9 – Inventory – Early Season Cold Sellers

Level of Detail: Style by Season

Purpose: This report is a must if you're serious about managing your merchandise and cash flow. It can help you determine the overstocks and buying mistakes before the season is over. Depending on your product or industry, by mid-season you should be from 40% to 50% through your seasonal product. This report will sort your seasonal stock. Bring this on your next buying trip.

Retail Segment: All

Recommended Schedule: Monthly, quarterly, annually

Column Headings: Season, Style, DSOH, OH, Sold, \$Sold, \$TMD, \$OHMD, \$OOC

Suggested Rankings: DSOH, \$Sold.

#10 – Access Retail Management

Level of Detail: Class by Department (adjust to subclass, if necessary).

Purpose: This report helps you calculate Open to Buy and do detailed cash flow planning. If you don't plan ahead, you risk your hard-earned dollars getting eaten up in inventory and excessive markdowns. **Note:** Set the On Order Report Date Range to the following (next) month. For example, if it is May 1 and you are running the report for April 1 through April 30, set the On Order dates to May 1 through May 31.

Retail Segment: All

Recommended Schedule: Monthly

Column Headings: Department, Class, \$Sold, \$TMD (dollars marked down using pricing levels or price changes plus POS markdowns (\$MD + \$DISC), \$RcvR, \$RcvC, \$AdjR, \$TrIR, \$TrOR, \$PIVarRet, \$EIR, \$OODC

Suggested Rankings: Default

#11 – Access Future Orders

Purpose: Run this report for each of the next several months of future orders you have (up to 10). These numbers, combined with projected sales and markdowns, lead to planning your cash flow and inventory levels.

Retail Segment: All

Recommended Schedule: Monthly, quarterly – before buying trips.

Column Headings: Department, Class, \$OODC

Suggested Rankings: Default.

#12 – Cold Vendor Report

Level of Detail: Vendor

Purpose: This report shows you which vendors, in general, are not performing.

Retail Segment: All

Recommended Schedule: Monthly, end-of-season, annually.

Column Headings: Vendor Name, ROI, DSOH, \$Sold, \$GP, \$TMD, \$OHR, \$OHMD, \$OOC, \$AIC, \$AIC, RcvC

Suggested Rankings: ROI, \$TMD, DSOH(desc), \$Sold, \$GP

#13 – Store Transaction Analysis

Level of Detail: Store

Purpose: There are two good reasons to run this report. First, it lets you see if your employees are giving themselves and their friends big discounts, or if there are excessive voids. Second, it offers some perspective on what is really happening at POS. For example, it lets you monitor your average transaction during special promotions, after sales training, or after a new merchandise mix, and see whether your average receipt is less or more than you thought. This report gives you totals by store.

Retail Segment: All

Recommended Schedule: Daily or weekly, to look for employee theft; after seasonal merchandise changes or after special promotions, to monitor progress in transaction size.

Column Headings: Store, Tran, AvgTran, \$AvgTran, Voids, Sold, \$Sold, \$GP, %GP, DISC, \$DISC, MD, \$MD

Suggested Rankings: Default, \$AvgTran, Tran, Voids, \$DISC

#14 – Must Order by Size

Level of Detail: Vendor number, name, season, store, size.

Purpose: This report will show you what is in demand by size. This is a good report to run after a busy day or week during a period when it is possible to reorder current stock (not at the end of a season). It helps you determine what sizes you are running low on (items with more than 1 in the date range and with less than 14 days supply on hand).

Retail Segment: Seasonal merchandise or year-round for products with sizes.

Recommended Schedule: Daily, weekly (after busy days such as after the weekend).

Column Headings: Season, Vendor Name, Size, SizeC, Style, DSOH, Sold, \$Sold, MD, \$TMD, \$GP, BI, Rcvd, OH, OOD

Suggested Rankings: DSOH

#15 – Must Order by Style

Level of Detail: Vendor number, name, season, store, size, DSOH less than _____.

Purpose: This report is for items without sizes. It will show you what is in demand that you are about to run out of. Run this after a busy day or week during a period when it is possible to reorder current stock (not at the end of a season). It filters for items sold (more than 1 in the date range) with less than 14 days' supply on hand.

Retail Segment: Seasonal merchandise or year-round.

Recommended Schedule: Daily, weekly (after busy days such as after the weekend).

Column Headings: Vendor, Style, DSOH, Sold, \$Sold, MD, \$TMD, \$GP, BI, Rcvd, OH, OOD

Suggested Rankings: Sold, \$Sold, \$GP

#16 – On Hand by Size (Matrix Report)

Purpose: This report lets you review On Hand and Sold by Size in matrix layout. Run it by store to shift stock to stores moving higher volumes.

Retail Segment: All retailers using sizes.

Recommended Schedule: Bi-weekly, monthly.

Column Headings: Dept. Name, Class, Size, SizeC, Style, OH (by size), Sold (by size)

Suggested Rankings: Default

#17 – Inventory Overview (Matrix Report)

Purpose: This report lets you compare what you thought you had with an actual count. Scan through this report for variance; spot clerical errors (e.g., +1 size medium, -1 size large). This report utilizes the matrix feature which provides by size information along the horizontal axis.

Retail Segment: Anyone with sized products.

Recommended Schedule: After taking and posting a physical inventory.

Column Headings: Size, SizeC, Style, Dept. Name, PI, PIExp, PIVar

Suggested Rankings: PIVar, default

#18 – Store Performance

Level of Detail: Store

Purpose: This report lets you compare store performance in detail, including store-generated markdowns and discounts, and provides feedback for store and regional managers. It also can show whether your business might benefit from expanding in a particular area, closing a store, or moving better sales people to locations with better margins, and helps you target advertising dollars.

Retail Segment: More than four stores.

Recommended Schedule: After taking and posting a physical inventory.

Column Headings: Store, Sold, \$Sold, \$TMD, \$GP, %GP, \$GPOH, \$OHR, \$TSS, %TGP

Suggested Rankings: PIVar, default

#19 - Sales Profit Analysis

Level of Detail: Department

Purpose: This report is a simple summary of sales activity. It gives an at-a-glance look at the preceding period (usually a week) for units, revenue, and margin by department.

Retail Segment: All

Recommended Schedule: Weekly.

Column Headings: Sold, \$COGS, \$Sold, \$DISC, \$GP, %GP

Suggested Rankings: Department, \$Sold, Sold, \$GP

#20 - Markdown Analysis

Level of Detail: Department

Purpose: This report is a simple summary of sales and POS discount activity. It is similar to report #19, Sales Profit Analysis, but it includes the number of units marked down at the register in addition to the summary of units, revenue, and margin by department. It can be used to review overall cash register discount patterns to detect employee problems.

Retail Segment: All

Recommended Schedule: Weekly.

Column Headings: Sold, DISC, \$COGS, \$Sold, \$DISC, \$GP, %GP

Suggested Rankings: Department, \$Sold, Sold, \$GP

#21 - Inventory Valuation: Replacement Cost

Level of Detail: Department

Purpose: This report shows the value (units and dollars) of your inventory on hand.

Retail Segment: All

Recommended Schedule: Monthly.

Column Headings: Department, BI, AdjAct, EI, \$BIC, \$RcvC, \$COGS, \$AdjActC, \$EIC

Suggested Rankings: Department

#22 - Inventory Valuation: Retail

Level of Detail: Department

Purpose: This report shows the value (units and retail dollars) of your inventory on hand.

Retail Segment: All

Recommended Schedule: Monthly.

Column Headings: Department, BI, Rcvd, Sold, AdjAct, EI, \$BIR, \$RcvR, \$AdjActR, \$EIR

Suggested Rankings: Department

#23 - Inventory Valuation: Landed Cost

Level of Detail: Department

Purpose: This report shows the value (units and landed cost dollars) of your inventory on hand.

Retail Segment: All

Recommended Schedule: Monthly

Column Headings: Department, BI, Rcvd, Sold, AdjAct, EI, \$BILC, \$RcvLC, \$SoldLC, \$AdjLC, \$EILC

Suggested Rankings: Department

#24 - BI to EI Comparison (All OH/EI Transactions)

Level of Detail: Department, PLU

Purpose: This report shows the flow of what happened to an item from beginning inventory through sales, receiving, transfers, adjustments, and physical inventories, giving you an ending inventory result.

Retail Segment: All

Recommended Schedule: Monthly.

Column Headings: Department, PLU, BI, Sold, Rcvd, TrI, TrO, Adj, PIVar, EI

Suggested Rankings: Department

RMSA Reports

Report STAR reports #25-27 are RMSA reports. RMSA is a merchandise planning service. You can gain from the perspective of an outside expert that has years of experience with other clients. In other words, you benefit from the learning experiences of other retailers without having to make the mistakes yourself. The end result is better financial planning, which means more cash and fewer inventories at the end of the season. RMSA also helps you to understand how to achieve an increased cash flow, allowing you to reinvest your cash and reduce debt. By defining and focusing on what's important, you'll have a better bottom line...and more peace of mind.

The RMSA export is built into Report STAR in report #25. It will create a file in the RMSA folder that can be opened by the RMSA Freedom product and transmitted to the RMSA planning mainframe. Reports #26 and #27 are human-readable versions of the data in report #25.

➤ *If you are interested in using these reports, contact your CAM sales representative.*

#25 - RMSA Monthly Forecast and Galileo

This report creates a text file (RMSA.txt) and places it in the C:\Program Files\Retail STAR\RMSA directory on your computer (if you are using Retail ICE, it will be placed in the C:\Program Files\Retail ICE\RMSA directory). This is the file to be sent utilizing the telecommunications package RCOM/PC, which lets you send

and receive data from RMSA. You can get the software package directly from RMSA. However, if you have special communication needs or concerns, contact the Data Processing department at RMSA for more help.

1 Set the Main Report Date Range to the previous month; for example, in March 2003, set the *Begin Date* to **2/1/2003** and the *End Date* to **2/28/2003**.

2 If you work by period end rather than monthly, click in the *Use 4-5-4 Months* option box to report on order based on a four week month, a five week month, and another four week month. The actual end date varies depending on the month and is determined by NFR (National Federation of Retailers).

3 Be sure that all stores whose activity is reported to RMSA are included in the Selected Stores box on the Store tab.

4 Check the RMSA Setup Options (see RMSA Setup below).

5 Set any substitutions using RMSA Substitution Mapping (see Substitution Mapping below).

6 Click on the Report button or press <F11>. This creates the export file in the RMSA subfolder of your STAR/ICE directory (usually C:\Program Files\Retail Star\RMSA\RMSA.txt, or C:\Program Files\Retail ICE\RMSA\RMSA.txt if using Retail ICE).

7 In Freedom, copy the RMSA file from the STAR/ICE directory to your Freedom directory.

8 Select Update Freedom Data and click in the *To Date* radio button next to all categories. Enter the last date of the month in the *Data Thru* edit box and click on the Process Update button.

9 Select Connect Icon at the bottom of the Freedom menu and log in.

10 Upload your data.

➤ *For additional help, contact your RMSA representative.*

Following is a sample layout:

```

$$ARS                                0401
123456123401 100 1 SAL0.00
123456123401 100 1 INV0.00
123456123401 100 1 EOM0.00
123456123401 100 1 MKD0.00
123456123401 100 1 AMK0.00
123456123401 100 1 TIR0.00
    
```

```

123456123401 100 1 TOR0.00
123456123401 100 1 RCC0.00
123456123401 100 1 RCR0.00
123456123401 100 1 C010.00
123456123401 100 1 R010.00
123456123401 100 1 C020.00
123456123401 100 1 C030.00
123456123401 100 1 C040.00
123456123401 100 1 C050.00
123456123401 100 1 C06474.32
123456123401 100 1 C071469.16
123456123401 100 1 C080.00
123456123401 100 1 C09185.78
123456123401 100 1 C100.00
123456123401 100 1 R020.00
123456123401 100 1 R030.00
123456123401 100 1 R040.00
123456123401 100 1 R050.00
123456123401 100 1 R061610.24
123456123401 100 1 R074887.32
123456123401 100 1 R080.00
123456123401 100 1 R09578.00
123456123401 100 1 R100.00
    
```

\$\$RMSSEND

Transaction Types (Monthly Forecast)

All figures are at retail unless otherwise noted:

SAL - Sales

INV - Beginning of Month inventory for the reporting month

EOM - End of Month inventory for the reporting month

MKD - Markdowns (a negative value for this transaction indicates a net Markup)

AMK - Additional markups

CBR - Chargebacks at retail (vendor returns, purchases returned)

TIN - Transfers In

TOU - Transfers Out

TFR - Can be used instead of TIN or TOU; a negative number is a transfer out and a positive number is a transfer in

RCR - Receiving at retail

RCC - Receiving at cost

R01 - On Order at retail for the current reporting month

R02 - On Order at retail, month 02

R03 - On Order at retail, month 03

R04 - On Order at retail, month 04

R05 - On Order at retail, month 05

R06 - On Order at retail, month 06

R07 - On Order at retail, month 07

R08 - On Order at retail, month 08

R09 - On Order at retail, month 09

R10 - On Order at retail, month 10

C01 - On Order at cost for the current reporting month

C02 - On Order at cost, month 02

C03 - On Order at cost, month 03

C04 - On Order at cost, month 04

- C05 - On Order at cost, month 05
- C06 - On Order at cost, month 06
- C07 - On Order at cost, month 07
- C08 - On Order at cost, month 08
- C09 - On Order at cost, month 09
- C10 - On Order at cost, month 10

Multiple records for the same class will be accumulated.

Each Monthly Forecast file must begin with a system header followed by customer transaction records along with a trailer record ending the file. The layouts for the header, trailer, and transaction records are as follows:

Header Record (Monthly Forecast)

From	Thru	Length	Justify	Type	Presence	Contents
1	2	2	Left	Alpha	Mandatory	Value: “\$\$”
3	5	3	Left	Alpha	Mandatory	Value: “ARS”
6	69	64				Blank
70	73	4	Left	Alphanumeric	Mandatory	Reporting Date, Format: MMY
74	80	7				Blank

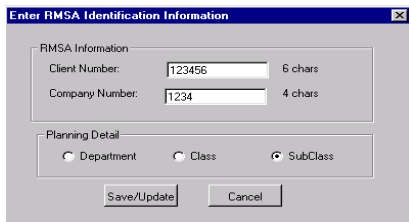
Trailer Record (Monthly Forecast)

From	Thru	Length	Justify	Type	Presence	Contents
1	2	2	Left	Alpha	Mandatory	Value: “\$\$”
3	8	6	Left	Alpha	Mandatory	Value: “RMSSEND”
9	80	72				Blank

Each record ends with a carriage return and line feed character (CRFL), 0D0A hex.

RMSA Setup

When this option is first accessed, this window displays. This window can also be opened by clicking on Options on the title bar and selecting RMSA Setup from the drop-down list.



1 Enter your six-digit client number in the *Client Number* edit box.

2 Enter your four-digit client number in the *Company Number* edit box.

3 Under Planning Detail, click to select the appropriate radio button:

- *Department* - Your Retail STAR/ICE department is exported as your RMSA class; your RMSA department is exported as blank spaces.
- *Class* (default) - This assumes that, in general, your Retail STAR/ICE classes equate to your RMSA planning classes. STAR/ICE departments will export as RMSA departments, and STAR/ICE classes will export as RMSA classes.
- *SubClass* - Your Retail STAR/ICE class is exported as your RMSA department; your Retail STAR/ICE subclass is exported as your RMSA class.

4 Click on the Save/Update button to save the information, or click on the Cancel button to cancel your entries. The Enter RMSA Identification Information window closes.

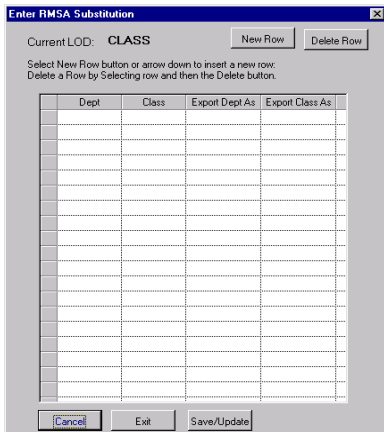
Substitution Mapping

In some cases, Retail STAR/ICE classes are combined for RMSA planning, and you must set up a substitution mapping. For example, suppose you have three Retail STAR/ICE classes in department 40 - Menswear (402 - Jackets, 403 - Blazers, and 404 - Special Orders). Now you want them to export to RMSA planning class 400 - Jackets in RMSA department 4. You need to set up three mappings as follows.

<u>Dept</u>	<u>Class</u>	<u>Export Dept As</u>	<u>Export Class As</u>
40	402	4	400
40	403	4	400
40	404	4	400

To do this:

1 Click on Options on the title bar, then select RMSA Substitution from the drop-down list.



2 Click on the New Row button. An arrow displays to the left of the first row under the Dept column. Click in the first cell and select the department from the drop-down list that displays.

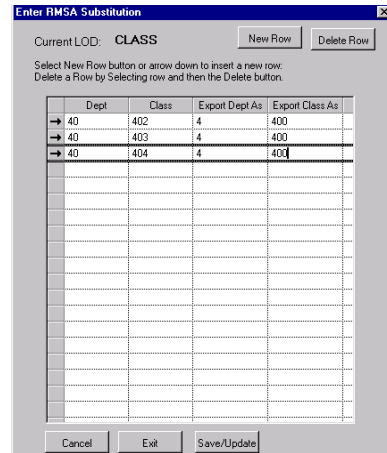
3 Click in the first row under Class, then click on the down arrow button and select the class from the drop-down list.

4 Click in the first row under Export Dept As and enter the RMSA department.

5 Click in the first row under Export Class As and enter the RMSA class.

6 Click on the New Row button and repeat Steps 2-5 as needed.

If you enter the mapping as in the example, the data from 402, 403, and 404 will be included in RMSA planning system class 400.



Additional Options

Button	Description
Delete Row	To delete a row, click on the arrow to the left of the Dept column and click on the Delete Row button.
Cancel	Cancels your entries and closes the Enter RMSA Substitution window.
Exit	Close the Enter RMSA Substitution window.
Save/Update	Saves your entries in the Enter RMSA Substitution window.

► *If you are a RMSA customer that does not use departments, leave the Dept column blank. To map items that have a STAR/ICE department but no class, leave the Class column blank.*

#26 - RMSA Class Activity By Store

This report provides performance for the month, by store and by class, as well as a total of future orders for each category.

- Be sure to select all stores you want included in the report on the Stores tab.
- Update the Main Report Date Range to encompass the entire preceding month.

- Set the On Order Report Date Range to encompass the future ten (10) months.

#27 - RMSA 10 Month On Order By Class

This produces a report of month by month, by store, by class, dollars on order at cost for each of the next ten months.

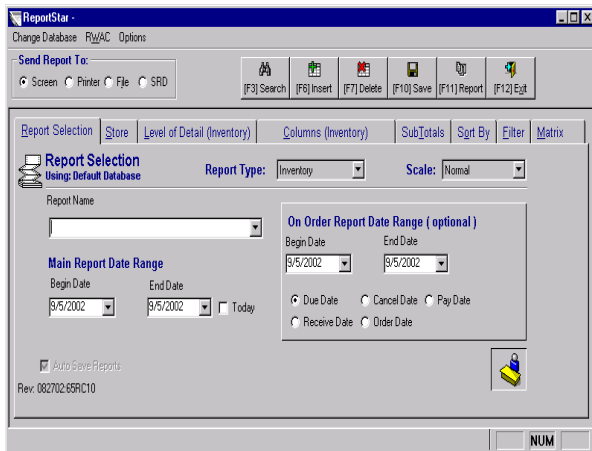
- Be sure to select all stores you want included in the report on the Stores tab.

- Choose a Begin Date of the first day of the current month, then click on the Save button or press <F10>.

Displaying and Printing Standard Reports

To display and/or print any of the standard reports:

- 1 From the Reports submenu, click on Report STAR.



- 2 Accept the report displaying to the *Screen*, or click on the *Printer*, *File*, or *SRD* radio button under Send Report To.

- 3 Click in the *Report Name* combo box and enter the report name, or click on the down arrow button and select the report from the list that displays.

- 4 Click on the Report button or press <F11>.

- If you selected to send the report to the *Screen*, the report displays on your screen. Once displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.
- If you selected to send the report to the *Printer*, the report prints directly to your printer.
- If you selected to send the report to a *File*, a Save Report Template dialog box displays. After entering a file name, click on the down arrow button in the *Save as type* combo box and make a selection from the drop-down list that displays:

- .RPT - Report Exports
- .CSV - Comma Separated - Excel Format
- RMSA Monthly Forecast
- RMSA Galileo Format

Click on the Save button, and the report is saved to your

Retail STAR or Retail ICE directory. For example, you could save a report as a .CSV file, then open the file in Excel and create a chart from the data for a visual representation.

- If you selected to send the report to the *SRD* database, tables are created that can be imported into Excel or Access. Refer to Appendix G - Printing Report STAR Reports to SRD for information on using this feature.

You also have the option to select a standard report and change the date range, report type, and scale. Refer to the next section, “Creating, Displaying, and Printing Custom Reports,” for further detail.

- 5 Click on the Exit button or press <F12> to close the Report STAR option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the currently selected report. The prompt, “Are you sure you want to delete report ‘xxxxx’?” displays. Click Yes to delete the report or No to keep the report. If you click Yes, the prompt, “Report ‘xxxxx’ has been Deleted!” displays. Click on the OK button to continue.
<F10> Save	Saves the current report. When the prompt, “Report has been saved” displays, click on the OK button to continue.

Creating, Displaying, and Printing Custom Reports

As you create your own custom reports, you will define the report names, select the store(s) to report on, and define the level of detail and types of column information to include in the reports. The reports can include subtotals, the report detail can be sorted, you can filter the report detail down to very low levels, and you can create matrix-style reports.

There are various report types to select from when creating your custom reports. When you select a report type, the Level of Detail and Columns tabs change to reflect your selection. The selection criteria in each of those screens also changes as applicable to the type of report you selected. You can also scale how the figures display as shown below.

Report Type	Description
Inventory	Usual or inventory-only based reports
Period	Matrix with 13 user-defined period dates across top of report
Customer	\$ by ZIP, state, or name
Employee	Sales tied to employee and inventory
PO’s	List of PO status by dates

Report Scale

Selection	Displays as (example)
Normal	225,475.82
Whole Numbers	225,476.00
(1:10)	225,476
(1:100)	22,548
(1:1000)	2,255

You will use the following screens to create your reports:

Report Selection - Defines where to send the report (screen, printer, or file), the report name, and date ranges.

Store Selection - Specifies the store(s) that will be included in the report. You must select at least one (1) store.

Level of Detail - Defines the level of detail to include in the report (e.g., color, department, size, style, vendor). You must select at least one (1) level of detail.

Column Selection - Specifies the calculated fields to display in the report (e.g., beginning inventory, cost of goods sold, gross profit). You must select a least one (1) column.

SubTotals (Optional) - Defines where you want the report to break and display subtotals.

Sort By (Optional) - Sorts report detail by Level of Detail and Column selections. You can sort in ascending or descending order.

Filter (Optional) - Lets you “drill down” your report detail to very low levels. Refer to the examples shown under the Filter heading.

Matrix Selection - Defines the X (horizontal) axis and Y (vertical) axis and lets you select the column(s) to put in the middle of the matrix.

Time Slice - Lets you customize the length of a period in number of days and specify a percent change at which to display sales in different colors based on variance.

Report Selection

The Report Selection screen is used to define where you want the report sent (screen, printer, or file), the report name, and the report’s date range. It is also used when creating an On Order Report (see note below).

To define the Report Selection criteria:

1 From the Reports menu, click on Report STAR. The Report Selection screen displays. The Send Report To option is defaulted to *Screen*, and the *Begin Date* and *End Date* fields are defaulted to the current date.

2 Accept the Send Report To default of *Screen*, or click on the applicable radio button to send the report directly to the *Printer* or to a *File*. Click on the *SRD* radio button to create tables that can be imported into Excel or Access.

➤ *SRD is designed to be a source of data for other tables or reports. It is NOT supposed to match the data that displays on the screen. If you want an exact replica of the data, save it to a .csv file to read in Excel.*

3 Click on the Insert button or press <F6>. The cursor displays in the *Report Name* combo box.

4 Enter the name that you are assigning the report.

5 Accept the *Begin Date* and *End Date* displayed, or click in the applicable combo box and enter a new date (e.g., MM/DD/YYYY). You can also select dates by clicking on the down arrow buttons to display calendars.

6 Click in the *Today* option box to set the *End Date* to the current date. A second combo box will display under the *Begin Date* combo box. This second box sets the begin date relative to the end date. Click on the

down arrow button and select from End Date, 1 Day, 2 Days, 7 Days, 30 Days, Start of Week, First of Month, or Previous Month from the drop-down list. For example, if you want a week's worth of current data, select 7 Days.

7 Accept the *Report Type* of Inventory, or click on the down arrow button and make a selection from the drop-down list that displays: Period, Customer, Employee, or PO's.

8 When you are ready to continue, click on the Store Selection tab.

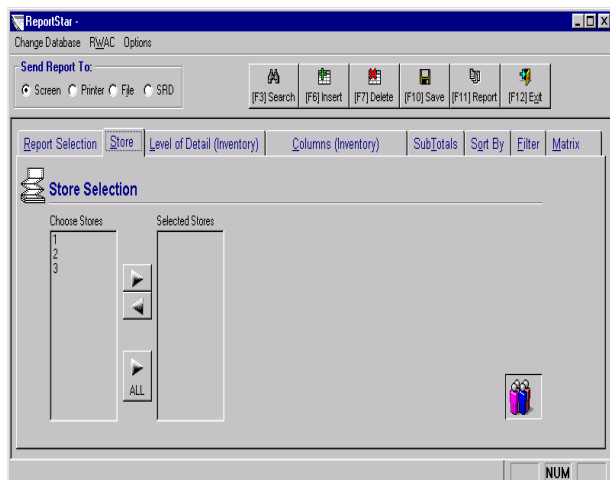
➤ **On Order Reporting - The On Order Report shows you what is on order for the next three (3) business months. You might consider creating this report with \$ Sold, Sold (units), setting the forward date range, then selecting your on order detail based on the PO Due Date, Cancel Date, Order Date, or Pay Date.**

➤ **If you enter today's date in the Begin Date and End Date combo boxes for a PO's type report, be sure to select the Order Date radio button.**

➤ **Period type reports must have 13 equal periods, whether they be days, weeks, or custom periods. In order for the number of days/weeks/etc. to be evenly divisible by 13, the Begin Date or End Date will adjust so there will be 13 equal periods.**

➤ **The Auto Save Reports option box is defaulted always to save your report once it has been printed. If you create a report and do not print it, it will not be saved. At any time during the process of creating a report you can select to save it by clicking on the Save button or pressing <F10>.**

Store Selection



The Store Selection screen is used to select the store or stores whose information will be included in your report. You must select at least one store.

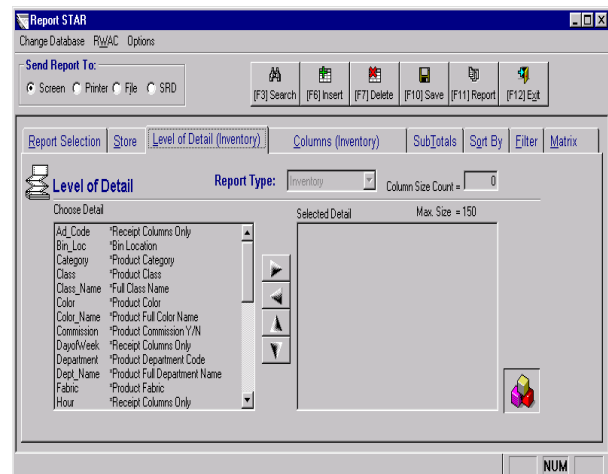
To select the store(s):

1 Double-click on the store number in the Choose Stores list box, or click on the store number and then click on the right arrow button to place your selection in the Selected Stores list box.

➤ **To move a selection from the Selected Stores list box back to the Choose Stores list box, click on the store number, then click on the left arrow button.**

2 Once store selections are complete, click on the Level of Detail tab.

Level of Detail



The Level of Detail screen is used to select the level of detail to include in your report. You can select one or multiple types of detail from the Choose Detail list box (use the scrollbar to view all detail types available).

The selections you make here plus the selections that you will make in the Column Selection screen cannot exceed the maximum report size of 150 characters. As you make your selections, the Column Size Count box displays the number of characters used.

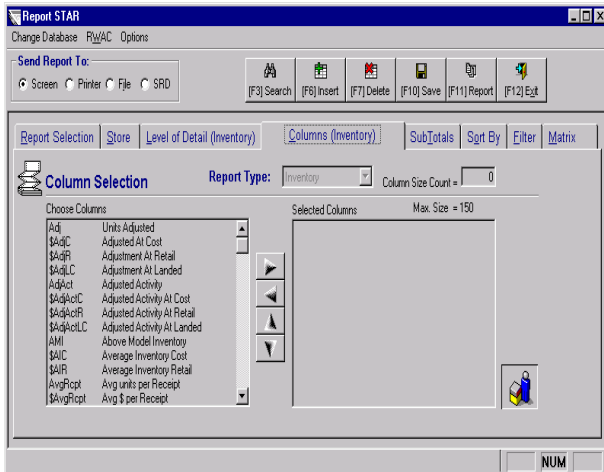
To select the level of detail:

1 Double-click on your selection in the Choose Detail list box, or click on your selection and then click on the right arrow button to place the selection in the Selected Detail list box. The order in which you select the detail will be the same order it displays on your report. If you want to change the order, click on the detail name in the Selected Detail list box, then click on the up and down arrow buttons to position the names in the list.

➤ *To move a selection from the Selected Detail list box back to the Choose Detail list box, click on the detail name, then click on the left arrow button.*

2 Once all selections are complete, click on the Columns tab.

Column Selection



The Column Selection screen is used to select additional column types of information to include in your report. You can select one or multiple types of columns from the Choose Columns list box (use the scrollbar to view all column types available). The selections you make here plus the selections you made in the Level of Detail screen cannot exceed the maximum report size of 150 characters. As you make your selections, the Column Size Count box displays the number of characters used. Notice that your Level of Detail selections display in the Selected Columns list box. To view a description, click on the name in the Choose Columns list to highlight it, then right-click. Click on the Close button or press <Esc> to close the description window.

➤ *The Line column adds a line to the report for manual notes.*

➤ *You cannot create an SRD report using any columns containing a space in their names (e.g., Short Desc).*

To select the columns:

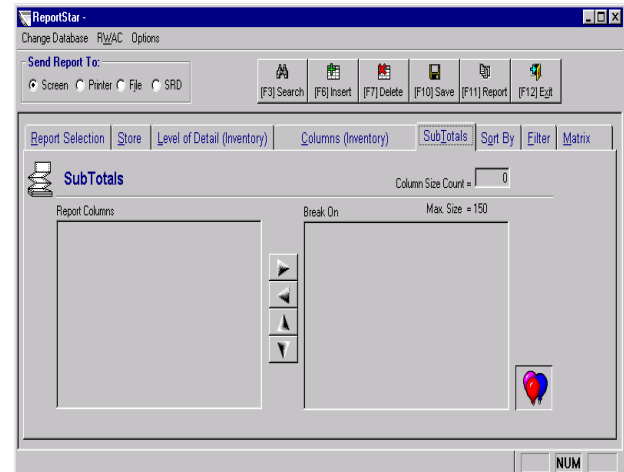
1 Double-click on your selection in the Choose Columns list box, or click on your selection and then click on the right arrow button to place your selection in the Selected Columns list box. The order in which you select the column will be the same order it displays on your report. If you want to change the order, click on the column name in the Selected Column list box, then

click on the up and down arrow buttons to position the names in the list.

➤ *To move a selection from the Selected Columns list box back to the Choose Columns list box, click on the column name, then click on the left arrow button.*

2 Once all selections are complete, click on the SubTotals tab.

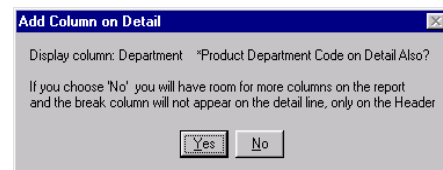
SubTotals



The SubTotals screen is used to define where you want your report to break with a subtotal line. Certain selections (e.g., Department or UPC) use significant amounts of space on your report. When you select one of these types of columns to break on, a message displays.

1 Click on the column name under Report Columns, then click on the right arrow button to move it to the Break On list.

2 A message similar to the following displays.

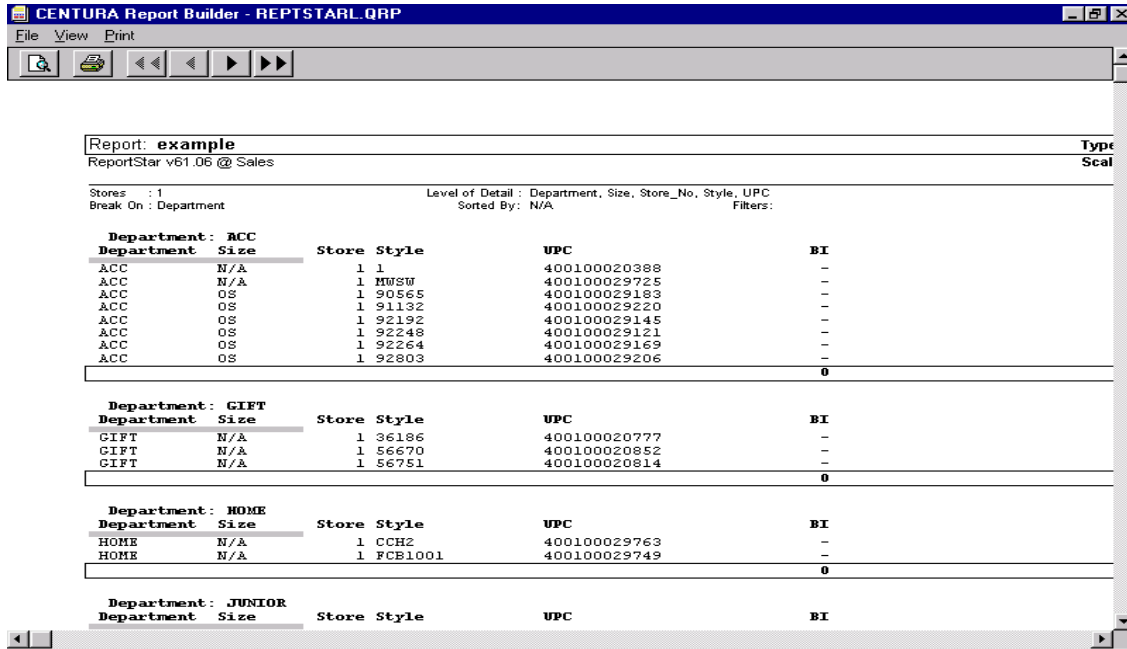


- If you want the subtotal line displayed at the detail level, click on the Yes button.
- If you want the subtotal line to display only in the header and not at the detail level, click on the No button.

Refer to the following examples:

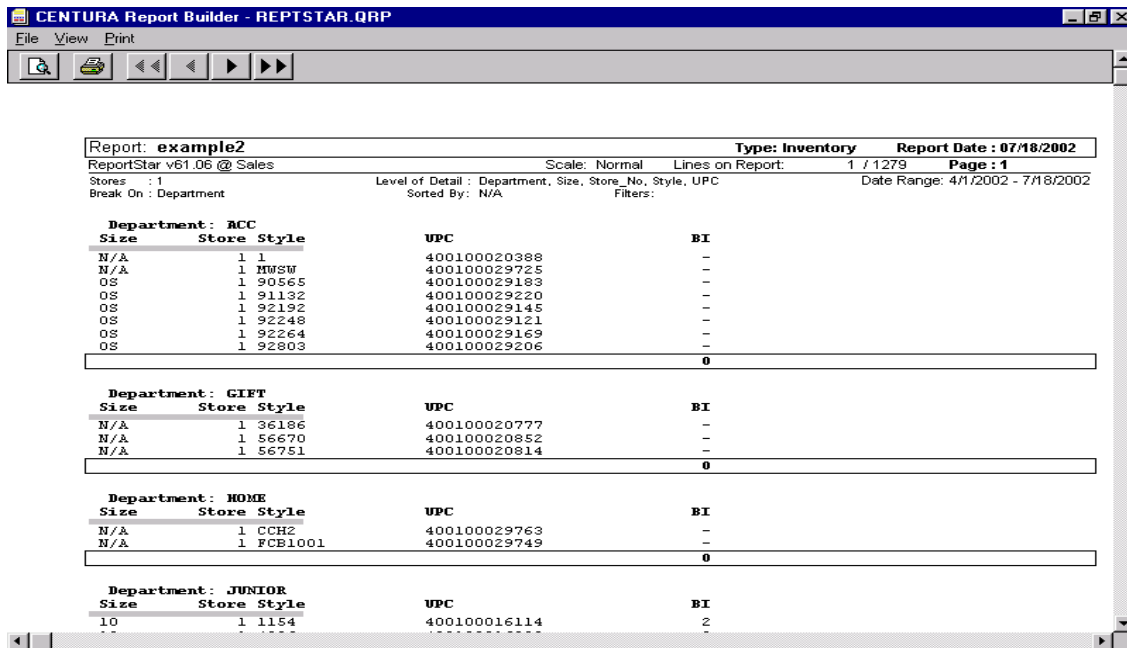
- On the Level of Detail tab, select *Department, Size, Store_No, Style, and UPC*
- On the Columns tab, select *BI*
- On the SubTotals tab, select *Department*

EXAMPLE 1 – If you answer “Yes” to the message, the report detail displays as follows:



Notice that the Department numbers are at the header and detail level.

EXAMPLE 2 – If you answer “No” to the message, the report detail displays as follows:



Notice that the Department numbers are at the header level only and additional space is now available if you want to add other Level of Detail or Column selections.

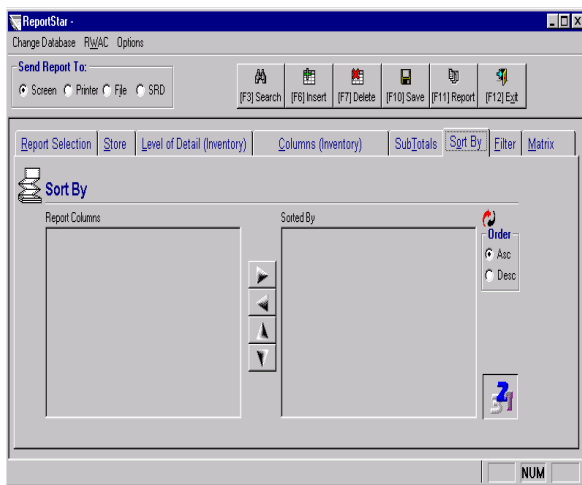
To define subtotals:

1 Double-click on your selection in the Report Columns list box (or click on the selection then click on the right arrow button) to place the selection in the Break On list box.

➤ *To move a selection from the Break On list box back to the Report Columns list box, click on the column name, then click on the left arrow button.*

2 Once all subtotals are selected, click on the Sort By tab.

Sort By



The Sort By screen is used to select the detail sorting order. In addition to sorting by the Level of Detail and Column selections, you can sort in ascending or descending order.

To define sorting criteria:

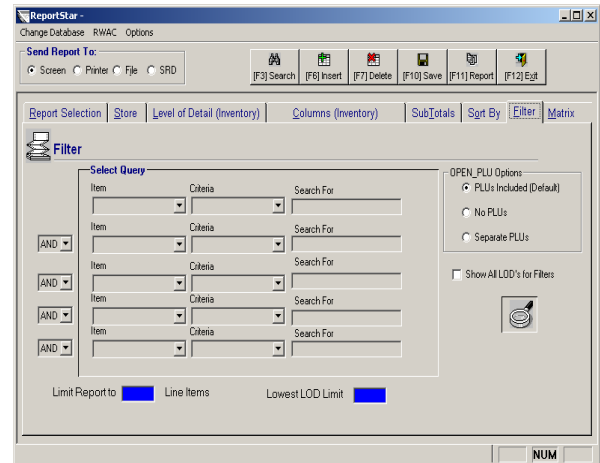
1 Double-click on your selection in the Report Columns list box, or click on the selection and then click on the right arrow button to place the selection in the Sorted By list box. One or multiple selections can be made.

➤ *To move a selection from the Sorted By list box back to the Report Columns list box, click on the column name, then click on the left arrow button.*

2 The sorting order is defaulted to sort in ascending (Asc) order. If you want to sort in descending order, click on the Desc radio button under Order.

3 Once all sorting selections are complete, click on the Filter tab.

Filter



The Filter screen allows you to define further your report detail to meet very specific filtering criteria. You will enter *Item*, *Criteria*, and *Search For* information. The drop-down lists in the *Item* and *Criteria* combo boxes display your selections from the Level of Detail screen. You can define up to five (5) levels of filtering.

To define each level of filter criteria:

1 In the *Item* combo box, click on the down arrow button and make a selection from the drop-down list.

2 In the *Criteria* combo box, click on the down arrow button and make a selection from the drop-down list. Selections include Equals, Greater Than, In, Less Than, Like, Not Equal To, Not Greater Than, and Not Less Than.

3 In the *Search For* edit box, enter the applicable information.

➤ *The Search For edit box is case sensitive.*

4 In the *Limit Report to* edit box, enter the specific number of lines to print if applicable. For example, enter the number **10** if you only want the first ten lines of the filtered information to print.

5 In the *Lowest LOD Limit* edit box, enter the specific number of lines to print for each LOD if applicable. For example, enter the number **5** if you only want the first five lines for each level of detail to print.

6 You can also include *Open PLUs*, *No PLUs*, or *Separate PLUs* on your report by clicking on the applicable radio button under OPEN PLU Options.

7 Click in the *Show All LOD's for Filters* option box to select it to display all levels of detail in the *Item* drop-down list, not just the ones you selected.

Examples:

Filtering at One Level

a) Filter a report to include detail on department 12.

Item entry = Department
Criteria entry = EQUALS
Search For entry = 12

b) Filter a report to include detail on classes 200, 300, and 500 only.

Item entry = Class
Criteria entry = IN
Search For entry = 200', '300', '500

(Note that single quotation marks must be used, and the first and last single quotation marks are omitted).

c) Filter a report to include detail on departments beginning with "Sh," such as Shoes and Shirts.

Item entry = Department
Criteria entry = LIKE
Search For entry = Sh

(The wildcard character (%) can be used to include all departments containing the letters "AI," such as PAINT and RAINGEAR, by entering %AI% as the *Search For* entry).

d) Filter a report to include every department except department 12.

Item entry = Department
Criteria entry = NOT EQUAL TO
Search For entry = 12

e) Filter a report to show the number of units sold if that number is greater than or equal to 40.

Item entry = Sold
Criteria entry = NOT LESS THAN
Search For entry = 40

f) Filter a report to show the number of units sold if that number is less than or equal to 40.

Item entry = Sold
Criteria entry = NOT GREATER THAN
Search For entry = 40

Filtering at Two Levels

a) Filter a report to include data for the specific vendor named Alpine and in department named 12.

Level 1

Item entry = Vendor_Name
Criteria entry = EQUALS
Search For entry = Alpine
 Select the *And* option

Level 2

Item entry = Department
Criteria entry = EQUALS
Search For entry = 12

b) Filter a report to include UPCs between 400000200000 and 400000200100.

Level 1

Item entry = UPC
Criteria entry = GREATER THAN
Search For entry = 400000200000
 Select the *And* option

Level 2

Item entry = UPC
Criteria entry = LESS THAN
Search For entry = 400000200100

Filtering at Three Levels

a) Filter a report to have multiple *And* or *Or* statements, such as to include detail for only items in the departments 12 or 15 and for which than 100 units have been sold.

Level 1

Item entry = Department
Criteria entry = EQUALS
Search For entry = 12
 Select the *Or* option

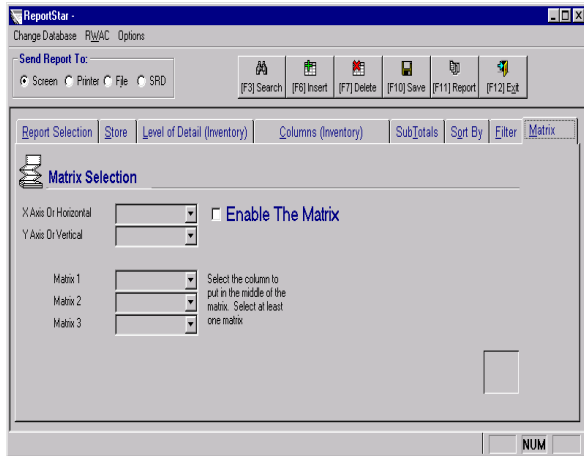
Level 2

Item entry = Department
Criteria entry = EQUALS
Search For entry = 15
 Select the *And* option

Level 3

Item entry = Sold
Criteria entry = GREATER THAN
Search For entry = 100

Matrix Selection

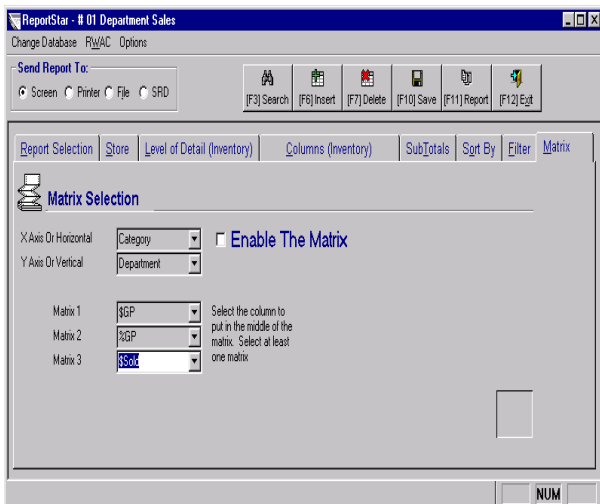


The Matrix Selection screen allows you to create a matrix style report with an X (horizontal) axis and a Y (vertical) axis. You can select the column(s) to put in the middle of the matrix.

The sample matrix report below was created with the following criteria:

- **Store Selection** - 1, 2, and 3
- **Level of Detail** - Style and UPC
- **Columns** - OH (on hand), \$OHC (dollars on hand at cost), \$OHR (dollars on hand at retail)
- **SubTotals** - none
- **Sort By** - none
- **Filter** - Filtered to find one (1) product style

Once the criteria are set up and the report is saved, define the X and Y axis values and make at least one column selection from Matrix 1, Matrix 2, and/or Matrix 3.



When you print the Matrix report without selecting the *Enable The Matrix* option box, the report detail displays as follows:

Style	UPC	OH	\$OHC	\$OHR
92020	400100019245	5	795.00	1,399.95
		5	795.00	1,399.95

When you print the Matrix report, select the *Enable The Matrix* option box, and set up Matrix 1 (\$OHC), the report detail displays as follows:

\$OHC		UPC	92020	Total
		400100019245	795	795
Style	UPC	OH	\$OHC	
		5	795.00	

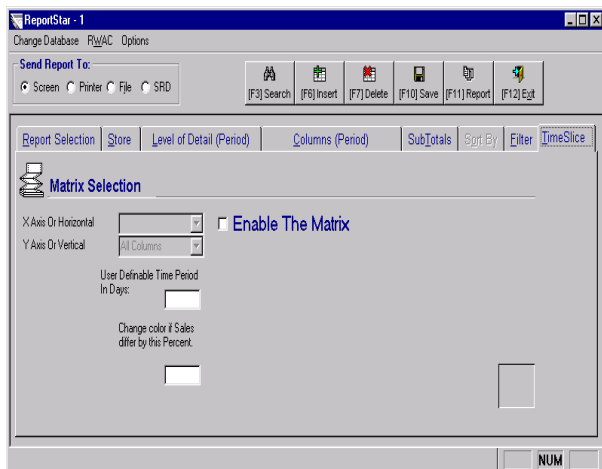
When you print the Matrix report, select the *Enable The Matrix* option box, and set up Matrix 1 (\$OHC) and Matrix 2 (OH), the report detail displays as follows:

\$OHC		UPC	92020	Total
		400100019245	795	795
OH	400100019245	5	5	
Style	UPC	OH	\$OHC	
		5	795.00	

When you print the Matrix report, select the *Enable The Matrix* option box, and set up Matrix 1 (\$OHC), Matrix 2 (OH), and Matrix 3 (\$OHR), the report detail displays as follows:

\$OHC		UPC	92020	Total
		400100019245	795	795
OH	400100019245	5	5	
\$OHR	400100019245	1400	1400	
Style	UPC	OH	\$OHC	\$OHR
		5	795.00	1,399.95

Time Slice



This tab is available if you select or insert a Period report type.

The Time Slice screen lets you specify the number of days per time period to show on the report. Thirteen periods will display with a default period length of 30 days. By changing the number of period days, your 13 periods can be of any size you like.

For example, if you want to view sales for the past 13 weeks, enter **7** in the *User Definable Time Period In Days* box. Your report will show 13 weekly periods based on the begin and end dates you indicated on the Report Selection tab. If you want to view sales in 90 day periods (such as a season), enter **90** and the report will show thirteen 90-day periods based on the begin and end dates you supply.

Time Slice can also display sales figures in different colors to show variance by a percent you specify. If the value increases by 10% or more, it displays in green; if it decreases by 10% or more, it displays in red.

To define the Time Slice criteria:

1 In the *User Definable Time Period In Days* box, enter the number of days you want each period to contain.

2 In the *Change color if Sales differ by this Percent* box, enter the percent of variance (10% or greater) at which you want the figures to display in different colors. For example, for 25%, enter **25**.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the currently selected report. The prompt, "Are you sure you want to delete report 'xxxxx'?" displays. Click Yes to delete the report or No to keep the report. If you click Yes, the prompt, "Report 'xxxxx' has been Deleted!" displays. Click on the OK button to continue.
<F10> Save	Saves the current report. When the prompt, "Report has been saved" displays, click on the OK button to continue.

Displaying, Printing, or Sending the Report to a File

In the Report Selection section, you defined where you want the report sent to (*Screen*, *Printer*, or *File*).

1 Click on the Report button or press <F11>.

- If you selected to send the report to the *Screen*, the report displays on your screen. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.
- If you selected to send the report to the *Printer*, the report prints directly to your printer.
- If you selected to send the report to a *File*, a Save Report Template dialog box displays to allow you to define the file name and location for saving your report.

➡ *If you make any changes to a report template, be sure to save the report with a new name in order to prevent overwriting the original template.*

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Stop Now button that displays in this window.

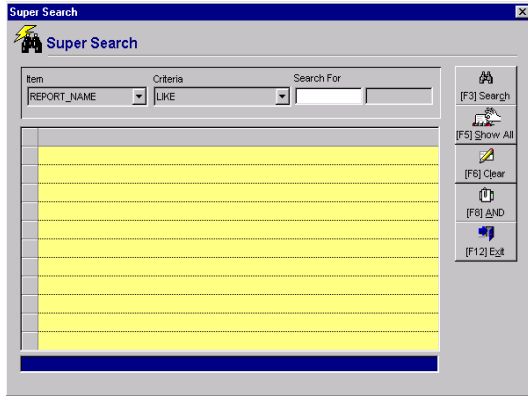


2 Click on the Exit button or press <F12> to close the Report STAR option and return to the main menu.

➡ *Refer to Appendix F - Product Scorecard and Appendix G - Printing Report STAR Reports to SRD for more ways to use Report STAR data.*

Searching for Reports

Click on the Search button or press <F3>. The Super Search window displays.



You can display all reports in the system by clicking on the Show All button or pressing <F5>.

To search for a specific report:

- 1 Accept the default field name displayed in the *Item* combo box, or click on the down arrow button and select another field name from the drop-down list.
- 2 Accept the default field displayed in the *Criteria* combo box, or click on the down arrow button and select another item from the drop-down list.
- 3 Determine your *Search For* criteria following the example below. As you define your criteria, your commands are displayed at the bottom of the screen.

➤ *The Search For edit box is case sensitive.*

- 4 Click on the Search button or press <F3>.
- 5 Once the search results are displayed in the grid, double-click on the applicable item to display it on the Report Selection tab of Report STAR.

Example 1: To search for all reports with names beginning with Store, follow the steps below.

- 1 In the *Item* combo box, select **REPORT_NAME**.
- 2 In the *Criteria* combo box, select **LIKE**.
- 3 In the *Search For* edit box, enter **Store**.
- 4 Click on the Search button or press <F3>. The Search results display in the grid.

The formula “REPORT_NAME LIKE ‘STORE%’” displays at the bottom of the window.

Example 2: To search for all reports within the date range 6/1/2003 - 6/30/2003, follow the steps below.

- 1 In the *Item* combo box, select **BEGIN_DATE**.
- 2 In the *Criteria* combo box, select **EQUALS**.
- 3 In the *Search For* edit box, enter **2003-06-01**.
- 4 Click on the And button or press <F8>.
- 5 In the *Item* combo box, select **END_DATE**.
- 6 In the *Criteria* combo box, select **EQUALS**.
- 7 In the *Search For* edit box, enter **2003-06-30**.
- 8 Click on the Search button or press <F3>. The search results display in the grid.

The formula “BEGIN_DATE = 2003-06-01 AND END_DATE = 2003-06-30” displays at the bottom of the window.

Additional Function Key Options

Function Key	Description
<F6> Clear	Clears the search criteria fields.
<F12> Exit	Closes the Super Search window.

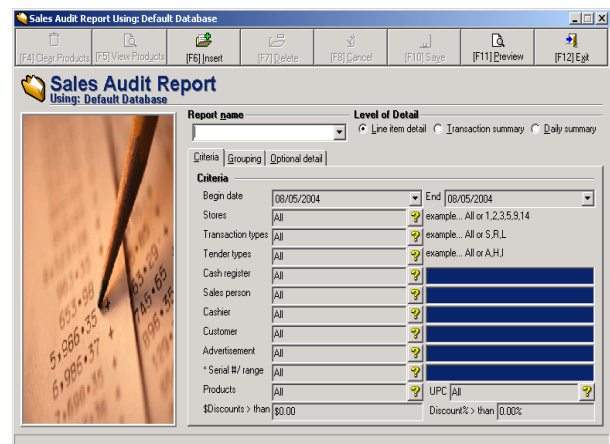
SALES AUDIT

The Sales Audit option is used to create a report that provides oversight and review of sales activity. It allows you to audit POS transactions including payment method, customers, taxes, and credit card information. This report can be helpful in checking for theft of cash from the drawer at POS. The report contains several default fields as well as optional detail fields, and you can produce it at a particular level of detail and for a date range. It can also be grouped as you specify.

➤ *Use this report as a tool for auditing receipts, not to reconcile sales. Use the Register Summary report to determine sales.*

To create a Sales Audit Report:

- 1 From the Reports submenu, click on Sales Audit.



2 In the *Report name* combo box, enter a name for the report to save as a template with your specified criteria. Reports you predefine, name, and save will appear here in the drop-down list for you to select or edit as necessary. Right-click the mouse in the field to display a pop-up menu allowing you to save or delete the template name.

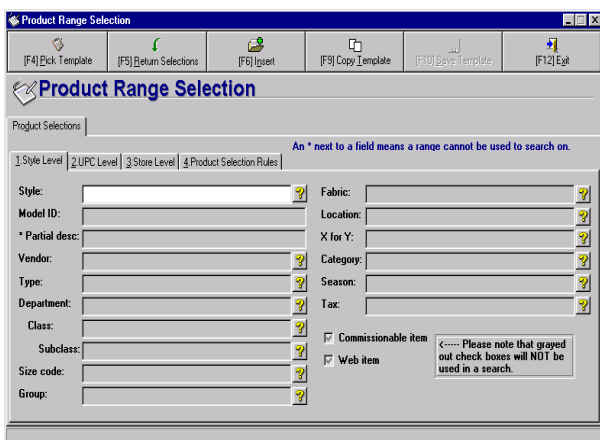
3 Under Level of Detail, click on the appropriate radio button: *Line item detail* (default - receipt line detail shown), *Transaction summary* (receipt level of detail only - all lines summed to receipt total), or *Daily summary* (all columns summed to daily total for given day/date).

4 The Criteria tab is used to define the information you want included in the report.

➤ The *Begin date* and *End* combo boxes default to the current date. Accept the dates displayed, enter new dates for the range to include in the report (e.g., MM/DD/YYYY), or click on the down arrow buttons to display a calendar to help you select the dates.

➤ The *Stores*, *Transaction types*, *Tender types*, *Cash register*, *Sales person*, *Cashier*, *Customer*, *Advertisement*, and *Serial #/range* combo boxes default to All. Accept the defaults, or click in the boxes and enter specific data or ranges of data to include in the report. Click on the “?” button at the end of each combo box to display selection lists or search screens to help you define the criteria.

5 *Products* defaults to All. Click on the “?” button to display the Product Range Selection window.



6 Note that there are four tabs on the Product Range Selection window: Style Level, UPC Level, Store Level, and Product Selection Rules. The first three of these tabs are displayed in order by how the product information is to be queried to produce a result of products to select.

➤ *Read the Product Selection Rules tab for important information on building a range search.*

7 All of the fields on the Style Level, UPC Level, and Store Level tabs are editable to allow entry of either one, several, a range, or a combination of criteria to query on (however, fields designated with an asterisk (*) cannot accept a range). For instance, say you want to query on vendors 001, 005, and 010 through 100. Entering **001,005,010-100** in the *Vendor* field would produce a result of products for vendors 001 and 005 and any vendors between and including 010 and 100.

➤ *If a “?” button displays at the end of a field, you can click on it and search for the field criteria.*

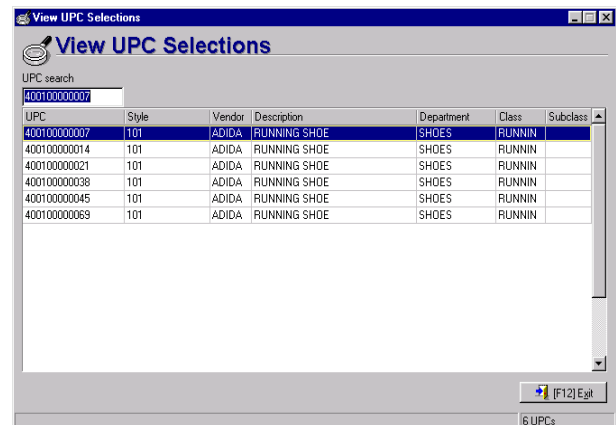
8 The *Commissionable Item* and *Web Item* option boxes display on the Style Level tab and are initially grayed out. This means that these items will not be included in the search. If you want commissionable and/or web items to be included in the search, click in the appropriate option box to activate it.

9 Enter a style or other criteria, then click on the Return Selections button or press <F5>. The *Products* field will show Product Selections.

➤ *Once you save a product selection as a template, you must click on the Cancel Changes button or press <F8> on the Product Range Selection screen if you want to change the template.*

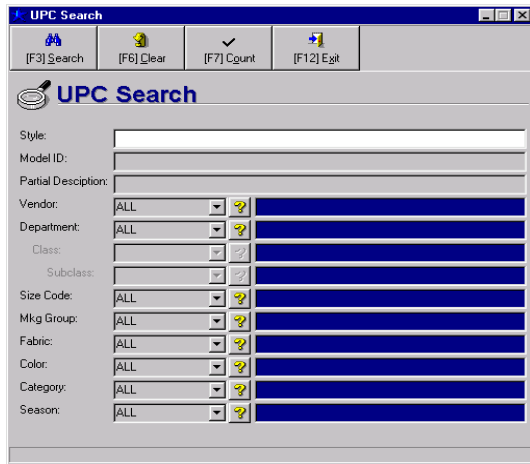
➤ Click on the Clear Products button or press <F4> to reset the *Products* field to All without resetting your other specified criteria.

➤ Click on the View Products button or press <F5> to display a View UPC Selections window similar to the following.



This list includes all of the UPCs associated with the selected criteria. Click on the Exit button or press <F12> to close the window.

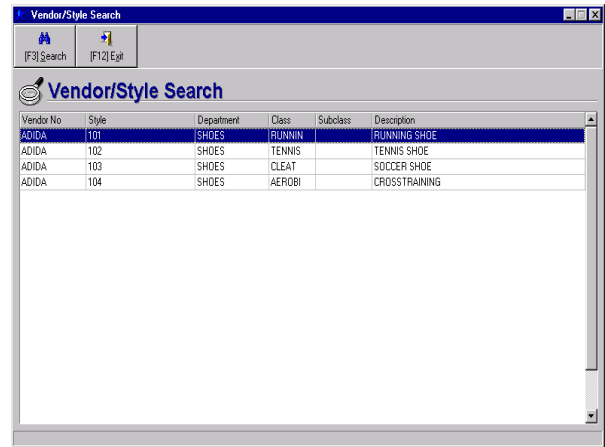
10 To select a specific UPC, enter it in the *UPC* combo box, or click on the “?” button to display a UPC Search window.



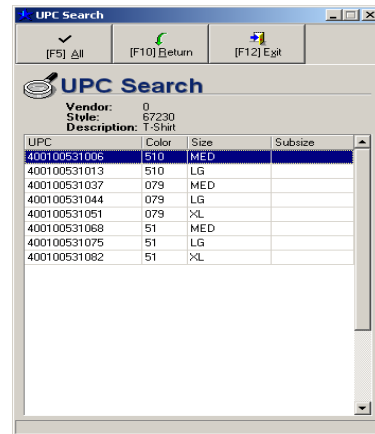
You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (i.e., “Search criteria yields 12 UPCs”).

Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.



To find a specific UPC, click on a line in the grid to highlight it, then click on the Search button or press <F3>. The UPC Search window displays and is populated with all of the UPCs associated with the vendor and style.

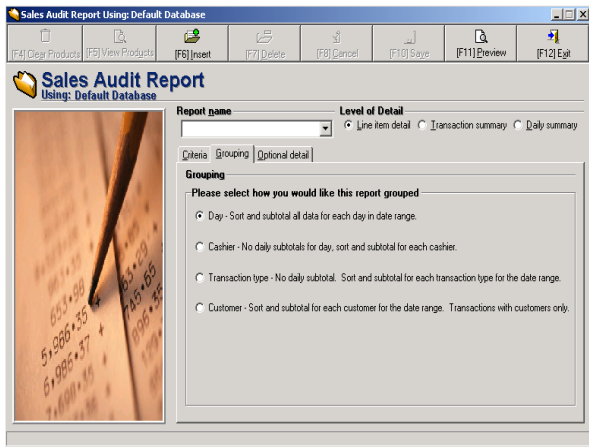


Click on the UPC in the grid to select it, then click on the Return button or press <F10> to continue, or click on the Exit button or press <F12> to close the UPC Search window. The selected UPC displays in the *UPC* field on the Filtering tab. The *Products* field will show UPC Selection meaning that a single UPC/SKU is specified.

11 In the *\$Discounts > than* field, enter the least amount of discount dollars to include in the report. For example, to include discounts greater than \$50, enter **50.00** in this field.

12 In the *Discount% > than* field, enter the least amount of discount percentage to include in the report. For example, to include discounts greater than 25%, enter **25.00** in this field.

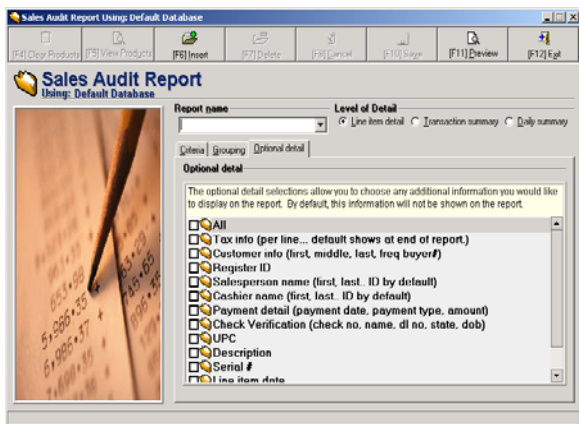
13 Click on the Grouping tab.



Click on a radio button to select the grouping method you want to use for the report:

- *Day* (default) - Sort and subtotal all data for each day in the specified date range.
- *Cashier* - No daily subtotals for the day, but sort and subtotal for each cashier.
- *Transaction type* - No daily subtotal, but sort and subtotal for each transaction type for the specified date range.
- *Customer* - Sort and subtotal for each customer for the specified date range; include only transactions with customers attached.

14 Click on the Optional Detail tab.

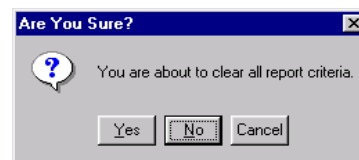


15 The Optional Detail selections allow you to choose any information you want included on the report in addition to the Filtering information. Click in the option box next to each selection you want included, or click in the *All* option box to include all of the optional detail selections. Selections include:

- *Tax info* - per line; default shows at end of the report.

- *Customer info* - first, middle, and last name, and frequent buyer number.
- *Register ID*
- *Salesperson name* - first and last name, ID by default.
- *Cashier name* - first and last name, ID by default.
- *Payment detail* - payment date, payment type, and amount.
- *Check Verification* - check number, name, driver's license number, state, date of birth.
- *UPC*
- *Description*
- *Serial #*
- *Line Item Date*
- *UPC Barcode* (Note: The barcode is printed using Code 128 and is difficult to scan using a wide-area scanner).

16 Click on the Cancel button or press <F8> if you need to clear all of your criteria selections and start over. This prompt displays:

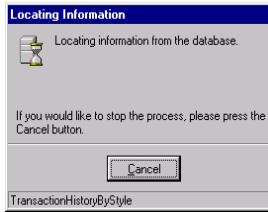


Click on the Yes button to continue, or click on the No or Cancel button to keep your selections.

17 Click on the Save button or press <F10> to save your selections as a template with the name in the *Report name* field.

18 When you have finished making your criteria selections on the Filtering, Grouping, and Optional detail tabs, click on the Preview button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Cancel button that displays in this window.



19 Click on the Exit button or press <F12> to close the Sales Audit option and return to the main menu.

Additional Function Key Options

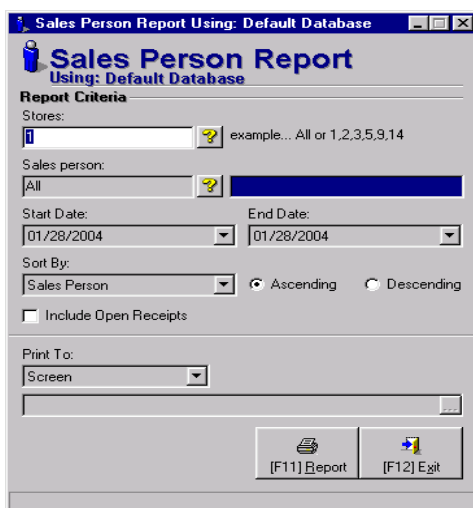
Function Key	Description
<F6> Insert	Lets you create new report criteria to be saved.
<F7> Delete	Deletes the currently loaded report definition. When the prompt displays, click Yes to delete the report, No to keep the report, or Cancel to close the prompt.

SALES PERSON

Sales Person allows you to create a report that includes total sales, returns, cost of goods sold, and profit for specific sales persons for those days falling within a defined date range. Each day will show on the report as a separate line, and a grand total will be displayed at the bottom of the report.

To create a Sales Person Report:

1 From the Reports submenu, click on Sales Person.



2 In the *Stores* edit box, accept the store number displayed, or enter the store number(s) to produce the report. To include all stores in the report, enter **All**.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List. Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

3 In the *Sales person* edit box, enter the sales person number(s) to produce the report. To include all sales persons in the report, accept the default of **All**.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Sales Person Lookup window. Click to highlight the correct salesperson in the grid, then press <F10> or click on the Return button.

4 In the *Start Date* and *End Date* fields, accept the dates displayed, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow buttons in each field to display a calendar to help you select the dates.

5 The report is defaulted to *Sort By* the Salesperson column. To sort the report by another column, click on the down arrow button and make a selection from the drop-down list: Qty, Total Sales, Total Returns, Net Sales, Sales Cost, Profit \$, or % Profit.

6 The report is defaulted to sort in *Ascending* order. Click in the *Descending* radio button if you want the report sorted in descending order.

7 Click in the *Include Open Receipts* option box if you want open receipts included in the report.

8 In the *Print to* combo box, accept the default of Screen or click on the down arrow button and select Excel or Printer from the drop-down list. If Excel is selected, enter the name of the spreadsheet file in the edit box or click on the Browse (...) button to search for it.

9 Click on the Report button or press <F11>. The defined report displays. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report.

10 Click on the Exit button or press <F12> to close the Sales Person option and return to the main menu.

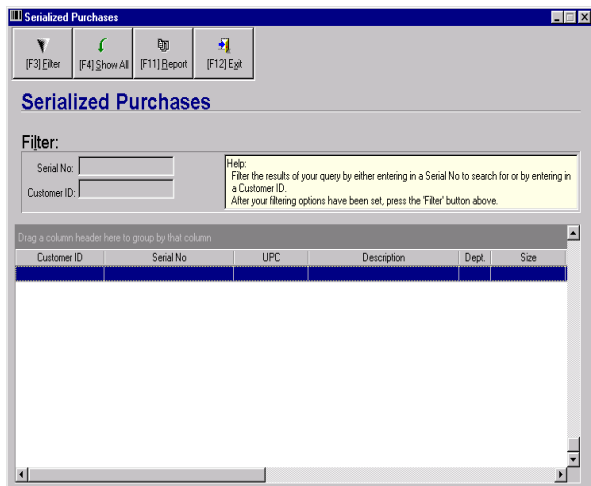
SERIALIZED PURCHASES

The Serialized Purchases option is used to create a report that lists purchases of items with serial numbers

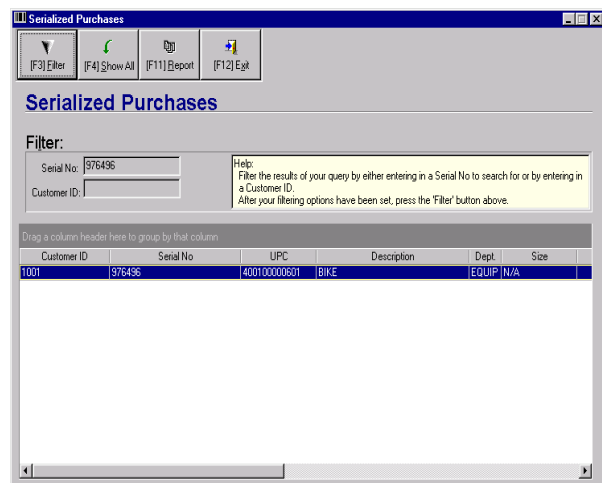
attached per customer. The report prints the serial number, UPC number, description, department, size, sub-size, receipt ID, store number, quantity, price, and sales date. You can filter the report by serial number or by customer ID to limit the information included.

To create a Serialized Purchases Report:

1 From the Reports submenu, click on Serialized Purchases.



2 To filter the results of the query, enter a serial number in the *Serial No.* field, or enter a customer ID in the *Customer ID* field, and then click on the Filter button or press <F3>.



➤ Click on the horizontal scroll bar at the bottom of the screen to view all of the columns: Customer ID, Serial No., UPC, Description, Dept., Size, Subsize, Receipt ID, Sales Code, Store No., Qty., Selling Price, Sales Date, Sales Associate, and Cashier.

➤ Click on a column header and drag it to the gray bar above the grid to group the items by that column.

3 To show all serialized purchases in the file, click on the Show All button or press <F4>.

4 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

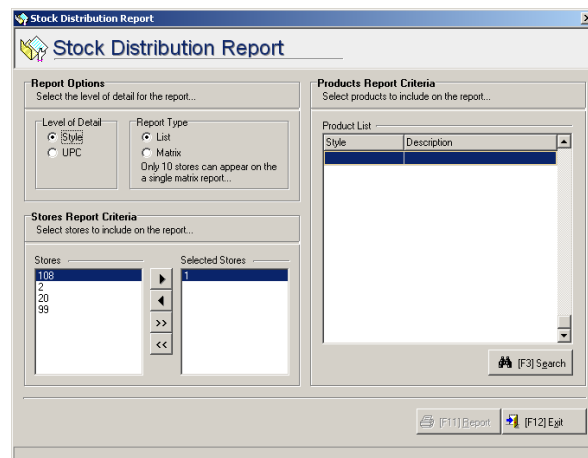
5 Click on the Exit button or press <F12> to close the Serialized Purchases option and return to the main menu.

STOCK DISTRIBUTION REPORT

This option produces a report that shows the quantity on hand for specified products. You can display the report in list or matrix format, with or without the UPC displayed, and you can select the stores to include on the report.

To create a Stock Distribution Report:

1 From the Reports submenu, click on Stock Distribution Report.



2 The Level of Detail defaults to *Style*. To display the UPC on the report, click in the *UPC* radio button.

3 The Report Type defaults to *List*, which will produce the report in portrait format. Click in the *Matrix* radio button to produce the report in landscape format. Note that a maximum of 10 stores can be displayed at once on this report.

4 Under Stores Report Criteria, click on a store number in the Stores list box to select it, then click on the right arrow button to place your selection in the Selected

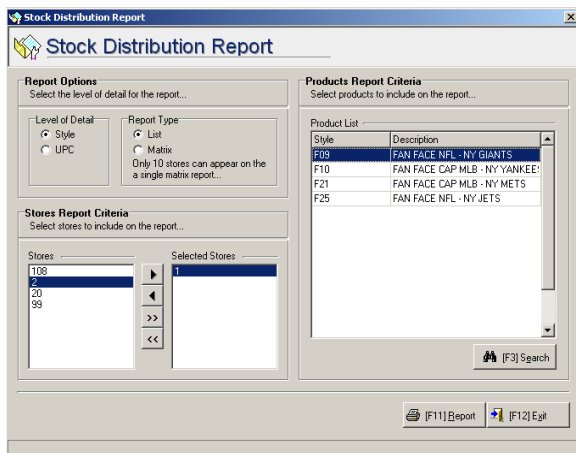
Stores list box. Click on the double right arrow button to move all store numbers to the Selected Stores list box.

➤ *To move a selection from the Selected Stores list box back to the Stores list box, click on the store number, then click on the left arrow button. Click on the double left arrow button to move all store numbers to the Stores list box.*

5 Under Products Report Criteria, click on the Search button or press <F3>. The Product Search window displays.

➤ *Refer to the Product Inquiry option in Chapter 1: Inventory for instruction on using the Product Search window.*

6 Once you have specified and returned the products to include on the report, the Product List grid will populate, as shown here.



7 Click on the Report button or press <F11>. With the report displayed, click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Stock Distribution Report option and return to the main menu.

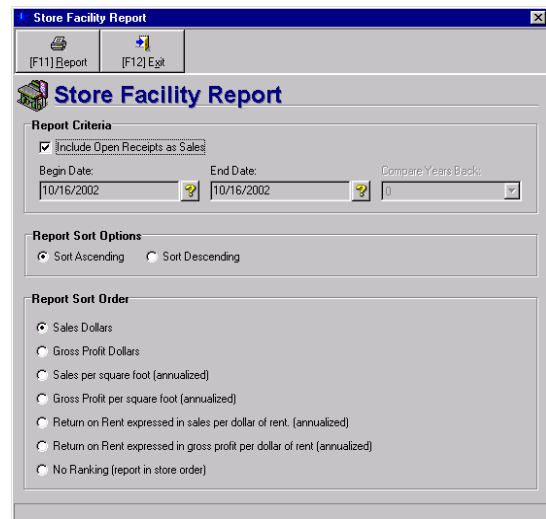
STORE FACILITY REPORT

The Store Facility Report option is used to create a report that ranks store productivity by a defined date range. This report uses information from the *Sq. footage* and *Monthly rent* fields in the Store Setup option. In addition, a report can be created in which the detail is by store number order rather than by a ranking order. You can select to rank store productivity based on one of the following options:

- Sales Dollars
- Gross Profit Dollars
- Sales per square foot (annualized)
- Gross Profit per square foot (annualized)
- Return on Rent expressed in sales per dollar of rent (annualized)
- Return on Rent expressed in gross profit per dollar of rent (annualized)
- No Ranking (report in store order)

To create a Store Facility Report:

1 From the Reports submenu, click on Store Facility Report.



2 The Report Criteria are defaulted to include open receipts as sales, and the *Begin Date* and *End Date* fields display the current date.

- If you do not want to include layaways and special orders as sales, click in the *Include Open Receipts as Sales* option box or press the <Space Bar> to deselect the option.
- If you want to change the *Begin Date* and *End Date* fields, place the cursor in the applicable combo box and enter the new date (e.g., MM/DD/YYYY), or click on the “?” button and select the dates from the calendars that display.

3 The Report Sort Options area is defaulted to *Sort Ascending*. To change the sort order to descending, click on the *Sort Descending* radio button.

4 The Report Sort Order is defaulted to *Sales Dollars*. Click on one of the other radio buttons to change to another sort order type. If you want the report to display in store number order only (no ranking), click on the *No Ranking* radio button.

5 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

6 Click on the Exit button or press <F12> to close the Store Facility Report option and return to the main menu.

TAX SUMMARY

Tax Summary is used to create a sales tax statement report. You can print the report with the date and tax rate, date and sales code, or tax name, and you can specify the stores to include. Each day that falls between the start and end dates is presented as a separate line on the report. You also have the option to include open receipts.

To create a Tax Summary Report:

1 From the Reports submenu, click on Tax Summary.

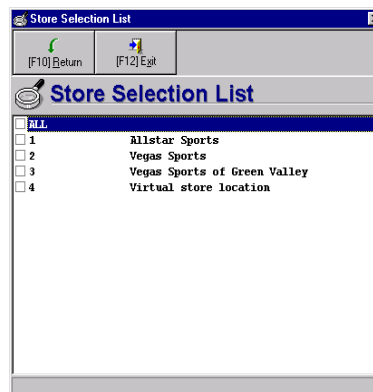


2 Under Level of detail, click on the appropriate radio button to define the level of detail to include on the report: *Date & Tax Rate*, *Date & Sales code*, or *Tax Name*.

3 In the *Stores* edit box, enter the store number(s) for which to produce the report. To include all stores in the report, accept the default of All.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List.



Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

4 In the *Begin Date* and *End Date* fields, accept the dates displayed, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow buttons in each field to display a calendar to help you select the dates.

5 If you want open receipts to be included in the report, click in the *Include Open Receipts* option box to select it.

6 Click on the Preview button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report to close the report.

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Stop Now button that displays in this window.



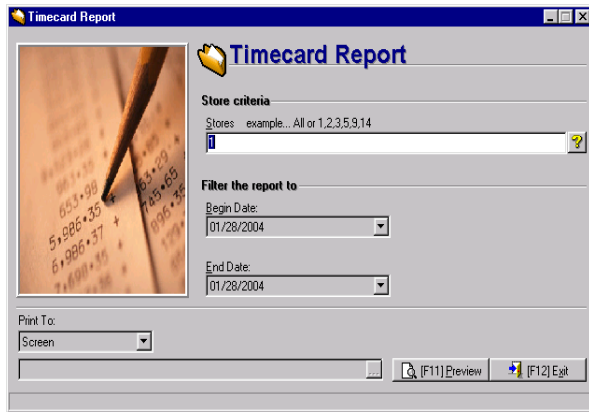
7 Click on the Exit button or press <F12> to close the Tax Summary option and return to the main menu.

TIME CARDS

Time Cards is used to display and/or print time and attendance sheets for a defined date range. The report displays the employee name, number, payroll ID, store name and number, and calculated hours, minutes, and seconds between each clock-in and clock-out at the POS register.

To create a Time Cards Report:

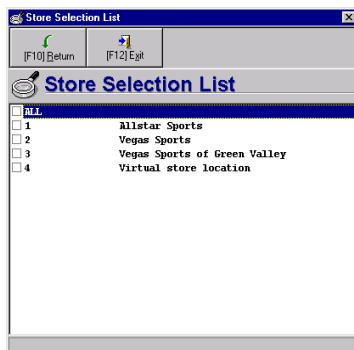
1 From the Reports submenu, click on Time Cards.



2 In the *Stores* edit box, enter the store number(s) for which to produce the report. To include all stores in the report, accept the default of All.

Or

Click on the “?” button or press the <?> key on your keyboard to display the Store Selection List.



Click in the option boxes to select or deselect the stores, then press <F10> or click on the Return button.

3 In the *Begin Date* and *End Date* fields, accept the dates displayed, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow buttons in each field to display a calendar to help you select the dates.

4 In the *Print to* combo box, accept the default of Screen or click on the down arrow button and select Excel or Printer from the drop-down list. If Excel is selected, enter the name of the spreadsheet file in the edit box or click on the Browse (...) button to search for it.

5 Click on the Preview button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

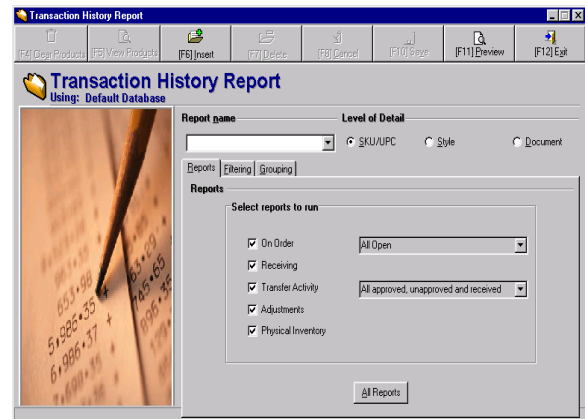
6 Click on the Exit button or press <F12> to close the Time Cards option and return to the main menu.

TRANSACTION HISTORY

Transaction History is used to create a report which can help you find the source of discrepancies in purchase order receiving, transfers, transfer receiving, adjustments, physical history, and purchase orders. Data is provided on three levels: the Transaction level (the event that occurred in the store, who did it, and when); the Item level (review of all inventory transactions at the vendor/style level); and the UPC level (style, color, size/width data). The report returns transaction activity in date order or for a specific SKU/UPC or vendor/style by date range.

To create a Transaction History Report:

1 From the Reports submenu, click on Transaction History.



2 Click on the Insert button or press <F6>.

3 In the *Report name* combo box, enter the name you want to save as a template with your specified criteria. Reports you predefine, name, and save will appear here in the drop-down list for you to select or edit as necessary.

4 Under Level of Detail, select the level of detail to report by clicking on the appropriate radio button:

- *SKU/UPC* - include every SKU in the specified range
- *Style* - print document information and summarize totals at the style/vendor level
- *Document* - show only document header information for those documents meeting the specified criteria

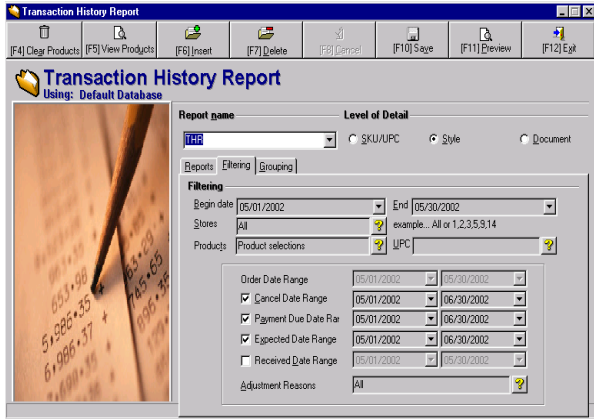
5 Under Select reports to run, you will specify the re-

port types and types of information to include. All of the option boxes are selected by default for *On Order*, *Receiving*, *Transfer Activity*, *Adjustments*, and *Physical Inventory*. To run only certain reports, click in the option boxes to remove the check marks next to the reports you do not want to run. The All Reports button resets all of the option boxes to selected.

6 If *On Order* is selected, click on the down arrow button in the combo box and select All Open (default), Backordered, or Closed PO's.

7 If *Transfer Activity* is selected, click on the down arrow button in the combo box and select All approved, unapproved and received (default), Approved Only (In Transit), Received, or Unapproved Transfers.

8 Click on the Filtering tab.



The fields on this tab let you filter the documents to include on the report. The dates correspond to the document date (unless *Physical Inventory* is selected, in which case the date is the post date).

9 The *Begin Date* combo box defaults to the current date. Enter a new date, if necessary (e.g., MM/DD/YYYY), or click on the down arrow button to select the date from a pop-up calendar.

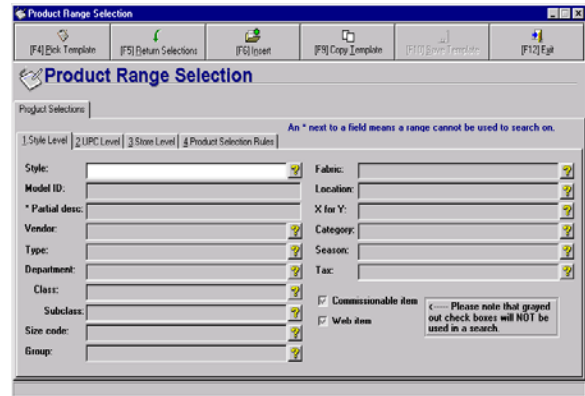
10 The *End* combo box also defaults to the current date. Enter a new date, if necessary (e.g., MM/DD/YYYY), or click on the down arrow button to select the date from a pop-up calendar.

11 *Stores* defaults to All. Click on the “?” button to display a store selection list to help you select the stores to include in the report, if necessary.



Click in the option box(es) next to the store(s) you want included in the report, then click on the Return button or press <F10>, or click on the Exit button or press <F12> to close the Store Selection List window.

12 *Products* defaults to All. Click on the “?” button to display the Product Range Selection window.



13 Note that there are four tabs on the Product Range Selection window: Style level, UPC Level, Store Level, and Product Selection Rules. The first three of these tabs are displayed in order by how the product information is to be queried to produce a result of products to select.

14 All of the fields on the Style Level, UPC Level, and Store Level tabs are editable to allow entry of either one, several, a range, or a combination of criteria to query on (however, fields designated with an asterisk (*) cannot accept a range). For instance, say you want to query on vendors 001, 005, and 010 through 100. Entering **001,005,010-100** in the *Vendor* field would produce a result of products for vendors 001 and 005 and any vendors between and including 010 and 100.

➡ If a “?” button displays at the end of a field, you can click on it and search for the field criteria.

15 The *Commissionable Item*, *Open PLU*, and *Web Item* option boxes display on the Style Level tab and are ini-

tially grayed out. This means that these items will not be included in the search. If you want commissionable, open PLU, and/or web items to be included in the search, click in the appropriate option box to activate it.

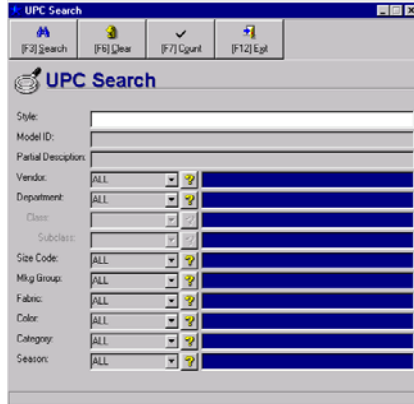
16 Enter a style or other criteria, then click on the Return Selections button or press <F5>.

If you select a product or products, the *Products* field will show Product Selections and two additional buttons will activate:

- Clicking on the Clear Products button or pressing <F4> resets the product selections to All.
- Clicking on the View Products button or pressing <F5> displays the list of products matching the product selection criteria. This allows you to verify your selections.

Click on the Exit button or press <F12> to close the window.

17 To select a specific UPC, enter it in the *UPC* combo box, or click on the “?” button to display a UPC Search window.

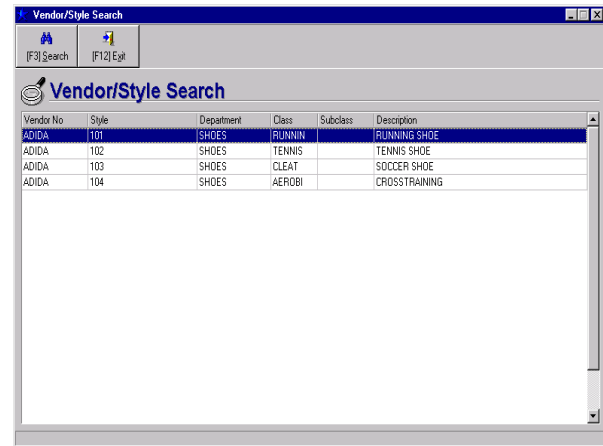


You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

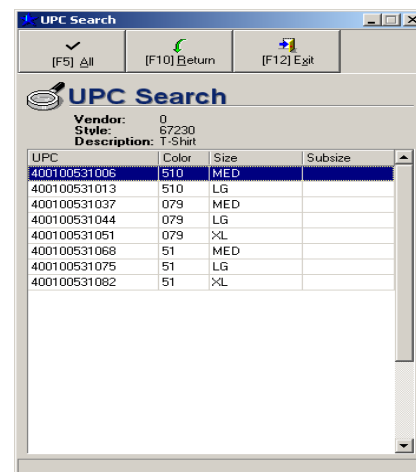
➤ If you want to clear all of the criteria selected, click on the Clear button or press <F4>.

➤ If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F5>. A message will display at the bottom of the window (i.e., “Search criteria yields 12 UPCs”).

Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.



To find a specific UPC, click on a line in the grid to highlight it, then click on the Search button or press <F3>. The UPC Search window displays and is populated with all of the UPCs associated with the vendor and style.



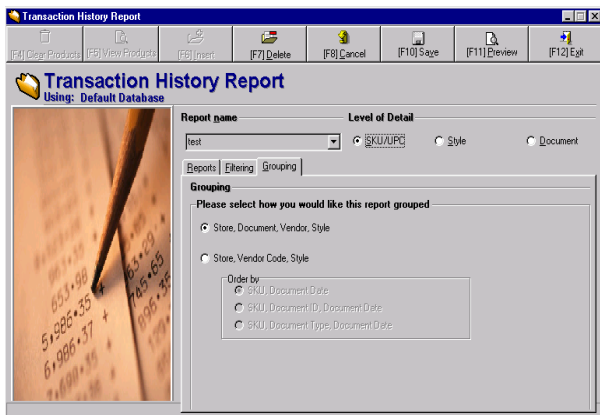
Click on the UPC in the grid to select it, then click on the Return button or press <F10> to continue, or click on the Exit button or press <F12> to close the UPC Search window. The selected UPC displays in the *UPC* field on the Filtering tab. The *Products* field will show UPC Selection meaning that a single UPC/SKU is specified.

18 The *Cancel Date Range*, *Payment Due Date Range*, *Expected Date Range*, and *Received Date Range* combo boxes all display default dates for the beginning date (first box) and ending date (second box) of the range. Enter new dates by typing them in (e.g., MM/DD/YYYY) or by clicking on the down arrow buttons and selecting the dates from the pop-up calendars.

➤ *The Order Date Range combo box reflects the dates in the Begin date and End fields.*

19 The *Adjustment Reasons* combo box defaults to All. To change it, enter the reason code or click on the “?” button or press the <?> key on your keyboard to display an Adjustment Reason Codes Selection list and click in the option boxes to select the reason codes, then click on the Return button or press <F10>.

20 Click on the Grouping tab.

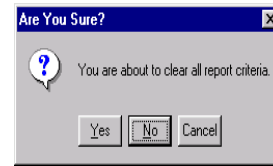


21 Under Format, click on the appropriate radio button to select how you want the report grouped:

- *Store, Document, Vendor, Style* (default) - group products by the associated document type.
- *Store, Vendor Code, Style* - group products by style regardless of the document; this option provides a summary of the transactions for a specified style rather than the full detail available when reporting by document. When you select this option, the Order by radio buttons activate. Click on the appropriate radio button:

- *SKU, Document Date*
- *Order by SKU, Document, Date*
- *SKU, Document Type, Document Date*

22 To clear all of your selected report criteria, click on the Cancel button or press <F8>, and this message will display:



Click on the Yes button or press <Enter> to continue.

23 Click on the Save button or press <F10> to save your selections as a template with the name in the *Report name* field.

24 Click on the Preview button or press <F11> to display the Transaction History Report.

A title page similar to the following is generated when more than one report category has been selected. Document categories not included in the report will have their titles struck out; selected reports for which there are no matching records will display a message as shown for PO Receiving Transaction Report, Transfer Transaction Report, and Adjustment Transaction Report in this example.

Transaction History Report

Start Date: 01-Jun-2003 Printed Date: 01/29/2004
 End Date: 30-Jun-2003 Printed at store: 1
 Stores: All
 Products: All UPC:
 Database: Default Database

Purchase Order Transaction Report

PO Receiving Transaction Report

No documents for specified criteria

Transfer Transaction Report

No documents for specified criteria

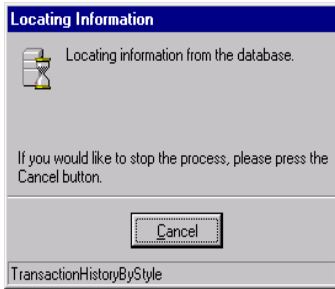
Adjustment Transaction Report

No documents for specified criteria

Physical Inventory Transaction Report

With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Cancel button that displays in this window.



25 To delete a selected template, click on the Delete button or press <F7>, and this message will display:



Click on the OK button or press <Enter> to continue.

26 Click on the Exit button or press <F12> to close the Transaction History option and return to the main menu.

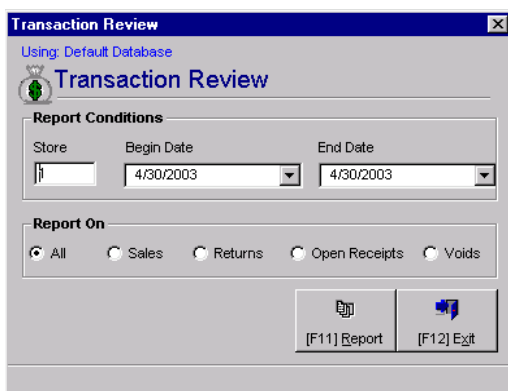
TRANSACTION REVIEW

Transaction Review is used to create a report (sales log) that includes details of each sales receipt for a specified date range. You can further define the report to include all sales receipt types or just sales, returns, open receipts, or voids.

➤ *This report will not be available in future versions of Retail STAR/ICE. The Sales Audit report is being designed to replace this report.*

To create a Transaction Review Report:

1 From the Reports submenu, click on Transaction Review.



2 In the *Store* field, accept the store number displayed or enter another store number.

3 In the *Begin Date* and *End Date* fields, accept the dates displayed, enter new dates (e.g. MM/DD/YYYY), or click on the down arrow buttons in each field to display a calendar to help you select the dates.

4 Click on the applicable Report On radio button (e.g., *All*, *Sales*, *Returns*, *Open Receipts*, or *Voids*).

5 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report to close the report.

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Stop Now button that displays in this window.



6 Click on the Exit button or press <F12> to close the Transaction Review option and return to the main menu.

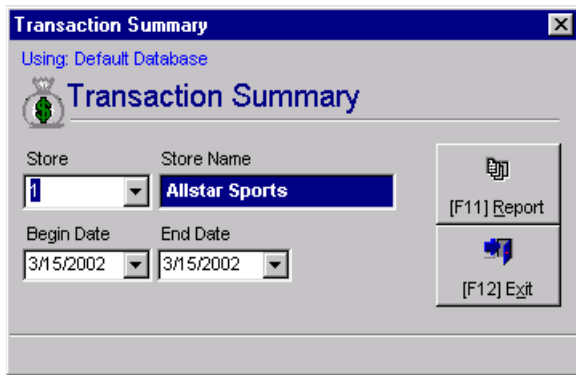
TRANSACTION SUMMARY

Transaction Summary is used to create a summary report that includes only the sales receipt number with payment totals, paid types, and sales codes for a specified date range.

➤ *This report will not be available in future versions of Retail STAR/ICE. The Sales Audit report is being designed to replace this report.*

To create a Transaction Summary Report:

1 From the Reports submenu, click on Transaction Summary.



2 In the *Store* field, accept the store number displayed, enter another store number, or click on the down arrow button to display a drop-down list of store numbers to select.

3 In the *Begin Date* and *End Date* fields, accept the dates displayed, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow buttons in each field to display a calendar to help you select the dates.

4 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report to close the report.

If you need to stop the report from generating, **DO NOT PRESS <CTRL+ALT+DEL>!!** Instead, click on the Stop Now button that displays in this window.



5 Click on the Exit button or press <F12> to close the Transaction Summary option and return to the main menu.

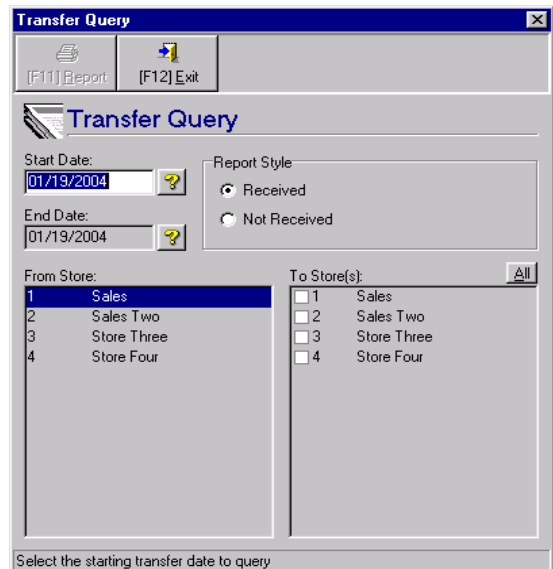
⇒ *Layaway and special order receipts that have been partially shipped are not included in the grand totals.*

TRANSFERS

Transfers is used to create a report that includes all of your inter-store transfers during a given date range. The report displays the detailed items and costing information for each transfer, along with the store that initiated the transfer and the receiving store.

To create a Transfer Query Report:

1 From the Reports submenu, click on Transfers.



2 In the *Start Date* and *End Date* fields, accept the dates displayed, enter new dates (e.g., MM/DD/YYYY), or click on the “?” button or press the <?> key on your keyboard to display a calendar to help you select the dates.

3 Click on the applicable Report Style radio button (*Received* or *Not Received*).

4 Click on the applicable From Store.

5 Click on the applicable To Store(s), or click on the All button (located above the top right corner of the To Store(s) box) to select all stores.

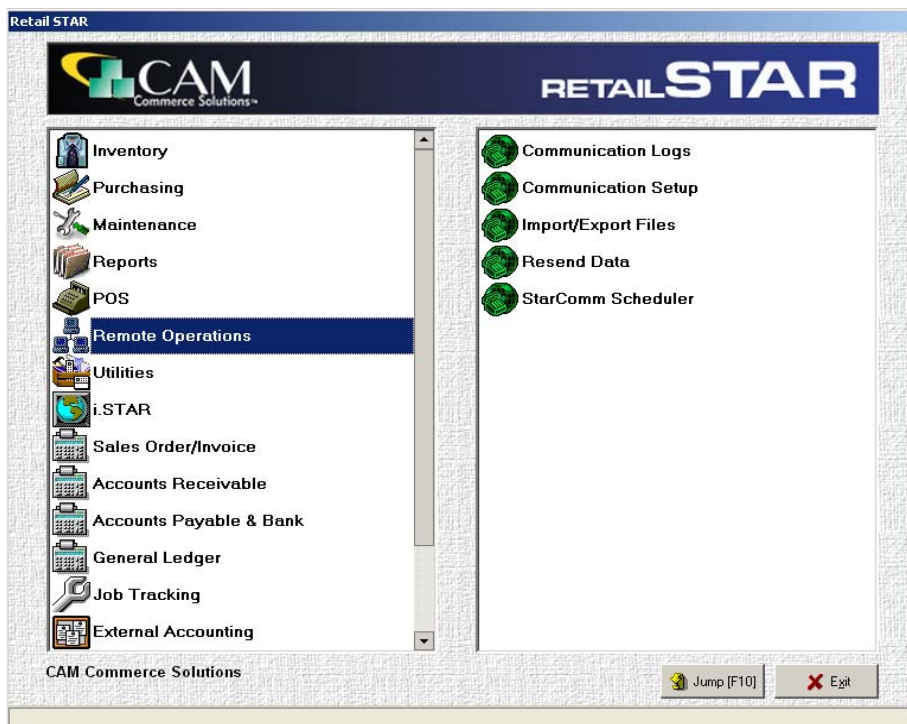
6 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on File and select Close Report to close the report.

7 Click on the Exit button or press <F12> to close the Transfers option and return to the main menu.

PART II

OFFICE

CHAPTER 5: REMOTE OPERATIONS



REMOTE OPERATIONS SUBMENU OPTIONS:

- Communication Logs*
- Communication Setup*
- Import/Export Files*
- Resend Data*
- StarComm Scheduler

*This option is only available if using Retail STAR.

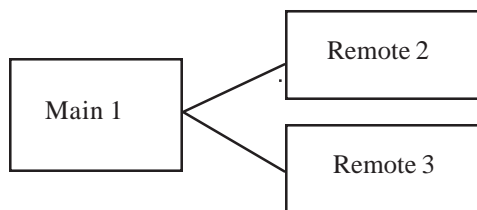
Communications Overview

This section gives you an overview of how communications works in Retail STAR.

Modem Communications

A “round” of communications is when the main location completes calls to all stores in the organization. Three rounds of communications are required; if automatic transfers are enabled, four rounds are required.

This flowchart shows what happens during each round of communications.



Round 1

- The Main sends new products, customers, receipts, PO's, transfers, etc. to the Remote stores.
- The Main sends Change AI (active inventory) records to the remote stores.
- The Main accepts the remotes' receipts, PO's, transfers, etc.
- Automated transfer requests automatically and immediately update the requesting store's on hand at the time the request is created. The requesting store then sends a Change AI to the sending store to tell it to update its inventory. This is sent to the Main in Round 1.

Round 2

- The Main sends transfers and PO's created from one remote store to the other remote store.
- The Main receives Change AI records from the remote stores.
- Any Change AI records for automated transfer requests are now sent from the main to the remotes. The remotes' on hand is now updated. This update must now be sent back to the remotes.

Round 3

- The Main sends Change AI records received from the remotes in Round 2 to the remote stores.
- The Main receives the last Change AI the remotes did because of the automated transfers.

Round 4

- The Main now sends Change AI records received

from the remotes in Round 3 to the remote stores.

- All stores are now updated and communications is complete.

Network - FTP Communications Setup

Two Stores

- Step 1:** (a) Main drops off packets, picks up packets
(b) Remote drops off packets, picks up packets

At this point, the remote will have the main's current on hand and all new products and any changes to its on hand that the main has done, e.g. receivers, adjustments, etc. If using automated transfer receiving and approval, it also updates its on hand with the quantity the main transferred to it and the quantity the main is asking it to approve for transfer to the main.

- Step 2:** (a) Remote drops off packets, no packets to pick up
(b) Main drops off packets, picks up packets left by the remote from both remote communications. Imported in correct order.

The main now has the updated on hand with the approved transfer information from the remote, but the remote does not know what the new on hand information for the main store is since the main just updated it again.

- Step 3:** (a) Main drops off packets, picks up packets
(b) Remotes drop off packets, pick up packets

Each store now has updated on hand for each store.

Three or More Stores

- Step 1:** (a) Main drops off packets, picks up packets
(b) Remotes drop off packets, pick up packets

At this point, the remotes have all new products and any changes to their on hand that the main has done, e.g. receivers, adjustments, etc.

Any transfers to another store and/or requests are sent to the main.

If automated transfers is enabled, the sending store will create a Change AI for the receiving store to update its on hand. If a transfer request is created, the requesting store's on hand is automatically and immediately updated at the time the transfer is created and a Change

AI is created for the approving store to update its on hand. This will occur after step 3b.

For example, Store 2 asks Store 4 to send five of style 1000. When the transfer request is created at Store 2, the on hand for style 1000 is immediately updated and a Change AI is created for Store 4 to take five out of its on hand.

Step 2: (a) Remotes drop off packets, no packets to pick up
(b) Main drops off packets, picks up packets left by remotes from both remote communications. Imported in correct order.

Now the main has the updated on hand and transfer information from each remote, but the remotes do not know what the other remotes have since the main just received the information and has not yet communicated it to the remotes.

Step 3: (a) Main drops off packets, picks up packets
(b) Remotes drop off packets, pick up packets

Each store now updates its on hand with any Change AI information and the on hand for the other stores that the main just sent. Since each remote may have updated its on hand again with the Change AI, it must now communicate it back to the other stores.

If automated transfers is not turned on, the transfers must be received and approved before they change the active inventory.

Step 4: (a) Remotes drop off packets, pick up packets
(b) Main drops off packets, picks up packets

The main now has each store's final on hand, which was updated at each store by the Change AI. It must now communicate this information to the remotes.

Step 5: (a) Main drops off packets, picks up packets
(b) Remotes drop off packets, pick up packets left by main from both main communications. Imported in correct order.

Each store now updates the on hand for each store in its own database.

Network/FTP communications is now complete.

➤ *Two-pass polling will not sync up stores' hash counts when there is more than one remote. Although the data will get communicated, the main's hash count for the remotes will still be off with the hash counts that the remotes have for*

themselves. A resend of the data or tables is not required; poll one more round to get the main's hash counts in sync.

NOTE:

Logs:

Polling summary log is not purged
Import logs are purged after 60 days
Commpolling log is purged/cut off at 2 MB
CommSummary log is purged/cut off at 2 MB

Tables:

Comm_Import_Files is purged after 30 days if IMPORT-ED, AI_IMPORTED, and ACK_Sent
Comm_Export_Files is purged after 30 days if EXPORT-ED and ACK_RECEIVED

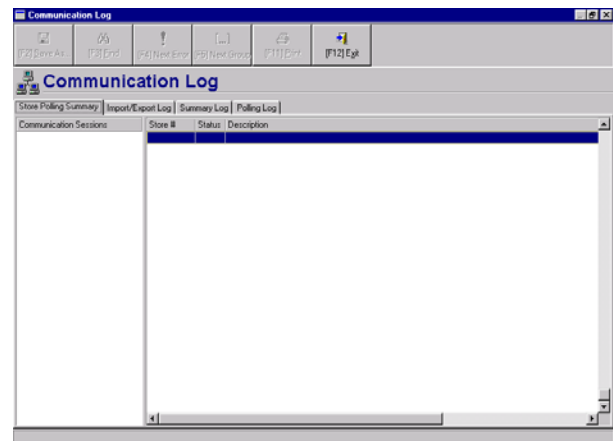
COMMUNICATION LOGS*

* *This option is only available in Retail STAR.*

Communication Logs let you see details of polling, file imports and exports, and other store communication events that take place in StarComm Scheduler.

To view the communication logs:

1 From the Remote Operations submenu, click on Communication Logs. The Communication Log window displays.



➤ *Communication logs are also accessible from within the StarComm Scheduler.*

Communication logs include the Store Polling Summary, Import/Export Log, Summary Log, and Polling Log. To view the different logs, click on the tabs.

These function keys are available:

Function Key	Description
<F2> Save As...	Lets you save the log as a .log or .txt file. When the dialog box displays, specify the folder to save the file in, assign it a name, specify the type of file, and click on the Save button.
<F3> Find	Displays the Find dialog box. Enter the word(s) to search for in the <i>Find What</i> edit box and click on the Find Next button to perform the search.
<F4> Next Error	Scrolls through individual errors in the log.
<F5> Next Group	Scrolls through individual polling groups in the log.
<F11> Print	Displays the Print dialog box to allow you to print the current log.
<F12> Exit	Closes the Communication Log window.

COMMUNICATION SETUP*

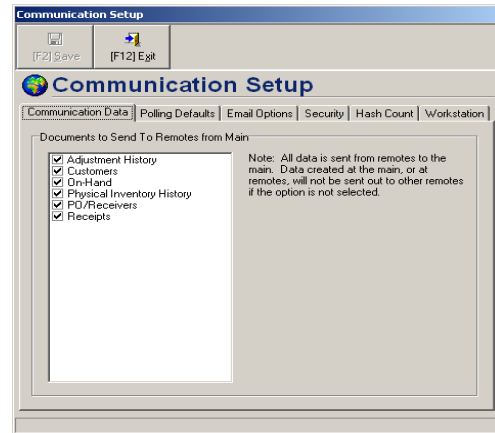
* *This option is only available in Retail STAR.*

Communication of data between main and remote stores is handled through the StarComm Scheduler, which has certain default data that it automatically sends from the main store to the remote stores. Communication Setup allows you to define further the types of data you want sent from the main to the remotes. You can specify modem, network, FTP, and TCPIP settings which are defaulted for the user in the polling and communication schedule setup screens in the Scheduler. You can also have communication results and log files e-mailed to specific addresses, set up security to allow communications between the main and individual remotes, build and communicate synchronization hash counts, and specify the communication workstation name.

☛ *You cannot communicate to a virtual store.*

To select the types of communication data:

1 From the Remote Operations submenu, click on Communication Setup. The Communication Data tab displays.



☛ *The Communication Data tab displays for the Main store only. Remote stores will only see the Polling Defaults tab.*

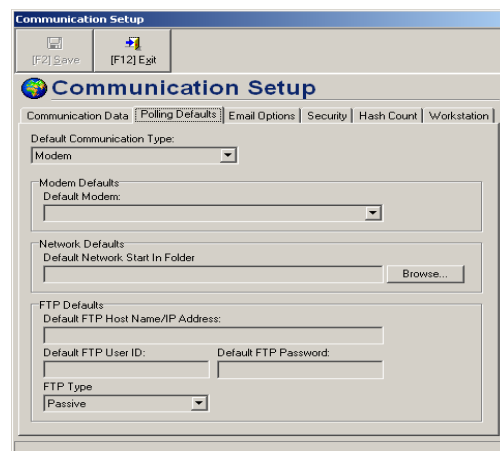
2 Under Documents to Send To Remotes from Main, a check mark in an option box indicates that the type of data will be communicated. Click in the option boxes to remove (deselect) the check mark for any types you do not want communicated.

☛ *If you deselect Customers, a message will display indicating that you must also deselect Receipts.*

☛ *At the Main location, deselect the Receipts option box if you do not want to maintain POS receipt information for each remote location. At a Remote location, however, you would normally want to send POS information to the Main; therefore, remotes should normally select all of the option boxes.*

☛ *If the Main location will be receiving for the remote location(s), be sure the PO/Receivers option box is selected.*

3 Click on the Polling Defaults tab to display the default information.



4 Click on the down arrow button to select the *Default Communication Type* to specify how the communica-

tions will be handled: by Modem, Network, FTP, or TCPIP.

5 If Modem is selected as the communication type, enter the *Default Modem* phone number or click on the down arrow button to make a selection from the drop-down list that displays.

☛ *It is recommended that communications always runs using its own modem and that it does not share the phone line or modem with other devices such as X-Charge, a fax, or a voice line.*

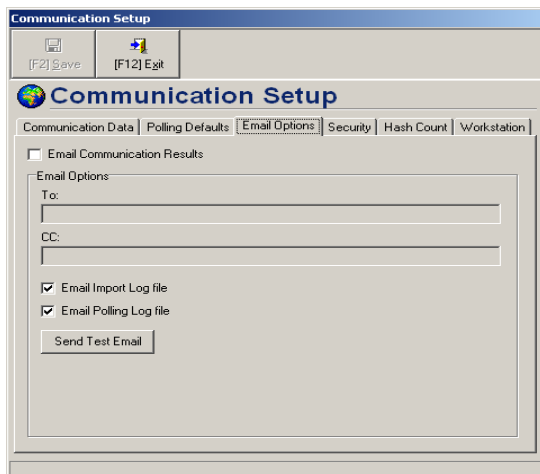
➤ If Network is selected as the communication type, enter the *Default Start In Directory* under Network Defaults or click on the Browse button to browse for the folder. This is the top-level directory where the application will place files to be sent (or read from, when receiving files). The directory should be either a shared directory or one that is on a shared drive and therefore available to all stores on the network.

For example, at the Main, this directory might be **C:\StarComm** and specified as shared (in Windows Explorer, click on the folder or drive to select, then select File>Properties>Sharing tab>Shared As radio button). At each remote, reference this same directory by typing in the full directory path or by browsing and selecting this directory.

➤ If FTP is selected as the communication type, enter the *Default Host Name/IP Address*, *Default User ID*, and *Default Password* under FTP Defaults, and select Passive or Active from the drop-down list in the *FTP Type* combo box.

☛ *Enter the user ID and password specified for the FTP site, NOT the user ID and password used to log into Retail STAR.*

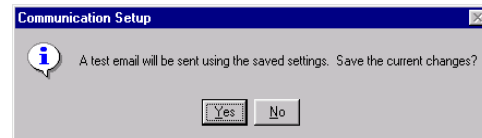
6 Click on the Email Options tab.



7 To have a report of the communication results e-mailed, click in the Email Communication Results option box to select it. Then enter the e-mail address(es) in the *To:* edit box. You can also enter e-mail addresses in the *CC:* edit box.

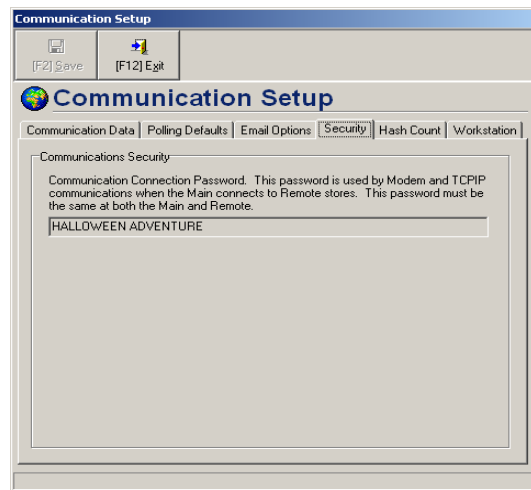
8 The *Email Import Log file* and *Email Polling Log file* option boxes are selected by default. Click in the boxes to deselect them if you do not want these log files e-mailed.

9 Click on the Send Test Email button to test the settings. This prompt displays.



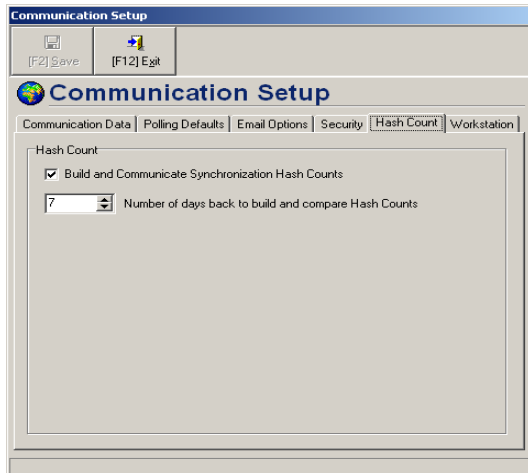
Click Yes to save your settings, or click No if you do not want to save the settings. The test e-mail message will be sent.

10 Click on the Security tab.



11 This tab lets you specify a password to be used when the main location connects to the remote stores. The password must be the same at both the main and the remote in order for communication to occur.

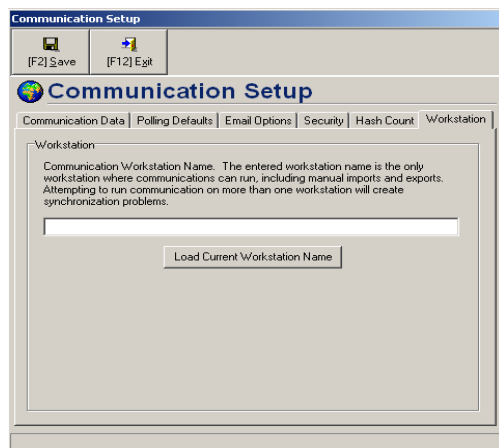
12 Click on the Hash Count tab.



13 The *Build and Communicate Synchronization Hash Counts* option box is selected by default. Click in the option box to deselect it if you do not want to build and communicate synchronization of the hash count.

14 The *Number of days back to build and compare Hash Counts* combo box defaults to 7. To change the value, enter a number in the combo box or click on the up and down arrow buttons to set the number of days.

15 Click on the Workstation tab.



16 Click on the Load Current Workstation Name button to use the current workstation for communications. **This must be done at each store on the one workstation the store will use for communications.**

17 Click on the Save button or press <F2>.

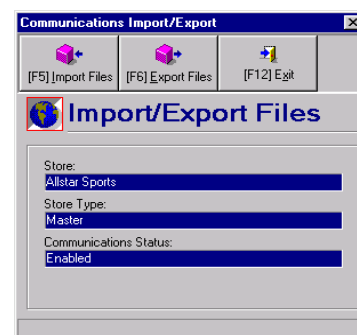
18 Click on the Exit button or press <F12> to close the Communication Setup option and return to the main menu.

IMPORT/EXPORT FILES*

* *This option is only available in Retail STAR.*

Import/Export Files is used to import or export the same files that are transmitted during a normal communication. An example of when it may be necessary to use this option is when the file log indicates a communication is complete, but you find while working within the program options that data transmitted during the communication is not available.

1 From the Remote Operations submenu, click on Import/Export Files. The Import/Export window displays.



2 The store name, store type, and communications status display.

3 Click on the Import Files button or press <F5>, or click on the Export Files button or press <F6> as applicable.

4 A progress screen displays while the communications is taking place.

5 When the process is complete, click on the Exit button or press <F12> to return to the main menu.

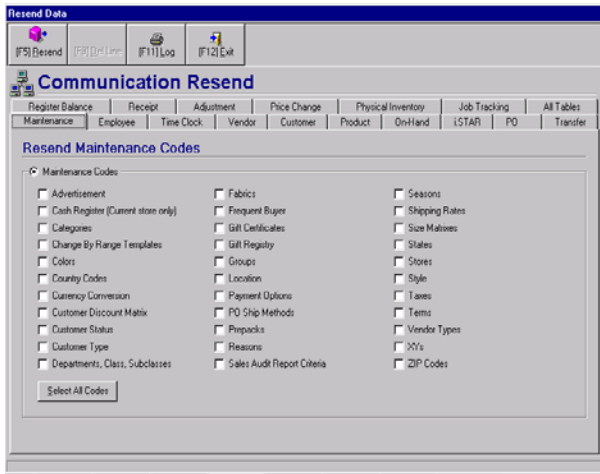
RESEND DATA*

* *This option is only available in Retail STAR.*

The Resend Data utility is used to log information to be sent during communications. **This utility only logs information to be sent; it does not export or send the information.** The information which is logged to be sent will be exported and sent during the next communications session.

To use the Resend Data feature:

1 From the Remote Operations submenu, click on Resend Data, and the Communication Resend screen displays.



The data available to resend includes:

Maintenance tab:

Advertisement, Cash Register (Current store only), Categories, Change By Range Templates, Colors, Country Codes, Currency Conversion, Customer Discount Matrix, Customer Status, Customer Type, Departments/Class/Subclasses, Fabrics, Frequent Buyer, Gift Certificates, Gift Registry, Groups, Location, Payment Options, PO Ship Methods, Prepacks, Reasons, Sales Audit Report Criteria, Seasons, Shipping Rates, Size Matrixes, States, Stores, Style, Taxes, Terms, Vendor Types, XYs, ZIP Codes, All Codes

Employee tab:

All Employees, Selected Employees, Selected Store

Time Clock tab:

Time-In Date Range, Selected Store

Vendor tab:

Selected Vendors

Customer tab:

Selected Customers

Product tab:

Product by filter item (Category, Department, Fabric, Group, Location, Model ID, Season, Style, Vendor, X for Y), Selected Products

On-Hand tab:

On-hand information for current store, filter by Style or Vendor, items with activity since a specified date, specific type (Update existing records only, Insert missing records only, Update existing records and insert missing records)

i.STAR tab:

Resend all i.STAR information (CAM's i.STAR total e-commerce solution for retailers)

PO tab:

PO Type (open, closed, or all), Received Dates Range, Creation Dates Range and Store Number, PO Number Range and Store Number, Selected POs

Transfer tab:

Transfer Type (Received or Not Received), Creation Date Range and Store Number, Selected Transfers

Register Balance tab:

Balance Date Range for Current Store

Receipt tab:

Sales Date Range for Selected Store, Selected Receipts

Adjustment tab:

Adjustment Date Range for Selected Store

Price Change tab:

Price Change Date Range for Selected Store, Price Change Name for Selected Store, Selected Price Changes

Physical Inventory tab:

Physical Date Range for Selected Store

Job Tracking tab:

Job Creation Date Range for Selected Store, Job Name for Selected Store, Selected Jobs

All Tables tab:

Resend records in all tables within a creation date range or a modification date range

➤ *If a list of employees, vendors, etc. is selected, you can delete one from the list by clicking to select it, then clicking on the Del Line button or pressing <F9>. When the prompt displays, click on the Yes button to delete the line, or click on the No button to keep the line.*

2 Click on the applicable tab and make the appropriate selections.

3 Click on the Resend button or press <F5>. A prompt displays asking you to confirm the action.

4 Click on the Yes button or press <Enter>.

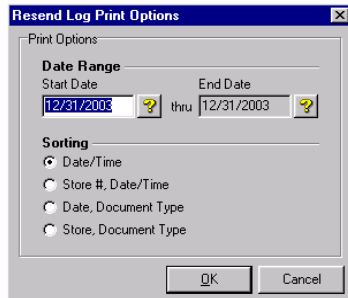
➤ *Only selections for the current tab will be resent.*

5 A prompt displays indicating that the data has been logged for communications.

6 Click on the OK button or press <Enter>.

7 Repeat Steps 2 through 6 to specify all data to be re-sent.

8 Click on the Log button or press <F11>, and the Resend Log Sort Options dialog box displays:



In the *Start Date* and *End Date* combo boxes, enter the beginning and ending dates of the date range to include in the report (e.g. MM/DD/YYYY), or click on the “?” buttons to select the dates from pop-up calendars. Then click on the appropriate radio button to select how you want the log sorted: Date/Time; Store #, Date/Time; Date, Document Type; or Store, Document Type.

Click on the OK button or press <Enter> to continue, and the log will display. With the log displayed, click on the printer icon to print the log, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

9 Click on the Exit button or press <F12> to close the Resend Data option and return to the main menu.

STARCOMM SCHEDULER

StarComm Scheduler (the communications program) allows multi-store locations to share information such as sales transactions, purchase order detail, and receiving information. In addition to communications, any program may be scheduled to run at a specified time. The scheduler starts automatically from the Startup folder when Windows starts up. The Scheduler icon resides in the system tray and is opened by double-clicking on the Windows system tray icon. In this example, the third icon from the left is the Scheduler icon:



The program is closed by right-clicking on the system tray icon and selecting Exit. The Scheduler can be used to schedule communications for either main or remote stores, and can also be used to initiate communications immediately without waiting for a schedule to run.

You have the following schedule options:

Accounting End of Day - Runs the Daily Process option from the Accounting module.

Backup Database - Creates a backup of the system's database.

Database Copy - Creates a copy of the system's database.

Execute a Program - Runs a program (e.g., Microsoft Word, Excel, WinZip) or performs a system backup.

Pop-up Message - Lets you create a message that will display on the monitor at a particular time on a particular day.

Report Star - Runs a report from Report Star.

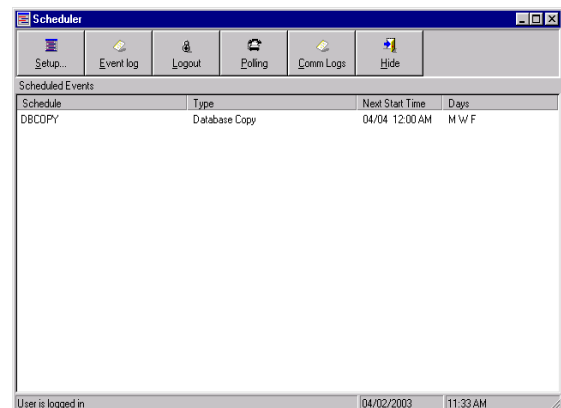
SQLBase Performance Utility - Optimizes database indexes so that the program can more quickly find data in the database.

Store Communications - Lets you set up the transmission of data for inter-store communications (Retail STAR only).

➤ *You cannot communicate to a virtual store.*

To set up schedules:

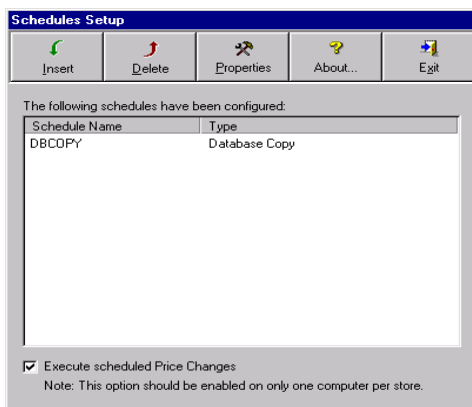
1 From the Remote Operations submenu, click on StarComm Scheduler. The Scheduler window displays, and the StarComm icon displays in the system tray.



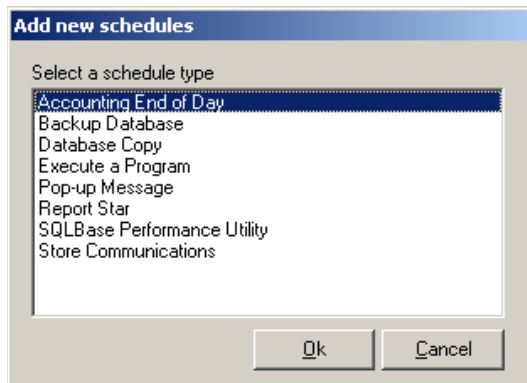
- The StarComm Scheduler is the interface for all scheduling, communications, and replication. The program is normally hidden with only an icon in the system tray.
- Only one copy of the StarComm Scheduler may be run at a time per modem connected to the main.

- No login is required to start the Scheduler. However, a login *is* required to change schedules or start communications.
- The Scheduler displays the following information about existing schedules: Schedule (name), Type, Next Start Time, and the Days the schedule is set up to run on.
- When the Scheduler is closed or hidden (by clicking on the Hide button), it continues to run in the background as long as its icon is displayed in the system tray. To shut down the Scheduler completely, you must right-click on the system tray icon and select Exit.

2 From the Scheduler window, click on the Setup button.



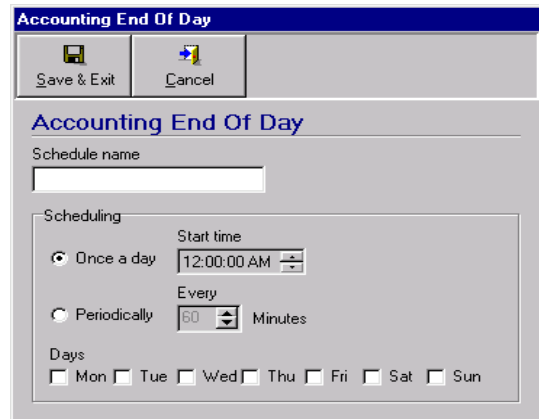
3 Click on the Insert button.



4 Use the mouse or arrow keys to select (highlight) the applicable schedule type, then click on the OK button and follow the instructions below for each schedule type.

5 Click in the *Execute scheduled Price Changes* option box to perform price changes. **This option should be enabled on only one (1) computer per store.**

Setting Up an Accounting End of Day Schedule



1 Enter a schedule name in the *Schedule name* edit box.

2 Click on the *Once a day* radio button, then click in the *Start time* edit box and enter the start time or click on the arrow buttons to set the time.

Or

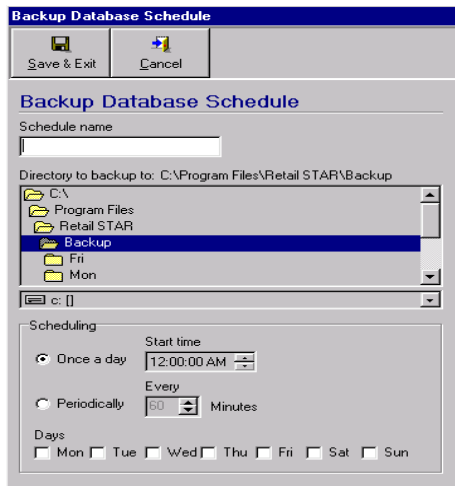
Click on the *Periodically* radio button, then click in the *Minutes* edit box and enter the number of minutes to run the program or click on the arrow button to set the number of minutes. For example, if **30** is entered, the program will be run every 30 minutes on the days specified.

3 Click in the *Days* option boxes to select the days of the week to run the program.

4 When the schedule is complete, click on the Save & Exit button. The Schedules Setup screen redisplay with the schedule just created. You are now ready to insert another schedule.

Setting Up a Backup Database Schedule

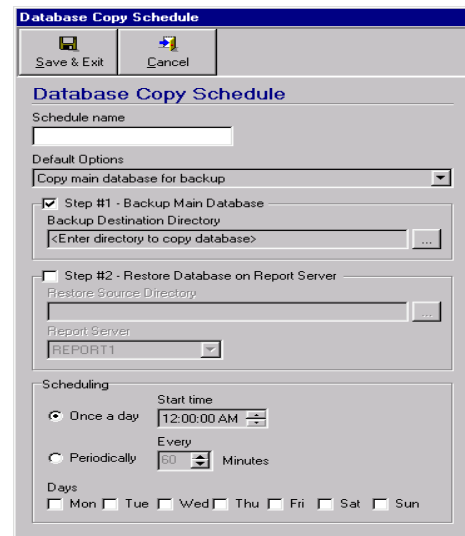
Caution: Prior to setting up the *Backup Database Schedule*, make sure you are not conflicting with any other communications that you have set up in the Scheduler. To determine the amount of time necessary for a backup, it is suggested that you run a manual backup through the *Utilities* option and time the actual backup procedure.



The Retail STAR/ICE program contains a Backup folder. It is recommended that you create an additional backup folder and back up your system on alternate days as detailed in the following steps:

- 1 Click on your first backup folder.
- 2 Click in the *Schedule name* edit box and enter your first schedule name.
- 3 With the *Once a day* radio button selected, click in the *Start time* edit box and enter the start time, or click on the arrow buttons to set the time.
- 4 Click in the option boxes for the days *Mon*, *Wed*, *Fri*, and *Sun*.
- 5 Click on the Save & Exit button. The schedule is created in the Scheduler, and the Schedules Setup window redisplay.
- 6 Click on the Insert button, select Backup Database, and click on the OK button.
- 7 Click on your second backup folder.
- 8 Click in the *Schedule name* edit box and enter your second schedule name.
- 9 With the *Once a day* radio button selected, click in the *Start time* edit box and enter the start time or click on the arrow buttons to set the time.
- 10 Click in the option boxes for the days *Tue*, *Thu*, and *Sat*.
- 11 Click on the Save & Exit button. The schedule is created in the Scheduler, and the Schedules Setup window redisplay.

Setting Up a Database Copy Schedule



1 With the cursor in the *Schedule name* field, enter the schedule name and press <Tab>. The cursor jumps to the *Default Options* combo box.

2 Click on the down arrow button and select Copy main database for backup (default) or Copy database to POS workstation for stand-alone POS.

☛ *The list of Default Options only includes options for those features you have licensed.*

3 The *Step #1 - Backup Main Database* option box is selected by default. Click in the option box to deselect it if you do not want to back up the main database.

4 In the *Backup Destination Directory* field, enter the directory to copy the database to, or click on the Browse (...) button to search for the directory.

5 Click in the *Step #2 - Restore Database* option box to select it if you want to restore the database.

6 In the *Restore Source Directory* field, enter the directory where the database is located, or click on the Browse (...) button to search for the directory.

7 The *Restore to Report Server* radio button is selected by default. Click on the down arrow button and select the report server from the drop-down list.

8 Under Scheduling, click on the *Once a day* radio button, then click in the *Start time* edit box and enter the start time or click on the arrow buttons to set the time.

Or

Click on the *Periodically* radio button, then click in the *Minutes* edit box and enter the number of minutes to run the program or click on the arrow buttons to set the number of minutes. For example, if **30** is entered, the program will be run every 30 minutes on the days specified.

9 Click in the *Days* option boxes to select the days of the week to run the program.

10 When the schedule is complete, click on the Save & Exit button. The Schedules Setup screen redisplay with the schedule just created. You are now ready to insert another schedule.

Setting Up an Execute a Program Schedule

1 With the cursor in the *Schedule name* field, enter the schedule name and press <Tab>. The cursor jumps to the *Run style* combo box.

2 In the *Run style* combo box, click on the down arrow button and select from Normal, Minimized, or Maximized.

3 In the *Program to run* field, enter the path and file name of the program to run and press <Tab>, or click on the Browse (...) button at the end of the field to search for and select the applicable program.

4 If you need to send command line parameters to the program, enter them in the *Parameters* edit box.

5 Click on the *Once a day* radio button, then click in the *Start time* edit box and enter the start time or click on the arrow buttons to set the time.

Or

Click on the *Periodically* radio button, then click in the *Minutes* edit box and enter the number of minutes to run the program or click on the arrow buttons to set the number of minutes. For example, if **30** is entered, the program will be run every 30 minutes on the days specified.

6 Click in the *Days* option boxes to select the days of the week to run the program.

7 When the schedule is complete, click on the Save & Exit button. The Schedules Setup screen redisplay with the schedule just created. You are now ready to insert another schedule.

Setting Up a Pop-Up Message Schedule

1 With the cursor in the *Schedule name* field, enter the schedule name and press <Tab>. The cursor jumps to the *Message title* combo box.

2 Enter the message title or click on the down arrow button and select from the list that displays (Extremely Important!, Important, Task, Warning).

3 If you want to attach a sound file to play when the message displays, enter the name of the file in the *Sound file to play* field and press <Tab>, or click on the Browse (...) button at the end of the field to search for and select the applicable file.

4 Enter the message to display in the *Message text* box.

5 Click on the *Once a day* radio button, then click in

the *Start time* edit box and enter the start time or click on the arrow buttons to set the time.

Or

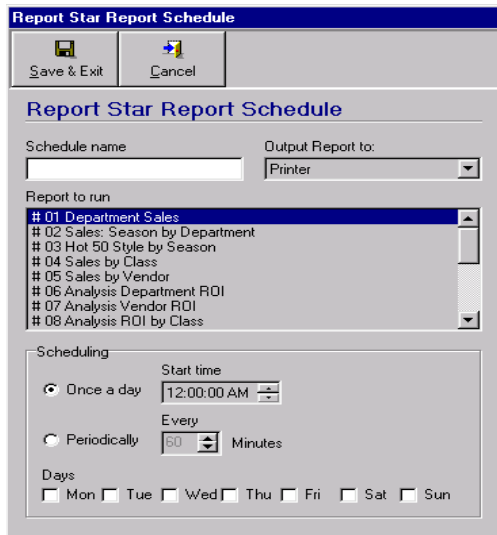
Click on the *Periodically* radio button, then click in the *Minutes* edit box and enter the number of minutes to run the program or click on the arrow buttons to set the number of minutes. For example, if **30** is entered, the program will be run every 30 minutes on the days specified.

6 Click in the *Days* option boxes to select the days of the week to run the program.

7 To test the message, click on the View button. The Scheduled Pop-up Message box displays. Click on the OK button to close the box.

8 Click on the Save & Exit button to close the Message Schedule box. The Schedules Setup window redisplay with the schedule just created. You are now ready to insert another schedule.

Setting Up a Report STAR Report Schedule



1 With the cursor in the *Schedule name* field, enter the schedule name and press <Tab>. The cursor jumps to the *Output Report to* combo box.

2 The *Output Report to* combo box is defaulted to print the report to the printer; press <Tab> to move to the *Report to run* list.

3 Click on the report in the *Report to run* list. When

custom reports are created in Report STAR, they automatically display in the list box.

4 Click on the *Once a day* radio button, then click in the *Start time* edit box and enter the start time or click on the arrow buttons to set the time.

Or

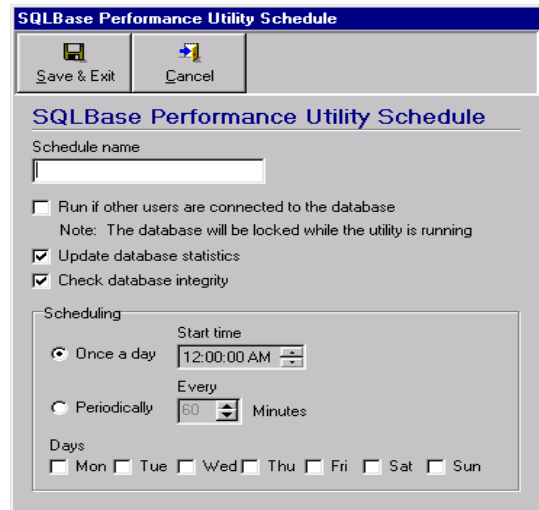
Click on the *Periodically* radio button, then click in the *Minutes* edit box and enter the number of minutes to run the program or click on the arrow buttons to set the number of minutes. For example, if **30** is entered, the program will be run every 30 minutes on the days specified.

5 Click in the *Days* option boxes to select the days of the week to run the program.

6 When the schedule is complete, click on the Save & Exit button. The Schedules Setup window redisplay with the schedule just created. You are now ready to insert another schedule.

Setting Up a SQLBase Performance Utility Schedule

➤ *It is recommended that you schedule this utility to run at least once a week.*



1 With the cursor in the *Schedule name* field, enter the schedule name.

2 Click in the *Run if other users are connected to the database* option box if you want the utility to run while others are connected to the database. The database will be locked while the utility is running. Leave the

option box unchecked to prevent the utility from running while others are connected to the database.

3 The *Update database statistics* option box is selected by default. Click in the box to deselect it if you do not want the database statistics to update.

4 The *Check database integrity* option box is selected by default. Click in the box to deselect it if you do not want to check the database integrity.

5 Click on the *Once a day* radio button, then click in the *Start time* edit box and enter the start time or click on the arrow buttons to set the time.

Or

Click on the *Periodically* radio button, then click in the *Minutes* edit box and enter the number of minutes to run the program or click on the arrow buttons to set the number of minutes. For example, if **30** is entered, the program will be run every 30 minutes on the days specified.

6 Click in the *Days* option boxes to select the days of the week to run the program.

7 When the schedule is complete, click on the Save & Exit button. The Schedules Setup window redisplay with the schedule just created. You are now ready to insert another schedule.

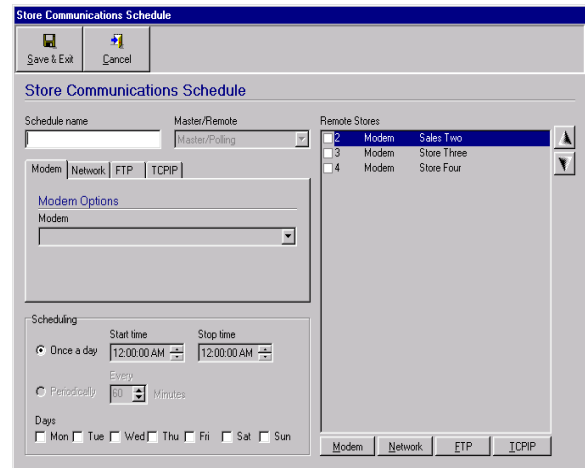
Setting Up Store Communications Schedules

Inter-store communications is a two-step process:

- First, you must set up your schedules to send from the Main location to each Remote.
- Second, you must set up schedules at each Remote in order to receive from the Main.

In addition, it is important to remember that you must create multiple communication schedules in order for all data to be transmitted to all stores involved.

Setting Up the Schedules



1 With the cursor in the *Schedule name* field, enter the schedule name and press <Tab>. The cursor jumps to the *Master/Remote* combo box.

2 The *Master/Remote* combo box is defaulted to Master/Polling. If applicable, click on the down arrow button to select Remote/Wait for call. Press <Tab> to continue.

3 If you are communicating via a modem, click in the *Modem Options* combo box and enter the modem number, or click on the down arrow button and select from the list that displays.

➤ *More than one modem may be used at the same time for communications; however, each modem must be scheduled with a different schedule.*

➤ If you are communicating via a network, click on the Network tab to display the *Start in Directory* field, and enter the name of the directory or click on the Browse (...) button and select the directory. This is the top-level directory where the application will place files to be sent (or read from, when receiving files). The directory should be either a shared directory or one that is on a shared drive and therefore available to all stores on the network.

➤ If you are communicating via FTP, click on the FTP tab and enter the *Host Name/IP Address*, *User ID*, and *Password*.

For example, at the Main, this directory might be **C:\StarComm** and specified as shared (in Windows Explorer, click on the folder or drive to select, then select File>Properties>Sharing tab>Shared As radio button). At each remote, reference this same directory by typing in the full directory path or by browsing and selecting this directory.

➤ Enter the user ID and password specified for the FTP site, **NOT** the user ID and password used to log into Retail STAR.

4 The *Once a day* radio button is selected by default under Scheduling. Enter the start time in the *Start time* combo box, or use the arrow buttons to set the time, and press <Tab>. The cursor jumps to the *Stop time* combo box.

➤ If you are setting up the schedule to receive from the Main (Remote/Wait for call), set your start time earlier than the time the report is actually scheduled to be sent.

5 If the report hasn't completed yet, enter the *Stop time* or click on the arrow buttons to set the time and press <Tab>.

➤ Allow at least 30 minutes for each transmission to take place. This may need to be adjusted based on the size of the data files being transmitted. You can verify this information by viewing the log file that is detailed below.

6 Click in the *Days* option boxes to select the days of the week to run the communications.

7 In the Remote Stores list box, select the applicable stores by clicking in the store's option box(es). The stores are defaulted to Modem for the communications process. You can change Modem to Network, FTP, or TCP/IP by first clicking on the applicable store line, then clicking the appropriate button at the bottom of the list box.

8 You can specify the order each store receives the communications by selecting a store line, then clicking the up and down arrow buttons to the right of the list to move the selected store up and down within the list.

9 When the schedule is complete, click on the Save & Exit button. The Schedules Setup window redisplay with the schedule just created. You are now ready to insert another schedule.

10 Once all schedules are created, click on the Exit button in the Schedules Setup window. The window closes, and the main Scheduler window redisplay with all schedules displayed in the Scheduled Events table.

11 To minimize the main Scheduler window, click on the X button in the upper right corner of the screen. The icon returns to the system tray.

12 The created schedules will now run at the appointed times if the Scheduler is running. You can view a record of the processes that occur with scheduling,

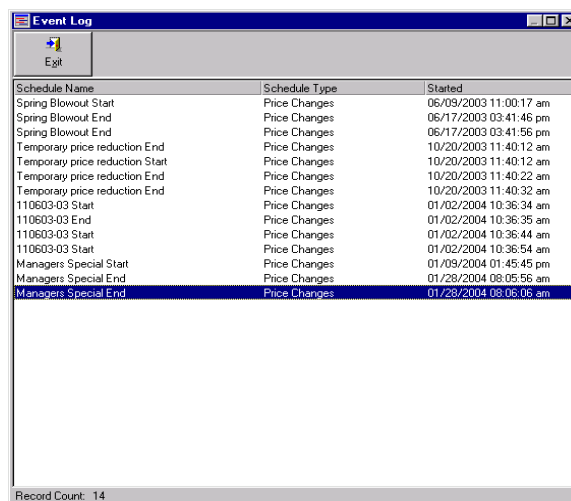
communications, and data replication by selecting to view the file log (see the Viewing Log Files section below). Communications may also be started manually by selecting Polling (quick call). However, when using Polling, the data transfer can only be sent to one (1) remote location rather than multiple locations.

Viewing Log Files

There are two (2) types of log files that you can view from the Scheduler window: the Event Log and the Communication Logs.

To view the Event Log:

1 Click on the Event log button on the toolbar at the top of the Scheduler window.



Schedule Name	Schedule Type	Started
Spring Blowout Start	Price Changes	06/09/2003 11:00:17 am
Spring Blowout End	Price Changes	06/17/2003 03:41:46 pm
Spring Blowout End	Price Changes	06/17/2003 03:41:56 pm
Temporary price reduction End	Price Changes	10/20/2003 11:40:12 am
Temporary price reduction Start	Price Changes	10/20/2003 11:40:12 am
Temporary price reduction End	Price Changes	10/20/2003 11:40:22 am
Temporary price reduction End	Price Changes	10/20/2003 11:40:32 am
110603-03 Start	Price Changes	01/02/2004 10:36:34 am
110603-03 End	Price Changes	01/02/2004 10:36:35 am
110603-03 Start	Price Changes	01/02/2004 10:36:44 am
110603-03 Start	Price Changes	01/02/2004 10:36:54 am
Managers Special Start	Price Changes	01/09/2004 01:45:45 pm
Managers Special End	Price Changes	01/28/2004 08:05:56 am
Managers Special End	Price Changes	01/28/2004 08:06:06 am

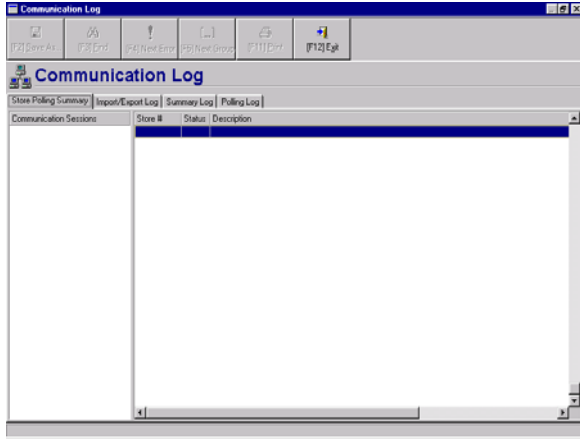
Record Count: 14

The schedule name, schedule type, and date and time started display.

2 Click on the Exit button to close the window.

To view the Communication Logs:

1 Click on the Comm Logs button on the toolbar at the top of the Scheduler window.



➤ *Communication logs are also accessible directly from the Remote Operations submenu.*

Communication logs include the Store Polling Summary, Import/Export Log, Summary Log, and Polling Log. To view the different logs, click on the tabs.

These function keys are available:

Function Key	Description
<F2> Save As...	Lets you save the log as a .log or .txt file. When the dialog box displays, specify the folder to save the file in, assign it a name, specify the type of file, and click on the Save button.
<F3> Find	Displays the Find dialog box. Enter the word(s) to search for in the <i>Find What</i> edit box and click on the Find Next button to perform the search.
<F11> Print	Displays the Print dialog box to allow you to print the current log.
<F12> Exit	Closes the Communication Log window.

Communicating Using the Polling (quick call) Feature

The Polling (quick call) feature allows you immediately to send all data in the system that is logged to be sent during the regular communications process. This includes logged information to be sent from the Main to the Remote locations and from the Remote locations to the Main. You can only poll one (1) remote location at a time, and the receiving location must be set up to receive prior to the main location beginning the polling process.

Only the configured communication workstation can initiate manual polling and create communication schedules. If the communication workstation is changed while Scheduler is open, you must close and then reopen Scheduler for changes to take effect. If a communication schedule exists for a specific store, the

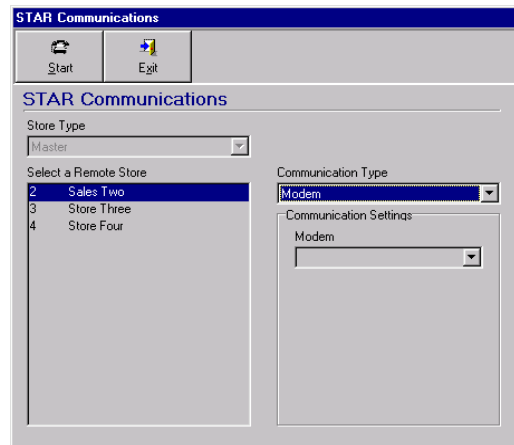
manual polling settings will use the setting in Scheduler for that store and the user will be unable to change the setting during manual polling; however, if a communication schedule does *not* exist for a specific store, the manual polling settings default to the settings specified on the Polling Defaults tab in Communication Setup.

➤ *If the remote becomes hung in a time-out situation, the remote will hang up after approximately 30 seconds and will wait for the main to call back.*

➤ *Remote polling will attempt to connect to the modem five (5) times before stopping communications.*

Step 1, Set Up the Remote Store

1 From the main Scheduler window, click on the Polling button. The STAR Communications screen displays. The *Store Type* is defaulted to Master.



2 In the *Communication Type* combo box, accept the default of Modem or click on the down arrow button to select Network, FTP, or TCPIP.

➤ If you selected Modem, click in the *Modem* combo box under Communication Settings and enter the applicable modem number, or click on the down arrow button and make a selection from the list that displays.

➤ If you selected Network, the Communication Settings will prompt you to enter the *Start in Directory* or click on the Browse button and make your selection. This is the top-level directory where the application will place files to be sent (or read from, when receiving files). The directory should be either a shared directory or one that is on a shared drive and therefore available to all stores on the network. For example, at the Main, this directory might be **C:\StarComm** and specified as shared (in Windows Explorer, click on the folder or drive to select, then select File>Properties>Sharing tab>Shared As radio button). At each remote, reference this same directory by

typing in the full directory path or by browsing and selecting this directory.

➤ If you selected FTP, enter the *Host Name/IP Address*, *User ID*, and *Password*.

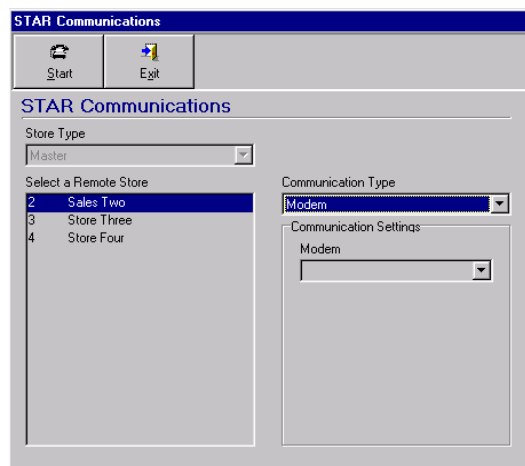
☛ **Enter the user ID and password specified for the FTP site, NOT the user ID and password used to log into Retail STAR.**

➤ Click on a remote store in the *Select a Remote Store* list.

3 Click on the Start button. StarComm prepares to receive the files, and the dialog box appears “waiting” for a call.

Step 2, Set Up the Main Store to Poll the Remote Locations

1 From the main Scheduler window, click on the Polling button. The STAR Communications screen displays. The *Store Type* is defaulted to Master, and the remote store locations are listed in the *Select a Remote Store* list.



2 Click on (highlight) the store to poll. You can only poll one (1) store at a time.

3 Accept the *Communication Type* default of Modem, or click on the down arrow button and select Network or FTP.

➤ If you selected Modem, click in the *Modem* combo box under *Communication Settings* and enter the applicable modem number, or click on the down arrow button and make a selection from the list that displays. To use a phone number that is not displayed, click in the *Use alternate phone number* option box and enter the modem phone number in the *Alternate phone number* field.

➤ If you selected Network, the *Communication Settings* will prompt you to enter the *Start in Directory* or click on the *Browse (...)* button and make your selection. This is the top-level directory where the application will place files to be sent (or read from, when receiving files). The directory should be either a shared directory or one that is on a shared drive and therefore available to all stores on the network.

For example, at the Main, this directory might be **C:\StarComm** and specified as shared (in Windows Explorer, click on the folder or drive to select, then select *File>Properties>Sharing tab>Shared As* radio button). At each remote, reference this same directory by typing in the full directory path or by browsing and selecting this directory.

➤ If you selected FTP, enter the *Host Name/IP Address*, *User ID*, and *Password*.

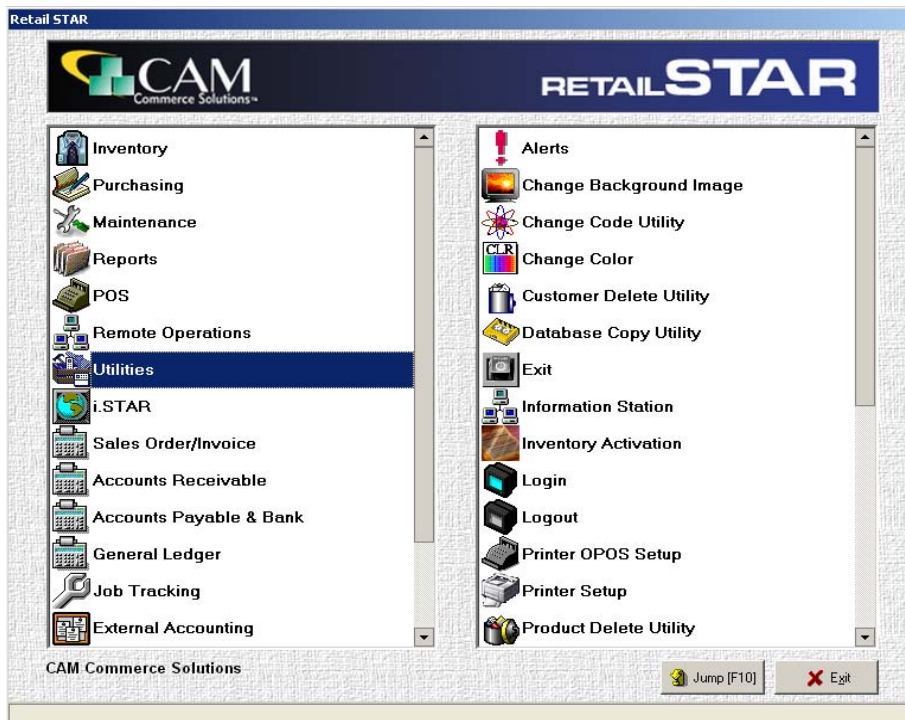
☛ **Enter the user ID and password specified for the FTP site, NOT the user ID and password used to log into Retail STAR.**

4 Click on the Start button. StarComm prepares the files to send, then dials the remote.

PART II

OFFICE

CHAPTER 6: UTILITIES



UTILITIES SUBMENU OPTIONS:

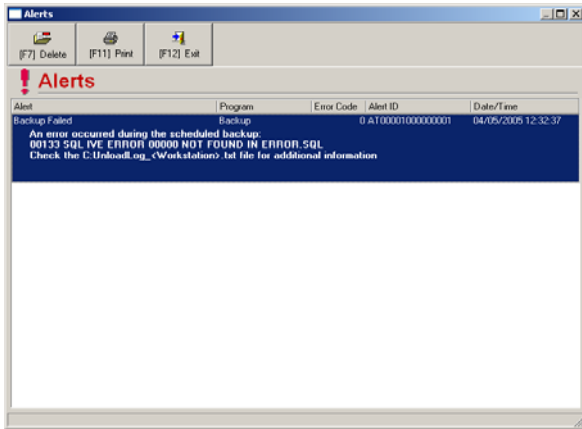
- Alerts
- Change Background Image
- Change Code Utility
- Change Color
- Customer Delete Utility
- Database Copy Utility
- Information Station
- Inventory Activation*
- Login
- Logout
- Printer OPOS Setup
- Printer Setup
- Product Delete Utility
- Program Setup
- Receipt Line Verification*
- Remove SKUs
- SQLBase Backup Utility
- SQLBase Performance Utility
- SQLBase Restore Utility
- System Information
- Transaction Delete
- XML - Configuration
- XML - Customer Import
- XML - Export
- XML - Product/Item Import

*This option is only available if using Retail STAR.

ALERTS

This option is designed to notify you if there is a failure in the backup or performance utilities. Use the Program Setup option to specify if you want alerts to display at login or to have them delivered by email.

1 From the Utilities submenu, click on Alerts.



2 The above example shows one alert message. To delete the selected message, click on the Delete button or press <F7>.

3 Click on the Print button or press <F11> to display the Alerts report. With the report displayed, click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

4 Click on the Exit button or press <F12> to close the Alerts option and return to the main menu.

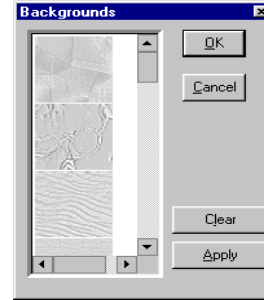
CHANGE BACKGROUND IMAGE

You can change the background image of the main menu frame and its associated login screen as follows:

1 Right-click on the frame around the main menu or submenu area to display a Change Background button, then click on the button. A Backgrounds window displays.

Or

From the Utilities submenu, click on Change Background Image. A Backgrounds window displays.



2 Select a background and click on the Apply button.

3 Click on the Clear button to remove the background.

4 To close the window without changing the background, click on the Cancel button.

5 Once the background is applied, click on the OK button to close the window.

CHANGE CODE UTILITY

Retail STAR/ICE was designed with a relational database structure. This means that once purchase order and sales history detail is attached (related) to an inventory item, it cannot be deleted without destroying the historical integrity of your database. The Change Code Utility option, however, allows you to assign (relate) a new customer ID, style, UPC, or vendor to your existing product detail. These new numbers are attached (related) to the original product's database history so that the original database integrity is never lost.

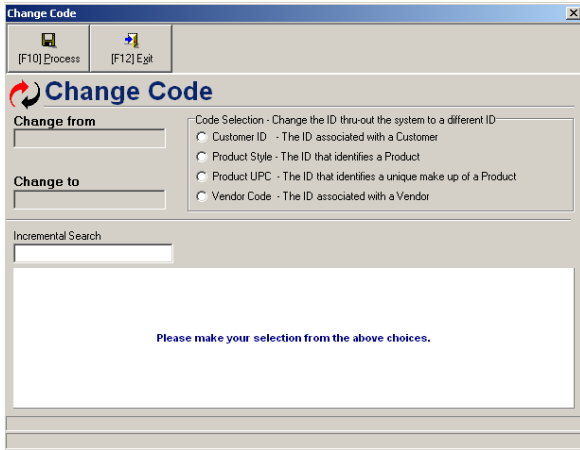
➤ *This option is not available from the remote(s).*

➤ *In a multi-store environment, no other users can be logged in to the system while this utility is running.*

➤ *If using Product Scorecard, be sure to rebuild all scorecard mines after using this option.*

To attach a new Style, Vendor, or Customer ID number:

1 From the Utilities submenu, click on Change Code Utility.



2 Under Code Selection, click on a radio button to select the ID you want to change throughout the system: *Customer ID*, *Product Style*, *Product UPC*, or *Vendor Code*.

3 The grid fills in with all database detail associated with your selection. You can sort the detail in ascending order by clicking on a column heading. You can also quickly locate a specific ID by entering it in the *Incremental Search* edit box.

4 The search criteria edit boxes will change as applicable to your selection; for example, if you selected *Customer ID*, the fields will read *Change from Customer ID* and *Change to Customer ID*, or if you selected *Product Style*, they will read *Change from Product Style* and *Change to Product Style*, and so on. Click in the edit boxes and define the applicable criteria.

5 Click on the Process button or press <F10>. The system searches for matching information and makes the change as defined.

6 Click on the Exit button or press <F12> to close the Change Code Utility option and return to the main menu.

CHANGE COLOR

You can change the color of the main menu and submenu areas as follows:

1 Right-click within the main menu or submenu area to display a Change Color button, then click on the button. A Color window displays.

Or

From the Utilities submenu, click on Change Color. A Color window displays.



2 Click on one of the basic colors or create a custom color.

3 Once the color is selected or created, click on the OK button to apply your selection and close the Color window.

CUSTOMER DELETE UTILITY

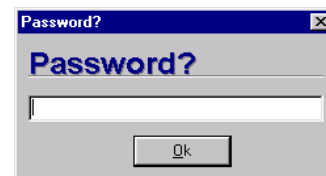
This utility performs two functions. It lets you remove selected customer records from the customer database. It also looks for duplicate names, addresses, and phone numbers, then merges the records and deletes duplicates.

➤ *This option is not available from the remote(s) (if using Retail STAR).*

➤ *This utility requires all other users to be logged off before it can continue.*

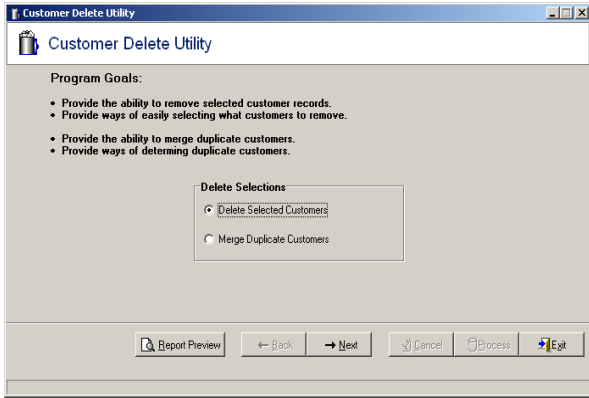
To use the Customer Delete Utility:

1 From the Utilities submenu, click on Customer Delete Utility. The Password? window displays.



A password is required in order to proceed past this window. You must contact CAM Technical Support for help with this utility. After you have received the password, enter it here and click on the Ok button. You are allowed three (3) attempts to enter the password correctly before the Password? window closes. Click on the X in the upper right corner of the window to close it and exit the Customer Delete Utility option.

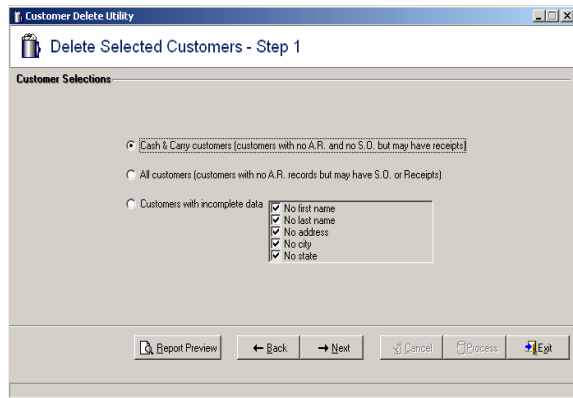
2 The main Customer Delete Utility screen displays.



3 Under Delete Selections, the *Delete Selected Customers* radio button is selected by default. To merge duplicate customer records, click in the Merge Duplicate Customers radio button.

4 Click on the Next button to continue.

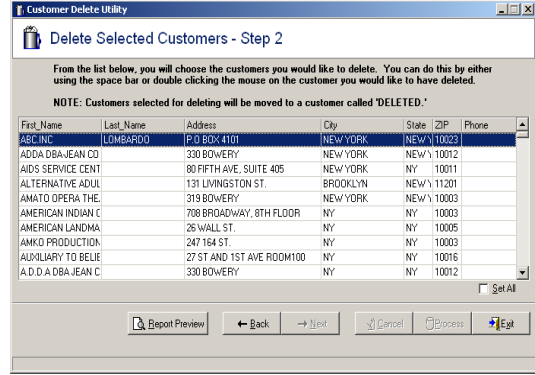
Deleting Customers



1 Click to select one of three Customer Selections radio buttons:

- *Cash & Carry customers (customers with no AR and no SO but may have receipts)* (default)
- *All customers (customers with no AR records but may have SO or Receipts)*
- *Customers with incomplete data* - This selection defaults to deleting customers with No first name, No last name, No address, No city, and No state. To change the criteria, click in the option boxes to remove the check marks and exclude records missing those criteria.

2 Click on the Next button to continue. The Step 2 window displays.



3 A list of customers which can be deleted displays. Customers with open balances will not be included, as they cannot be deleted. To select a customer you want deleted, double-click on the line or use the up and down arrow keys and the space bar on your keyboard to select. The selected line(s) will display in yellow. To choose all lines in the grid quickly, click in the *Set All* option box to select it. Click in the option box again to deselect all lines.

4 Click on the Process button or press <Alt+P> to begin the customer record deletion process.

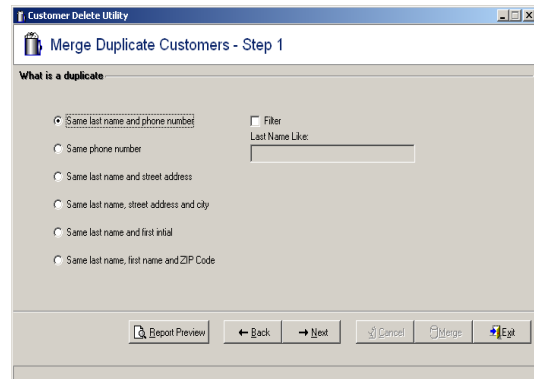
5 The main Customer Delete Utility screen will redisplay when the process is finished.

6 Click on the Exit button to close the Customer Delete Utility option and return to the main menu.

➤ Deleted customer records are moved into a customer record called **DELETED DELETED**.

Merging Customers

➤ Customers with open receipts cannot be merged.



1 There are six “What is a duplicate” radio buttons:

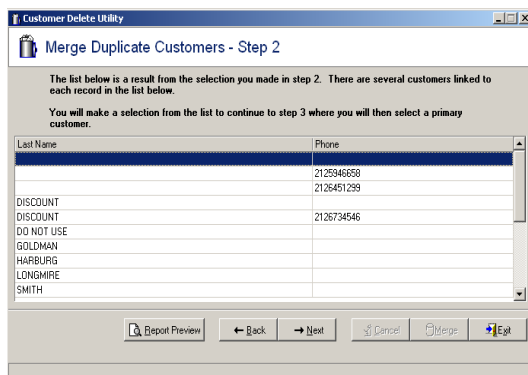
- *Same last name and phone number* (default)

- Same phone number
- Same last name and street address
- Same last name, street address and city
- Same last name and first initial
- Same last name, first name and ZIP code

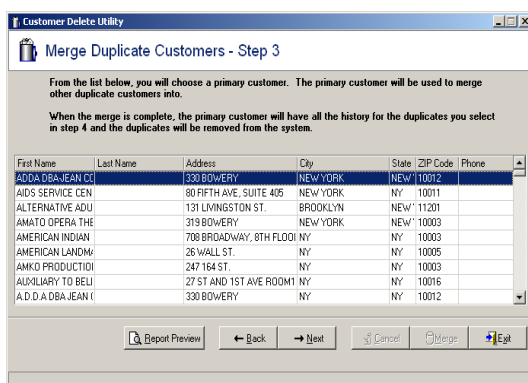
Click in the appropriate radio button,

2 To filter the customers, you can click in the *Filter* option box to select it, then enter filter criteria in the *Last Name Like* or *Phone Number Like* edit box.

3 Click on the Next button to continue. The Step 2 window displays. The list displays according to the radio button selected in the Step 1 window. In this example, the *Same last name and phone number* radio button was selected.

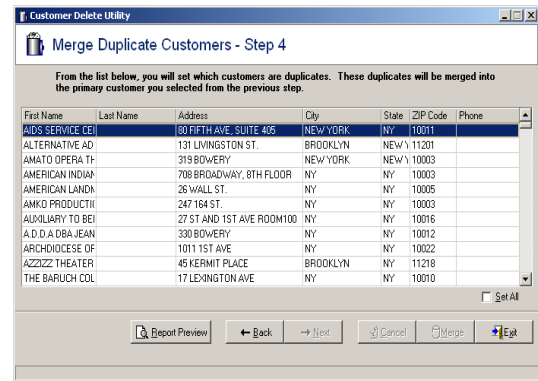


4 Click on the Next button to continue. The Step 3 window displays.



5 A list of possible duplicate customers displays. Click on the customer record in the list that you want to keep as the primary customer.

6 Click on the Next button to continue. The Step 4 window displays.



7 The remaining possible duplicate customers display. To select a customer to merge with the primary customer, double-click on the line or use the up and down arrow keys and space bar on your keyboard to select. The selected line(s) will display in yellow. To choose all lines in the grid quickly, click in the *Set All* option box to select it. Click in the option box again to deselect all lines.

8 Click on the Merge button or press <Alt+M> to begin the customer record merge process.

9 The main Customer Delete Utility screen will redisplay when the process is finished.

10 Click on the Exit button to close the Customer Delete Utility option and return to the main menu.

Additional Options

Button	Description
Report Preview	Displays the Customer Delete Utility Requests Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
Back	Displays the previous screen of the Customer Delete Utility wizard.
Cancel	Stops the delete or merge process.

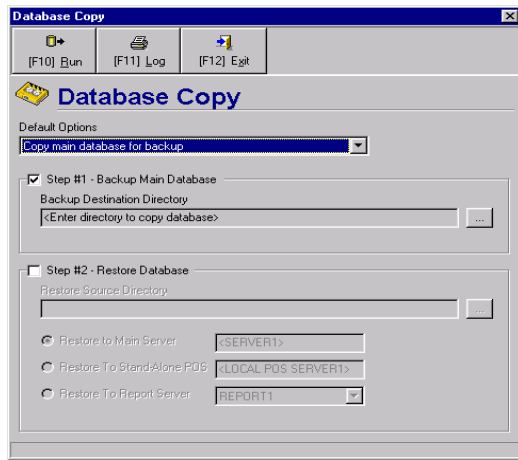
➡ *The first customer ID in the Document field on the report is the customer ID into which the second customer ID was merged. The final character in the Document field shows whether a deletion (D) or a merge (M) occurred.*

DATABASE COPY UTILITY

This utility backs up the database by performing a SQLBase backup, which copies the .dbs file and all logs. This feature can also restore a copied database. A database copy can also be performed in the Scheduler; refer to Chapter 5: Remote Operations> StarComm Scheduler for further information.

To use the Database Copy Utility:

1 From the Utilities submenu, click on Database Copy Utility.



2 In the *Default Options* combo box, click on the down arrow button and select from Copy database and load on report server, Copy database to POS workstation for stand-alone POS, Copy main database for backup (default), Restore database on POS workstation for stand-alone POS, or Restore main database.

3 The *Step #1 - Backup Main Database* option box is selected by default. Click in this box to deselect it if you do not want to backup the main database.

4 If the *Step #1 - Backup Main Database* option box is selected, enter the directory to copy the database to in the *Backup Destination Directory* field, or click on the Browse (...) button to search for the directory. The path should contain no more than eight (8) characters (e.g., D:\BackupDb).

➤ *If you enter a folder with a space in its name by typing it, the system will return an error. Browsing for the same folder will not give you an error message.*

5 Click in the *Step #2 - Restore Database* option box to select it if you want to restore the database.

6 If the *Step #2 - Restore Database* option box is selected, enter the directory where the database is located in the *Restore Source Directory* field, or click on the Browse (...) button to search for the directory.

7 If you selected to restore the database, you must specify the location to restore the database to.

➤ The *Restore to Main Server* radio button is selected

by default. Click in the field and modify the server name, if necessary.

➤ Click on the *Restore To Stand-Alone POS* radio button if you want to restore the database to a stand-alone POS system. Click in the field and modify the POS server name, if necessary.

➤ Click on the *Restore To Report Server* radio button if you want to restore the database to the report server (only available if a report server is configured in Licensing). Then click on the down arrow button to select the correct report server name.

8 Click on the Run button or press <F10> to perform the copy or restore utility as specified. A window will display showing the processing that is taking place. When the process is finished, the main Database Copy screen will redisplay.

9 Click on the Log button or press <F11> to display and/or print a Backup Log. The log shows the date, backup type, backup directory, restore source directory, restore server, and whether the backup and/or restore operations were successful. If any errors occurred during the process, they are described. Click on the printer icon to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

10 Click on the Exit button or press <F12> to close the Database Copy Utility option and return to the main menu.

INFORMATION STATION

Information Station displays sale, return, void, hold, and layaway detail for each of the users on the system. Also shown is the number of job alerts, expiring POs, shipping POs, warehouse POs, transfer approvals, and transfer receivers. Detail is real-time for the current day and is viewable only by managers. When this option is selected, an extension is attached to the main menu as illustrated below.

To display the Information Station:

1 From the Utilities submenu, click on Information Station.

- 2 Click on each user's names in the list box to view the user's individual sales information.
- 3 Click on the Refresh button to update the information displayed.
- 4 Click on the Print button to print a report.
- 5 Click on the Close button to close the Information Station.

INVENTORY ACTIVATION*

* ***This option is only available in Retail STAR.***

This utility is used to activate store inventory records. When selected, the Store Inventory Activation window displays, unless the activation process is not required. In that case, a message displays indicating that inventory activation is not necessary.

Inventory Activation does not remodel inventory after making price changes. Also, it does not change the store it was modeled after originally. It is for display purposes only.

To activate store inventory records:

- 1 From the Utilities submenu, click on Inventory Activation.

- 2 In the *Store No.* field, accept the store displayed, or click on the down arrow button to display a drop-down list of stores to select.
- 3 *Pricing Modeled After* displays where the pricing is modeled after for the selected store.
- 4 Click on the Run button or press <F10>.
- 5 Once the process is complete, the prompt, "Activation processing has completed for ____" displays with the store number.
- 6 Click on the OK button or press <Enter>.
- 7 Click on the Exit button or press <F12> to close the Inventory Activation option and return to the main menu.

LOGIN

This option displays the Security Check screen that requires entry of your *User Name* (sales associate code) and *Password*. After entering the information, click on the Login button to continue, or click on the Cancel button to cancel.

LOGOUT

This option logs off the user and exits Office. The prompt, "Are you sure?" displays. Click on the Yes button to exit, or click on the No button to remain logged in.

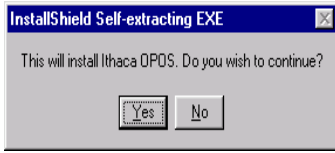
PRINTER OPOS SETUP

This option is used to configure the Ithaca OPOS receipt printer. The OPOS printer lets you print your store logo in two colors on the receipt, and you can put a barcode on the receipt so it can be scanned and quickly retrieved at POS.

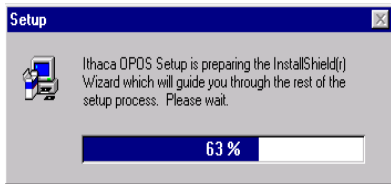
➤ ***No other printers can be set up on the LPT port that the OPOS printer is set up on. This includes any network printers.***

Installing the Ithaca OPOS Driver

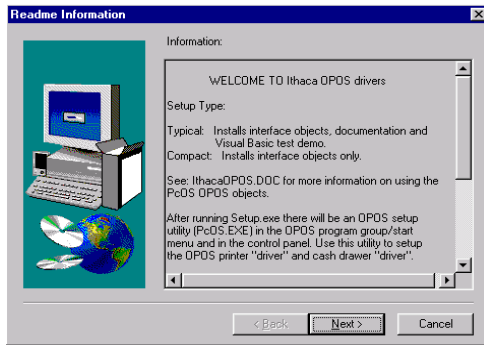
1 A CD containing the printer driver is included with the printer. Insert the CD in your CD-ROM drive, then browse for and open the file to install the driver. This window displays.



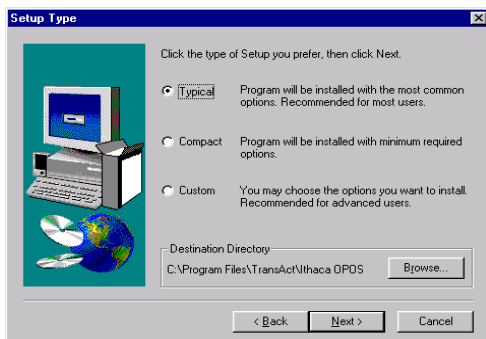
2 Click on the Yes button. The following window displays.



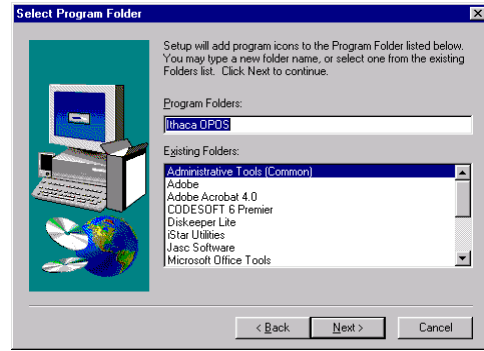
When the meter reaches 100%, this window displays:



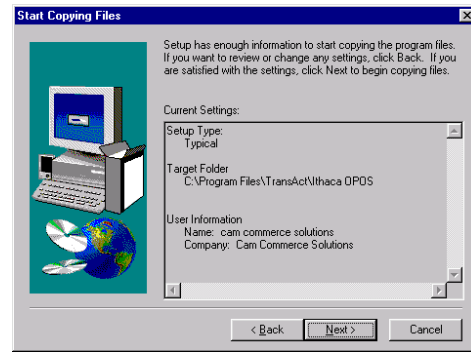
3 The readme information is displayed. Click on the Next button to continue. The following window displays.



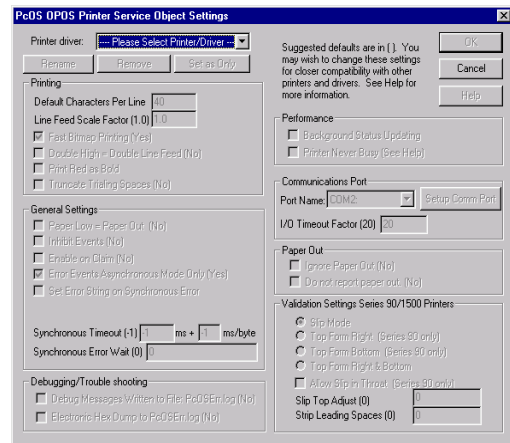
4 This window shows the directory where the program will be installed. If you want to change the location of the program, click on the Browse button. Click on the Next button to continue. The following window displays.



5 This window shows the program folder that will be created. You can enter a new program folder name if you want. Click on the Next button to continue. The following window displays.

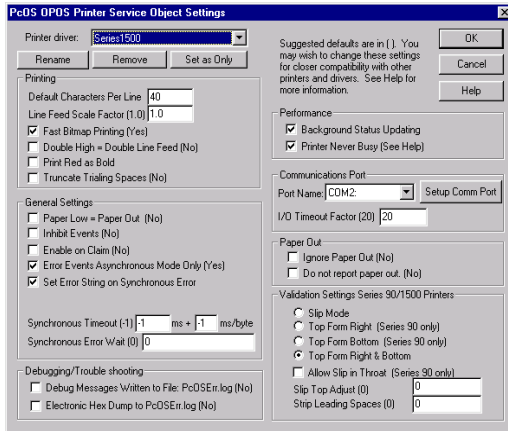


6 Click on the Next button to begin copying files. Meters will display during the copy process. When the process is finished, this window displays.

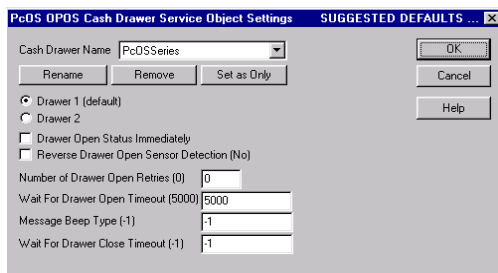


7 In the *Printer driver* combo box, select Series 1500. Then click on the down arrow button again and select Series Auto Detect.

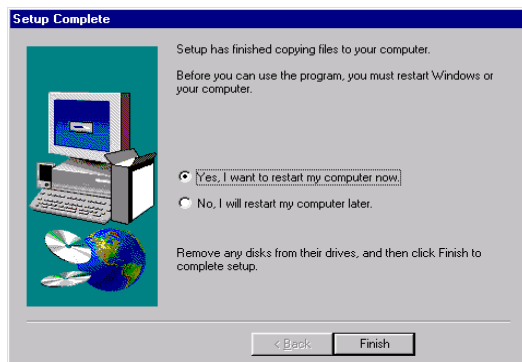
8 In the *Port Name* combo box, select the LPT port you are using. Keep all other defaults and click on the OK button to continue.



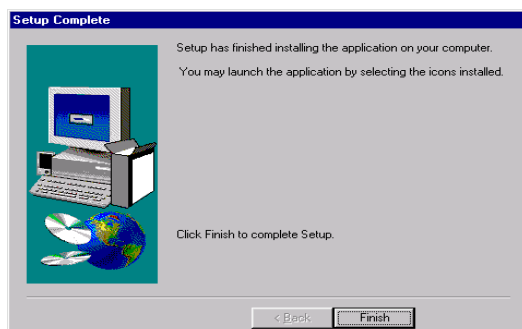
9 This window displays next. You do not need to change anything on this window. Click on the Cancel button.



10 When this window displays, click on the Finish button.



11 When this window displays, click on the Finish button.

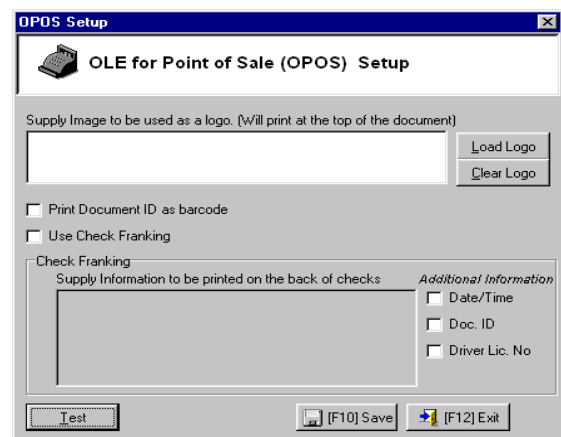


► To access the OPOS Reference Manual for the Ithaca Series Printers, click on the Windows Start button and select *Programs>Ithaca OPOS>Ithaca OPOS Document*.

► If you want to change the printer setup configuration driver, the PcOS OPOS Printer and Cash Drawer Service Object Settings are available by clicking on the Windows Start button and selecting *Programs>Ithaca OPOS>Ithaca OPOS Setup*.

Setting Up the OPOS Printer in Retail STAR

1 From the Utilities submenu, click on Printer OPOS Setup.



2 Click on the Load Logo button to display a Select Image dialog box and select the .bmp file to be used as the logo to print on the receipt. Click on the Clear Logo button if you want to remove the image.

3 Click in the *Print Document ID as barcode* option box to print the barcode on the receipt.

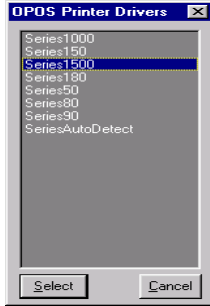
4 Click in the *Use Check Franking* option box to print information on the back of the check.

5 Type the information you want to print on the back of the checks in the *Supply Information to be printed on the back of checks* box.

6 Under Additional Information, click to select or deselect the *Date/Time*, *Doc. ID*, and/or *Driver Lic. No.* option boxes to specify whether to include this information on the check.

7 Click on the Save button or press <F10> to save your setting selections.

8 Click on the Test button. This window displays.



9 Click on Series 1500 or Series Auto Detect, then click on the Select button. The window closes.

10 Click on the Exit button or press <F12> to close the Printer OPOS Setup option and return to the main menu.

Setting Up the OPOS Printer in POS

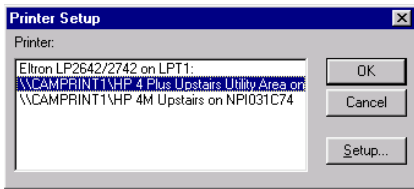
1 In POS, click on the Register button or press <F3> and select Register setup.

2 In the Register Profile window, click on the Print Options tab and set the *Number of receipt copies* to the number you want printed.

3 Click on the Hardware Settings tab, then click on the Devices button. Under Receipt Printer Setting - OLE for Point of Sale, click on the “?” button and select Series 1500.

PRINTER SETUP

This option is used to change your printer setup.



Refer to your printer documentation for instruction.

PRODUCT DELETE UTILITY

It is sometimes impractical or impossible to purge inactive products through the supporting Office modules. For example, you may want to delete a large number of product records from your database. This utility makes the deletion of selected products easier.

➤ *This option is not available from the remote(s) (if using Retail STAR).*

NOTE that this process cannot be stopped or undone once initiated. **THIS IS A PERMANENT PROCESS.** To undo a delete process, you must restore from your latest backups.

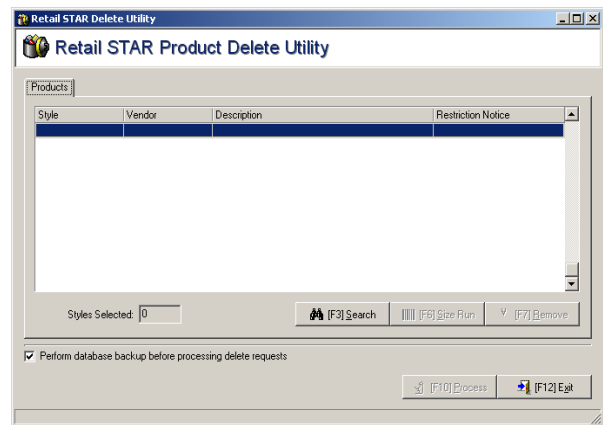
➤ *This is a powerful utility with potentially dangerous consequences; therefore, you may want to restrict access through the Maintenance>Employee/Security option.*

Only the Main store can initiate a delete request through this option. However, a remote store can only initiate delete requests through the communications process. This is a precautionary measure to ensure accurate synchronization between the databases at various stores.

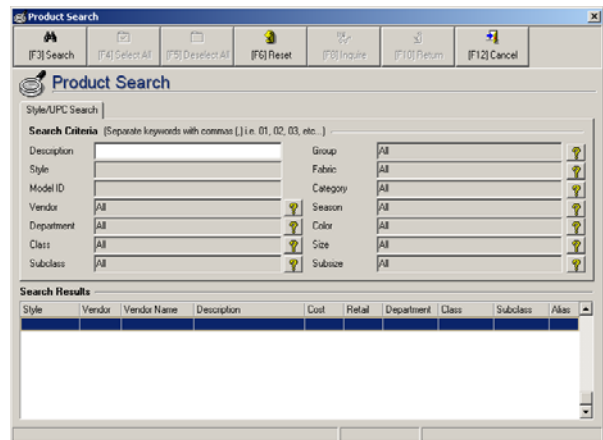
➤ *Communications will be disabled by this utility, so only process delete requests during down times.*

To use the Product Delete Utility:

1 From the Utilities submenu, click on Product Delete Utility. The Product Delete Utility window displays.

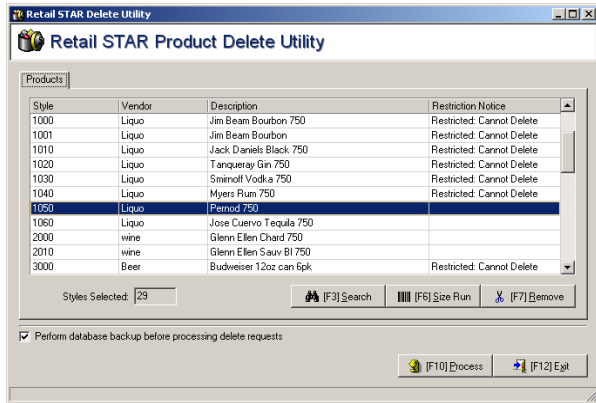


2 Click on the Search button or press <F3>. The Product Search window displays.



Refer to the Product Inquiry option in Chapter 1: Inventory for further information on using the Product Search window.

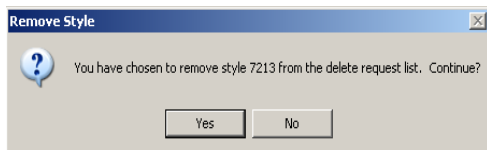
3 When the correct products are displayed in the Search Results grid, click to select them, then click on the Return button or press <F10> to display the products in the Product Delete Utility window, as in this example.



4 To delete products by size run, click on a product in the grid to highlight it, then click on the Size Run button or press <F6> to display the Maintain Product Size Runs window. Refer to the Deleting Individual UPCs section in Product Maintenance for information on using this window.

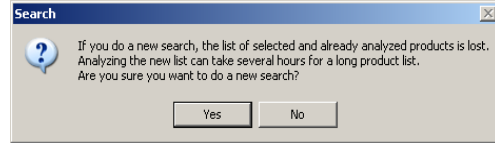
5 The Restriction Notice column on the Product Delete Utility window will display “Restricted: Cannot Delete” if the product cannot be deleted because it appears on an open document (e.g., active layaways and special orders; unposted, posted, and backordered purchase orders; unexpired gift registries; open store transfers and worksheets; kit products; gift certificates and gift cards; i.STAR receipts that have not been imported into Accounting; and open sales orders and invoices).

6 To remove an item from the list, click to select the item from the list, then click on the Remove button or press <F7>. A prompt similar to this displays:



Click on the Yes button to remove the style, or click on the No button to keep it.

7 To start over with a new search, click on the Search button or press <F3> again. This prompt displays:

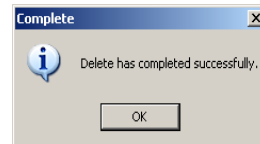


This prompt states that the current list of products will be lost if you perform a new search and that it can take a long time for the system to analyze the new list if you have many products in your database. Click on the Yes button to continue, or click on the No button to keep the current list of products.

8 The *Perform database backup before processing delete requests* option box is selected by default. Click in the option box to deselect it if you do not want to perform a database backup before the deletions are processed. Depending on the size of your database, the backup may take several hours, but it is recommended that you leave this option selected.

9 The *Styles Selected* box shows you how many styles you are about to delete.

10 Click on the Process button or press <F10> to begin the deletion process. A meter displays at the bottom of the screen as the deletion is processed. When the process is finished, this prompt displays:



Click on the OK button to continue.

11 Click on the Exit button or press <F12> to close the Product Delete Utility option and return to the main menu.

➤ Deleted styles will no longer display in some options including adjustments, Physical Inventory, PO Receiving, etc.

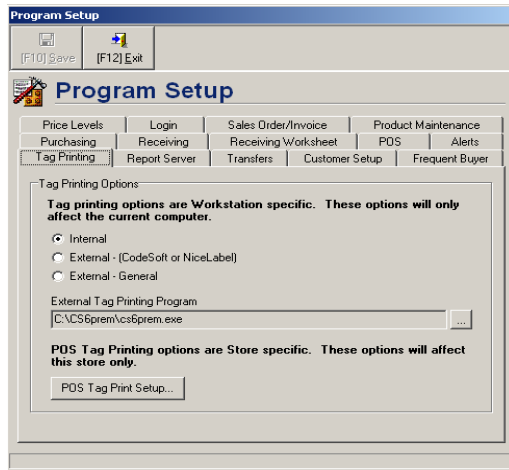
PROGRAM SETUP

Program Setup is used to define many options including tag printing, report server, transfers, customer setup, frequent buyer, purchasing, receiving, receiving worksheets, POS, alerts, price levels, login, sales order/invoicing, product maintenance, and general options.

To verify the Program Setup option:

1 From the Utilities submenu, click on Program Setup.

Tag Printing Tab



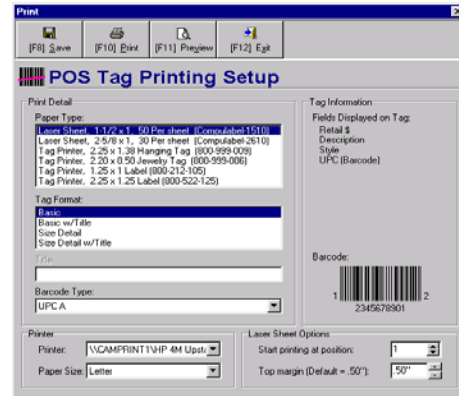
Tag Printing options are workstation specific, meaning they only affect the current computer.

1 The Tag Printing options let you specify whether you want to create and print “internal” default barcode tags, or to create and print “external” barcode tags using third-party software (CODESOFT 6 Premier, NiceLabel, or a generic barcode printing program). The *Internal* option allows you to print the default designed tags on CompuLabel laser label sheets (2 5/8" x 1" or 1 1/2" by 1"). Tag formats include a Basic tag and a Size Detail tag. The Size Detail tag includes Retail \$, product Description, Style, Size, Subsize, and UPC (barcode). The UPC symbology is user-defined. You can also sort the tags. The *External* options allow you to design your own tags and print them on various types of laser label sheets.

This option is defaulted to *Internal*. To select the external option, click on the *External - (CodeSoft or NiceLabel)* radio button (if using CODESOFT 6 Premier or NiceLabel) or the *External - General* radio button (if using a generic tag printing program).

➡ **The CODESOFT third-party software installs on your system as “C:\CS6Prem\CsPrem.exe.” If this is changed, you can click on the Browse (...) button at the end of the External Tag Printing Program box and select the correct drive mapping.**

2 Click on the POS Tag Print Setup button to display the POS Tag Printing Setup window.



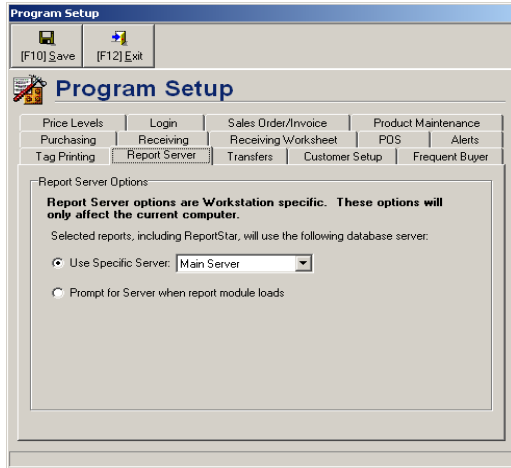
This window lets you specify how a tag will print when it is printed at POS, as for a return. (Refer to the Printing Tags at POS for Returns section in Appendix A for more information).

- a) In the *Paper Type* list box, click on (highlight) the applicable paper type.
- b) In the *Tag Format* list box, click on (highlight) the applicable tag format. The tag information to include on your selection displays in the Tag Information box on the right side of the screen.
- c) If your tag format includes a barcode, click in the *Barcode Type* combo box, then click on the down arrow button and select the applicable barcode type from the list that displays (UPCA is recommended).
- d) In the *Printer* combo box, click on the down arrow button and select the applicable printer. Note: If you are printing the Tag Printer type tags on an Eltron Orion printer, instructions for setting up printer drivers have been included in the appendix.
- e) In the *Paper Size* combo box, click on the down arrow button and select the correct paper size.
- f) In the *Start printing at position* combo box under Laser Sheet Options, click on the up or down arrow buttons if you want to start printing the labels in a position other than the first label on the laser sheet. Laser sheets are set with a default 1/2" top margin. If you want to change that setting, click on the up and down arrow buttons and select the applicable margin setting.
- g) If you want to preview the sample tag prior to printing, click on the Preview button. Then click on the Close button to close the preview window. (Note: You cannot preview Tag Printer type tags).
- h) Click on the Print button or press <F10> to print the sample tag.
- i) Click on the Save button to save the tag printing format.

j) Click on the Exit button or press <F12> to close the POS Tag Printing Setup window and return to the Program Setup option.

3 Click on the Report Server tab (Retail STAR only).

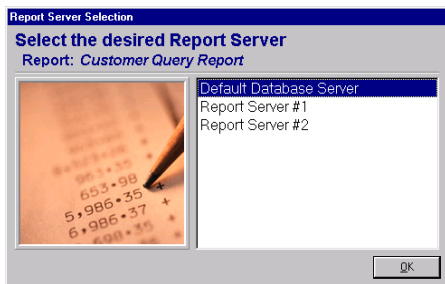
Report Server Tab



Report Server options are workstation specific, meaning they only affect the current computer.

1 Click on the appropriate radio button to specify the database for selected reports (including Report STAR): *Use Specific Server* or *Prompt for Server when report module loads*. If you select *Use Specific Server*, accept the default of Main Server or click on the down arrow button and select the report server from the drop-down list of servers you have licensed.

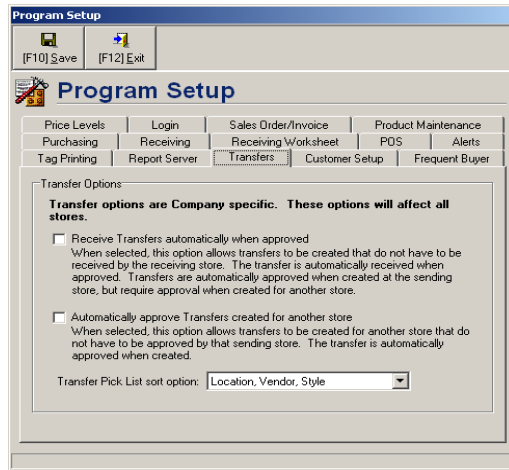
If you select *Prompt for Server when report module loads*, you will receive a prompt similar to the following when certain reports are accessed:



Click on the desired report server, then click on the OK button to continue.

2 Click on the Transfers tab (Retail STAR only).

Transfers Tab



Transfer options are company specific, meaning they will affect all stores.

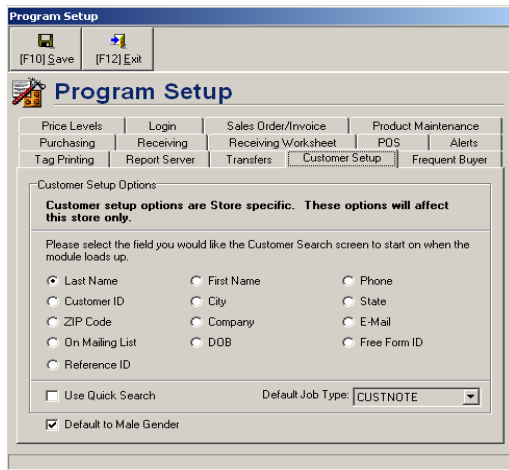
1 Click in the *Receive Transfers automatically when approved* option box to allow transfers to be created which do not have to be received by the receiving store. The transfer is automatically received when approved. Transfers are automatically approved when created at the sending store, but require approval when created for another store.

2 Click in the *Automatically approve Transfers created for another store* option box to allow transfers to be created for another store which do not have to be approved by the sending store. The transfer is automatically approved when it is created.

3 The *Transfer Pick List sort option* combo box defaults to Location, Style, Vendor. To sort the pick list (in the Transfer to Store and Transfer Worksheets options in Inventory) by vendor and style, click on the down arrow button and select Vendor, Style from the drop-down list.

4 Click on the Customer Setup tab.

Customer Setup Tab



Customer Setup options are store specific, meaning they only affect the current store.

1 Click on the appropriate radio button to specify the field you want the Customer Search screen to search by: *Last Name* (default), *First Name*, *Phone*, *Customer ID*, *City*, *State*, *ZIP Code*, *Company*, *E-Mail*, *On Mailing List*, *DOB*, *Free Form ID*, or *Reference ID*.

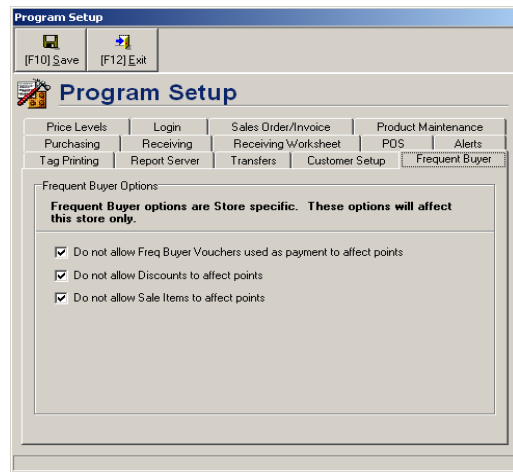
2 Click in the *Use Quick Search* option box if you want a quick search window to display at POS. This window allows you to locate a customer quickly by its customer ID or reference ID (defined on the Reference IDs tab in Customer Maintenance).

3 In the *Default Job Type* combo box, select the job type to default for new jobs in the Job Tracker option.

4 The *Default to Male Gender* option box is selected by default. Click to deselect it if you do not want the *Male* option box on the Main tab in Customer Maintenance to be selected by default when new customers are added.

5 Click on the Frequent Buyer tab.

Frequent Buyer Tab



Frequent Buyer options are store specific, meaning they only affect the current store.

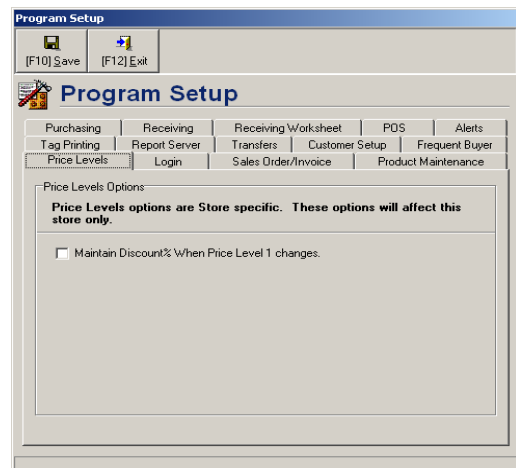
1 Click in the *Do not allow Freq Buyer Vouchers used as payment to affect points* option box to select it if you do not want frequent buyer vouchers to affect frequent buyer points when they are used as payment.

2 Click in the *Do not allow Discounts to affect points* option box to select it if you do not want discounts to have an effect on the number of frequent buyer points awarded.

3 Click in the *Do not allow Sale Items to affect points* option box to select it if you do not want sales prices to have an effect on the number of frequent buyer points awarded.

4 Click on the Price Levels tab.

Price Levels Tab

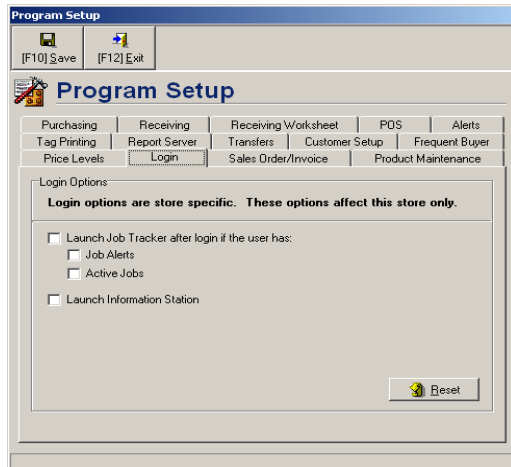


Price levels options are store specific, meaning they only affect the current store.

1 Click in the *Maintain Discount % When Price Level 1 changes* option box to select it if you want discounts to be applied even if the regular retail price changes.

2 Click on the Login tab.

Login Tab



Login options are store specific, meaning they only affect the current store.

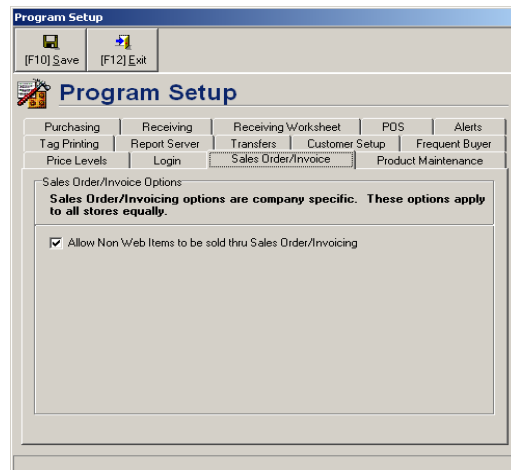
1 Click in the *Launch Job Tracker after login if the user has:* option box to select it if you are using the Job Tracking module and want Job Tracker to be launched automatically after login. The *Job Alerts* and *Active Jobs* option boxes are both automatically selected. Click in an option box to deselect it if you do not want Job Tracker to begin automatically for a user who does not have job alerts or active jobs.

2 Click in the *Launch Information Station* option box to select it if you want Information Station to begin automatically when a user logs in.

➤ Click on the *Reset* button to deselect all of the Login option boxes.

3 Click on the Sales Order/Invoice tab.

Sales Order/Invoice Tab

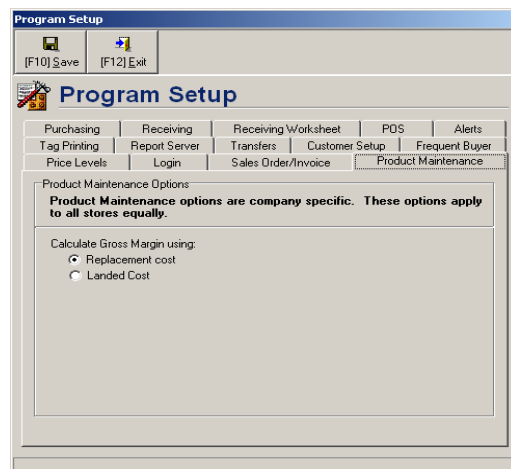


Sales Order/Invoicing options are company specific, meaning they will affect all stores.

1 The *Allow Non Web Items to be sold thru Sales Order/Invoicing* option box is selected by default. Click to deselect it if you do not want non-web items to be available in Sales Order and Invoicing in Accounting.

2 Click on the Product Maintenance tab.

Product Maintenance Tab

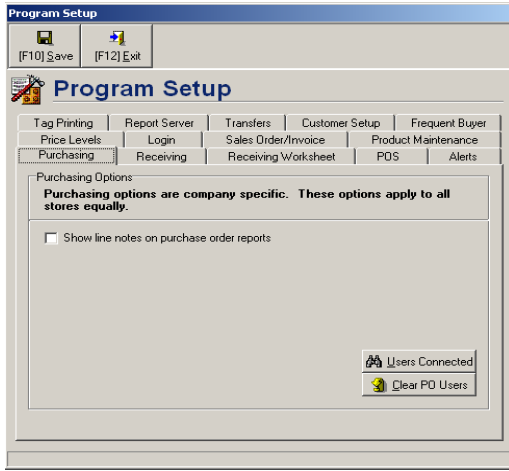


Product Maintenance options are company specific, meaning they will affect all stores.

1 The *Replacement cost* radio button is selected by default as the method for calculating the gross margin. Click in the *Landed Cost* radio button to select if you want the gross margin to be calculated based on the landed cost instead.

2 Click on the Purchasing tab.

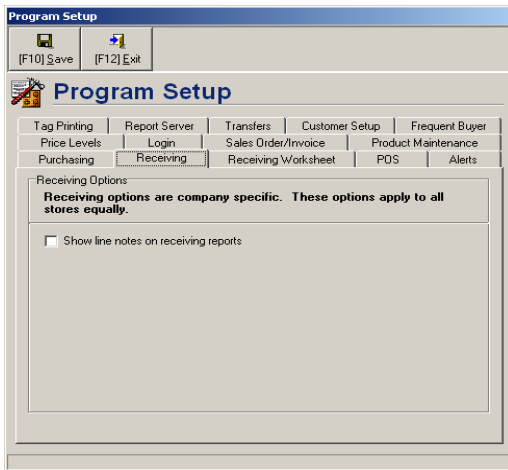
Purchasing Tab



Purchasing options are company specific, meaning they will affect all stores.

- 1 Click in the *Show line notes on purchase order reports* option box to select it if you want line notes entered while creating PO's to display on purchase order reports.
- 2 The Users Connected and Clear PO Users buttons are used when trying to correct a receiver while other users are in purchasing modules. Refer to the Correcting Receiving Mistakes section in Chapter 2: Purchasing > PO Receiving for more information.
- 3 Click on the Receiving tab.

Receiving Tab



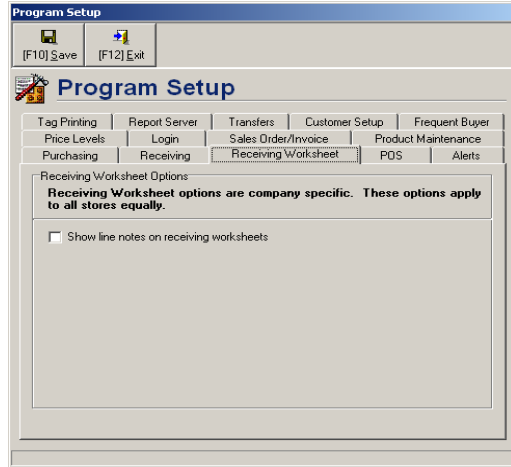
Receiving options are company specific, meaning they will affect all stores.

- 1 Click in the *Show line notes on receiving reports* op-

tion box to select it if you want line notes entered while creating PO's to display on receiving reports.

- 2 Click on the Receiving Worksheet tab.

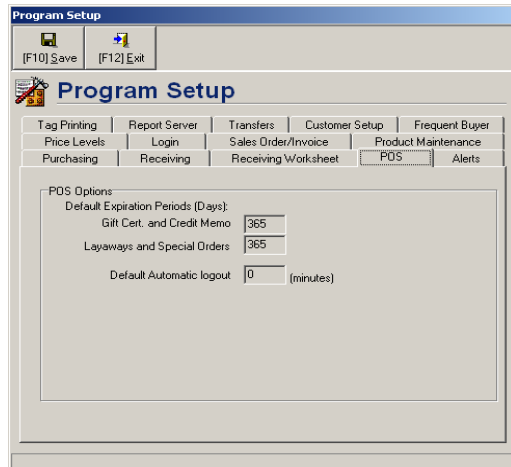
Receiving Worksheet Tab



Receiving options are company specific, meaning they will affect all stores.

- 1 Click in the *Show line notes on receiving worksheets* option box to select it if you want line notes entered while creating PO's to display on the receiving worksheet.
- 2 Click on the POS tab.

POS Tab



1 In the *Gift Cert. and Credit Memo* edit box under Default Expiration Periods (Days), enter the number of days after which you want gift certificates and credit memos to expire.

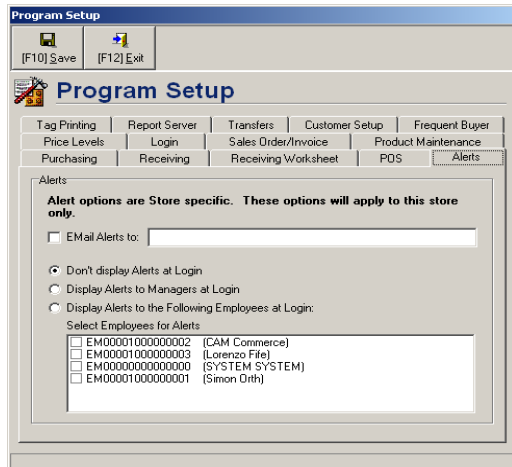
- 2 The Default Expiration Period (Days) for *Layaways*

and *Special Orders* is 365. Click in the edit box and change the number of days, if necessary.

3 If you want POS to log out the current user after a certain length of time, enter the number of minutes in the *Default Automatic logout* edit box.

4 Click on the Alerts tab.

Alerts Tab



Alert options are store specific, meaning they only affect the current store.

1 Click in the *EMail Alerts to* option box to select it if you want alerts to be emailed to an email address. Then click in the edit box and enter the email address to receive alerts.

2 The *Don't display Alerts at Login* radio button is selected by default. Click in the *Display Alerts to Managers at Login* radio button if you want alerts to display when a manager logs in to Office. Click in the *Display Alerts to the Following Employees at Login* radio button if you want alerts to display to specific employees, then click to select the option boxes next to the specific employees under *Select Employees for Alerts*.

3 Click on the Exit button or press <F12> to close the Program Setup option and return to the main menu.

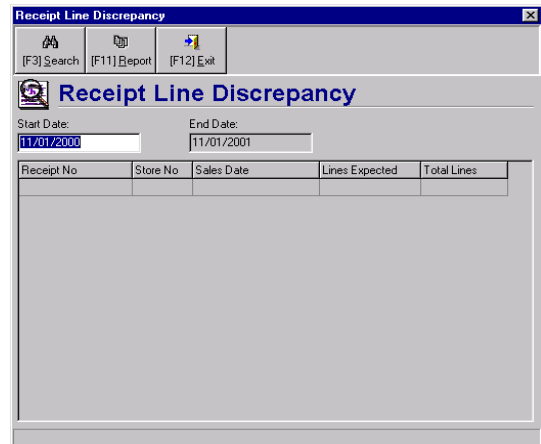
RECEIPT LINE VERIFICATION*

* *This option is only available in Retail STAR.*

The Receipt Line Verification utility is used once the communications process is complete to compare the

subtotal in the sale receipt header to the total of all receipt lines. The grid displays the receipt number, store number, sales date, number of lines expected, and actual total lines received for all mismatches. After printing and reviewing a report of the mismatches, use the *Resend Data* option under the *Remote Operations* submenu to resend the receipt line detail.

1 From the Utilities submenu, click on *Receipt Line Verification*.



2 In the *Start Date* and *End Date* fields, accept the dates displayed or enter new dates (e.g., MM/DD/YYYY).

3 Click on the Search button or press <F3>.

4 Click on the Report button or press <F11>. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

5 Click on the Exit button or press <F12> to close the Receipt Line Verification option and return to the main menu.

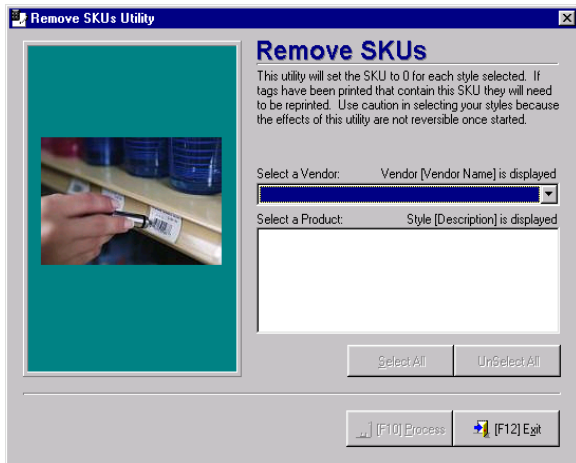
REMOVE SKUs

This utility will set the SKU to zero (0) for each style you specify. If tags have been printed that contain this SKU, they will need to be reprinted.

► *Use caution when selecting the styles; this action cannot be undone.*

To remove SKU numbers:

1 From the Utilities submenu, click on *Remove SKUs*.



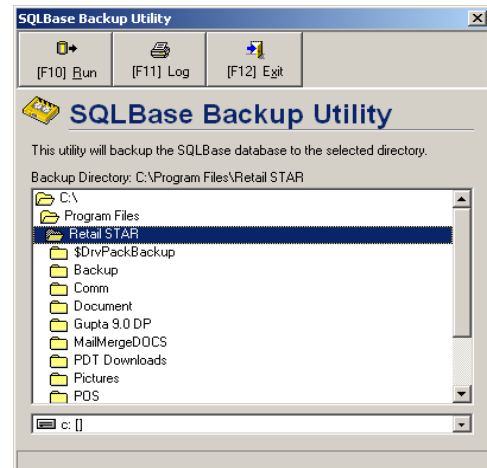
- 2 In the *Select a Vendor* combo box, click on the down arrow button to display a drop-down list of vendor names to select.
- 3 The products for the selected vendor will display in the *Select a Product* list box.
- 4 Click on the product to remove the SKUs. To select multiple products, hold down the <Ctrl> key while clicking. Click on the *Select All* button to select all products, or click on the *UnSelect All* button to deselect all products.
- 5 Click on the *Process* button or press <F10>.
- 6 The prompt, “The Remove SKUs utility has completed successfully” displays.
- 7 Click on the *OK* button or press <Enter>.
- 8 Click on the *Exit* button or press <F12> to close the *Remove SKUs* option and return to the main menu.

SQLBASE BACKUP UTILITY

If you do not have an established backup procedure that includes backing up to a tape drive or zip drive, you can use this utility to manually back up your system on your hard drive. A file named *UnloadLog.txt* is placed in the backup directory during this process; this file is a log of all the data exported by the backup and can be used to evaluate the backup process in case it fails.

To back up your system:

- 1 From the *Utilities* submenu, click on *SQLBase Backup Utility*.



- 2 Click on the *Backup* folder to open it.
- 3 Click on the *Run* button or press <F10>. The message, “Backing up SQLBase Database. Please wait” displays in the lower left corner of the screen. Once the procedure is complete, “Backup completed” will display in the lower-left corner of the screen.
- 4 Click on the *Log* button or press <F11> to display the backup log. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the *Close* button to close the report.
- 5 Click on the *Exit* button or press <F12> to close the *SQLBase Backup Utility* option and return to the main menu.

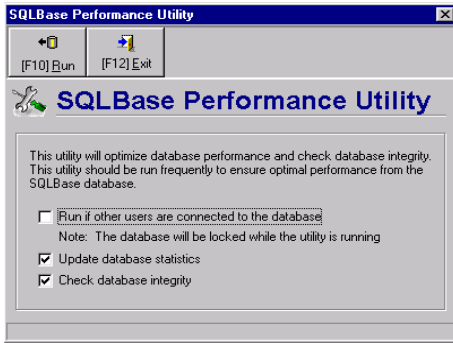
SQLBASE PERFORMANCE UTILITY

This option is used to optimize database indexes so that programs can find data in the database more quickly. You should run this program frequently to ensure optimal performance from the SQLBase database.

➤ *If there are other users logged into the system, a warning message will display and this utility will not run.*

To use this feature:

- 1 From the *Utilities* submenu, click on *SQLBase Performance Utility*.



2 Click in the *Run if other users are connected to the database* option box if you want the utility to run while others are connected to the database. The database will be locked while the utility is running. Leave the option box unchecked to prevent the utility from running while others are connected to the database.

3 The *Update database statistics* option box is selected by default. Click in the box to deselect it if you do not want the database statistics to update.

4 The *Check database integrity* option box is selected by default. Click in the box to deselect it if you do not want to check the database integrity.

5 Click on the Run button or press <F10>. Messages will display in the lower-left corner of the screen as the utility executes. Once the procedure is complete, the message, “Update Complete” will display.

6 Press <Enter> or click on the OK button to continue.

7 Click on the Exit button or press <F12> to close the SQLBase Performance Utility option and return to the main menu.

SQLBASE RESTORE UTILITY

This option is used to restore a previously saved database. As discussed in the SQLBase Backup Utility section, backing up your database will help ensure that your database will suffer only minimal loss should any data corruption occur.

NOTE: Before you actually restore a database, we recommend that you create a backup of your current database (POS.DBS) in the POS directory (e.g., C:\Program Files\Retail STAR\POS\POS) or elsewhere on your hard drive or another client. You may want to skip this step, however, if you think that your active database might be corrupt. If you have questions or are unsure how to proceed, please contact Customer Support for assistance.

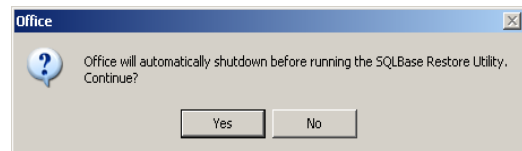
A file named LoadLog.txt is placed in the backup directory during this process; this file is a log of all the data imported by the restore and can be used to evaluate the restore process in case it fails.

➤ When you restore a database, you must make sure that no one else is using the active database. If there are other users, you will be prompted to have them close their databases before you can continue with the restore process.

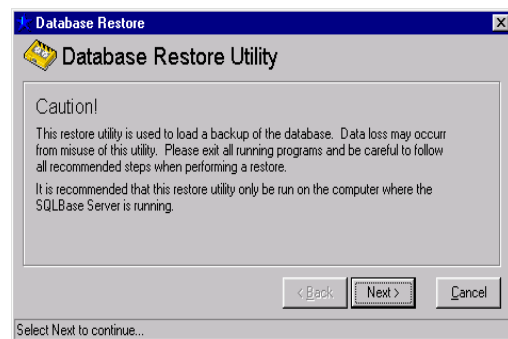
➤ When preparing to restore a database from a STAR/ICE backup, verify that the backup was taken from the same STAR/ICE version as currently being used. If the backup was taken from a previous version of STAR/ICE, restore the database, then place the CD for the currently used version in your drive and run the install. This action will update the later version of the database to be compatible with the current version.

➤ A warning message will display if the file you are attempting to restore is from a previous date.

1 From the Utilities submenu, click on SQLBase Restore Utility.

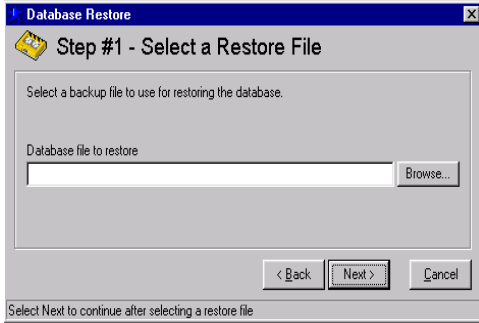


2 To continue with the restore procedure, click on the Yes button or press <Enter>. When you select Yes to continue, the Office module closes. If you do not want to continue at this time, click on the No button.



➤ You can click on the Cancel button at any time to close the utility.

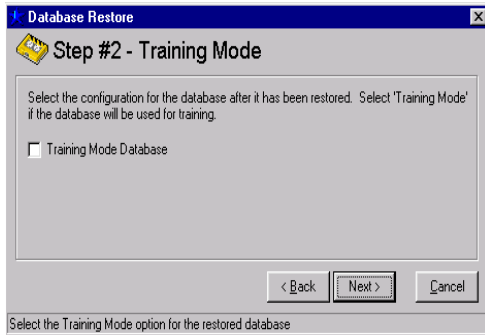
3 Click on the Next button or press <Enter> to continue.



The Step #1 screen is used to select the backup file to use for restoring your database.

4 Enter the *Database file to restore*, or click on the Browse (...) button, open your backup folder, and select the applicable file.

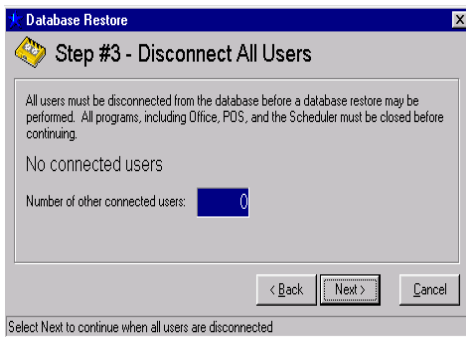
5 Click on the Next button.



The Step #2 screen allows you to select the configuration for the database after it has been restored, and is defaulted to the Main Database.

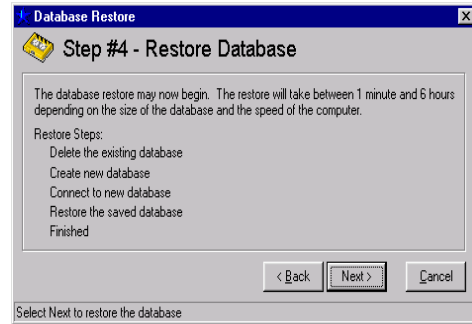
6 Accept the default of *Main Database*, or click in the *Training Mode Database* option box.

7 Click on the Next button.



The Step #3 screen reminds you that all users must be disconnected from the database before you can proceed with the restore process.

8 Once the *Number of other connected users* is zero (0), click on the Next button.



The Step #4 screen is used to begin the actual restore process. The five restore steps are listed on the left side of the screen. As each step takes place, the step text is highlighted.

9 Click on the Next button or press <Enter> to continue.

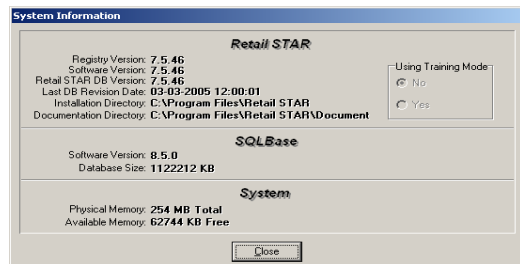
10 Once the restore process is complete, a message indicating such displays. Click on the OK button or press <Enter>. You are returned to the screen illustrated above, and the Cancel button changes to an Exit button.

11 Click on the Exit button to close the SQLBase Restore Utility option and return to the main menu.

SYSTEM INFORMATION

This option displays the Retail STAR/ICE system information including the registry version, software version, DB version, installation directory, documentation directory, SQLBase version, database size, physical memory, and available memory. It also shows whether training mode is in use.

1 From the Utilities submenu, click on System Information. An information window displays similar to the following.



2 Click on the Close button or press the <Esc> key on your keyboard to close the window.

TRANSACTION DELETE

It is sometimes impractical or impossible to purge unneeded transactions through the supporting Office modules. For example, you may want to delete a large number of transactions from your database. This utility makes the deletion of selected transactions easier.

➤ *This option is not available from the remote(s) (if using Retail STAR).*

NOTE that this process cannot be stopped or undone once initiated. THIS IS A PERMANENT PROCESS. To undo a delete process, you must restore from your latest backups.

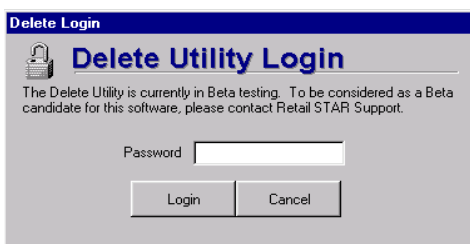
➤ *This is a powerful utility with potentially dangerous consequences; therefore, you may want to restrict access through the Maintenance>Employee/Security option.*

Only the Main store can initiate a delete request through this option. However, a remote store can only initiate delete requests through the communications process. This is a precautionary measure to ensure accurate synchronization between the databases at various stores.

➤ *Communications will be disabled by this utility, so only process delete requests during down times.*

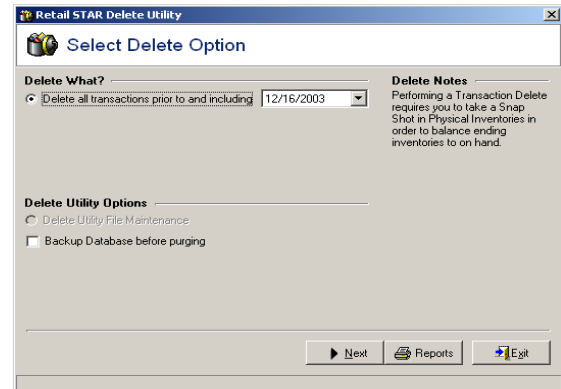
To use the Transaction Delete utility:

1 From the Utilities submenu, click on Transaction Delete. The Delete Utility Login window displays.

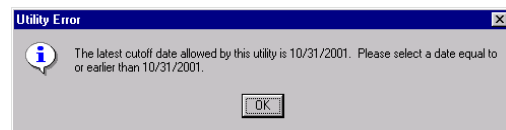


A password is required in order to proceed past this window. You must contact CAM Technical Support for help with this utility. After you have received the password, enter it here and click on the Login button.

2 The Select Delete Option screen displays.



3 The *Delete all transactions prior to and including* radio button is selected by default. Enter the date in the combo box or click on the down arrow button to display a calendar to help you select the date. The date defaults to the previous year and can be changed, but it must be prior to the current date. If you enter or select a date that is invalid, an error message similar to the following will display:

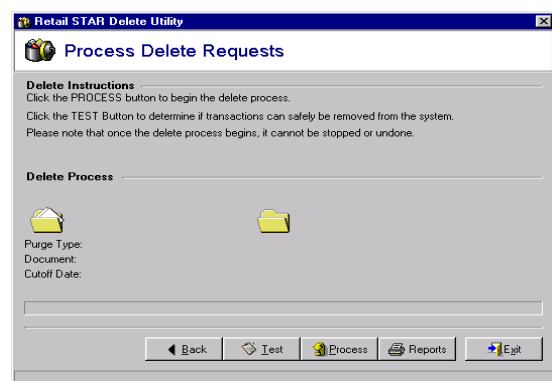


Click on the OK button, then enter another date.

➤ *If you attempt to delete a closed PO which contains a receiving date before the specified cutoff AND a receiving date after the specified cutoff, the entire PO will be deleted. The same rule applies to layaways with dates before and after the cutoff.*

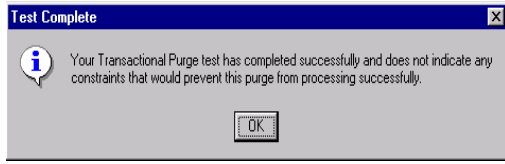
4 Click in the *Backup Database before purging* option box to select it prior to proceeding. **This is not required, but is strongly recommended.**

5 Click on the Next button to continue. This window will display:



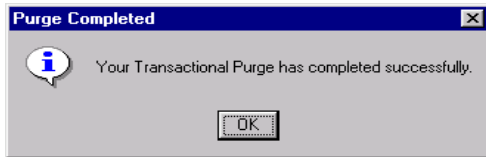
6 ALWAYS perform a test to determine whether the transactions can safely be removed from the system by

clicking on the Test button. If there is nothing that would prevent the purge from processing successfully, this message will display:



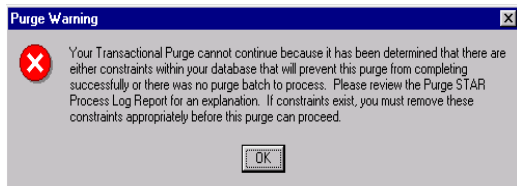
Click on the OK button to continue. The Process Delete Requests screen redisplay.

7 Click on the Process button to continue. **Remember that this process cannot be stopped or undone once initiated.** A meter shows the progress of the deletion process. When the process is finished, this message displays if the purge was successful:



Click on the OK button to continue. The Select Delete Option screen redisplay.

8 If the transaction purge is not successful, this message will display:



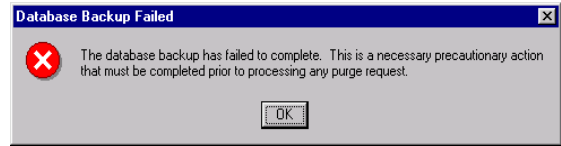
There are five (5) constraints which would prevent the transactional purge from being processed, including records of the following types prior to and including the cutoff date:

- open layaways or receipt transactions
- open holds
- open special orders
- payments that have not been imported into the Accounting system
- open (backordered) purchase orders that contain a receiving date prior to and including the cutoff date

Click on the OK button to continue. Then print and review the Delete Process Log Report (described later in this section) and make any necessary adjustments.

9 If the option box for *Backup Database before purg-*

ing is selected and the backup fails, this message displays:

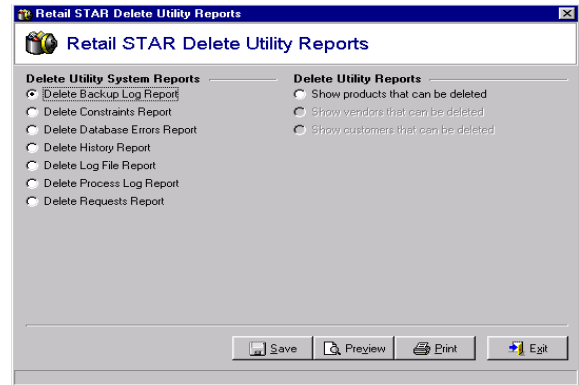


Click on the OK button to continue. Deletions do not get processed, and you are returned to the Select Delete Option screen.

➤ *You must take a snap in Physical Inventory so that the current ending inventory and on hand will match.*

Reports

Click on the Reports button, and this screen will display:



The Transaction Delete utility includes two types of reports: Delete Utility System Reports and Delete Utility Reports.

Delete Utility System Reports are designed to inform you how the overall process of a delete request has performed and whether any errors occurred during the batch delete session. They include the following:

Delete Backup Log Report - displays a list of delete utility backups.

Delete Constraints Report - displays a list of items that failed constraint checking within the current delete batch.

Delete Database Errors Report - displays a list of database errors for the current delete batch, including the system error ID, date/time error occurred, function occurred in, and error. This is useful in determining why a batch didn't process when there were no constraints preventing its success.

Delete History Report - displays history information for each delete request, including the Log ID, Purge ID, Purge Type, Created At, Run At, Purge Started By, Document, Cutoff Date, Successful, and Processed.

Delete Log File Report - displays a list of previous delete utility log text files, including the log file ID, log file filename, log file filesize, and date/time created.

Delete Process Log Report - displays the current delete batch's process log, including a step-by-step description of processing actions.

Delete Requests Report - displays a list of the current delete requests including the Purge ID, Created At (store), Purge Type (i.e., Transactional or Product), Document, Cutoff Date, and Date Processed (and time). This is useful in determining what needs to be processed if there is a system crash or delete batch failure.

Delete Utility Reports include the following:

Show products that can be deleted - displays a list of products that are inactive and can be deleted, including the Style, Vendor, Description, Department, Class, Subclass, and Season.

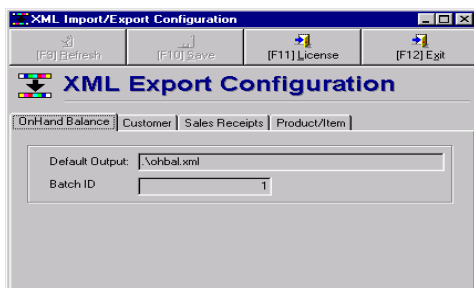
Click in the radio button for the desired report, then click on the Preview button to view the report or click on the Print button to print it. Clicking on the Save button allows you to save the report to a file.

Click on the Exit button to return to the Select Delete Option screen. Click on the Exit button again to close the Delete Utility option and return to the main menu.

XML - CONFIGURATION

This is where you set up XML system defaults. **You must set this up prior to using any of the other XML options to prevent errors from occurring.**

1 From the Utilities submenu, click on XML - Configuration.

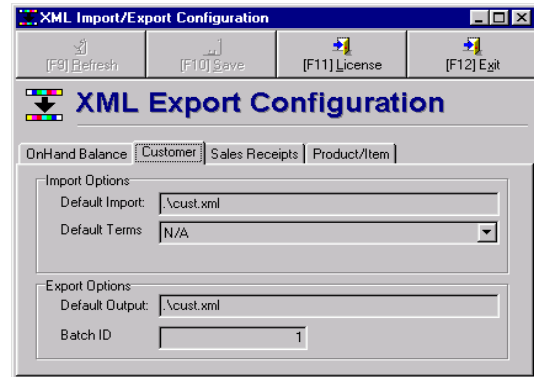


2 Accept the *Default Output* displayed, or make any necessary changes.

➤ *The Default Output you specify must be in the Retail STAR directory along with its corresponding .dtd file (ohbal.dtd).*

3 Accept the *Batch ID* displayed, or enter another batch ID.

4 Click on the Customer tab.



5 Under Import Options, accept the *Default Import* displayed, or make any necessary changes.

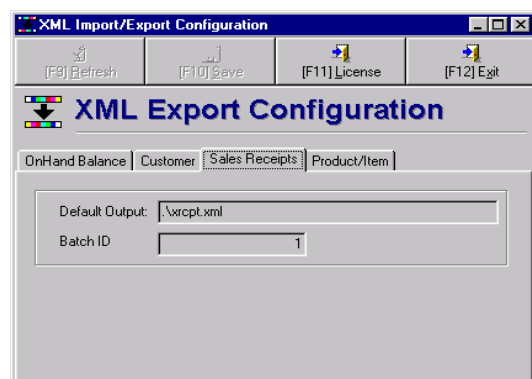
➤ *The Default Import you specify must be in the Retail STAR directory along with its corresponding .dtd file (cust.dtd).*

6 Accept the *Default Terms* of N/A, or click on the down arrow button and make a selection from the drop-down list.

7 Under Export Options, accept the *Default Output* displayed, or make any necessary changes.

8 Accept the *Batch ID* displayed, or enter another batch ID.

9 Click on the Sales Receipts tab.

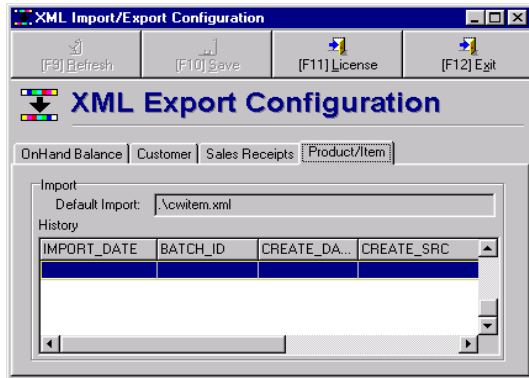


10 Accept the *Default Output* displayed, or make any necessary changes.

➤ *The Default Output you specify must be in the Retail STAR directory along with its corresponding .dtd file (xrcpt.dtd).*

11 Accept the *Batch ID* displayed, or enter another batch ID.

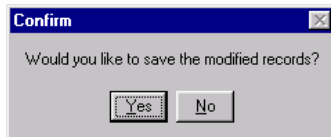
12 Click on the Product/Item tab.



13 Accept the *Default Import* displayed, or make any necessary changes.

➤ *The Default Import you specify must be in the Retail STAR directory along with its corresponding .dtd file (staritem.dtd).*

14 Click on the Refresh button or press <F9>, and this prompt will display:



Click on the Yes button to save your changes, or click on the No button to cancel.

15 Click on the License button or press <F11> to display the license information (required by the freeware Xerces from Apache).

16 Click on the Save button or press <F10> to save your changes and exit the option.

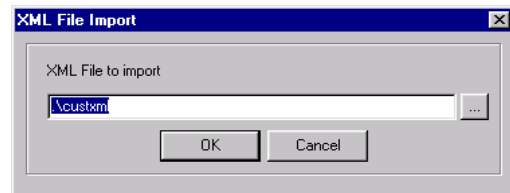
17 Click on the Exit button or press <F12> to exit without saving. At the prompt, click on the Yes button to exit or click on the No button to cancel.

XML - CUSTOMER IMPORT

This option imports customers from an XML format.

➤ *Set up the XML Configuration prior to using this option to prevent errors from occurring.*

1 From the Utilities submenu, click on XML - Customer Import.



2 Under *XML File to import*, accept the file displayed, enter another file name, or click on the Browse (...) button to search for the file to import.

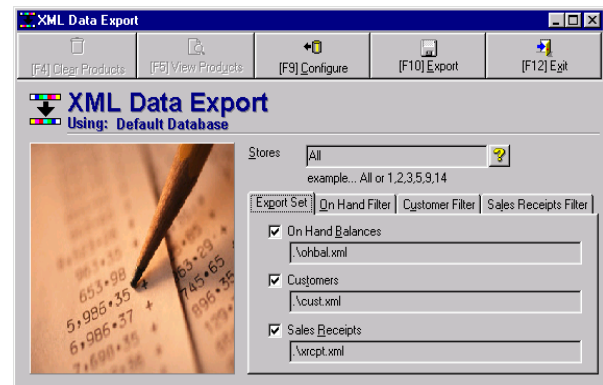
3 Click on the OK button to close the XML - Customer Import option.

XML - EXPORT

This option exports on-hand balances, customers, and/or sales receipts into XML format.

➤ *Set up the XML Configuration prior to using this option to prevent errors from occurring.*

1 From the Utilities submenu, click on XML - Export.



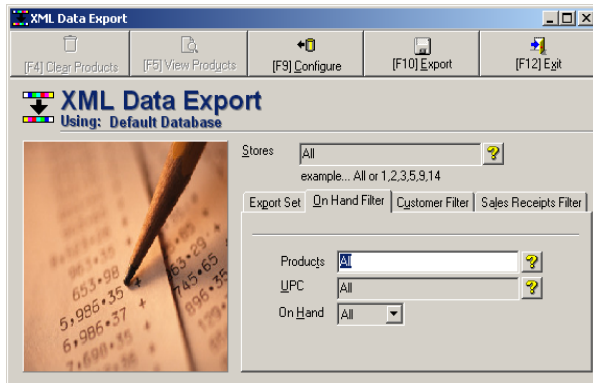
2 In the *Stores* edit box, accept the default of All, enter the store(s) to export, or click on the "?" button to display a Store Selection List from which to select the store(s).

3 The *On Hand Balances*, *Customers*, and *Sales Receipts* option boxes are selected by default. Click in an

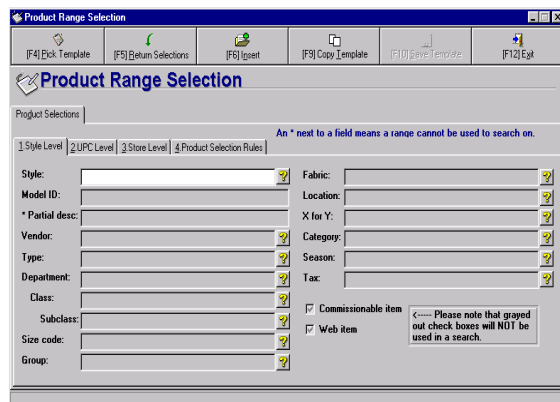
option box to deselect it if you do not want the data exported.

4 In the edit boxes under the *On Hand Balances*, *Customers*, and *Sales Receipts* option boxes, modify the file names, if necessary.

5 Click on the On Hand Filter tab.



6 *Products* defaults to All. To specify a product, click on the “?” button to display a Product Range Selection window.



7 Note that there are four more tabs under the Product Selections tab: Style Level, UPC Level, Store Level, and Product Selection Rules. The first three of these tabs are displayed in order by how the product information is to be queried to produce a result of products by which to change.

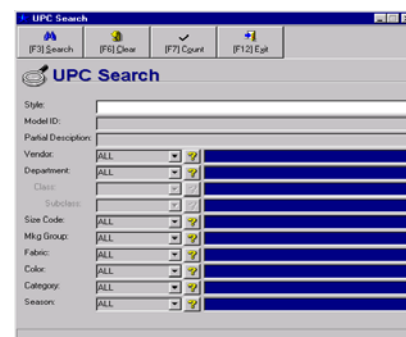
8 All of the fields on the Style Level, UPC Level, and Store Level tabs are editable to allow entry of either one, several, a range, or a combination of criteria to query on (however, fields designated with an asterisk (*) cannot accept a range). For instance, say you want to query on vendors 001, 005, and 010 through 100. Entering **001,005,010-100** in the *Vendor* field would produce a result of products for vendors 001 and 005 and any vendors between and including 010 and 100.

➤ If a “?” button displays at the end of a field, you can click on it and search for the field criteria.

9 The *Commissionable Item* and *Web Item* option boxes display on the Style Level tab and are initially grayed out. This means that these items will not be included in the search. If you want commissionable and/or web items to be included in the search, click in the appropriate option box to activate it.

➤ The *Products* edit box displays “Product Selections.”

10 *UPC* defaults to All. To specify a UPC, enter it in the edit box, or click on the “?” button to display a UPC Search window.

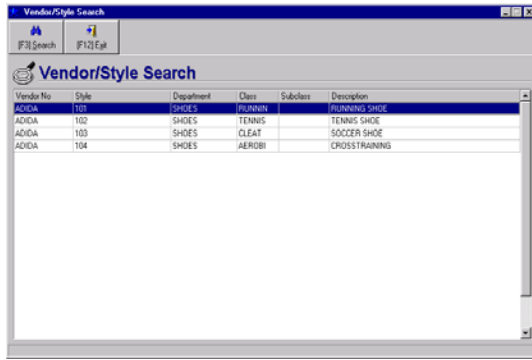


You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

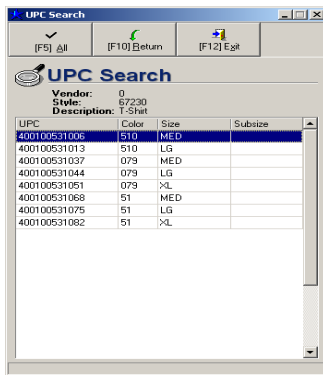
➤ If you want to clear all of the criteria selected, click on the Clear button or press <F6>.

➤ If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (i.e., “Search criteria yields 12 UPCs”).

Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.

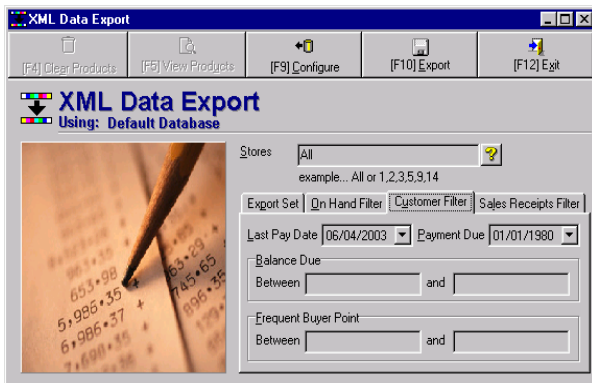


To find a specific UPC, click on a line in the grid to highlight it, then click on the Search button or press <F3>. The UPC Search window displays and is populated with all of the UPCs associated with the vendor and style.



11 On Hand defaults to All. If applicable, click on the down arrow button and make a selection from the drop-down list to filter for on hand levels greater than zero, less than zero, etc.

12 Click on the Customer Filter tab.



13 Accept the Last Pay Date displayed, enter another date (e.g., MM/DD/YYYY), or click on the down arrow button to select the date from the pop-up calendar.

14 Accept the Payment Due date displayed, enter an-

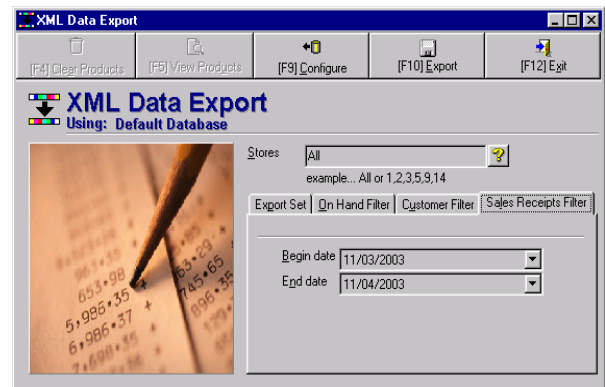
other date (e.g., MM/DD/YYYY), or click on the down arrow button to select the date from the pop-up calendar.

15 In the Balance Due edit boxes, enter the low and high limits of the range of balances to include.

16 In the Frequent Buyer Point edit boxes, enter the low and high limits of the range of frequent buyer points to include.

► You must have Retail STAR Accounting installed in order to use this feature. When a charge is made against a customer's in-house account in POS, it goes into the unposted balance and that customer will not get exported until the Daily Process in Accounting is run.

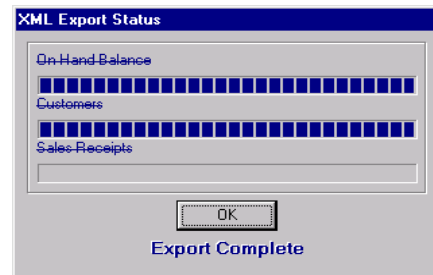
17 Click on the Sales Receipts Filter tab.



18 In the Begin Date combo box, accept the date displayed, enter a new date (e.g., MM/DD/YYYY), or click on the down arrow button to select the date from a pop-up calendar.

19 In the End Date combo box, accept the date displayed, enter a new date (e.g., MM/DD/YYYY), or click on the down arrow button to select the date from a pop-up calendar.

20 Click on the Export button or press <F10> to begin the export process. A window similar to the following displays during the process.



Click on the OK button to close the window.

21 Click on the Exit button or press <F12> to close the XML - Export option.

Additional Function Key Options

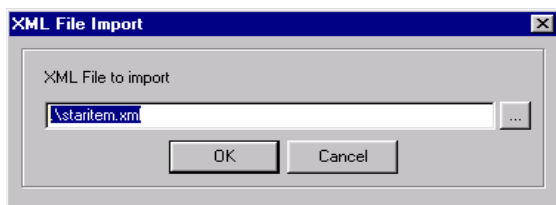
Function Key	Description
<F9> Configure	Refer to the Configuration option for further information.

XML - PRODUCT/ITEM IMPORT

This option imports products and items from an XML format.

➤ *Set up the XML Configuration prior to using this option to prevent errors from occurring.*

1 From the Utilities submenu, click on XML - Product/Item Import.



2 Under *XML File to import*, accept the file displayed, enter another file name, or click on the Browse (...) button to search for the file to import.

3 Click on the OK button to close the Product/Item Import option.

XML Notes

Although you can use Internet Explorer to view the file, it is not a validity parser. It will verify that the document is well-formed, but it does not check the validity of the XML document. A well-formed document is one that has matching start and end or empty elements. This is an example of a simple, well-formed input:

```
<XML>
  <StarItemExport>
</StarItemExport>
</XML>
```

However, it is not a valid input. The validity of the document is specified in the cwitem.dtd file. This file is

used by a true XML parser to ensure that the file elements are valid. There is a syntax used to specify what is a valid file for import. You should get a generic XML parser to use to validate your application's output.

The import ends when it encounters invalid elements and logs the failure to the log. While it would be possible for the interface to examine and report the exact validity errors, it has been decided that this overhead should not be added since there are other tools available for debugging XML files. Once a user's XML generating application has been debugged, the files it generates should always be valid.

The DTD file may appear complex, but it is really fairly simple if you understand the syntax. There are several books and much information available on the web you can use to understand DTD. However, here is a simplified explanation:

The DTD file contains definitions of each element. Each element is comprised of attributes, data, or other elements. An element can be optional, require a single instance, or allow multiple instances. The following shows examples of the syntax for these four cases.

An element is required if it is unmodified. <element>
Modifiers are ('?', '+', '*')

The '?' makes the element optional <element?>

The '+' requires at least one, but allows multiples <element+>

The '*' makes the element optional but allows multiples <element*>

<!ELEMENT XML (StarItemExport)>

An XML element consists of one CWItemExport element. It is required and there can only be one. (true example from STARITEM.DTD)

<!ELEMENT XMLDemo1 (StarItemExport?)>

XMLDemo1 consists of either a single or no StarItemExport element. This means the StarItemExport is optional, or there can be only one.

<!ELEMENT XMLDemo2 (StarItemExport+)>

XMLDemo2 consists of either one or more CWItemExport elements. There must be at least one, but there can be more.

<!ELEMENT XMLDemo3 (StarItemExport*)>

XMLDemo3 consists of either zero or more StarItemExport elements.

Simple example:

Define a <Name> element consisting of a required first name, optional middle name, and required last name.

```
<!ELEMENT FirstName (#PCDATA)>
<!ELEMENT LastName (#PCDATA)>
<!ELEMENT MiddleName (#PCDATA)>
<!ELEMENT Name
(FirstName,MiddleName?,LastName)>
<!ELEMENT PhoneNumber (#PCDATA)>
```

An <Employee> is defined as a name and an optional list of phone numbers.

```
<!ELEMENT Employee (Name,PhoneNumber*)>
```

A <Company> is defined as a list of one or more employees.

```
<!ELEMENT Company (Employee+)
```

In this case, your application is generating a new <StarItemExport> element. The .DTD defines the validity of the file as containing only one of these elements. Your file has two (see line 60).

For simplicity, you should delete the existing cwitem.log. This file is created and expanded as needed. You can delete it whenever you are satisfied with the content. It will be created for the next import. The log file name is formed from the XML source file name. If you want, your application can generate files other than STARITEM.XML. For example: 'STARITEM_Apr-1-2003.XML' log will be STARITEM_Apr_1_2003.LOG

Automating the import using Scheduler is not currently possible. The first planned implementation was to allow the user to specify a single file name. Instead, the user will be allowed use of the '*' to permit import of anonymous or multiple files. For example, FileName '*.xml' will import all of the *.xml files in the XML path of the default directory. Following import, a log file will be left for the specified file and each import file will (optionally, by default) be deleted. Log deletion will be automated based on a user-specified number of days (default 30).

If networked, your application should be able to write XML files directly into the import path and read the log files if necessary.

Creating a new element in the PRODUCT file to log the import it is not really necessary. The log file contains a result of the import as the last line of the import. Either the import will complete successfully or it will fail. Both situations are noted on the log. A lot of 'information' previously generated to the log has now been eliminated. The log will generate errors or it will simply log the start and end of an import.

POS Export Record Format

This data is exported from Star (main only) for all stores to be sent to XML system. The file will be in XML format.

<RcptExportBatch> Export Details

Sales, returns, and gift certificates are exported. Other vouchers, open layaways, credits, and voids are not. Gift certificates are sent to balance customer 'cash' receipts against.

<OHExportHeader>

Field	Description	Type	Comment
<BatchID>	Unique ID	String(30)	
<CreateDate>	Export Date		
<CreateStore>	Export Source Store	int4 (1-999)	
<TransactionStart>	First Receipt Transaction Date	Date	
<TransactionEnd>	Last Receipt Transaction Date	Date	
<StoresInclude>			
<IncStore>	Stores exported	int4 (1-999)	one for each store whose data is contained in the file

<RcptExportData>

Record/Field	Description	Type	Comment
<StoreData>	Parent Element		
<StoreNo>			
<TransDate>			
<RegisterData>	Register ID	String (16)	
Attributes Value			
<Receipt>	Parent Element		
<ReceiptHeader>	Parent Element		
<RcptID>		String ()	
<Cashier>		String ()	
<TransDTS>		Date	
<TransSubTotal>		Decimal	
<TransPayTotal>		Decimal	
<TransTaxTotal>		Decimal	
<Customer>	Parent Element		Always send - in the event of no customer IDC will have a default 'cash customer'

Record/Field	Description	Type	Comment
<CustomerID>	Customer.Freeform_ID	String (20)	
<FrequentBuyer>	Parent Element		
<FrequentBuyerID>		String ()	
<FBPoints>		Int	
<LastName>	Customer.First_Name	String (30)	
<FirstName>	Customer.Last_Name	String (30)	
<Title>		String ()	
<Middle>		String ()	
<Address1>	Customer.Address	String (50)	
<Address2>	Customer.Address2	String (50)	
<City>	Customer.City	String (30)	

<State>	Customer.State	String (10)	
<Zip>	Customer.Zip	String (10)	
<Phone>	Phone Number	String ()	
Attributes			
Phone Type	Cell, Home, Work, etc.	String (10)	
<email>		String ()	
<TenderInfo>	Parent Element		
<Tender>		Decimal	XML Payment can be null - to be mapped by IDC
Attributes	Cash, Check, Charge	String ()	
Tender Type			
<ReceiptDetail>			
<ReceiptLine>			One L record for each item on transaction - only sales_code S&R
SM	Shipping Method	Null	Mapped by IDC
<VendorNo>			
<ItemID>	Receipt_line.SKU (upc)		
<UPC>			
<ShortSKU>			
<StarSKU>			
Qty	Receipt_Line.ship_qty	Numeric	Returns are negative
Price	Receipt_Line.sell- ing_Price	Numeric	
Tax	Sum (receipt_tax.tax_amount	Numeric	
Cost	Receipt_line.cost		
WS	WareHouse store		Where inventory comes out of on sale
Store_no	Store Number	int4	

Export of On-hand Balances - Record Format <OnHandBalanceExport>

<OHExportHeader>

Field	Description	Type	Comment
<BatchID>	Unique ID	String (30)	
<CreateDate>	Export Date		
<CreateStore>	Export Source Store	int4 (1-999)	
<StoresInclude>			
<IncStore>	Stores exported	int4 (1-9990)	one for each store whose data is contained in the file

<OHExportData>

Field	Description	Type	Comment
<Item>	Parent Element		
<UPC>	O	String (16)	Either UPC or Short SKU required
<ShortSKU>	M	int (7 digit)	For purposes of STAR -> XML STAR needs to send the short SKU
<Vendor>	O	String (5)	Vendor Number
<ItemID>	O	String ()	Style
<StoreDate>	Parent Element		
Attributes	(1-999)	Int4	
storenum			
<OnHand>	Active_Inv.Onhand_qty	Int4	Current on-hand - only non-zero values
<AvgCost>	Average cost	Decimal 12,6	
<CurrRetail>	Current retail	Decimal 15,2	

Import Record Structure Product and Foundation Data***New Item / Update Item Batch Entity: <StarItem>*****<ItemExportHeader>**

<BatchID>	Character	unique file/export session ID
<CreateDate>	TimeStamp	When the export was done
<CreateStore>	Integer (1-999)	Where the export is from

<ItemExportData>

Entity	Mandatory/Optional	Description	Type	Comment
<StarItem>	M	Item Segment		
Attributes	M	New Item or Change	Attribute	new or update
Action (new/update)				
<CWVendor>	M	Content type: Element		
<VendorCode>	M	Unique alphanumeric vendor descriptor	String (5)	Taken with style will be unique
<VendorName>	O		String (30)	
<VendorAddress>	O		String (50)	
<VendorAddress2>	O		String (50)	
<VendorCity>	O		String (30)	
<VendorState>	O		String (2)	
<VendorZip>	O		String (10)	
<VendorPhone>	O		String (10)	
</CWVendor>				
<ItemStyle>			String (15)	Taken with vendor will be unique key for product
<ItemDescription>	M		String (30)	
<ItemBoolPLU>	M		Char (1)	Assumed 'N' unless the field is set to 'Y'

<TaxID>				
<TaxIDCode>	M		integer	Unique tax code
attributes				
TaxStore (1-999)				
<TaxIDName>			String (30)	
<Component Tax>			decimal 8,6	Tax Rate
Attributes				
TxID (0-999)				
TxCompName				
String (20)				
TxType				
[Normal\Break\PST\-				
GST]				
</ComponenTax>				
</TaxID>				
<ItemDepartment>		Parent Element		
<ItemDeptCode>	M		String (6)	
<DepartmentName>	O		String (30)	
<ItemClass>		Parent Element		
<ItemClassCode>	O		String (6)	
<ItemClassName>	O		String (30)	Class name must be unique
<ItemSeason>		Parent Element		
<ItemSeasonCode>	O		String (6)	
<ItemSeasonName>	O		String (30)	
Size Run Code	M		String (3)	
<ItemSizeRun>	O	Parent Element		Size Run Def
Attributes				SKU Group from XML might work
<SizeCode>	M	Unique ID	String (3)	ID for Primary Sizes
<SizeName>	O	Name (e.g. Men's Hat Sizes)	String (30)	
<SizeDef>	O		If the size run needs to be defined	
Attributes			String (3)	
SizeLabel			String (30)	
<Size>	O			
Attributes				
SizeCode				
SizeLabel				
Sequence				
Sequence	O	Order in grid	Int(4)	In s m l xl run s would be 0
Sub-Size Code	O		String (3)	
Sub-Size Label	O		String (30)	
Sub-Size Sequence	O		Int(4)	
SKU	M	SKU Segment		At least one record
SKU	M		String (15)	7 digit SKU from XML will be padded
Color Code	M	Or valid NRF Color	String (5)	
Color Label	O		String (30)	
NRF Color	O			
Size	M	Or valid NRF Size	String (3)	
Sub-Size	O	If one exists or valid NRF size	String (3)	

NRF Size	O			
Cost	M		Decimal (15,2)	
Original Retail	O	Original price before any markdowns		Will be assumed to be same as Current if omitted
Retail Price	M	Current selling price	Decimal (15,2)	Current retail
UPC	O	Manufacturer UPCs		
Vendor UPC	O	Vendor assigned UPC or EAN code	String (15)	Can be more than 1 for each color/size/width of a product

Short SKU will get imported into Item_No. Star will assign its own SKU. This will give a unique one-one between XML.Short_Sku and Star.Sku. All exported data (receipts, on-hand balances) will include Item_No so XML can map the transactional data.

Importing Changes to Existing Records

- Item attribute Action should be “update,” not new.
- Only the key - either short sku or vendor/style - should be sent and any changed values.
- No items may be deleted.
- Fields to be set to blank or NULL should be sent with a value of “\$NULL.”

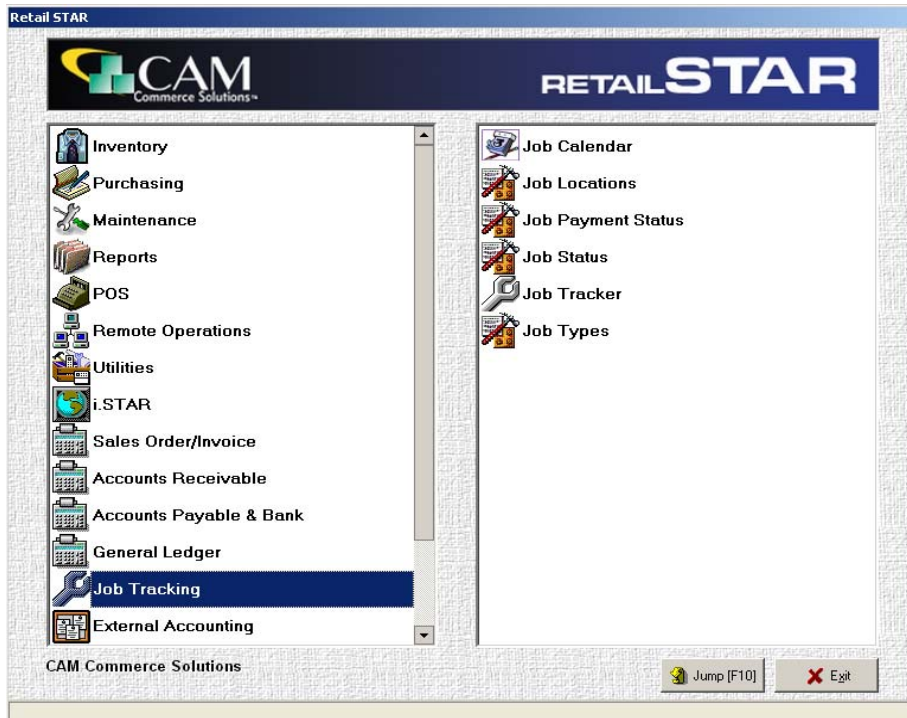
Open PLU

‘Y’ indicates the item is not an inventory part. This designation can be used for any service charges or for items not to be tracked in inventory.

PART II

OFFICE

CHAPTER 7: JOB TRACKING



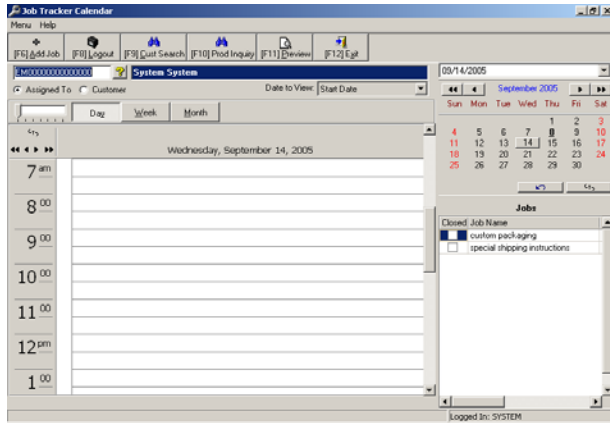
JOB TRACKING SUBMENU OPTIONS:

- Job Calendar
- Job Locations
- Job Payment Status
- Job Status
- Job Tracker
- Job Types

JOB CALENDAR

The Job Calendar helps you keep track of jobs by day, week, or month for a customer or by employee.

1 From the Job Tracking submenu, click on Job Calendar.

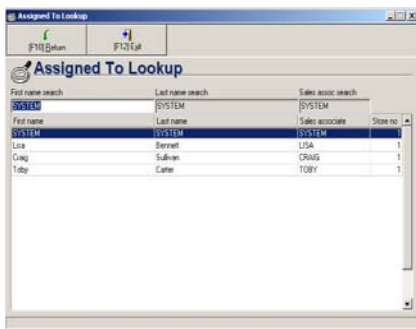


2 The Job Calendar defaults to displaying jobs assigned to the default user and for the current date.

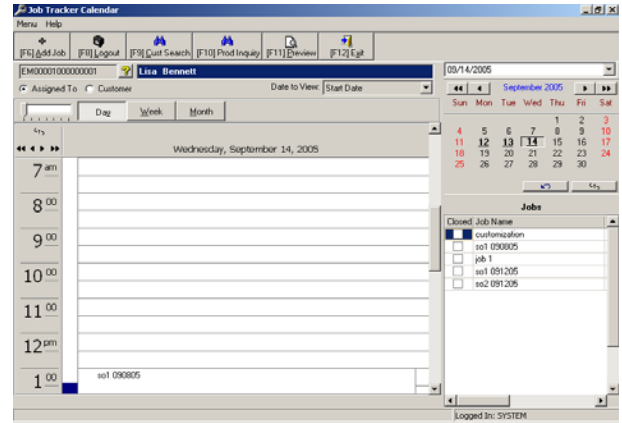
Viewing Jobs by Assigned Employee

To display jobs assigned to another employee, enter the employee number in the edit box to the left of the “?” button, or click on the “?” button to search for the employee.

If you click on the “?” button, this window displays:



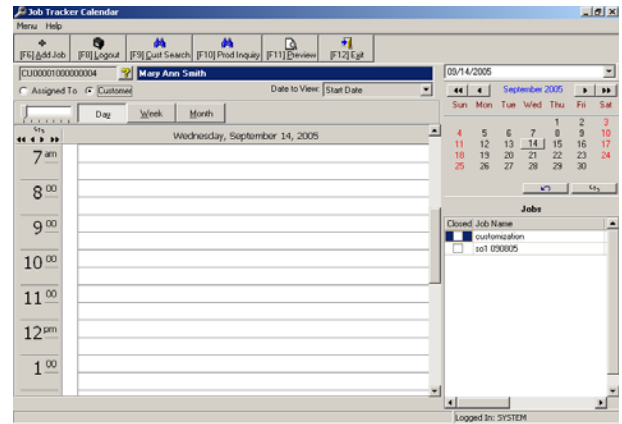
Locate the employee by searching on the first name, last name, or sales associate. Click to highlight it, then click on the Return button or press <F10>. Jobs for the specified employee are shown in the Job Tracker Calendar window.



Viewing Jobs by Customer

To view jobs by customer, click in the *Customer* radio button to select it. The Customer Search window displays. When the customer has been selected and returned, the Job Tracker Calendar window is populated for that customer.

➤ Refer to the Customer option in Chapter 3: Maintenance for instruction on using the Customer Search window.

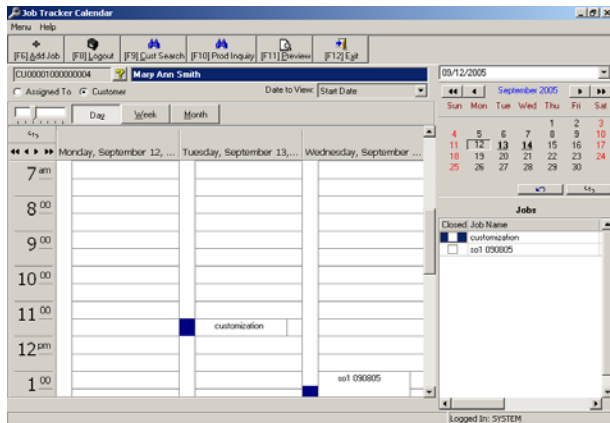


3 The *Date to View* combo box defaults to Start Date. To view job information by Delivery Date or Assign Date, click on the down arrow button and make a selection from the drop-down list.

4 The date and time grid defaults to display by day. You can also display the grid by week or by month.

Displaying the Job Data by Day

Use the slider bar to the left of the Day button to display the next six (6) days’ job data in addition to today’s.



Date navigation buttons are available to help you locate particular jobs.

- Click on the 'T' to show Today.
- Click on the double back arrow to show the previous week.
- Click on the single back arrow to show yesterday.
- Click on the single forward arrow to show tomorrow.
- Click on the double forward arrow to show next week.

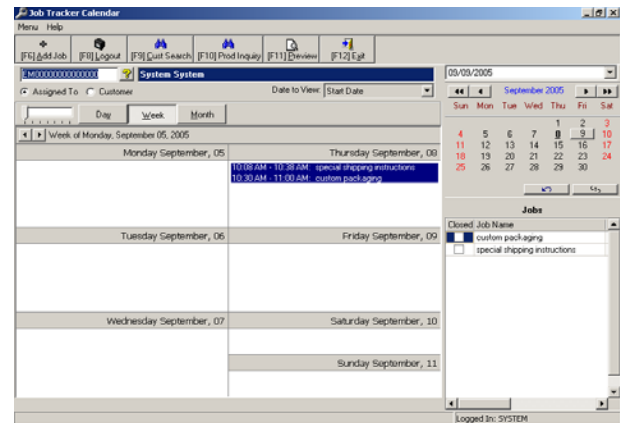
The job status can be determined by the event color displayed in the column to the right of the time in the grid (refer to the Job Status option for more information). Double-clicking on an open time slot takes you to the Add Job screen, where you can create a new job for that time slot. Double-clicking on a job anywhere in the Job Tracker Calendar window takes you to the Edit Job screen where you can edit it.

► *If there is not enough room to show all of the jobs, an ellipsis (...) will display in the calendar grid; click on it to view the detail.*

► *To move a job within the day view grid, click on it and drag it to the desired time slot.*

Displaying the Job Data by Week

To display job data by week, click on the Week button.



Date navigation buttons are available to help you locate particular jobs.

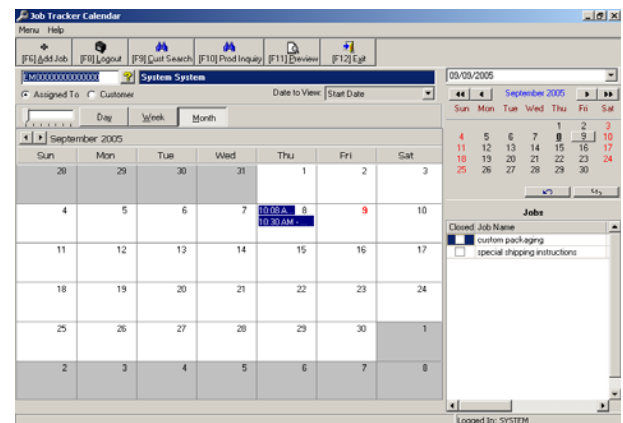
- Click on the back arrow to show the previous week.
- Click on the forward arrow to show next week.

The job status can be determined by the event color and event font color displayed in the grid (refer to the Job Status option for more information). Double-clicking on a job anywhere in the Job Tracker Calendar window takes you to the Edit Job screen where you can edit it.

► *If there is not enough room to show all of the jobs, an ellipsis (...) will display in the calendar grid; click on it to view the detail.*

Displaying the Job Data by Month

To display job data by month, click on the Month button.



Date navigation buttons are available to help you locate particular jobs.

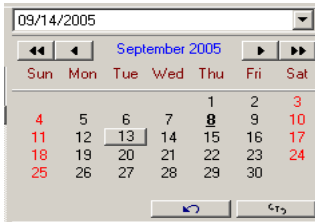
- Click on the back arrow to show the previous month.

- Click on the forward arrow to show the next month.

The job status can be determined by the event color and event font color displayed in the grid (refer to the Job Status option for more information). Double-clicking on a job anywhere in the Job Tracker Calendar window takes you to the Edit Job screen where you can edit it.

➤ *If there is not enough room to show all of the jobs, an ellipsis (...) will display in the calendar grid; click on it to view the detail.*

5 The combo box next to the monthly calendar defaults to today. To change the date, enter it (e.g., MM/DD/YYYY) or click on the down arrow button to display a pop-up calendar and select the date.

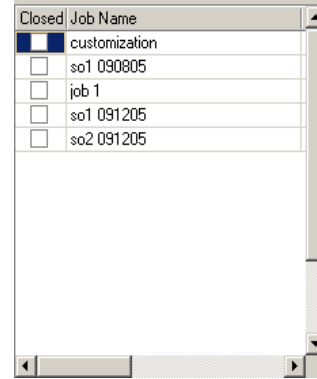


Date navigation buttons are available to help you locate particular dates.

- Click on the double back arrow to display the previous year.
- Click on the single back arrow to show the previous month.
- Click on the single forward arrow to show the next month.
- Click on the double forward arrow to show next year.

➤ *If there is not enough room to show all of the jobs, an ellipsis (...) will display in the calendar grid; click on it to view the detail.*

6 The Jobs box shows jobs associated with the current employer or customer.



Use the scroll bar at the bottom to see additional columns: Start Date, Delivery Date, and Assign Date.

➤ *You can change the name of a job by clicking on it in the Jobs box and making the changes.*

7 Click in the *Closed* option box to mark a job as closed. The Job Name is struck through.

Additional Function Key Options

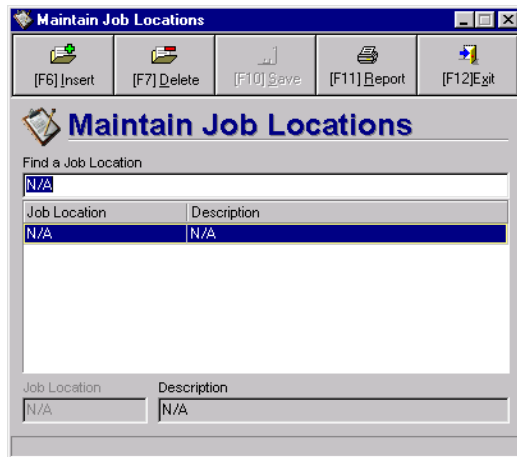
Function Key	Description
<F6> Add Job	Displays the Add Job window. Refer to the Job Tracker option for instruction.
<F8> Logout	Displays the Security Check window. Enter a <i>User Name</i> and <i>Password</i> , then click on the Login button.
<F9> Cust Search	Displays the Customer Search window. Refer to the Customer option in Maintenance for instruction.
<F10> Prod Inquiry	Displays the Product Search window. Refer to the Product Maintenance option in Inventory for instruction.
<F11> Preview	NOT ENABLED YET
<F12> Exit	Closes the Job Calendar option and returns you to the main menu.

JOB LOCATIONS

The Job Locations option lets you set up and maintain job location codes for use in the Job Tracker option. Examples of job locations include shop, warehouse, etc.

To create job location codes:

1 From the Job Tracking submenu, click on Job Locations.



- 2 Click on the Insert button or press <F6>. The cursor displays in the *Job Location* edit box.
- 3 Enter the job location code and press <Tab>. The cursor jumps to the *Description* edit box and the job location code displays in the Job Location column.
- 4 Enter the description and press <Tab>. The description displays in the Description column.
- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Maintain Job Locations report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- 7 Click on the Exit button or press <F12> to close the Job Locations option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected job location code. The prompt, "You have chosen to delete job location code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

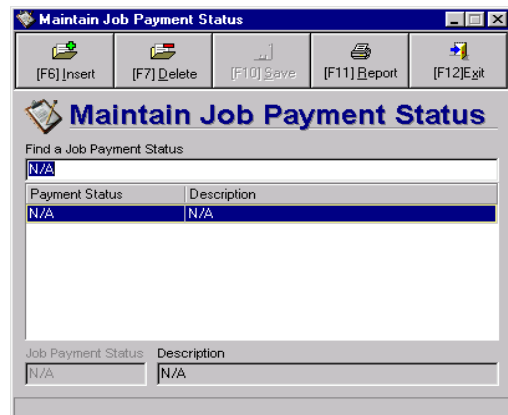
➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.*

JOB PAYMENT STATUS

The Job Payment Status option lets you set up and maintain job payment status codes for use in the Job Tracker option. Examples of job payment statuses include deposit received, payable when complete, etc.

To create job payment status codes:

- 1 From the Job Tracking submenu, click on Job Payment Status.



- 2 Click on the Insert button or press <F6>. The cursor displays in the *Job Payment Status* edit box.
- 3 Enter the job payment status code and press <Tab>. The cursor jumps to the *Description* edit box and the job payment status code displays in the Payment Status column.
- 4 Enter the description and press <Tab>. The description displays in the Description column.
- 5 Click on the Save button or press <F10>.
- 6 Click on the Report button or press <F11> to view the Maintain Job Payment Status report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.
- 7 Click on the Exit button or press <F12> to close the Job Payment Status option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays.

Click Yes to cancel or No to keep your entries.

<F7> Delete Deletes the selected job payment status code. The prompt, “You have chosen to delete job payment status code _____. Is this your intention?” displays. Click Yes to delete or No to cancel.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

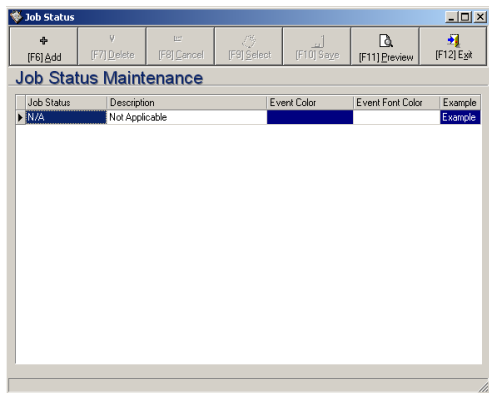
➤ *If you add or edit data then try to exit without saving, the prompt, “Would you like to save your changes prior to exiting?” displays. Click Yes to save and exit or No to exit without saving.*

JOB STATUS

The Job Status option lets you set up and maintain job status codes for use in the Job Tracker option. Examples of job statuses include work in progress, waiting for parts, complete, etc. Individual statuses display in color combinations you select, making them easier to select by color code in Job Tracker.

To create job status codes:

1 From the Job Tracking submenu, click on Job Status.



2 Click on the Add button or press <F6>. The cursor is in the *Job Status* edit box.

3 Enter the job status code and press <Enter>. The cursor jumps to the *Description* edit box.

4 Enter the description and press <Enter>. A Color window displays for you to select an *Event Color*. This is the background color that will display for the job status code in the Job Status Lookup window in Job Tracker, making it easier to select one by color code.

5 The *Example* edit box shows you how the job status

code will appear in Job Tracker. Click in the *Event Font Color* edit box to redisplay the Color window and select a font color as desired. The *Example* edit box updates so that you can see your selections.

6 Click on the Save button or press <F10>.

7 Click on the Preview button or press <F11> to view the Job Status report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Job Status option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F7> Delete	Deletes the selected job status code. The prompt, “Are you sure you want to delete the Job Status?” displays. Click Yes to delete it, No to keep it, or Cancel to close the prompt.
<F8> Cancel	Clears all entries made prior to saving. The prompt, “Are you sure you want to cancel your changes?” displays. Click Yes to cancel your changes, No to keep your entries, or Cancel to close the prompt.

➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

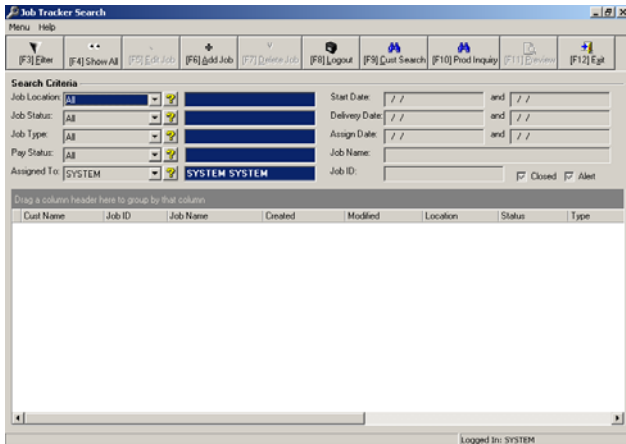
➤ *If you add or edit data then try to exit without saving, the prompt, “Modifications have not been saved. Would you like to save these modifications before performing this operation? Changes will be lost if you do not save” displays. Click Yes to save and exit, No to exit without saving, or Cancel to close the prompt.*

JOB TRACKER

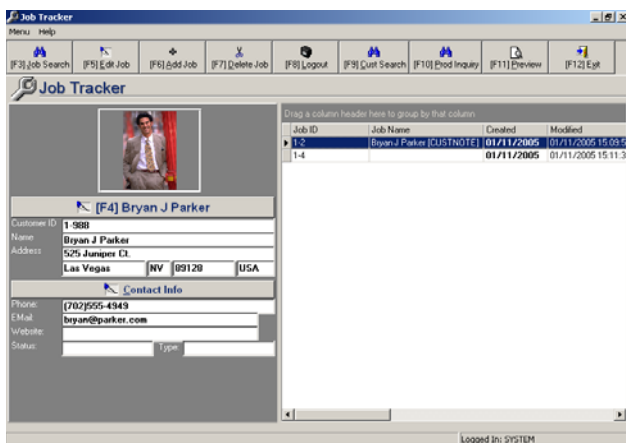
Job Tracker can be used in different ways depending on your needs. One way it can be used is to record notes and instructions attached to a customer for actions such as repairs, customization, or special orders. Another is to communicate information to other stores; for example, to instruct them to perform a task at a certain time, etc.

To use Job Tracker:

1 From the Job Tracking submenu, click on Job Tracker. The Job Tracker Search window displays.

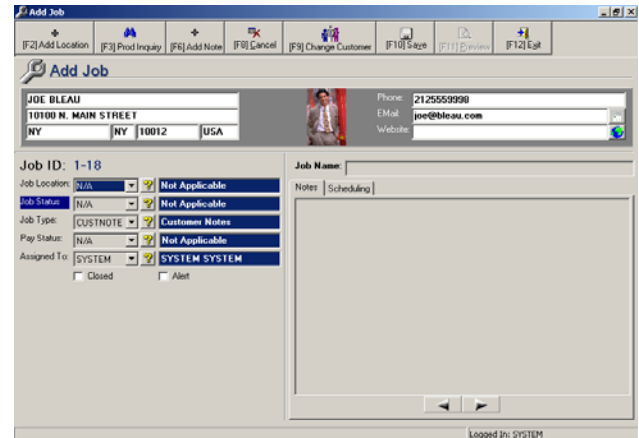


2 Click on the Cust Search button or press <F9>. The Customer Search window displays. Refer to the Customer option in the Maintenance chapter of this manual for further information on using the Customer Search feature. After locating and selecting the customer, the Job Tracker window redisplay for the customer.



3 Click on the Add Job button or press <F6>.

➤ *The Job Type defaults to the Default Job Type specified in the Program Setup option. If it is CUSTNOTE, and the selected customer has no other jobs on file, the Add Note window will display next (see below for more information).*



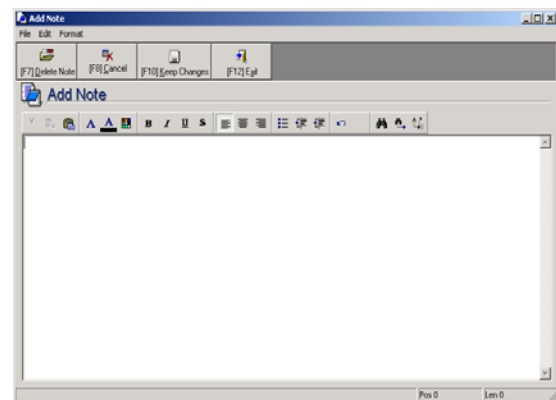
4 In the Job Location, Job Status, Job Type, and Pay Status combo boxes, click on the down arrow button to select a code from the drop-down list, or click on the “?” button next to each combo box to display the Job Locations Lookup, Job Status Lookup, Job Types Lookup, or Job Payment Status Lookup windows. Refer to those options in this chapter for further information.

➤ *The <F2> button changes to Add Location, Add Status, Add Type, or Add Pay Stat depending on which combo box is active. Refer to the corresponding options in this chapter for information on adding codes.*

5 The Assigned To edit box defaults to the user currently logged in. Click on the down arrow button to select another user from the drop-down list, or click on the “?” button to display an Assigned To Lookup window to help you select the user. Only jobs assigned to the current user will display in the grid on the Job Tracker Search window.

6 Enter an optional Job Name for the job.

7 Click on the Add Note button or press <F6> to enter any notes about the job. The Add Note window displays.



The Add Note window is a rich text editor that allows you to customize the appearance of the note to attach. After entering the note, click on the Keep Changes button or press <F10>.

8 Click in the *Closed* option box to change the status of the job to Closed. Click in the box again to remove the check mark and allow modifications.

9 Click in the *Alert* option box to display the job in yellow in the Job Tracker Search grid. This helps to draw attention to the specific job; for example, the job is a priority or rush order, ready for pickup, etc.

10 Click on the Scheduling tab.

11 In the *Start Date* combo box, accept the job starting date displayed, or click on the down arrow button to select the date from a pop-up calendar. You can also click on the *Start Date* field label to set the date to the current date. Enter the start and end times, or click on the up and down arrow buttons to set the time.

12 In the *Delivery Date* combo box, accept the job delivery date displayed, or click on the down arrow button to select the date from a pop-up calendar. You can also click on the *Delivery Date* field label to set the date to the current date. Enter the start and end times, or click on the up and down arrow buttons to set the time.

13 If this job is going to be recurring, click on the down arrow button in the *Recurring Event* combo box and make a selection from the drop-down list: Daily, Weekly, Monthly By Day, Monthly By Date, Yearly By Day, Yearly By Date, or Custom. If you select Custom, the *Interval (days)* combo box will activate. Enter the interval in the number days that you want the job to recur, or use the up and down arrow buttons to set the number of days.

14 In the *Assign Date* combo box, accept the job assignment date displayed, or click on the down arrow button to select the date from a pop-up calendar. You can also click on the *Assign Date* field label to set the date to the current date. Enter the time, or click on the up and down arrow buttons to set the time.

15 Click on the Preview button or press <F11> to display the Job Report for the current job. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

16 Click on the Save button or press <F10> to save the job information.

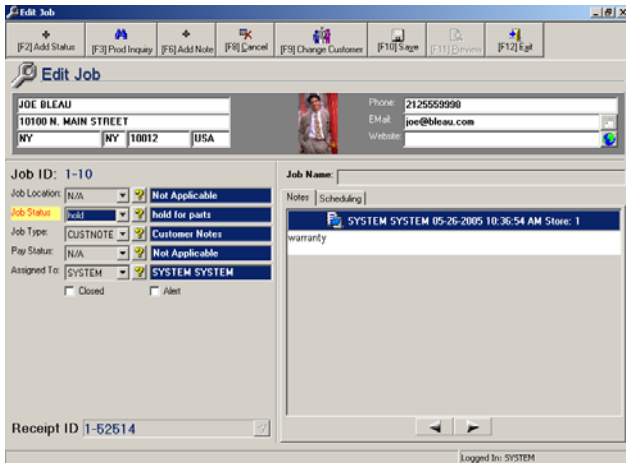
17 Click on the Exit button or press <F12> to close the Add Job window. The Job Tracker Search window re-displays with the job listed in the grid.

18 Click on a name in the *Cust Name* column to display a window similar to this, which shows all jobs for the particular customer.

19 Double-click on a job in the grid, or click to highlight a job in the grid and then click on the Edit Job button or press <F5> to make changes to the job details.

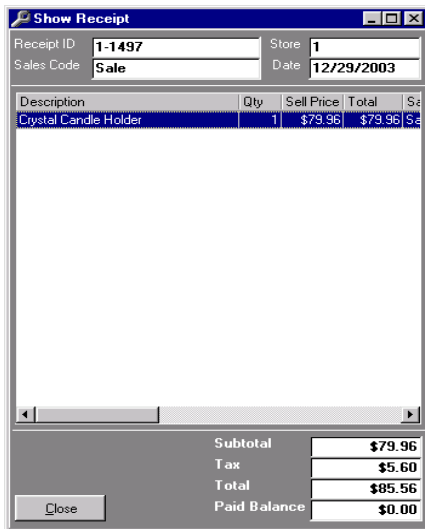
➤ Click on the button with the customer's name on it (directly below the customer picture) or press <F4> to display the customer record. Click on the Contact Info button to display the customer's contact information.

➤ The Can Modify Others' Jobs combo box under Application Options in Employee/Security must be set to True for the user in order to modify a job created by another user.



20 From this window, you can change the job detail and add notes. To change or delete an existing note, click on its bar button in the Notes box. You can scroll through multiple notes by clicking on the arrow buttons at the bottom of the window.

21 The *Receipt ID* displays if a receipt is attached to the job. Click on the “?” button to view the receipt in a window similar to this one.



Click on the Close button to close the Show Receipt window.

22 Click on the Exit button or press <F12> to return to the main Job Tracker window. The job displays in the grid.

➤ *Jobs can also be assigned and viewed from within Customer Maintenance. Refer to the Customer option in the Maintenance chapter of this manual for more information.*

➤ *Jobs in the Job Tracker Search grid can be filtered for closed and alert statuses. Click in the Closed and Alert option*

boxes to select them (show only closed/alert flagged jobs), deselect them (do not show closed/alert flagged jobs), or to gray out the boxes (show all jobs regardless of closed/alert status). Then click on the Filter button or press <F3>.

Additional Function Key Options

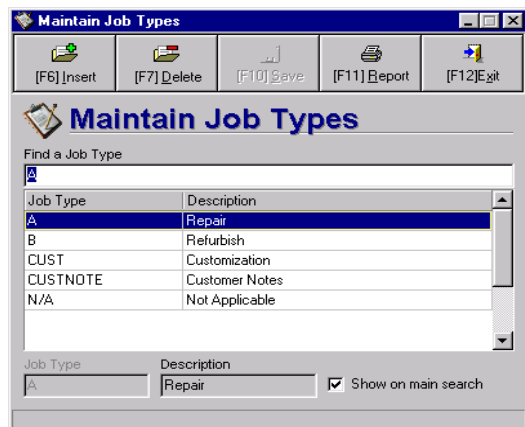
Function Key	Description
<F3> Filter	Filters the jobs in the grid based on the search criteria specified.
<F4> Show All	Displays all existing jobs in the grid.
<F7> Delete Job	Deletes the selected job. The prompt, “Delete currently selected job. Are you sure?” displays. Click Yes to delete or No to cancel.
<F8> Logout	Displays the Security Check window to allow you to change the user. This determines whose jobs display or who is creating the job.
<F9> Cust Search	Displays the Customer Search window to help you locate the customer.
<F10>Prod Inquiry	Displays the Product Search window from the Product Inquiry option.
<F11> Preview	Displays the Jobs report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

JOB TYPES

The Job Types option lets you set up and maintain job type codes for use in the Job Tracker option. Examples of job types include repair, customization, etc.

To create job type codes:

1 From the Job Tracking submenu, click on Job Types.



➤ *Two job types, N/A and CUSTNOTE, display by default.*

2 Click on the Insert button or press <F6>. The cursor displays in the Job Type edit box.

3 Enter the job type code and press <Tab>. The cursor jumps to the *Description* edit box and the job type code displays in the Job Type column.

4 Enter the description and press <Tab>. The description displays in the Description column.

5 The *Show on main search* option box is selected by default. If you do not want jobs of this type to display on the Job Tracker Search screen, click in the option box to deselect it.

6 Click on the Save button or press <F10>.

7 Click on the Report button or press <F11> to view the Maintain Job Types report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

8 Click on the Exit button or press <F12> to close the Job Types option and return to the main menu.

Additional Function Key Options

Function Key	Description
<F6> Cancel	Clears all entries made prior to saving. The prompt, "You have chosen to cancel your input. Is this your intention?" displays. Click Yes to cancel or No to keep your entries.
<F7> Delete	Deletes the selected job type code. The prompt, "You have chosen to delete job type code _____. Is this your intention?" displays. Click Yes to delete or No to cancel.

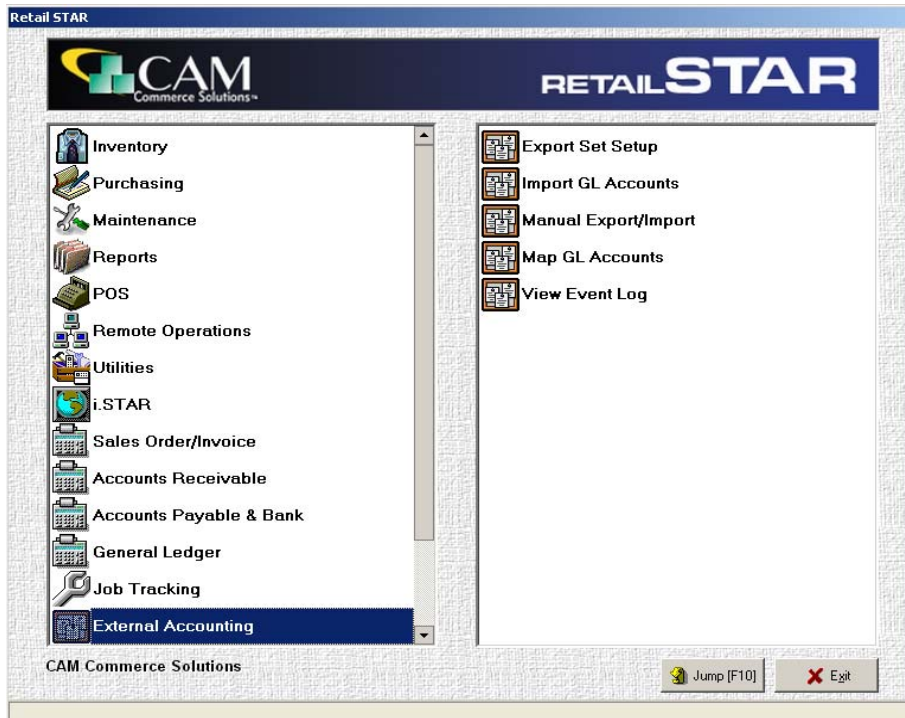
➤ *To edit an existing description, click in the appropriate line in the grid, type in the new description, then click on the Save button or press <F10>.*

➤ *If you add or edit data then try to exit without saving, the prompt, "Would you like to save your changes prior to exiting?" displays. Click Yes to save and exit or No to exit without saving.*

PART II

OFFICE

CHAPTER 8: EXTERNAL ACCOUNTING



EXTERNAL ACCOUNTING SUBMENU OPTIONS:

- Export Set Setup
- Import GL Accounts
- Manual Export/Import
- Map GL Accounts
- View Event Log

The External Accounting options allow you to interface Retail STAR/ICE with QuickBooks and use that third-party accounting system for your General Ledger. This is a licensed feature; if you would like to use it, contact your CAM representative.

➤ *This feature requires SQLBase version 8.5 or above.*

Prior to importing GL accounts, do the following in QuickBooks:

1. Make sure the *Use account numbers* option box is selected in Edit>Preferences>Accounting>Company Preferences.

2. Select File>Import>IIF Files... and choose the file you want exported; click on Open. When your transactions have been imported into QuickBooks, the prompt, “Your data has been imported” will display; click on the OK button to continue.

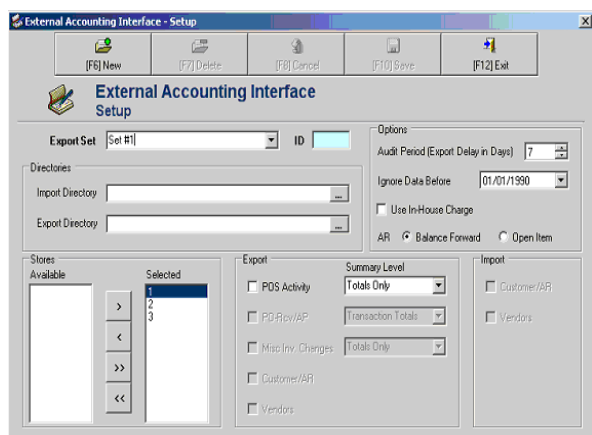
➤ *Due to limitations of the QuickBooks import utility, the size of the import file should not exceed 1.8 MB.*

➤ *Under normal circumstances, the GL account names and descriptions do not have to be the same. However, if you experience problems with the import, change the descriptions to match the names, then export the chart of accounts again and reimport into STAR. To change a description, right-click on the account in the Chart of Accounts, then select Edit. When the Edit Account window displays, change the Description to match the name, then click on the OK button.*

EXPORT SET SETUP

This option is used to create export sets. You must have at least one export set.

1 From the External Accounting submenu, click on Export Set Setup. This window displays:



2 Click on the New button or press <F6>.

3 Enter a name for the export set in the *Export Set* edit box.

4 Under Directories, enter the *Import Directory* and *Export Directory* for your import and export files, or click on the Browse (...) button next to each edit box to search for the directories.

5 Under Export, make sure the *POS Activity* option box is selected. This is the only option of QuickBooks.

6 Under Options, enter your *Audit Period (Export Delay in Days)* or use the up and down arrow buttons to set the number of days.

7 The date in the *Ignore Data Before* combo box is the date prior to which no data will be exported. You can change it, if necessary, by entering a new date (e.g., MM/DD/YYYY) or by clicking on the down arrow button and selecting the date from the pop-up calendar.

8 Click in the *Use In-House Charge* option box to select it if you use in-house charge accounts.

9 Next to AR, click to select either the *Balance Forward* or *Open Item* radio button depending on which type of Accounts Receivable you are using.

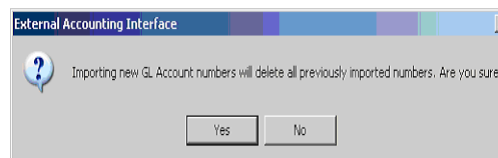
10 Click on the Save button or press <F10> to save your export set.

11 Click on the Exit button or press <F12> to close the Export Set Setup option and return to the main menu.

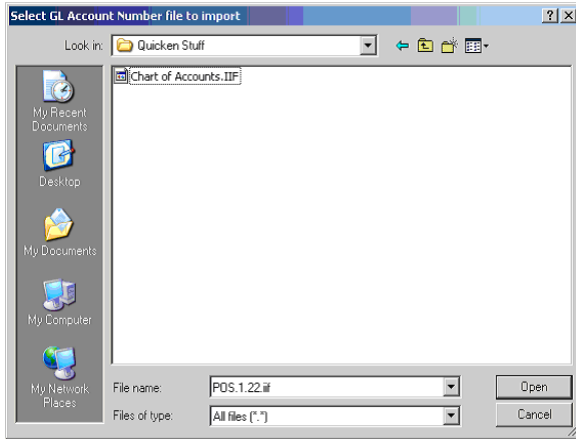
IMPORT GL ACCOUNTS

This option is used to import general ledger account numbers into Retail STAR/ICE. You must export your chart of accounts from QuickBooks, creating a .iif file, prior to using this option.

1 From the External Accounting submenu, click on Import GL Accounts. This prompt displays:

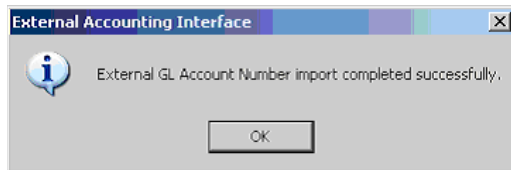


2 Click on the Yes button to continue. This window displays next:



3 Browse to and select the .iif file to import. This is the file that was created when you exported your chart of accounts from QuickBooks.

4 Click on the Open button, and this prompt displays:

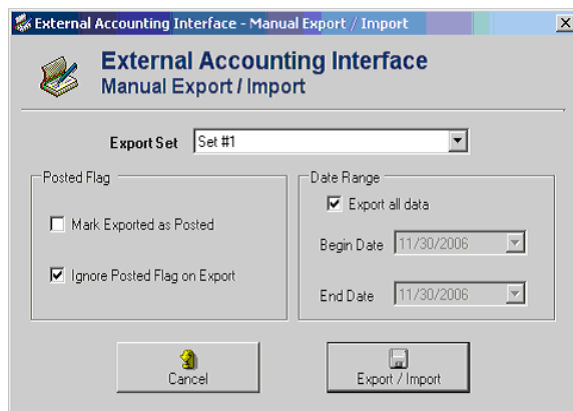


5 Click on the OK button to close the prompt.

MANUAL EXPORT/IMPORT

This option lets you manually set criteria for the export or import and displays a log of the activity.

1 From the External Accounting submenu, click on Manual Export/Import. This window displays:



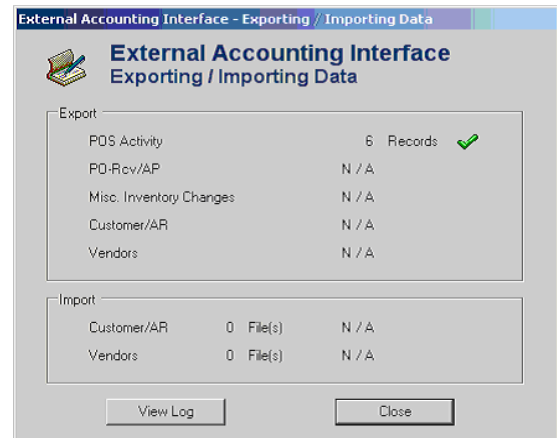
2 Under Posted Flag, click in the *Mark Exported as Posted* option box to select it to mark all exported items as being posted, or click in the *Ignore Posted Flag on*

Export option box to ignore the posted flag on export so that all items get exported regardless of whether or not they were posted.

3 Under Date Range, the *Export all data* option box is selected by default. This will cause the system to export all of your data. If you want to export only transactions within a particular date range, click in the option box to deselect it, then enter the *Begin Date* and *End Date* of the date range to use (e.g., MM/DD/YYYY) or click on the down arrow buttons to select the dates from pop-up calendars.

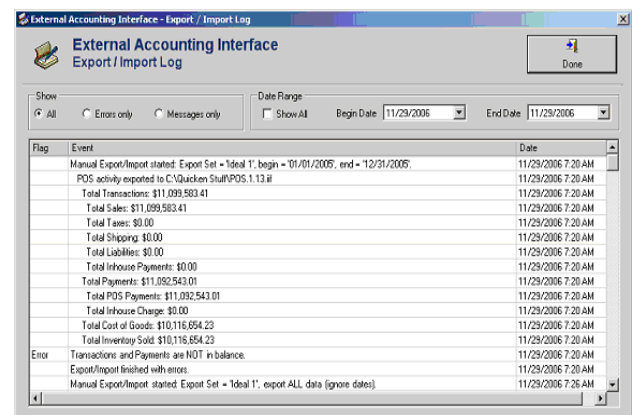
4 Click on the Export/Import button to export your transactions.

5 When the process is complete, a window similar to this will display:



6 In this example, the number of records that have been exported and are ready to be imported into QuickBooks displays next to POS Activity.

7 Click on the View Log button to display the Export/Import Log.



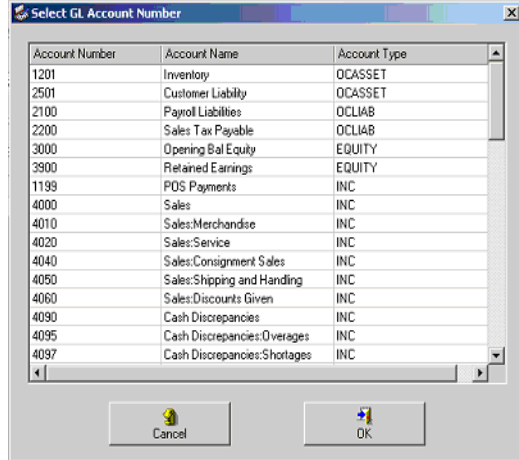
8 Click on the Done button to close the log.

The log file retains all past data and adds data from the last export/import.

MAP GL ACCOUNTS

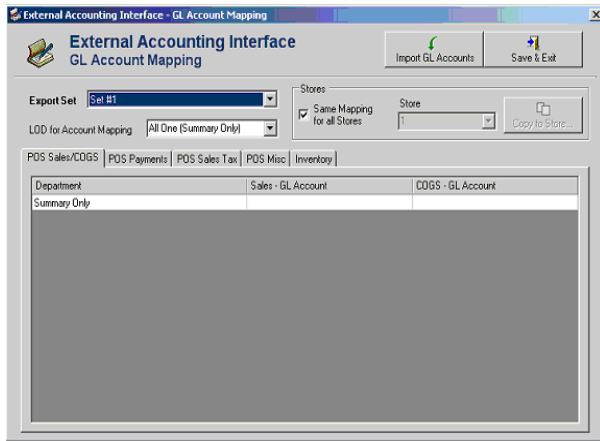
The mapping window has five (5) tabs. On each tab, you will assign an account number to each type so that it will balance and be imported into QuickBooks. If the correct account is not in the list, you will need to add it in QuickBooks and reimport the GL accounts, then return to this option to map it.

1 From the External Accounting submenu, click on Map GL Accounts.



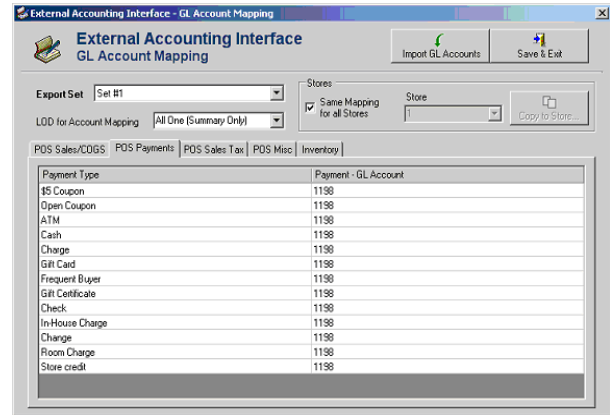
4 To sort a column in ascending order, click on the column header. Double-click on the correct account to select it, or click on the account and then click on the OK button. The account will display in the grid.

5 Click on the POS Payments tab.



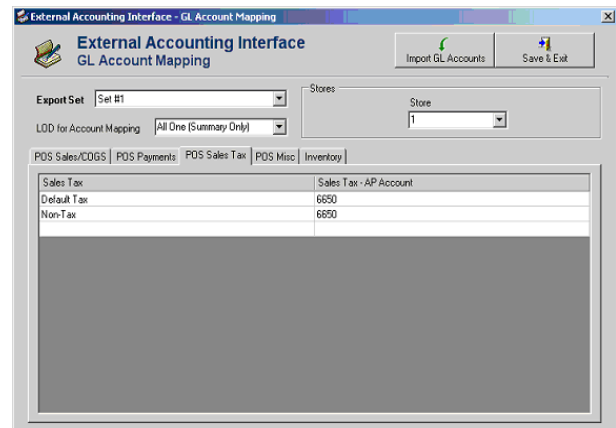
2 Import the general ledger accounts by clicking on the Import GL Accounts button.

3 You must map each account type. Double-click on a line in the grid to open a selection list of the accounts you imported from QuickBooks. A Select GL Account Number window displays similar to the following:



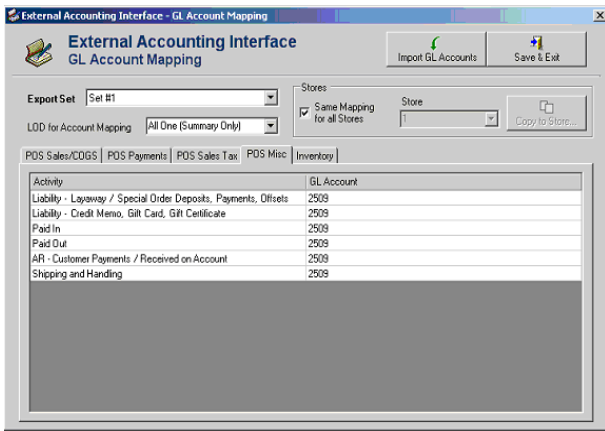
6 Repeat the mapping process from steps 3-4 above.

7 Click on the POS Sales Tax tab.



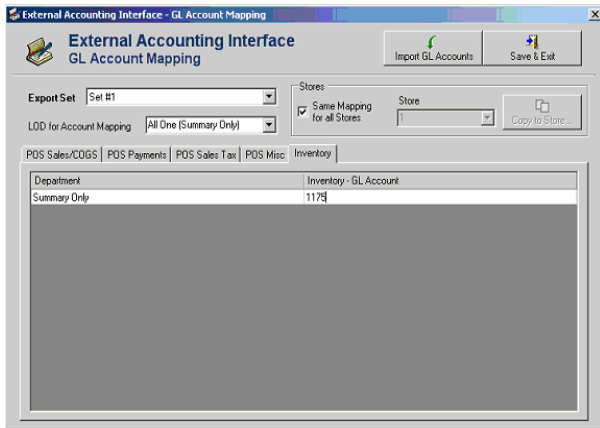
8 Repeat the mapping process from steps 3-4 above.

9 Click on the POS Misc tab.



10 Repeat the mapping process from steps 3-4 above.

11 Click on the Inventory tab.



12 Repeat the mapping process from steps 3-4 above.

13 Click on the Save & Exit button to save your entries.

VIEW EVENT LOG

This option displays the same Export/Import Log as is displayed when you click on the View Log button in the Manual Export/Import option.

PART III

POINT OF SALE (POS)

POS

[F2] Store [F3] Register [F4] Receipt [F5] Products [F6] Package [C] Customer
 [A] Salesperson [R] Return [Q] Quantity [V] Void [D] % Disc. [G] Login/Out

Sales Receipt <no customer>

Ref #	UPC/SKU/Style	Description	SZ	W	Qty	Price	Total
					1		

Subtotal
 Tax
 Total

Notes

TouchScreen [F12] Tender

Point of sale open CMD system Store No. 1

- Section 1 - Register
- Section 2 - Entering Product Information in the POS Screen
- Section 3 - Modifying the Sales Receipt
- Section 4 - Creating Layaways, Special Orders, and Holds, and Reopening Sales Receipts
- Section 5 - Unique Product Sales
- Section 6 - Tendering the Sale
- Section 7 - Voids and Returns
- Section 8 - In-House Customer Accounts
- Section 9 - POS Reporting
- Section 10 - StandAlone POS

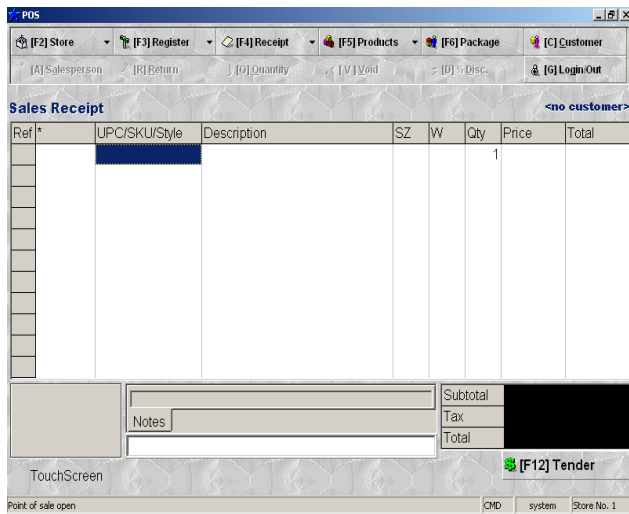
OVERVIEW

The Point of Sale module allows you to create multiple types of sales; tender with multiple payment types; handle in-house customer payments and charges; and perform on-screen cash drawer balancing. In addition, you can clock in and out at the register and track, view, and print sales detail. As products are sold, the program automatically captures all of the data related to the sale (e.g., sales associate, customer, store, and price). These data can then be used for future reporting.

POS is opened using one of the following methods:

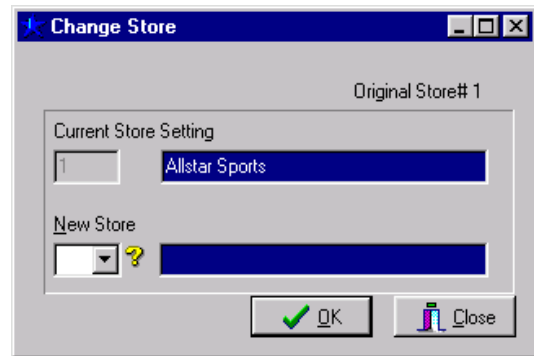
- Double-click on the POS icon on your desktop.
- Click on the Windows Start button, select Programs, select Retail STAR or Retail ICE, and then click on POS STAR or POS ICE.

Log in with your sales associate number and password, and click on the Login button.



When you open POS, the cursor and highlighted bar are positioned in the *UPC/SKU/Style* field, and the *Qty* field is default to a quantity of one (1). You can create a sales transaction as simply as manually entering or scanning the product information and tendering the sale. Although sales transactions can be created at this very basic level, POS provides a multitude of features that can be used to search for and select the product(s) to sell, create layaways, holds, and special orders, sell unique product types, tender sales with coupons and foreign currency, void single lines or entire receipts, create returns, and accept payments and charges from customers who have in-house credit accounts.

Another feature of the POS module is the ability (by a manager) to change the active store at the main (Retail STAR only). This feature is useful when entering batch sales from a remote or virtual store, or reentering sales at the main if a remote store system goes down. Purchasing, receiving, transfers, and physical inventory can be accessed without the need for someone to be at the remote store. This feature can also be used to reenter receipts if StandAlone POS is up. Click on the Receipt button or press <F4>, then select Change Store, and a window similar to the following will display:



Enter another store number in the *New Store* combo box, or click on the down arrow button or the “?” button to search for and select another store. Then click on the OK button or press <Enter>.

➤ *The background of the Sales Receipt screen displays in pale yellow if you are logged into a store other than the main.*

➤ *The receipt ID will reflect the store number where the receipt was created.*

➤ *Payments will be applied to the current store even if the inventory comes from another store.*

SECTION 1 - REGISTER

Register functions include clocking in and out at the register; logging in and out of the register; maintaining the register profiles; opening the register with or without an opening balance amount; creating paid in, paid out, and no sale receipts; and closing the register and balancing the drawer.

Clocking In and Out at the Register

This feature allows employees to clock in and out at the register through the POS screen. As they clock in and out of the register, timesheet history is created and is available in report form. (Refer to Part II - Office, Chapter 3 - Maintenance: Employee/Security for addi-

tional detail on the time clock report; also see Chapter 4 - Reports: Time Cards).

To clock in and out at the register:

- 1 Click on the Store button or press <F2> to display the Store pull-down menu.
- 2 Click on or press the <down> arrow key on your keyboard to select (highlight) Time clock.
- 3 The Time Clock Access window displays.



- 4 Enter your sales associate code in the *Sales associate* field, and enter your password in the *Password* field.
- 5 Click on the Login button. If you are clocked out, the prompt, “You are currently clocked out. Do you want to clock in?” displays. If you are clocked in, the prompt, “You are currently clocked in. Do you want to clock out?” displays.
- 6 Click on the Yes button, or press <Enter> or <Alt+Y>. A prompt displays, “Timeclock entry has been made for -----.”
- 7 Click on the OK button or press <Enter>. The time clock entry is logged in or out as applicable.

Logging In and Out of the Register

During normal daily operations, you can log in or out of the register by pressing the <G> key on your keyboard or clicking on the Login/Out button to display the POS Login screen.



This screen is used for both logging in and logging out, and you are required to enter your sales associate

code and password each time. When you are logged out, the POS screen becomes inactive and no entries can be made until you log in again.

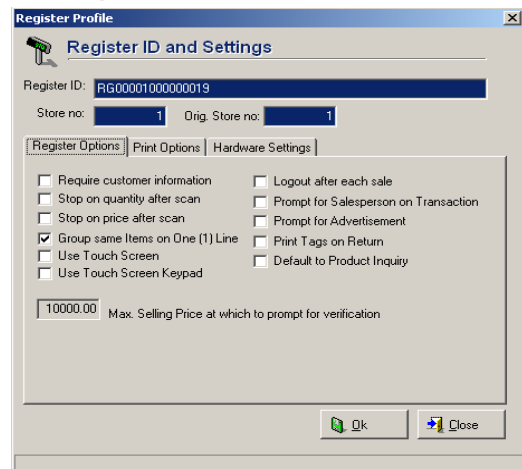
➤ *Logging in and out of the register through this method does not affect the Clocking In and Out feature.*

Maintaining the Register Profiles

The Register Profile includes the Register Options, Print Options, and Hardware Settings. If you are using a pole display or cash drawer, or if you will be printing sales receipts on a 40-column or 80-column printer, you can maintain those devices through Hardware Settings.

To maintain register profiles, click on the Register button or press <F3> to display the Register pull-down menu, click on or press the <down> arrow key on your keyboard to select Register setup, and continue as detailed below.

Register Options



- 1 Click in the applicable Register Options option boxes to select, or press <Tab> to highlight each register option and press the <Space Bar> to select.

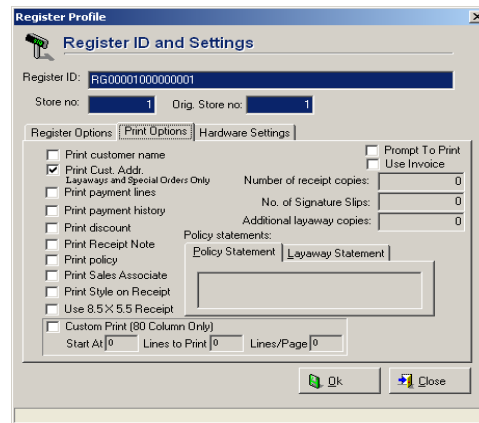
Option	Function
Require customer information	If selected, you must attach a customer record to every sales receipt prior to tendering the sale. The sales receipt will display the customer ID number and taxes will be charged based on the Main Shipping Address specified on the Ship To tab in Customer Maintenance. If you want the customer's name displayed, you must also select <i>Print customer name</i> in the Print Options.
Stop on quantity after scan	If selected, the cursor will jump to the <i>Qty</i> field once the item's UPC/SKU/Style is scanned.
Stop on price after scan	If selected, the cursor will jump to the <i>Price</i> field once the item's UPC/SKU/Style is scanned.

- Group same Items on One (1) Line If selected, all like items (e.g., like UPCs, size, and color) you sell will increase the Qty field on the line for the original item entry. For example, if you sell a particular item for a quantity of 1 and then sell another like item (with the same UPC, size, and color) the Qty field on the original entry will change to a quantity of 2. If you do not select this option, each like item that you sell will display as a separate line item even if you sell multiple quantities of the same item. For example, if you sell a particular item for a quantity of 1 and then sell another like item (with the same UPC, size, and color) for a quantity of 1, both line items will display and you will be able to change their individual prices.
- Use Touch Screen If selected, a TouchScreen button will display in the lower left corner of the POS window to allow you to use the Touch Screen feature (see Using the Touch Screen Feature in Section 2).
- Use Touch Screen Keypad If selected, when a sale is tendered with cash, a credit card, or an ATM card, a 10-key pad window will display to help you enter the amount.
- Logout after each sale If selected, you will be logged out of the POS screen after each sale and will have to log back in to perform sales transactions.
- Prompt for Salesperson on Transaction If selected, a window will pop up for you to select the salesperson after the first item is entered or scanned.
- Prompt for Advertisement If selected, the Advertisement window will display at POS for you to select the source code allowing source of business tracking. The window defaults to the last code selected.
- Print Tags on Return If selected, a POS Tag Printing window will display after a return is tendered. Refer to Appendix A for more information.
- Default to Product Inquiry If selected, the Product Search window from the Product Inquiry option will display; otherwise, the Product Lookup window will display (see Product Search Function in Section 2).
- Max. Selling Price at which to prompt for verification This option allows you to set a dollar limit in the Price field at which the system will automatically prompt for verification of the price entered. This can prevent erroneous amount from being entered in the Price field.

2 After defining the last option, click on or press the <right> arrow key on your keyboard to jump to the Print Options tab.

☞ *If you are using STAR Accounting, be sure that the Group Same Items on One (1) Line option box is selected; otherwise, duplicate items will not be included in the GL entry from POS.*

Print Options



☞ *Print Options lets you specify the information to include on the receipt. However, if you are using a Windows printer driver for printing on an 8.5" x 11" receipt (set up in the Hardware Settings), a default receipt will print. This default receipt includes the customer name and address, payment lines, policy statement, style, and serial number (if applicable) regardless of the option boxes you select or deselect on this screen.*

1 Click in the applicable Print Options option boxes to select, or press <Tab> to highlight each print option and press the <Space Bar> to select.

Option	Function
Print customer name	If the <i>Require customer information</i> option box was selected on the Register Options tab and you also select this option, the customer's name will print on the sales receipt.
Print Cust. Addr.	If selected, you can specify the customer's shipping address to print on layaway and special order receipts printed on 40-column and 80-column printers.
Print payment lines	If selected, each payment type (e.g., cash, check, and credit card) used in tendering the sale will print as a separate line on the sales receipt.
Print payment history	If the <i>Require customer information</i> option box was selected on the Register Options tab and you also select this option, the customer's payment history will print on the bottom of the sales receipt by date and dollars.
Print discount	If selected, the regular price and amount saved will display on the sales receipt when a discount is applied to the sale of an item. If the receipt includes a package, a separate line will print showing the regular price and amount of savings for each item in the package. Note: If using V.A.T., discounts will not print on the receipt.
Print Receipt Note	If selected, notes entered on the receipt at POS will print.
Print policy	If selected, the <i>Policy</i> and/or <i>Layaway Statements</i> you define will print on the receipt.

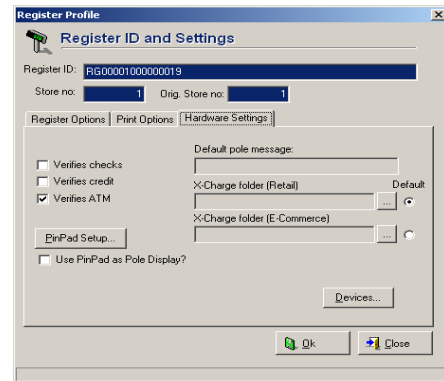
Print Sales Associate	If selected, the salesperson ID will print on 40-column receipts (prints by default on Windows receipts).
Print Style on Receipt	The sales receipt is defaulted to print the UPC number for each item sold. If you select this option, the style description will print rather than the UPC.
Use 8.5 x 5.5 Receipt	If selected, the POS sales receipts will print as 8.5" x 5.5" on a tractor-fed dot matrix printer.
Prompt To Print	If selected, you will be prompted to print the receipt after tendering.
Use Invoice	If selected, the receipt will read 'Invoice' instead of 'Sale', 'Receipt #' will change to 'Invoice #', and 'Balance' will change to 'Please Remit.' See note below for more information.
Number of receipt copies	Defines the number of sales receipts to print once the sale is tendered.
No. of Signature Slips	Defines the number of signature slips to print for in-house credit and credit card transactions. Each slip will include the text, "I agree to pay above total charge per card issuer agreement" and a customer signature line.
Additional layaway copies	Defines the number of additional sales receipts to print for layaways.
Policy Statements	If selected, you will have two options when printing statements on the bottom of the sales receipts as follows: Policy Statement: Prints on the bottom of every receipt. Layaway Statement: Prints on the bottom of layaway receipts only. If you defined a Policy Statement and a Layaway Statement, both will print on the layaway receipt.
Custom Print	If you are printing a customized sales receipt, you can set the print parameters by defining the <i>Start At</i> position (0=top of receipt), <i>Char/Line</i> (number of characters per line), and <i>Lines/Page</i> (number of lines per page).

➡ **If Number of receipt copies and No. of Signature Slips are both set to 2, there will be two signatures on file if multiple credit cards are charged on the same receipt. Set the No. of Signature Slips to 1 to make sure there is only one signature on file for the receipt. If additional receipts are printed, additional signature slips will print with the receipts.**

➡ **Note regarding Use Invoice option box - You must also select the Print Receipt Note option box and enter Ship Via and Terms information in the Notes area in POS.**

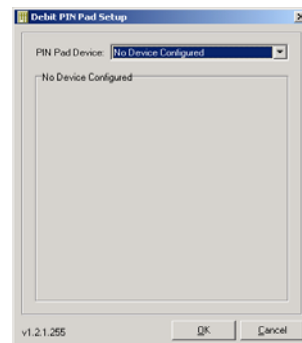
2 After defining the last option, click on or press the <right> arrow key on your keyboard to jump to the Hardware Settings tab.

Hardware Settings



1 If you are verifying check, credit card, and/or ATM transactions, click in or use the <Space Bar> to select the *Verifies checks*, *Verifies credit*, and/or *Verifies ATM* option boxes. When tendering, the Payment Information window will indicate whether any of the options are disabled. In addition, in the *X-Charge folder (Retail)* or *X-Charge folder (E-Commerce)* edit box you must enter the actual path of the X-Charge Request Directory or click on the Browse (...) button to search for it. This allows the system to map to the X-Charge folder. Click to select the appropriate *Default* radio button for Retail or E-Commerce.

2 Click on the PinPad Setup button to display the Debit PIN Pad Setup window.



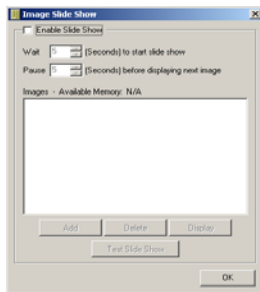
3 No Device Configured is selected by default in the *PIN Pad Device* combo box. Click on the down arrow button and select HHP TT3101 or HHP TT8810 if you are using these devices, or select Verifone PINPad 1000 if you are using this device.

➡ **The PINPad 1000 is used for PIN entry only. The TT3101 and TT8810 are used for PIN entry, card swipe, and signature capture (in POS).**

If you select HHP TT3101 or HHP TT8810, these fields and buttons will activate:

- *COM Port* - Click on the down arrow button and select the correct COM port to use.

- *Load Default Logo...* - A dialog box opens for you to select the default logo or another logo of your own (.bmp file) to display on the pin pad.
- *Edit Logo Template...* - A dialog box opens for you to select a logo to edit. Click on the Save button, and the logo opens in the Windows Paint program where you can edit it.
- *Test...* - Verifies the setup is correct; prompts you for a keyboard test.
- *Slide Show...* - Lets you set up a series of images to display on the device. The image resolution must be 320 x 240. The Image Slide Show window displays.



To use the slide show feature, click to select the *Enable Slide Show* option box. Enter the number of seconds to wait to start the slide show, then enter the number of seconds to pause between images. The Add and Delete buttons let you choose the images to include; they will be listed in the Images box. Select an image from the box and click the Display button to see it; click the Test Slide Show button to see how your slide show will appear. Click the OK button to close the Image Slide Show window.

➤ *If you are using the HHP TT8810 device and you delete an image from the slide show, you must close and reopen the Image Slide Show window for the image list to redisplay correctly.*

➤ *Retail STAR and X-Charge share settings for the PIN pads. You only need to configure one or the other; the settings are saved to the same area.*

If you select VeriFone PINPad 1000, these fields and button will activate:

- *COM Port* - Enter the COM port number or click on the down arrow button and select the number from the drop-down list.
- *Default Message* - This is the message that will display on the device for your customer to see. READY displays by default. You can change the message to another message of up to 16 alpha-numeric characters.
- *Test...* - Verifies the setup is correct; prompts you for a keyboard test.

Click on the OK button to save your settings, or click on the Cancel button to close the window.

4 If you want a message displayed on the pole at POS, enter it in the *Default pole message* edit box.

5 Click in the *Use Pin Pad as Pole Display?* option box to select it if you want to use the pin pad as your pole display.

6 If you want to define devices (pole displays, cash drawers, and printers), click on the Devices button or press <Alt+D> and continue with the steps defined under the “Setting Up the Devices” heading below.

7 Once all settings are defined, click on or press <Tab> to activate the OK button and press <Enter>. All defined options and hardware settings are saved, and the screen is closed.

➤ *If you click on or press <Enter> at the Close button, the screen closes, but your changes are not saved.*

Setting Up the Devices

POS devices include a pole display, cash drawer, and receipt printer. These devices are set up using pre-defined or custom settings and must have a defined *Escape Sequence*, *Terminating Sequence*, and *Output Separator*. If you use Pre-Defined settings, the sequence information is defined for you. If you use Custom Settings, you must define the sequence information.

Prior to Setting Up the Devices, Review the Following:

- Identify your computer and receipt printer ports (through Windows) to determine if you have serial ports, parallel ports, or both, and verify on the back of the computer if ports are numbered. If you cannot determine this information, refer to your equipment manual or contact your equipment vendor and ask for the information.

To verify the ports:

If your system is Windows 2000:

- Click on the Start button
- Select Settings
- Click on Control Panel
- Click on System
- Select Hardware
- Click on Device Manager
- Click on Ports

If your system is NT:

- (a) Click on the Start button
- (b) Select Settings
- (c) Click on Control Panel
- (d) Select Ports (COM (serial) and/or LPT (parallel))

If your system is Windows 98:

- (a) Click on the Start button
- (b) Select Settings
- (c) Click on Control Panel
- (d) Click on System
- (e) Select Device Manager
- (f) Select Ports (COM & LPT)

- Verify that the printer is set up through Windows.

- (a) Click on the Start button
- (b) Select Settings
- (c) Click on Printers

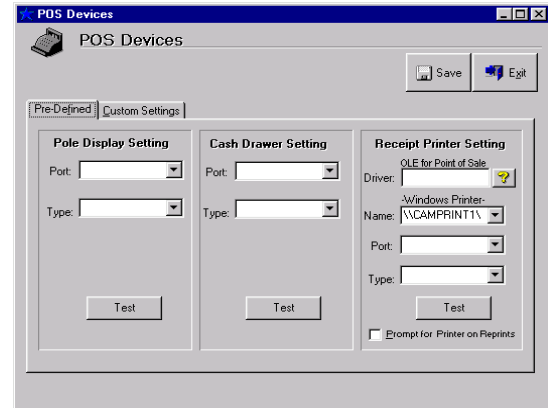
- If printers already exist on the system, right-click on the Generic/Text Only icon and verify that it is connected to the correct port, and print a test page. Once the test page prints, you are ready to set up the devices. If the test page does not print, make sure the port is valid, the correct cable is being used, and the printer is on-line.

- If printers do not exist on the system, you will need your Windows CD in order to load the printer. Click on Add Printers, select Generic/Text Only, and click on OK. The system will prompt you for the location of the Windows CD that contains the printer driver (your CD ROM driver); click on OK, and print a test page. If the test page does not print, make sure the port is valid, the correct cable is being used, and that the printer is on line.

➡ *If you decide to change equipment connections to the ports, you should reboot (restart) your system to ensure that the ports previously used are released and available for new connections.*

To set up POS devices:

1 Click on the Devices button or press <Alt+D>. The POS Devices screen displays.

**Defining Pre-Defined Settings**

To select pre-defined settings for the pole, cash drawer, or receipt printer:

1 In the *Port* combo box, click on the down arrow button and select the COM (serial) or LPT (parallel) port from the list that displays.

2 In the *Type* combo box, click on the down arrow button and select the port type from the list that displays.

3 Under OLE for Point of Sale, enter the OPOS printer driver, or click on the “?” button to display a list of drivers to choose from. Click to highlight the correct driver in the list, then click on the Select button, or click Cancel to close the list.

4 The Receipt Printer Setting includes a *Name* field in which you can specify a Windows printer for printing an 8.5” x 11” receipt. Enter the printer driver information, or click on the down arrow button to view and select from the printers installed on the system.

5 As you define the pole display, cash drawer, and receipt printer settings, be sure to click on each Test button to make sure that everything is operating correctly.

6 Click to select the *Prompt for Printer on Reprints* option box if you want the ability to print a reopened receipt to a selected printer.

➡ *You can only reprint a receipt on an 80-column Windows printer.*

7 Once all settings are correct, click on the Save button.

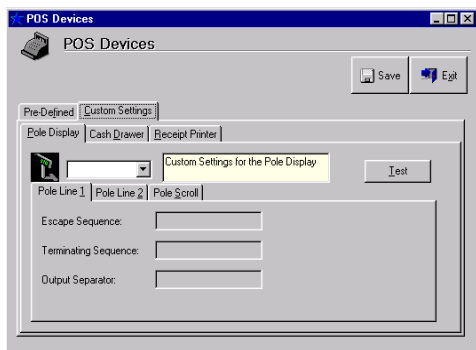
8 Click on the Exit button to return to the Hardware Settings tab.

If you experience problems using the Pre-Defined Settings, use the Custom Settings as detailed below.

Defining Custom Settings

When you click on the Custom Settings tab, three (3) additional tabs display for Pole Display, Cash Drawer, and Receipt Printer. Define the port, escape sequence, terminating sequence, and output separator information on each tab. Be sure to click on the Test button to test after you set up each of these peripheral devices.

Pole Display



1 Click in the *Port* combo box and enter the port information, or click on the down arrow button and make a selection from the list that displays. The predefined selections in the list include four COM (serial) ports and two LPT (parallel) ports.

2 Click in the *Escape Sequence* edit box and enter the applicable information.

3 Click in the *Terminating Sequence* edit box and enter the applicable information.

4 Click in the *Output Separator* edit box and enter the applicable information.

5 Click on the Test button to test your setup.

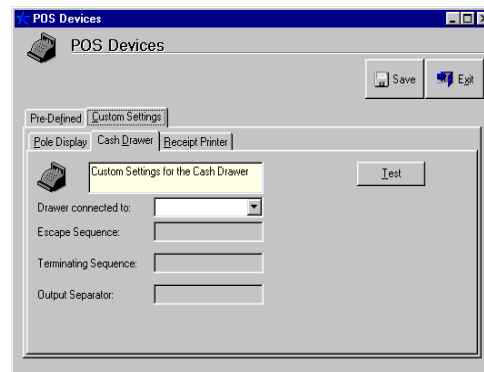
6 Click on the Pole Line 2 tab and repeat Steps 2 through 5.

7 Click on the Pole Scroll tab and repeat Steps 2 through 5.

8 Click on the Save button.

9 Click on the Exit button to return to the Hardware Settings tab or click on the Cash Drawer tab.

Cash Drawer



1 Click in the *Drawer connected to* combo box and enter the port information, or click on the down arrow button and make a selection from the list that displays. The predefined selections in the list include four (4) COM (serial) ports and two (2) LPT (parallel) ports.

2 Click in the *Escape Sequence* edit box and enter the applicable information. (For Epson enter **27,112,0,25,250**. For Ithaca enter **27,7**).

3 Click in the *Terminating Sequence* edit box and enter the applicable information. (For Epson and Ithaca, leave this field blank).

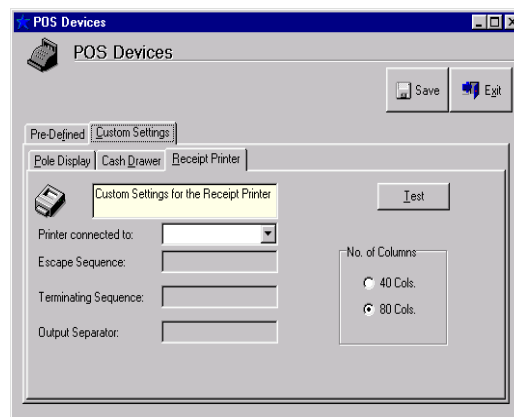
4 Click in the *Output Separator* edit box and enter the applicable information. (For Epson and Ithaca, leave this field blank).

5 Click on the Test button to test your setup.

6 Click on the Save button.

7 Click on the Exit button to return to the Hardware Settings tab or click on the Receipt Printer tab.

Receipt Printer



1 Click in the *Printer connected to* combo box and enter the port information, or click on the down arrow button and make a selection from the list that displays. The selections include four COM (serial) ports and two LPT (parallel) ports.

2 Click in the *Escape Sequence* edit box and enter the applicable information. (Leave this field blank for Epson).

3 Click in the *Terminating Sequence* edit box and enter the applicable information. (Enter **13,10,10,10,10,10** for Epson).

4 Click in the *Output Separator* edit box and enter the applicable information. (Enter **13,10** for Epson).

5 Click on the applicable radio button under No. of Columns (*40 Cols.* or *80 Cols.*). If you are printing 8.5" x 5.5" size receipts, be sure that you selected the *Use 8.5 x 5.5 Receipt* option box under the Print Options tab, and select *80 Cols.* for the number of columns.

6 Click on the Test button to test your setup.

7 Click on the Save button.

8 Click on the Exit button to return to the Hardware Settings tab.

Escape Sequence is sent to the printer first, before any data.

Output Separator is sent to the printer after EVERY line of data is printed.

Terminating Sequence is sent after ALL of the data has been sent to the printer.

Example:

<ESCAPE SEQUENCE>

Line 1 Data <OUTPUT SEPARATOR>

Line 2 Data <OUTPUT SEPARATOR>

Line 3 Data <OUTPUT SEPARATOR>

<TERMINATING SEQUENCE>

Opening the Register

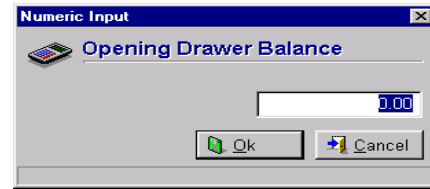
When you open the register for the first time each day, you can open the drawer with an opening balance amount.

To open the register and define the opening drawer balance:

1 Press <Shift+Ctrl+O>.

Or

Click on the Register button or press <F3> to display the Register pull-down menu, and click on or use the arrow keys to select (highlight) Open Register and press <Enter> or the <O> key. The cash drawer pops open and a Numeric Input dialog box displays.



2 Enter the dollar figure for the opening drawer balance (e.g., for a \$1,000.00 drawer balance, enter **1000**). The OK button is highlighted. **When you close and balance the drawer, the amount entered here will display on the Register Balance report along with the date and time the drawer was opened.**

3 Click on the OK button, or press <Enter> or <Alt+O>. You are notified that the register was opened. The message includes the date, time, and name of the employee who opened the register. The OK button is highlighted.

4 Click on the OK button, or press <Enter> or <Alt+O>.

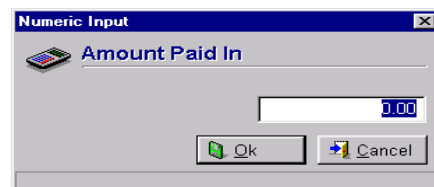
Creating Paid Ins, Paid Outs, and No Sales

► *Paid Ins and Paid Outs require a manual journal entry between A/R and an offsetting account. For example, if you paid in \$50, create a manual journal entry to debit Undeposited Funds \$50 and credit A/R \$50. If you paid out \$50, create a manual journal entry to credit Undeposited Funds \$50 and debit A/R \$50.*

Paid In

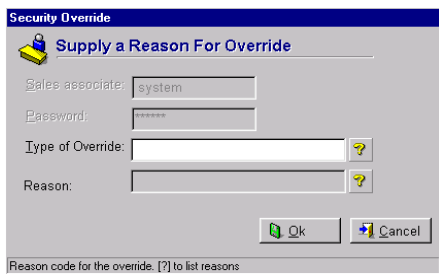
1 Click on the Register button, or press the <I> key on the keyboard or press <F3> to display the Register pull-down menu.

2 Click on or press the <down> arrow key on your keyboard to select (highlight) Paid in and press <Enter>. A numeric input dialog box displays.



3 Enter the amount paid in. When you close and balance the drawer, the amount entered here will display on the Register Balance report.

4 Press <Enter> or click on the OK button. The Supply a Reason For Override window displays.



If you do not want to attach a reason for the paid in, click on the Cancel button to close the window; otherwise, continue with the following steps.

5 In the *Type of Override* edit box, click on the “?” button and double-click on your selection from the pop-up list that displays (Discount, Return, Void, Markdown, Adjust Levels, or Warehouse).

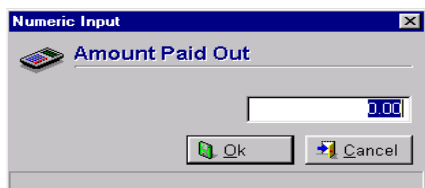
6 In the *Reason* edit box, click on the “?” button and double-click on your selection from the pop-up box that displays. The selections correspond to the reasons you set up in Maintenance>Reason.

7 Click on the Ok button to attach the reason and close the window.

Paid Out

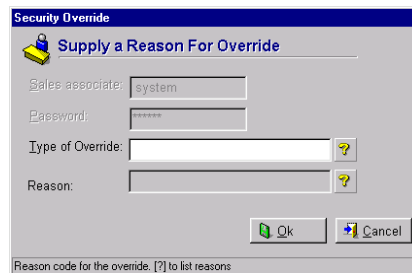
1 Click on the Register button, or press the <U> key on the keyboard or press <F3> to display the Register pull-down menu.

2 Click on or press the <down> arrow key on your keyboard to select (highlight) Paid out and press <Enter>.



3 Enter the amount paid out. When you close and balance the drawer, the amount entered here will display on the Register Balance report.

4 Press <Enter> or click on the OK button. The Supply a Reason For Override window displays.



If you do not want to attach a reason for the paid out, click on the Cancel button to close the window; otherwise, continue with the following steps.

5 In the *Type of Override* edit box, click on the “?” button and double-click on your selection from the pop-up list that displays (Discount, Return, Void, Markdown, Adjust Levels, or Warehouse).

6 In the *Reason* edit box, click on the “?” button and double-click on your selection from the pop-up box that displays. The selections correspond to the reasons you set up in Maintenance>Reason.

7 Click on the Ok button to attach the reason and close the window.

No Sale

To open the cash drawer without ringing a sale:

1 Click on the Register button or press <F3> to display the Register pull-down menu.

2 Click on or press the <down> arrow key on your keyboard to select (highlight) No sale and press <Enter>, or press <Shift+Ctrl+N>.

3 A “No Sale” receipt prints.

Closing the Register and Balancing the Drawer

When you close the register, all cumulative sales information from the time the register was opened until the time it is closed is detailed on a Register Balance receipt that you can display and/or print. When you balance the drawer, all count (coin, bills, checks, gift certificates, credit memos, and other) information is detailed on a Cash Drawer Balance receipt that you can display and/or print. You have the option to close the register without counting down the drawer.

To close the register and count down the drawer:

1 Press <Shift+Ctrl+C>. The cash drawer will pop open and the Register Balance screen displays.

Or

Press <F3> to display the Register pull-down menu and click on or use the arrow keys to select (highlight) the Close register option and press <Enter>. The cash drawer will pop open and the Register Balance screen displays.

➤ Click on the Cancel button if you do not want to close the register. A “No Sale” receipt will print and a blank POS screen redisplay.

	Count	Amount		Count	Amount
Pennies	0	0.00	Dollars	0	0.00
Nickels	0	0.00	Twos	0	0.00
Dimes	0	0.00	Fives	0	0.00
Quarters	0	0.00	Tens	0	0.00
Half Dollars	0	0.00	Twenties	0	0.00
Total Coin:		0.00	Fifties	0	0.00
			Hundreds	0	0.00
			Total Bills:		0.00

Credit Cards

Visa:	0.00	AMEX:	0.00	Other CC's:	
MC:	0.00	Discover:	0.00		0.00

Others

Checks:	0.00	Gift Certificates:	0.00
Credit Memos:	0.00	Others:	0.00

Drawer Total: 0.00

- If you do not want to fill in the Register Balance form but want to close the register, go directly to Step 5.
- If you want to use the Register Balance form, continue with Step 2.

2 Enter the number of pennies under Count, or enter the dollar amount of the pennies under Amount and press <Tab>. If you enter a Count, the Amount is calculated and displayed; if you enter an Amount, the Count is calculated and displayed.

3 Press <Tab>. The cursor jumps to the Count column for Nickels.

4 Continue entering the coins, bills, credit cards, checks, gift certificates, credit memos (store credits), and others (e.g., traveler’s checks), pressing <Tab> after each entry. A completed Register Balance screen is illustrated below.

	Count	Amount		Count	Amount
Pennies	14	0.14	Dollars	6	6.00
Nickels	23	1.15	Twos	0	0.00
Dimes	10	1.00	Fives	3	15.00
Quarters	9	2.25	Tens	9	90.00
Half Dollars	2	1.00	Twenties	7	140.00
Total Coin:		8.54	Fifties	1	50.00
			Hundreds	1	100.00
			Total Bills:		401.00

Credit Cards

Visa:	63.09	AMEX:	0.00	Other CC's:	
MC:	0.00	Discover:	12.28		0.00

Others

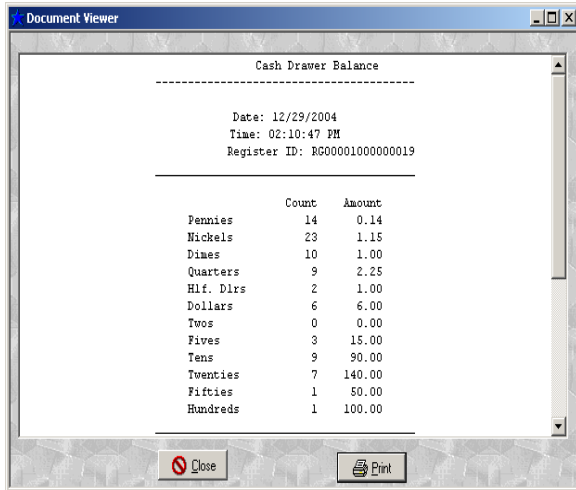
Checks:	261.73	Gift Certificates:	0.00
Credit Memos:	0.00	Others:	0.00

Drawer Total: 743.64

The entries in the balancing screen include:

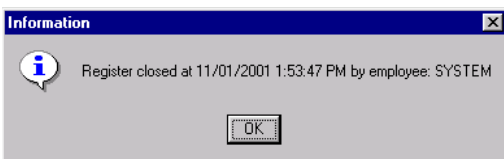
- **Total Coin and Total Bills** - a count of the coins and bills in the drawer which includes the opening balance, paid in, and paid out amounts.
- **Credit Cards** - the amounts of each type of credit card that was used as tender.
- **Checks** - the total amount of the checks when added together.
- **Gift Certificates** - the total amount of the gift certificates that were used as tender on sales receipts when added together.
- **Credit Memos** - the total amount of credit memos when added together <less> the total amount of credit memos issued (as store credits) to customers.
- **Others** - includes coupons/flyers used as tender on a sales receipt, ATM charges, and charges that customers made to their in-house accounts.

5 Click on the Save button. The Cash Drawer Balance Report displays on the screen for review. Use the scroll bar to view the entire receipt.

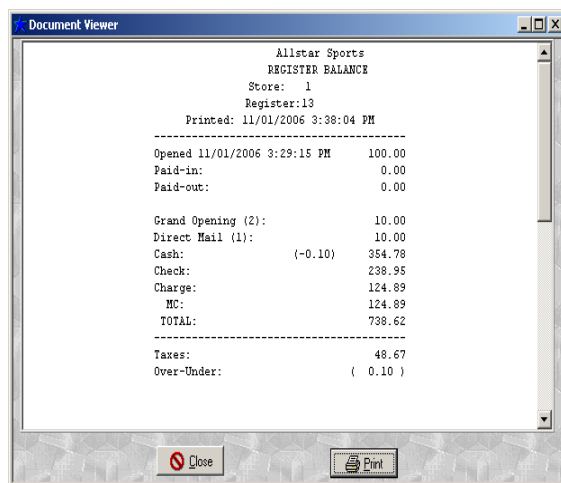


6 Once the report displays, you can click on the Print button or press <Alt+P> to print the report, or click on the Close button or press <Alt+C> to close the register without printing the report. If you select to print the report, press <Alt+P> first, then <Alt+C> to close the screen.

7 A message similar to the following displays notifying you that the register was closed:



The message includes the date, time, and name of the employee closing the register. Click on the OK button or press <Enter> to continue. The Register Balance Report displays on the screen.



➤ The (-.010) next to Cash indicates the over/under occurred in Cash.

8 Once the Register Balance Report displays, you can click on the Print button or press <Alt+P> to print the report, or click on the Close button or press <Alt+C> to close the register without printing the report. Use the scroll bar to view the entire report. If you select to print the report, press <Alt+P> first, then <Alt+C> to close the screen.

➤ <F10> tenders (e.g., coupons or flyers) are listed above Cash. The name of the tender is followed by the number of tenders, and the number of tenders is multiplied by the tender amount to give the total. In the above example, one (1) Direct Mail coupon was tendered for \$10.00 for a total of \$10.00, and two (2) Grand Opening coupons were tendered for \$5.00 each for a total of \$10.00. Refer to <F10> Tenders in Section 6 for more information.

➤ If you entered a number that has multiple products, the multiple product pop-up list displays as previously discussed.

Multiple Products List

When the POS screen first displays, the cursor and highlighted bar are positioned in the UPC/SKU/Style field. Manually enter or scan the product's UPC, SKU, or style number.

If you enter a style number and there is more than one product for that style number, a UPC Selection window displays.

SECTION 2 - ENTERING PRODUCT INFORMATION IN THE POS SCREEN

You can manually enter or scan in the product UPC, SKU, or Style to begin the sale. The entries can be alpha or numeric. If you do not know the UPC, SKU, or Style, you can use the Search function to locate and select the product(s) to sell. If the product has more than one UPC, a Multiple Products List displays and you can select the correct product from the list. In addition, you can use the Product Information Lookup feature to display additional detailed information about the product you are selling.

➤ If you attached a "Suggested Selling" note to a product, once the product is selected and displayed at POS, a message displays. Press <Enter> or the <Escape> key to close the message box and continue with the transaction.

➤ If you created promotional pricing for inventory products through the Alias Table option, the promo-

tional price will display at POS when the item is entered in the POS screen.

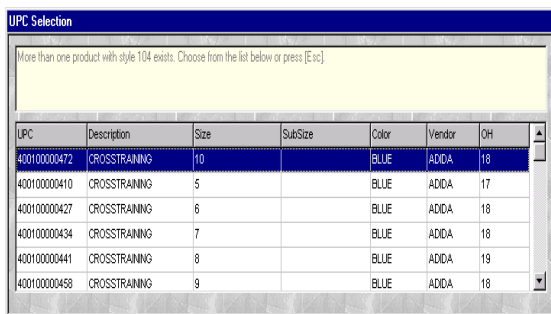
➤ If you created random numbering for inventory products through the Alias Table option, the random number(s) can be entered at POS in addition to the product UPC, Style, or SKU.

Alpha/Alphanumeric Entries

If you enter alphabetical or alphanumeric style numbers in the *UPC/SKU/Style* field, you must also enter a period (.) immediately preceding the first alpha character (e.g., if a style number is 8200B, enter **8200.B**; if the number is GTZ, enter **.GTZ**). Entering the period before the first alpha character indicates that the system needs to be in the same function mode as if you had entered a number. The system does not allow the entry of any alphabetical characters without the preceding period.

➤ *Although you entered 8200.B or .GTZ, the period does not display. The entry will display as 8200B or GTZ.*

When you enter numeric product information in the POS screen, the system operates in a “command” mode. In this mode, the system searches the database for a number to match your entry. When the system finds the matching number, it displays the results in the POS screen.



UPC	Description	Size	SubSize	Color	Vendor	OH
40010000472	CROSSTRAINING	10		BLUE	ADIDA	18
40010000410	CROSSTRAINING	5		BLUE	ADIDA	17
40010000427	CROSSTRAINING	6		BLUE	ADIDA	18
40010000434	CROSSTRAINING	7		BLUE	ADIDA	18
40010000441	CROSSTRAINING	8		BLUE	ADIDA	19
40010000458	CROSSTRAINING	9		BLUE	ADIDA	18

Follow the steps below to select a product:

1 Press <Enter> to select the first highlighted product. The window closes, and the selected product information displays in the POS screen.

Or

Click on or press the <down> arrow key on your keyboard to select (highlight) another product in the list. Press <Enter>. The window closes, and the selected product information displays in the POS screen.

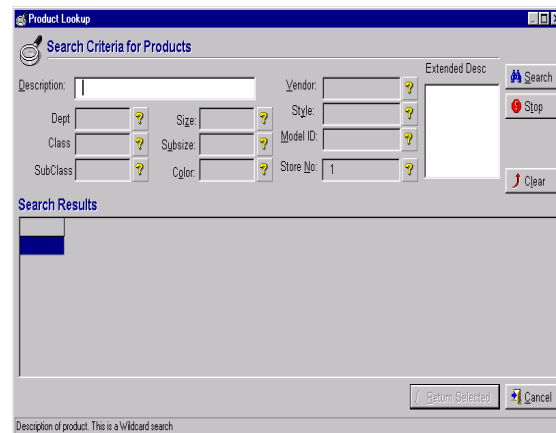
Product Search Function

When you use the Search function to find product information, you can search by description, size, vendor code, style code, or a combination of these options.

➤ *If the Default to Product Inquiry option box in Register Options is selected, the Product Search window from the Product Inquiry option will display instead.*

To search for product information:

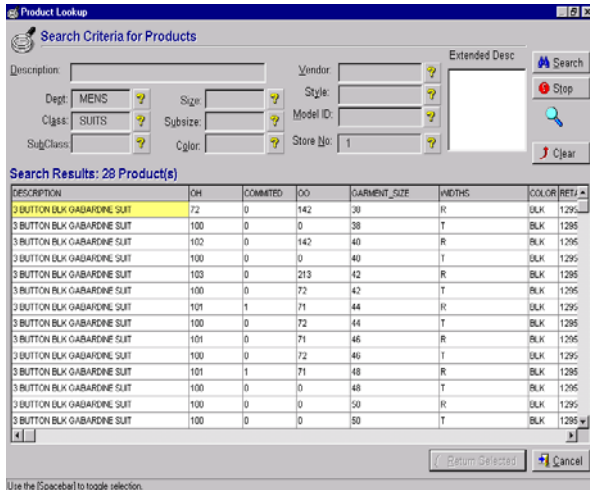
1 With the cursor (highlighted bar) displayed in the *UPC/SKU/Style* field of the POS screen, press the <?> key. The Product Lookup screen displays with the cursor displayed in the *Description* edit box.



2 Enter the product description if applicable, or press <Tab> to jump to each of the combo boxes and enter the specific search criteria. When a “?” button is displayed, you can click on it or press the <?> key on your keyboard and select the criteria from the pop-up list. When the list displays, click on or press the <down> arrow key to highlight your selection and press <Enter>. (To close the pop-up list without making a selection, press <Esc> or click on the X in the top right corner of the window). As you enter data into the combo boxes, the Search, Stop, and Clear buttons are activated.

➤ *You can search for all products in the database by clicking on the Search button without specifying any search criteria.*

3 Once the search criteria are defined, click on the Search button or press <Alt+S> to begin the search process. The system searches the database and displays the results in the Search Results grid. You can stop the search process by pressing <Alt+T>.



4 Use the scroll bar or press the arrow keys on your keyboard to move through the search results grid to select the correct item(s) to display on the sales receipt, and click on or press the <Space Bar> to select (highlight) each item. As the items are selected (highlighted), the Return Selected button is activated. If you created an extended description for the product, it displays in the *Extended Desc* box.

➔ Search results include description, quantity on hand, committed quantity, quantity on order, garment size, widths, color, retail price, model ID, class, subclass, vendor, style, SKU, and store number. Use the scroll bar or press the arrow keys on your keyboard to move through the search results detail.

5 Once all items are selected, click on the Return Selected button or press <Enter> or <Alt+R>. The selected product information displays in the sales receipt.

You can continue to perform searches by first pressing <Alt+L> to clear the search criteria and search results, then defining new criteria and repeating Steps 2 through 4.

Searching for Specific Criteria within a Text Field

All of the fields in the Product Lookup screen are text fields. You can define your product search to look for specific criteria within text fields by adding asterisks (*) to your entry in the fields, as detailed in the examples below.

- To find all products that *start* with the letters “red,” enter **red*** in the appropriate search field.
- To find all products that *end* with the letters “red,” enter ***red** in the appropriate search field.

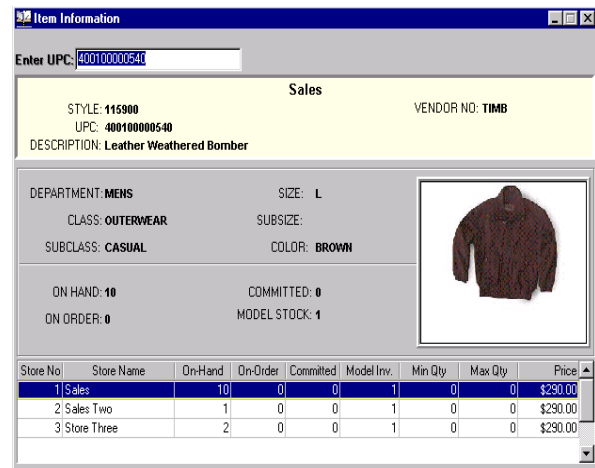
• To find all products that contain the letters “red” in any position in the field, enter ***red*** in the appropriate search field.

To search for numeric criteria (for example, “456”), enter the number string in the appropriate search field the same as the alphabetical string (red). To search for the string “456,” enter ***456, 456***, or ***456*** for the same results as described in the examples above.

Product Information Lookup Feature

To view additional information about a product you are selling:

- 1 Click on or press the <up> and <down> arrow keys on your keyboard to highlight the product line in the POS screen.
- 2 Click on the Products button, or press <Ctrl+F> or <F5> to display the Products drop-down menu. Then click on or highlight Additional Information and press <Enter>. The Item Information window displays.



3 Press <Tab> to move to the grid and press the <up> and <down> arrow keys on your keyboard to move through the detail, or click on a specific line of detail.

4 Press <Esc> or click on the X in the upper right corner to close the screen.

Product Inquiry Feature

You can use the Product Inquiry feature to select products to include on the receipt.

- 1 Click on the Products button or press <F5>.

2 Select Product Inquiry from the drop-down list, or press <Ctrl+K>.

Refer to the Selling Products through Product Inquiry section under the Product Inquiry option in the Inventory chapter of this manual for further information on using this feature.

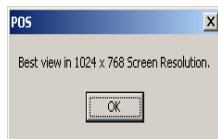
Using the Touch Screen Feature

If you have a touch screen monitor, you can use it to sell products at POS. Contact your CAM sales representative for more information on touch screen monitors.

Before using this feature, you must first activate it by selecting the *Use Touch Screen* option box in the Register Setup. Refer to Part III - Point of Sale, Section 1 - Maintaining the Register Profiles in this manual for instruction.

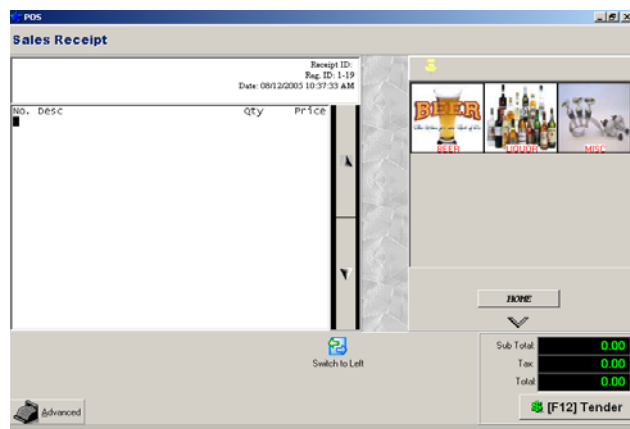
You must also create item groups in the POS Group Maintenance option. Refer to that option in Part II - Office, Chapter 3: Maintenance in this manual for instruction.

1 With the POS screen displayed, click on the Touch-Screen button in the lower left corner. This prompt displays:



This prompt reminds you that the screen is best viewed when your monitor resolution is set to 1024 x 768. Click on the OK button to continue.

2 A blank sales receipt screen displays.



➤ An *Open Register* button will display near the bottom of the screen if the register is closed, allowing you to open the register from within the touch screen receipt.

3 The receipt defaults to displaying on the left side of the screen, and the item selection area defaults to displaying on the right side. To switch the layout, touch the Switch to Left button. To return to the default layout, click on the Switch to Right button.

4 Touch the button for one of the groups in the item selection area to see the departments contained in that group. For example, you could have a group called Women's Fashions that contains the departments Pursues, Jewelry, and Accessories; touching the Women's Fashion button will display those departments.

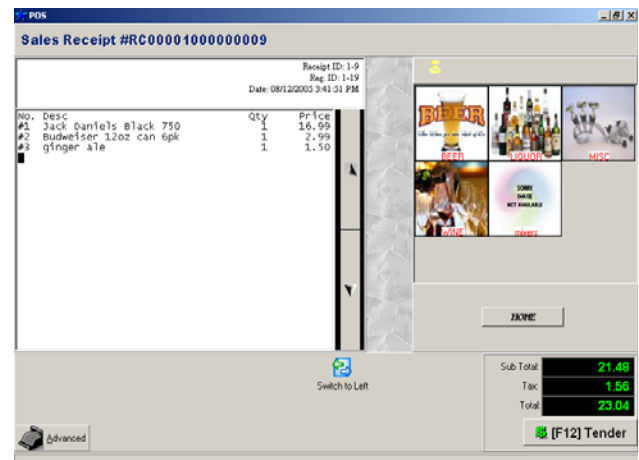
5 Touch the button for the department that contains the item you are selling. The items included in the department display.

6 Touch the button for the item you want to sell. The item displays in the receipt. The group buttons redisplay.

➤ *Touch the push pin icon to keep the items displayed after selecting one. This is helpful when selling multiple products. Touch the icon again to return to displaying the groups after selecting an item.*

➤ *The left and right arrow buttons lets you backtrack or move forward to display the departments and groups; the Home button returns you directly to the groups.*

7 Continue adding items to the receipt by touching the appropriate buttons. The selected items display in the receipt area of the screen.



8 To change the quantity or price of an item, or to perform a void or return transaction, touch the line in the receipt to display this window.

9 If you touch the Change Qty or Change Price button, a 10 key pad displays for you to enter the quantity or price. Touch the number buttons to enter the correct quantity or price, then touch the Done button to return the value to the receipt. You can also touch the Clear button to erase your entry and start over, or touch the Cancel button to close the 10 key pad window.

10 To perform a return on an item on the receipt, touch the appropriate line to highlight it, then touch the Return button. The line displays in red and shows negative quantities and price. You can change the quantity or price as described in the previous step.

➤ *The up and down arrow buttons let you scroll up and down among the items on the receipt.*

➤ *To close the Change Qty/Change Price/Return/Void window, touch anywhere else on the screen.*

11 To tender the sale, touch the Tender button in the bottom right corner of the screen. The Collect Payments for Tender window displays.

12 Touch the button for the payment method to use.

➤ *Refer to Section 6 - Tendering the Sale for more information on tenders.*

➤ *The 10 key pad will display to assist you in entering the amount of the tender.*

13 After the receipt is tendered, a blank sales screen will display.

14 Touch the Advanced button in the bottom left corner of the screen to exit the Touch Screen mode and return to the normal POS mode or for functions such as hold tickets, customer selection, toggle taxes, etc.

SECTION 3 - MODIFYING THE SALES RECEIPT

As you create sales transactions, you can change the quantity sold, price, tax rate, subtotal, and total. In addition, you can attach customer detail to the receipt, credit sales to multiple salespersons, add notes to the sales receipt record, print gift receipts, attach a PO number, and redeem vouchers issued for free items.

Changing the Quantity, Price, Subtotal, Tax, or Total

Changing the Quantity

As you enter product information in the POS screen, the cursor and highlighted line display on the next available line of the receipt.

To change the quantity of an individual item previously entered:

1 Click on or press the <up> or <down> arrow keys to move through the sales receipt and highlight the line where a quantity change is necessary.

2 Press the <right> arrow key to move to the *Qty* field.

3 Enter the new quantity and press <Enter> twice. The quantity changes, the total is recalculated, and the cursor displays on the next available line in the sales receipt.

Changing the Price

As you enter product information in the POS screen, the cursor and highlighted bar display on the next available line. To change the price of an individual item previously entered, continue with the following steps:

1 Click on or press the <up> or <down> arrow keys to move through the sales receipt and select (highlight) the line where a price change is necessary.

2 Press the <right> arrow key to move to the *Price* field.

3 Change the price of the item using one of the following methods:

- Type over the existing price and press <Enter>.
- Enter the negative number for the amount you want to

reduce the original price by (e.g., **-10**), and press <Enter>. This decreases the base price of the item by the amount entered.

- Click on the % Disc button or press the <D> key on the keyboard to discount the price by a percentage. A Discount by Percent window will display:

This window lets you enter a discount from the current price by default. To enter a discount from the retail price, click on the Toggle button.

4 Enter the percent amount to discount in the *Discount from Current Price* or *Discount from Retail Price* field, as applicable, then click on the Ok button. For example, to discount the selected item by 25 percent from the retail, click the Toggle button until Discount from Retail Price displays, then enter **25.00**.

5 The Supply a Reason For Override window displays.

6 In the *Type of Override* edit box, click on the “?” button and double-click on your selection from the pop-up list that displays (Discount, Return, Void, Markdown, Adjust Levels, or Warehouse).

7 In the *Reason* edit box, click on the “?” button and double-click on your selection from the pop-up box that displays. The selections correspond to the reasons you set up in Maintenance>Reason.

8 The dollar discount is automatically calculated and applied once you click on the Ok button.

9 When an item is selected in the main POS screen, any

discount percent and dollar amount associated to that item displays in the status bar under the Notes box, as shown in this example:

Ref #	UPC/SKU/Style	Description	SZ	W	Qty	Price	Total
1	td	400100531525	TENNIS SHOE	10.5		60.27	60.27

Subtotal: 60.27
Tax: 4.52
Total: 64.79

Retail: 66.97 Discount %10.00 Discount Dollars 6.70 SA#4

This shows that the original retail was \$66.97, the discount percent taken was 10%, the dollar amount of the discount was \$6.70, and the sales associate for this item was #4. The amount shown in the Price column reflects the changed price. Note also that the title bar at the top of the screen shows the cashier number that is logged in; if *Prompt for Advertisement* in Register Options is selected, the advertisement code also displays in the title bar.

Applying a Price Level Price

1 Click on or press the <up> and <down> arrow keys to select (highlight) the applicable line in the sales receipt.

2 Click on the Products button to display the drop-down list and select Price Levels, or press <Alt+L>. The Maintain Customer Price Levels screen displays.

3 Click on or press the <up> and <down> arrow keys to select (highlight) the applicable price level, then click on the Select button or press <F6>. The Supply a Reason for Override window displays. Following the instructions above, select the type of override and reason, then click on the OK button. The price level is applied.

► *The Discountable option box from Price Levels is not applicable when no customer is attached to the receipt.*

Changing the Tax Rate on a Single Line Item

- 1 Click on or press the <up> and <down> arrow keys to select (highlight) the applicable line in the sales receipt.
- 2 Click on the Products button to display the drop-down list and select Toggle Taxable, or press the <T> key. The Taxes screen displays.
- 3 Click on or press the <up> and <down> arrow keys to select (highlight) the applicable rate, then press <Enter>.
 - If you need to see the actual rate first to determine which Tax ID line to select on the Taxes screen, click on the Tax Rates button or press <F6> to view the Tax Rate Maintenance screen.
 - Click on or press the <up> and <down> arrow keys to move through the tax rate list to find the applicable tax and display the associated Tax ID. Once you find the tax ID, click on the Exit button or press <F12> to return to the Taxes screen.
 - Click on or use the <up> and <down> arrow keys to select (highlight) the applicable tax ID line and press <Enter> to change the tax rate applied to the line item.

Changing the Tax Rate on the Entire Sales Receipt

To change the tax rate for the entire sales receipt, press <Ctrl+T>. The Taxes screen displays. Following the instructions above, select the applicable rate and press <Enter>. The new rate is applied to the entire receipt.

Changing the Subtotal

When you change the subtotal or total amount on the sales receipt, all items on the receipt are affected. You can change these amounts by a discount percentage or a flat amount, or you can replace the existing amount with a new amount.

Discounting the Subtotal by a Percent

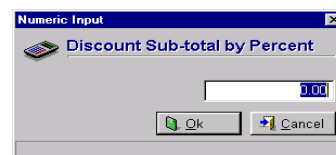
To discount the sales receipt subtotal amount by a percent:

- 1 Click on the Receipt button, then select Discount Sub-total and click on by Percent.

Or

Press the key series <F4>, <U>, <P>.

- 2 A numeric input window displays.



- 3 Enter the amount of the discount percent (e.g., to discount the subtotal by 10%, enter **10**) and click on the Ok button or press <Enter>.

- 4 The Security Override window displays (if you are not authorized) and the subtotal, tax amount, and each line item on the sales receipt is recalculated.

Discounting the Subtotal by a Flat Amount

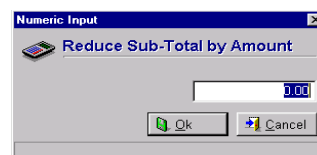
To discount the sales receipt subtotal amount by a flat amount:

- 1 Click on the Receipt button, then select Discount Sub-total and click on by Amount.

Or

Press the key series <F4>, <U>, <A>.

- 2 A numeric input screen displays.



- 3 Enter the flat amount of the discount (e.g., to discount the subtotal by \$10.00, enter **10**) and click on the Ok button or press <Enter>.

- 4 The Security Override screen displays (if you are not authorized) and the subtotal, tax amount, and each line item on the sales receipt is recalculated.

Setting a New Subtotal Amount

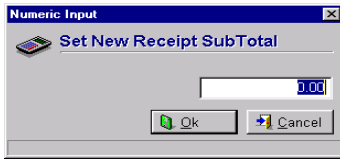
To set a new sales receipt subtotal amount, continue with the following steps.

- 1 Click on the Receipt button, then select Discount Sub-total and click on Set New Subtotal.

Or

Press the key series <F4>, <U>, <S>.

2 A numeric input screen displays.



3 Enter the new subtotal amount and click on the Ok button or press <Enter>.

4 The Security Override window displays (if you are not authorized), the new subtotal and tax amount display, and each line item on the sales receipt is recalculated and displayed.

Discounting the Total by a Percent or Flat Amount or Setting a New Total

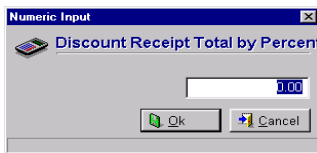
To discount the sales receipt total amount, repeat instructions for changing the Subtotal amount, replacing the key series used with the following:

- Discount the Total amount by percent:

Click on the Receipt button, then select Discount Total and click on by Percent.

Or

Press <F4>, <T>, <P>.

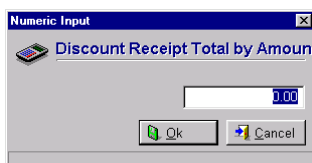


- Discount the Total amount by a flat amount:

Click on the Receipt button, then select Discount Total and click on by Amount.

Or

Press <F4>, <T>, <A>.

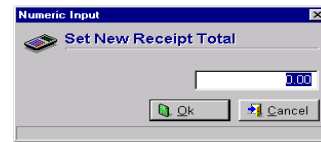


- Set a new Total amount:

Click on the Receipt button, then select Discount Total and click on Set New Total.

Or

Press <F4>, <T>, <T>.



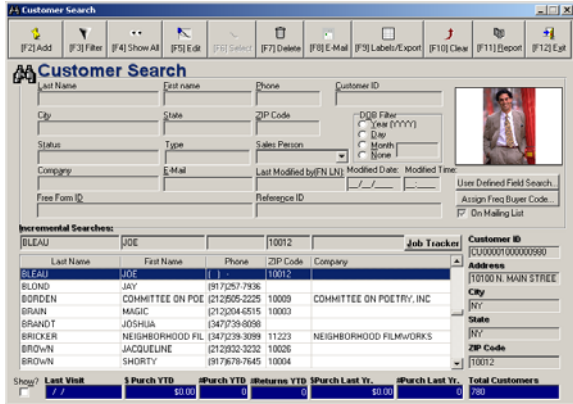
Attaching Customer Information

To attach customer information at POS, click on the Customer button or press <Alt+C>. If the *Use Quick Search* option box on the Customer Setup tab in Utilities>Program Setup is selected, this window will display:



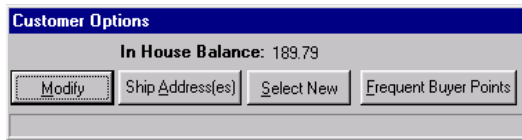
This allows you to locate a customer quickly by its customer ID or reference ID (defined on the Reference IDs tab in Customer Maintenance, or by clicking on the Receipt button or pressing <F4> and selecting Add Reference ID). It will NOT recognize a Free Form ID. You can enter the reference ID if you know it, scan it in, or press the <Enter> key or click on the "?" button to access the Customer Search window as shown below. Once the Customer Search window displays, you can select an existing customer record to attach, make changes to an existing record, or create a new customer record. After the customer information is attached, you can continue with the transaction. To attach customer information, continue with the following steps:

1 In the Customer Search screen, click on the Show All button or press <F4> to show all customers, or enter the customer's last name, telephone number, or customer number and press <F3> or <Alt+S>. The search results display in the grid.



- 2 Click on or press the <down> arrow key to select (highlight) the correct customer.
- 3 Click on the Select button, or press <F6> or <Enter> to attach the selected customer.

Once a customer record is attached to the sale, you can change that customer to a different one or make changes to the customer record by clicking on the Customer button or pressing <Alt+C> at the POS screen. The Customer Options buttons will display.



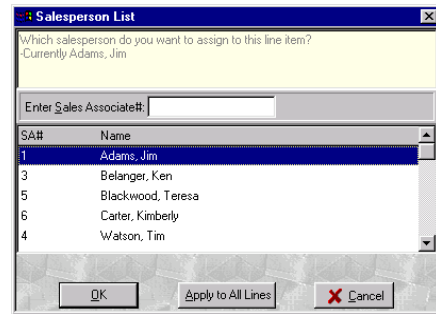
- Clicking on the Modify button or pressing <Alt+M> will allow you to edit the current customer's record in the Customer Maintenance screen.
- Clicking on the Ship Address(es) button or pressing <Alt+A> will display the Ship To tab of the current customer's record to allow you to select another shipping address.
- Clicking on the Select New button or pressing <Alt+S> will display the Customer Search screen to allow you to search for and select another customer record.
- Clicking on the Frequent Buyer Points button or pressing <Alt+F> will display the total number of Frequent Buyer points available to the current customer (total points earned minus points used).
- In either the Customer Maintenance or Customer Search screen, you can set up a new customer record by pressing <F2>.

For further information on adding or modifying customer records, refer to the Customer option in Chapter 3 - Maintenance.

Crediting a Sale to a Specific Salesperson

As you enter product information in the POS screen, you can assign the sale of specific line items to an associate other than the sales associate who is actually ringing the sale. This information is then available when you run a Commissions Report.

- 1 To assign a sales associate, click on or press the <up> and <down> arrow keys on your keyboard to select (highlight) the sales receipt line item to be assigned to the specific sales associate.
- 2 Click on the Salesperson button or press the <A> key on your keyboard. A Sales Associates window displays.



3 When the window displays, the first associate in the list is highlighted and the cursor is in the *Enter Sales Associate #* edit box. The list is sorted by last name. Use one of the following methods to select and attach the correct sales associate's name:

- If you know the sales associate's number, you can simply enter it in the *Enter Sales Associate #* edit box and press <Enter> or click on the OK button.
- Click on the OK button or press <Enter> to select the first sales associate. The selected sales associate is attached to the sale of the line item for reporting purposes, and you can continue with the sale.
- Click on or press the <down> arrow key to select (highlight) the correct sales associate, then click on the OK button or press <Enter>. The selected sales associate is attached to the sale of the line item for reporting purposes, and you can continue with the sale.
- Select the correct sales associate and click on the Apply to All Lines button or press <Alt+A> to credit the selected person with all lines on the sales receipt.

Adding Notes

While you are creating sales transactions, you can add notes that are specific to each sale. Those notes are saved in the database, and when you reopen the sales receipt, the notes are displayed. If you selected *Use Invoice* on the Print Options tab in the Register Profile, you must enter **Ship Via:** and **Terms:** here followed by the appropriate information.

To add notes to a sale:

1 Click on the Receipt button or press <F4>, then click on Edit notes.

Or

Press <Ctrl+I>.

2 The cursor jumps to the Notes area of the sales receipt.

3 Enter the applicable notes.

4 Click in the sales receipt to continue.

Printing a Gift Receipt

The Gift Receipt feature lets you reprint a receipt with all of the same information as a regular receipt but without the amounts.

To print a gift receipt:

1 The sale must be tendered before you can print the gift receipt.

2 Reopen the sale and redisplay the receipt by clicking on the Receipt button or pressing <F4>, then selecting Last Receipt or pressing <Ctrl+Alt+L>.

3 Click on the Receipt button or press <F4>, then select Print Gift Rcpt. or press <Ctrl+Alt+G>. The gift receipt prints.

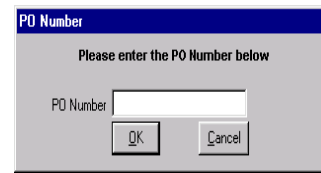
4 Close the receipt again by pressing the <X> key on your keyboard.

Attaching a PO Number

To attach a purchase order number to a receipt and have it print out at the top of the receipt:

1 Click on the Receipt button or press <F4>.

2 Select Add PO Number from the drop-down list. A PO Number box displays.



3 Enter the *PO Number*, then click on the OK button to continue.

4 Continue the sale as normal. The PO number will display above the Sold To information on the receipt when printed.

Redeeming Vouchers for Free Items

Use this feature to redeem frequent buyer vouchers that have been issued for free items or a percentage discount that will be handled manually at POS. This process flags the voucher as used or expired.

1 Click on the Store button or press <F2>.

2 Select Redeem Frequent Buyer Voucher from the drop-down list. A Frequent Buyer Voucher window displays.



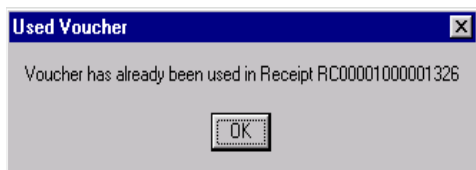
3 Enter the *Voucher Number*, then click on the OK button or press <Alt+O>. Click on the Cancel button or press <Alt+C> to close the window.

4 If there are no matching vouchers for the current customer, this prompt displays:



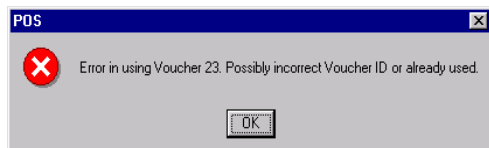
Click on the OK button to continue.

5 If the voucher number entered has already been used, a prompt similar to this displays:



Click on the OK button to continue.

6 If the voucher number entered is nonexistent, a prompt similar to this displays:



Click on the OK button to continue.

Creating a Job for a Receipt

While entering a receipt, you can create a job record to attach to it.

- 1 Click on the Receipt button or press <F4>.
- 2 Select Create Job from the drop-down menu.
- 3 The Add Job window displays.

Refer to the Job Tracker option in Part II - Office, Chapter 7: Job Tracking for instruction on using jobs.

SECTION 4 - CREATING LAYAWAYS, SPECIAL ORDERS, AND HOLDS, AND REOPENING SALES RECEIPTS

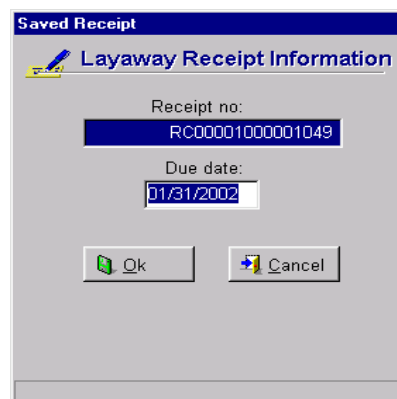
Creating Layaways

You can change a sales receipt into a layaway at any time while you are creating the sale. Once the product information is entered for the items to be put on layaway, you must attach customer information to the layaway receipt.

To create a layaway:

- 1 Enter the items to be put on layaway in the POS screen.

2 Click on the Receipt button or press <F4>, then click on Layaway or press <Ctrl+L>. The Layaway Receipt Information window displays.



3 Press <Enter> to accept the *Due date* (three months from the start date), or type over the date with a new date (e.g., MM/DD/YYYY).

4 If the *Print Cust. Addr.* option box in the Register Profile>Print Options tab is selected, you can specify a ship-to address to attach to and print on the receipt. To do this, click on the Customer button or press <Alt+C>, then click on the Modify button or press <Alt+M>. The Customer Maintenance screen displays. Click on the Ship To tab, then click to highlight the correct address in the Ship to Addresses grid and click on the Return Shipto button or press <F5>. The selected shipping address will print on the receipt, and tax will be calculated based on this address.

5 Click on the Ok button or press <Enter>.

Tendering the Layaway

To tender the layaway just created, reopen the layaway receipt by clicking on the Receipt button or pressing <F4>, then selecting Last Receipt or pressing <Ctrl+Alt+L>. To tender a layaway already in the system, search for the receipt by clicking on the Receipt button or pressing <F4>, then selecting Open or pressing <Ctrl+O>.

6 Click on the OK button, or press <Enter> or <Alt+O>. The POS screen redisplay with the layaway receipt number and customer name displayed at the top of the screen.

7 Click on the Tender button or press <F12> or <Alt+T> to tender the layaway, select a payment method, and continue with the tendering process.

Creating Special Orders

Special Orders can be reopened as often as necessary and can have multiple tenders. Once the items sold on a special order are shipped, the order is considered a sale and the on-hand inventory is adjusted. Special orders cannot be closed until they have been paid in full. Sales receipts will display and print the header “Special Order” until the order is closed.

To create a special order:

1 Click on the Receipt button or press <F4>, then select Special Order or press <Ctrl+Alt+D>. The Customer Search screen displays.

2 Select a customer to attach to the record. The receipt header now shows that it is a special order receipt with the customer’s name attached.

3 If the *Print Cust. Addr.* option box in the Register Profile>Print Options tab is selected, you can specify a ship-to address to attach to and print on the receipt. To do this, click on the Customer button or press <Alt+C>, then click on the Modify button or press <Alt+M>. The Customer Maintenance screen displays. Click on the Ship To tab, then click to highlight the correct address in the Ship to Addresses grid and click on the Return Shipto button or press <F5>. The selected shipping address will print on the receipt, and tax will be calculated based on this address.

4 To save the receipt without tendering a payment, click on the Receipt button or press <F4>, then select Save or press <Ctrl+S>. If you want to tender a payment, follow the normal procedures for doing so.

5 Once the receipt has been paid in full, reopen the receipt, then click on the Receipt button or press <F4> and select Close Special Order or press <Ctrl+Alt+C>.

6 The message, “Are you sure you want to close this Special Order?” will display. Click on the Yes button or press <Enter>. The payment information screen will display.

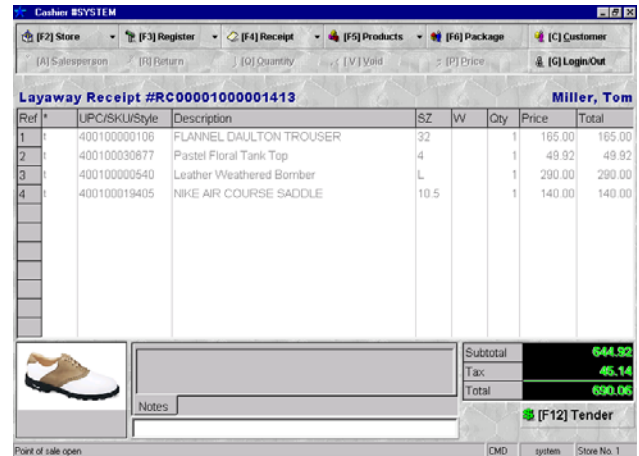
7 Click on the Tender button or press <F12>, then click on the Close button.

Partial Shipping for Layaways and Special Orders

You can ship a portion of a layaway or special order receipt when you create it, then reopen it later and ship additional products on the receipt. Each time you ship a portion of the receipt, a reference document receipt is created (transaction type F).

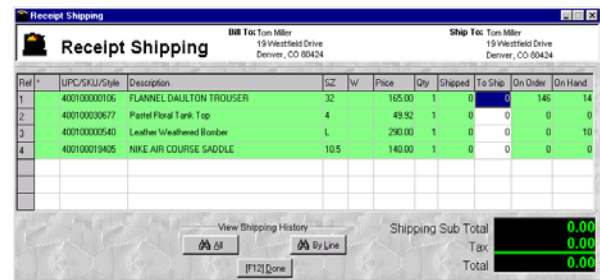
To use the partial shipping feature:

1 Create a layaway or special order receipt as outlined above, but do not tender.

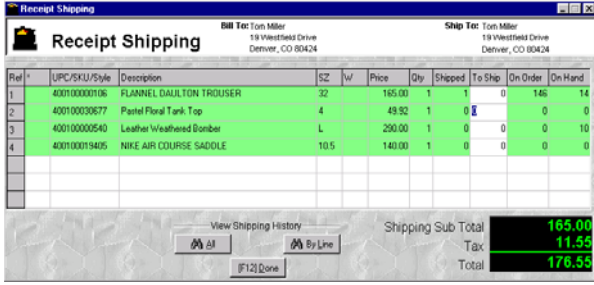


2 Press <S> on your keyboard, or click on the Receipt button or press <F4>, then click on Ship Item in the drop-down list. A Receipt Shipping window displays.

➤ *Ship Item is also available from the <F5> Products drop-down list.*

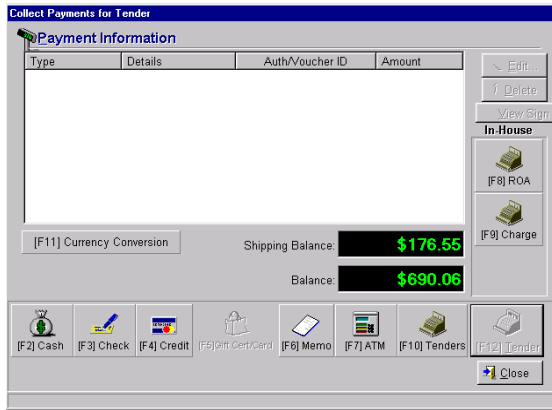


3 Enter the quantities you are shipping now in the To Ship column next to the appropriate lines. The Shipped column and Shipping Sub Total, Tax, and Total boxes update to reflect the amounts for the item(s) you are shipping.

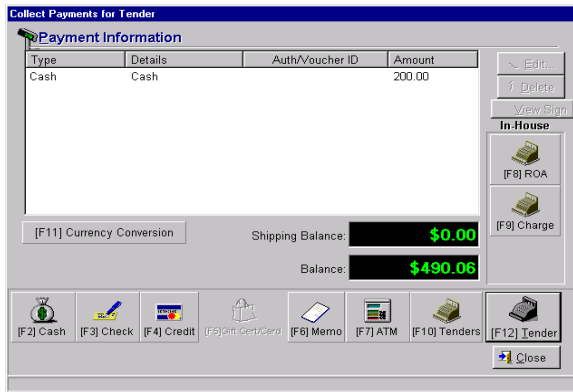


4 Click on the Done button or press <F12>. The Receipt Shipping window closes.

5 Click on the Tender button or press <F12>. The Payment Information window displays showing the Shipping Balance (the total from the Receipt Shipping window) and the Balance (the full receipt balance).



6 Tender the receipt (at least the shipping balance, or the entire balance). The Balance amount is updated.



7 Click on the Tender button or press <F12> to close the Payment Information window. A window displays with the balance remaining; click on the Close button. The receipt closes and a blank POS receipt displays.

Or

Click on the Close button to close the Payment Infor-

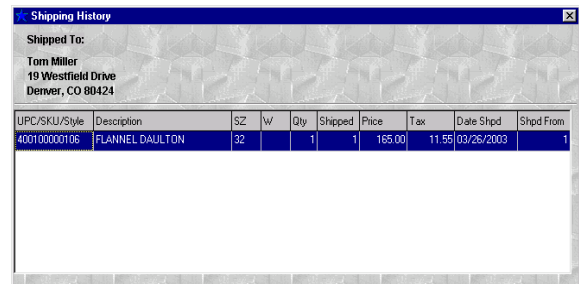
mation window, then save the receipt by pressing <Ctrl+S> (or click on the Receipt button or press <F4>, then click on Save in the drop-down list).

8 When you are ready to ship another item or items on the receipt, reopen the receipt (refer to Reopening a Sales Receipt described later in this section). Press <S> on your keyboard, or click on the Receipt button or press <F4>, then click on Ship Item in the drop-down list. The Receipt Shipping window redisplay with the completely shipped line items in red; lines containing items yet to be shipped display in green. Repeat Steps 3 through 7 to ship any additional items.

Ship Item is also available from the <F5> Products drop-down list.



9 Under View Shipping History, click on the All button to view the shipping history for all items that have shipped, or click in the To Ship column for an individual line and click on the By Line button to view the shipping history for that item only.



The UPC/SKU/style, description, size, width, quantity sold, quantity shipped, price, tax, date shipped, and store shipped from display. Press <Esc> on your keyboard or click on the X in the upper right corner of the Shipping History window to close it.

10 Click on the Done button or press <F12> to close the Receipt Shipping window.

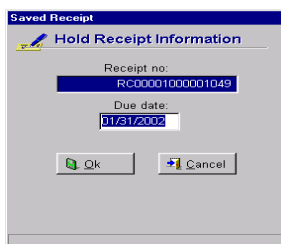
Creating Hold Tickets

If you have a customer who wants to hold items for pickup and payment at a later date, you can change a

sales receipt into a Hold receipt at any time while you are creating the sale. Once the product information has been entered, you must attach customer information to the receipt.

To create a hold ticket:

- 1 Enter the items to be put on hold in the POS screen.
- 2 Click on the Receipt button or press <F4>, then click on Hold and Save or press <Ctrl+H>. The Customer Search window displays.
- 3 Select a customer to attach to the record. The Hold Receipt Information window displays.



4 Press <Enter> to accept the *Due date* (three months from the start date), or type over the date with a new date (e.g., MM/DD/YYYY).

5 Click on the Ok button, or press <Enter> or <Alt+O>. The hold ticket is saved and the POS screen clears.

➤ *If a hold ticket is taxable, you can toggle to non-taxable at the receipt level. If it is non-taxable and you want to toggle to taxable, this must be done by product line.*

Reopening a Sales Receipt

To reopen a receipt, define the search criteria for finding the receipt. When the Receipt Lookup screen first displays, the cursor is positioned in the *Last name* edit box, and the *Include* criteria are set to search for all receipts.

➤ *A remote store cannot reopen a receipt and process a return on a line if the Accounting module is in use at the main store.*

You can search for a receipt by entering at least one of the following:

- *Last name, Phone, or Customer ID*
- *Store no.*
- *Receipt ID*

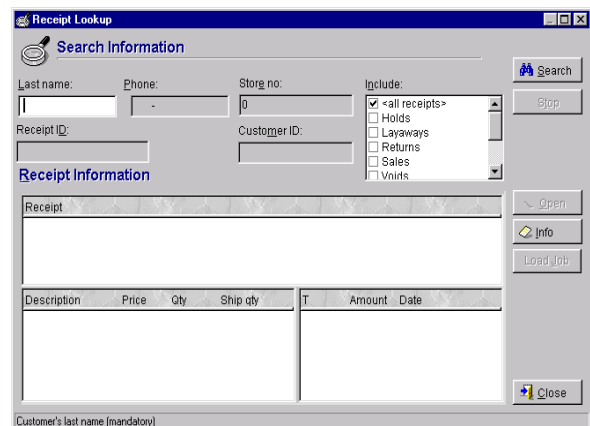
In addition, you can further define the search to include any one of the following types of receipts by clicking in the applicable option box:

- *<all receipts>*
- *Holds*
- *Layaways*
- *Returns*
- *Sales*
- *Voids*
- *No Sales*
- *Special Orders*
- *Historical (archived)*

To reopen a sales receipt:

1 Click on the Receipt button or press <F4>, then click on Open or press <Ctrl+O>.

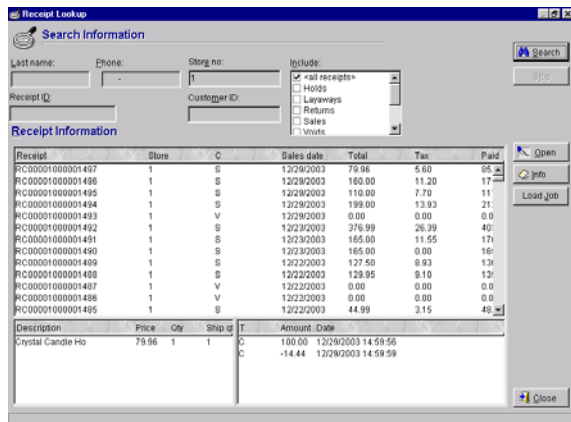
2 The Receipt Lookup screen displays.



3 You can search for a receipt by entering the customer's last name, phone number, store number, receipt ID, or customer ID. Define the search criteria, clicking on or pressing <Tab> to move between the edit boxes. If you are searching by *Receipt ID* or *Customer ID*, enter the last four digits of the ID number in the appropriate edit box. You can also move between edit boxes by pressing <Alt> plus a <letter> key. For example, if you want to jump to the *Receipt ID* edit box, press <Alt+D>. If you want to jump to the Include list box, press <Alt+N>.

4 When you press <Tab> to the Include list box the first time, *<all receipts>* is selected. You can deselect the check mark by pressing the <Space Bar>. To select one of the other Include types, click in the option box or press the <down> arrow key to highlight the applicable type and press the <Space Bar> to select (or deselect).

5 Once you have defined all search criteria, click on the Search button or press <Alt+S>. The search results display in the Receipt Information area of the screen.

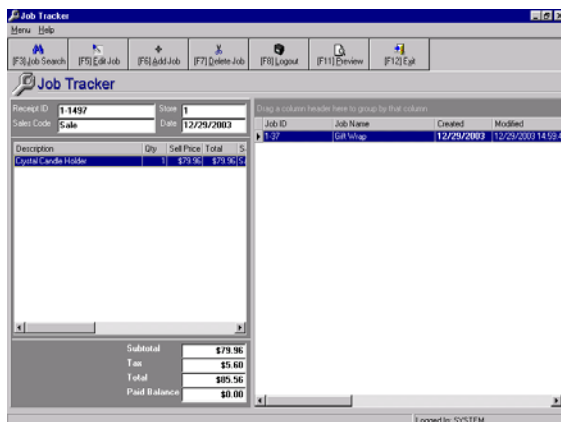


➤ Click on or press the <down> arrow key to select (highlight) the correct receipt, then click on the Open button or press <Alt+O>. The receipt displays in the POS screen. The cashier number attached to the receipt displays in the title bar at the top of the screen.

➤ If you do not enter enough limiting criteria, the prompt, “No criteria has been selected, this could take a while to complete. Would you like to continue?” displays. Click on the Yes button to continue, or click on the No button to return to the Receipt Lookup screen and start over.

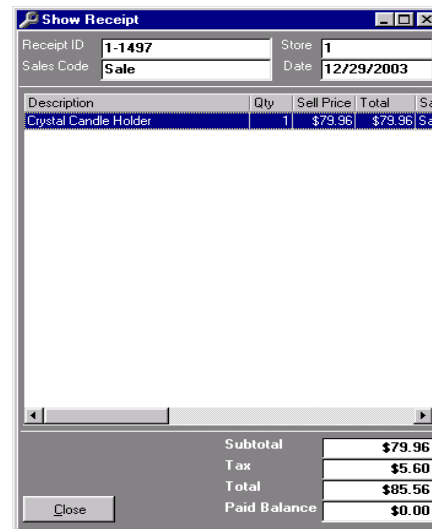
6 To view payment information for the receipt including the check or credit card number, click on the Tender button or press <F12>. Click on the Close button to close the Payment Information window.

7 If the selected receipt has a job record associated with it, the Load Job button activates. Click on the button to display a Job Tracker window showing the job details.



From here, the job details can be modified. Refer to the Job Tracker option in the Job Tracking section of this

manual for further information. When the Edit Job (<F5>) or Add Job (<F6>) window is displayed, you can click on the “?” button next to the Receipt ID to view the receipt in a window similar to this one.



Click on the Close button to close the Show Receipt window.

8 To reprint the receipt, click on the Receipt button or press <F4>, then click on Print or press <Ctrl+P>.

➤ To reprint the receipt including the signature capture, click on the Receipt button or press <F4>, then click on Load Receipt by CC....

➤ You can only reprint a receipt on an 80-column Windows printer.

9 To close the receipt, click on the Receipt button or press <F4>, then click on Clear.

➤ You can display additional receipt information by clicking on the Info button or pressing <Alt+I> once the receipt is highlighted.

Last Receipt Lookup

To reopen the last receipt entered:

1 Click on the Receipt button or press <F4>, then click on Last Receipt or press <Ctrl+Alt+L>.

2 The last receipt entered displays with the reopened receipt number and customer name displayed near the top of the screen.

3 You can reprint the receipt, print a gift receipt, return an item on the receipt, or post void the receipt. Refer to the corresponding instructions in this chapter.

SECTION 5 - UNIQUE PRODUCT SALES

Unique Product Sales includes items that have been designated as Open PLUs in their product record, gift certificates, items with serial numbers that were assigned through the Alias Tables option, items sold as packages, and gift registry sales.

Selling Open PLU Products

To sell an open PLU item:

- 1 Manually enter or scan the product information.
- 2 Accept the description displayed or enter another description, and press <Enter>. The cursor jumps to the *Price* field.
- 3 Enter the selling price in the *Price* field and press <Enter>.
- 4 Tender the sale.

➤ *An open PLU item that is part of a package will default to the product's retail price.*

Selling Gift Certificates

- 1 In the POS screen, enter the style code that you assigned to the gift certificate product record. The gift certificate detail displays in green.
- 2 Enter the amount of the gift certificate in the *Price* field.
- 3 Tender the sale. A Vouchers - Gift Certificate window displays and the cursor is in the *Does Voucher Expire?* option box.

➤ If you want the certificate to have an expiration date, click in or press the <Space Bar> to mark the *Does Voucher Expire?* option box. This information prints on the gift certificate receipt.

Accept the *Start Date* and *End Date* displayed, or press <Tab> or click in the fields and change the dates (e.g., MM/DD/YYYY). Click on the Save button or press <Alt+S> to complete the process, or click on the Save w/o Printing button or press <Alt+P> to save the receipt without printing it. To attach customer information, see Step 4.

➤ If the certificate does not expire, press <Tab>. The Save button activates and you can press <Alt+S> to complete the process or press <Alt+P> to save the receipt without printing it. To attach customer information, see Step 4.

4 To print a name on the gift certificate, it must be in the customer file. Click in or press <Tab> until the cursor displays in the *Customer ID* edit box under Customer Information. Enter the customer ID number, or click on the “?” button or press the <?> key to search for the customer. The name can be added to the customer file at this point, if necessary. Once the Customer Information is complete, click on the Save button or press <Alt+S> to complete the process, or click on the Save w/o Printing button or press <Alt+S> to save the receipt without printing it. The certificate will read “Belongs To:” followed by the designated name.

Selling Gift Cards

Gift card sales transactions are processed through X-Charge. Refer to the X-Charge User Manual for more information.

To sell a gift card:

- 1 In the POS screen, enter the style code that you assigned to the gift card product record. The gift card detail displays in green.
- 2 Enter the amount of the gift card in the *Price* field.
- 3 Tender the sale. An Issue New Gift Card window displays and the cursor is in the *Number* edit box.

4 Enter the gift card number.

5 Click on the Approval button or press <Alt+A> to display a field into which you can enter an approval code.

6 Click on the Ok button or press <Alt+O>. A meter displays while the transaction is being processed. When the process is finished, the Transaction Complete window displays.

7 Click on the Close button or press <Alt+C> to close the screen. A blank POS screen displays.

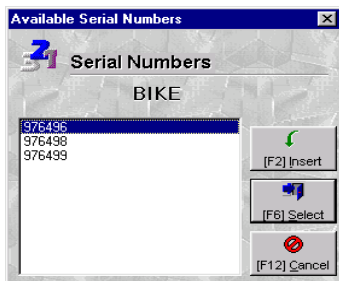
➤ *You can issue gift cards in advance through the X-Charge program. Refer to the X-Charge User Manual for more information.*

Selling Products with Serial Numbers

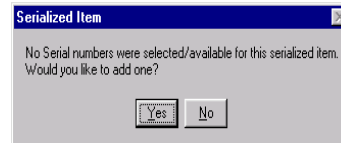
If you intend to sell products using a manufacturer's serial number(s), you must attach the serial number(s) to the product through Alias Table in the Inventory module. You can also add serial numbers at POS. When you sell the serialized product at POS, you will select the applicable serial number, attach a customer to the sales receipt, and then tender the sale. The serial number selected displays on the sales receipt; the customer name also displays if you set up your register print options to do so. Once the sale is tendered, the sales date and customer detail automatically updates in the product's Alias Table record.

To sell a product with a serial number:

1 Manually enter or scan the product's UPC, SKU, or Style number. An Available Serial Numbers window displays.



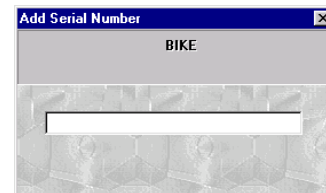
➤ If there are no serial numbers available for the serialized item, this prompt displays:



Click on the Yes button, and the Add Serial Number box will display (see below).

2 Click on or press the <up> and <down> arrow keys on your keyboard to select (highlight) the applicable serial number in the list, then click on the Select button or press <Alt+S> or <F6>. The serial number is attached to the product being sold and the Customer Lookup screen displays.

➤ If the correct serial number is not displayed in the list, click on the Insert button or press <F2> to insert a new serial number. An Add Serial Number box displays.



Enter the new serial number and press <Enter> to return to the Available Serial Numbers screen, then repeat Step 2.

3 Select the customer from the Customer Lookup screen. (Refer to Chapter 3 - Maintenance: Customer for complete detail on the customer screens).

➤ *If you attempt to sell the item without attaching a customer, a warning message will display and the item cannot be sold.*

4 Once the serial number and customer information is attached to the receipt, you can continue with the transaction.

Selling Packages

Two or more items may be sold together as a package. This allows a discount to be applied to the items when they are sold together. For example, a customer can receive a 20% discount on the purchase of a pair of skis, boots, and bindings if he purchases all three items. You can apply an additional discount on top of the package discount, if necessary.

➤ *The salesperson must have been granted the ability to change the price of a line item in the Point of Sale Components, Receipt Options in Employee/Security.*

To enter items as part of a package:

- 1 Click on the Package button or press <F6>. The message “Package Started” displays in red just above the Notes box.
- 2 Manually enter or scan the first product. The line will be highlighted indicating the item is part of a package.
- 3 Continue selecting items to make up the package. After you have selected the last item of the package, click on the Package button again or press <F6> again.

- 4 The *Current Price* displays, and the *Deduction Type* defaults to Fixed Price. To change the price to a fixed price, enter the price in the *New Price* field and click on the OK button. To discount the price by a percent, click on the Percent Discount radio button to select it, enter the percent to discount in the *New Price* field, and click on the OK button. To discount the price by a dollar amount, click on the Dollar Discount radio button to select it, enter the dollar amount of the discount in the *New Price* field, and click on the OK button.

- 5 The package mode is now disabled. You can enter another package(s) by repeating Steps 1 through 4, or enter an individual item(s). If multiple packages are included, they will display in colors to help you differentiate between them.

- 6 Continue with the transaction and tender the sale.

➤ A “p” will print on the receipt after the extended price for each package item.

Selling Gift Registry Items

When an item is purchased for a gift registry, the registry is assigned to the sale at POS, updating the record.

To sell an item against a gift registry:

- 1 Click on the Receipt button or press <F4>, then click on Find Gift Registry or press <Ctrl+G>. The Gift Registry Search screen displays.

- 2 To search for the correct registry, enter any or all of the search fields to narrow your choices:

Registry # - Enter the gift registry number assigned to the registry when it was created.

Registry Type - Click on the down arrow button and select the type of registry from the drop-down list.

Last Name - Enter the last name of one of the recipients.

First Name - Enter the first name of one of the recipients.

- 3 Click on the Search button or press <F10>. The search results display in the grid. If no criteria was entered in the search fields, all registries in the system will display in order by registry number.

- 4 Click on the correct line in the grid or press the <Down> arrow key to highlight it, then click on the Select button or press <F5> to assign the registry to the receipt. The sales receipt redisplay with the Gift Registry ID displayed above the sales receipt number.

- 5 Continue the sale as normal. Items sold on the receipt that are included in the specified gift registry will be subtracted from the Desired column in the Registry Wish List grid as well as from the Still Needs column in the printed registry.

6 When the receipt is tendered, this message will display after the receipt prints:



Click on the Yes button to print a gift receipt, or click on the No button for no gift receipt.

➤ *If you are using a 40-column receipt printer, only those items that are a part of the active gift registry will print on the gift receipt. However, if the gift receipt is reprinted, or if you are using a Windows receipt printer, all items sold on the receipt will print on the gift receipt regardless of whether they are part of a gift registry.*

➤ *To print the registry at POS, click to highlight it in the grid on the Gift Registry Search screen, then click on the Print button or press <F11>. Click on the Exit button or press <F12> to close the Gift Registry Search screen.*

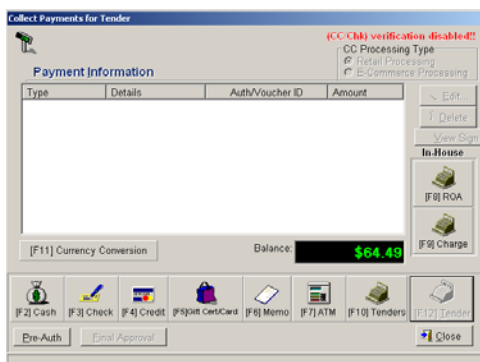
SECTION 6 - TENDERING THE SALE

Once all product information has been entered in the Sales Receipt window, you are ready to tender the sale. You can accept cash, checks, credit cards, gift certificates, store credit memos, ATM, or coupons as tender types. In addition, you can accept foreign currency and give change using the Currency Conversion feature.

If you defined your register options to *Require customer information*, you must select and attach the customer before you can continue tendering the sale. (Refer to Chapter 3 - Maintenance: Customer for complete information on the customer screens).

To tender a sale:

1 Click on the Tender button or press <F12>. The Collect Payments for Tender screen displays.



The Collect Payments for Tender screen is used to select the payment type to tender the sale (e.g., cash, check, etc.). If the customer is due money back (“Return to customer”), you can select to issue a credit memo. You can also accept foreign currency as payment and give the customer change in the same equivalent. By clicking on the ROA button or pressing <F8>, you can accept payment on in-house customer accounts, and by clicking on the Charge button or pressing <F9>, you can charge to in-house customer accounts.

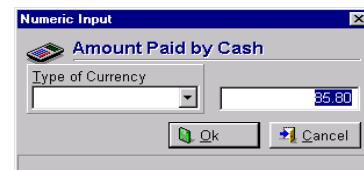
➤ *The Collect Payments for Tender window remains displayed during the entire tendering process. When you select to tender by cash, check, credit card, etc., the associated windows will display as overlays.*

Tendering the Sale with Cash

When the Collect Payments for Tender screen displays, the amount due from the customer is shown in the *Balance* text box.

To tender the sale with cash:

1 Click on the Cash button or press <F2>. A numeric input dialog box displays. The tender amount is highlighted and the cursor is blinking to the right.



2 Click on the Ok button or press <Enter> to accept the displayed amount, or enter the amount of cash received and then click on the Ok button or press <Enter>.

➤ *When the amount is entered, the cents digits go to zero unless you enter an exact cents amount.*

3 The Collect Payments for Tender screen now displays with the type of transaction (Cash), the amount of cash received, and the balance due the customer (in the *Return to customer* text box).

You can edit the payment amount or delete the displayed payment information as follows:

Editing the Amount:

(a) Press the <up> arrow key or click on the payment line in the grid.

(b) Click on the Edit button or press <Alt+E>. A numeric input window displays.

(c) Enter the correct amount.

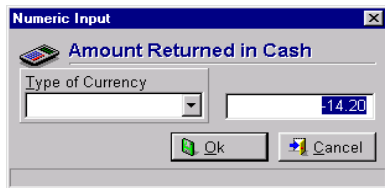
(d) Click on the Ok button, or press <Enter> or <Alt+O>. The changes are made in the *Amount* field and the *Balance/Return to customer* text box.

Deleting the Payment Information:

(a) Press the <up> arrow key or click on the payment line in the grid.

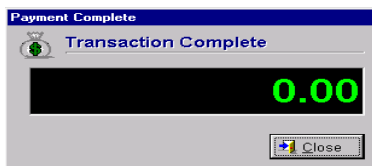
(b) Click on the Delete button or press <Alt+D>. The information is deleted and the balance due from the customer returns to its original amount.

4 If change is due the customer, click on the Cash button or press <F2>, and the Amount Returned in Cash window displays.



Modify the amount if necessary, then click on the Ok button to continue.

5 Click on the Tender button or press <F12>. The Payment Complete screen displays, indicating the balance due the customer or that there is zero balance due and the transaction is complete.



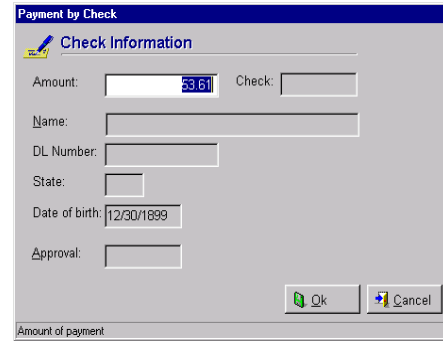
6 Click on the Close button or press <Enter> to close the screen. The sales receipt prints, and a blank POS screen displays.

Tendering the Sale with a Check

When the Collect Payments for Tender screen displays, the amount due from the customer is shown in the *Balance* text box.

To tender the sale with a check:

1 Click on the Check button or press <F3>. The Payment by Check window displays. The tender amount is highlighted and the cursor is blinking to the right.



2 Press <Tab> to accept the amount displayed and to jump to the next field, or enter the correct check amount and press <Tab>.

► *When an amount is entered, the cents digits go to zero unless you enter an exact cents amount.*

3 Continue entering the check information: *Check* number, *Name* on check, *DL Number*, driver's license issuing *State*, and *Date of Birth*. Press <Tab> or <Enter> after each entry.

4 If required, enter the approval code (if the check is not approved automatically) and press <Enter>.

5 Click on the Ok button, or press <Enter> or <Alt+O>. The Collect Payments for Tender screen redisplay showing the payment type, check number, authorization code, check amount, and balance due the customer. (You can edit the payment amount or delete the displayed payment information as discussed under Tendering the Sale with Cash, Step 2).

6 Click on the Tender button, or press <Enter> or <F12>. The Payment Complete screen displays, indicating the balance due the customer or that there is zero balance due and the transaction is complete.

7 Click on the Close button or press <Enter> to close the screen. The sales receipt prints, and a blank POS screen redisplay.

► *The Payment by Check window can be redisplayed by reopening the receipt, clicking on the Tender button to display the payment information, clicking to select the payment line, and then clicking on the View button.*

Tendering the Sale with a Credit Card

When the Collect Payments for Tender screen displays, the amount due from the customer is shown in the *Balance* text box.

To tender the sale with a credit card:

1 Click on the Credit button or press <F4>. The Credit Card Information window displays. The tender amount displays and the cursor is in the *Number* edit box.

➤ *Click in the Amount edit box and modify the charge amount if necessary, then click in the Number edit box.*

➤ *When an amount is entered, the cents digits go to zero unless you enter an exact cents amount.*

2 Swipe the credit card, or enter the credit card number. The cursor jumps to the *Expiration* edit box.

Or

Click on the Accounts button to display a list of credit card accounts on file for the customer. Double-click on the card to use. The card number and expiration date information will be automatically filled in.

➤ *The Accounts button is only available if the customer has a credit account set up in the Customer file.*

3 Enter the expiration date (e.g., MM/YYYY or MM/DD/YYYY).

4 Click on the Address Verification button to display the AVS (Address Verification Service) window.

Enter the *Address*, *Zip*, and/or *CVV* (Card Verification Value) number, then click on the OK button to continue.

5 Click on the Approval button or press <Alt+A> to display a field into which you can enter an approval code.

6 Click on the Ok button or press <Alt+O>. The credit card information is saved and the Collect Payments for Tender screen displays showing the payment type, credit card number, authorization code, and charge amount.

7 Click on the Tender button or press <F12> to accept the information and tender the sale.

8 If the *No. of Signature Slips* field in the Print Options is set to one (1), a Signature Pad Status window will display. Have the customer sign the signature pad and touch Enter. Click on the OK button, and “Signature Capture Completed” will display in the Signature Pad Status window. Click on the OK button to continue.

➤ *The customer also has the options to touch Cancel or Clear on the signature pad if he wants to cancel or reenter the signature. You also have the options to click on Retry or Decline in the Signature Pad Status window if you want to retry the processing or decline the signature.*

9 The Payment Complete screen displays, showing the balance remaining.

10 Click on the Close button or press <Alt+C> to close the screen. A sales receipt prints, and a blank POS screen displays.

Processing a Pre-Authorization

Pre-authorizing a credit card allows you to make sure the card is valid. It is useful when additional charges may be added to the receipt, such as a tip. You can continue to add items to the receipt before it is finalized.

➤ *Create a non-taxable product record for the tip.*

1 Create a receipt with one or more items, then put it on hold (refer to Creating Hold Tickets in Section 4 for more information). You can reopen the receipt at a later time to add items.

2 Reopen the receipt and click on the Tender button or press <F12>. The Collect Payments for Tender screen displays.

3 Click on the Pre-Auth button. The Credit Card Pre-Auth window displays. The tender amount displays and the cursor is in the *Number* edit box.

➤ *Click in the Amount edit box and modify the charge amount if necessary, then click in the Number edit box.*

► When an amount is entered, the cents digits go to zero unless you enter an exact cents amount.

4 Swipe the credit card, or enter the credit card number. The cursor jumps to the *Expiration* edit box.

Or

Click on the Accounts button to display a list of credit card accounts on file for the customer. Double-click on the card to use. The card number and expiration date information will be automatically filled in.

► The Accounts button is only available if the customer has a credit account set up in the Customer file.

5 Enter the expiration date (e.g., MM/YYYY or MM/DD/YYYY).

6 Click on the Address Verification button to display the AVS (Address Verification Service) window.

Enter the *Address*, *Zip*, and/or *CVV* (Card Verification Value) number, then click on the OK button to continue.

7 Click on the Approval button or press <Alt+A> to display a field into which you can enter an approval code.

8 Click on the Ok button or press <Alt+O>. X-Charge dials out for authorization at this time. The credit card information is saved and the Collect Payments for Tender screen displays showing the payment type, credit card number (followed by 'PreAuth'), authorization code, and charge amount.

9 Click on the Tender button or press <F12>, then click on the Close button on the Transaction Complete win-

ow that displays. The Collect Payments for Tender window closes and the receipt clears.

10 When the customer is ready to pay, reopen the receipt and click on the Tender button or press <F12>. Click on the Final Approval button to redisplay the Credit Card Pre-Auth window and make any changes. When you are satisfied with the information displayed on the screen, click on the OK button to close the window.

11 Click on the Tender button or press <F12> to accept the information and tender the sale.

12 Click on the Close button on the Transaction Complete window to close the receipt.

Tendering the Sale with a Gift Certificate or Gift Card

When the Collect Payments for Tender screen displays, the amount due from the customer is shown in the *Balance* text box.

To tender the sale with a gift certificate or gift card:

1 Click on the Gift Cert/Card button or press <F5>. The Gift Tender Selection window displays.

To tender with a gift certificate, click on the Gift Certificate button or press <F5>. To tender with a gift card, click on the Gift Card button or press <F6>.

► If Gift Certificate is selected, the Vouchers screen displays:

Within this screen, you can tender with a gift certificate issued through POS or with a gift certificate originally issued through another method using the Manual Override feature.

- If Gift Card is selected, the Gift Card Information window displays:

Swipe the gift card, or manually enter the gift card number. If approval is required, click on the Approval button, and an *Approval* field will display for you to enter an approval code to override automatic authorization. Click OK to continue or click Cancel to close the window. A Verifying Balance meter displays, then a Processing Transaction meter displays as the transaction is processed.

Tendering with a Gift Certificate issued through POS

- 2 With the cursor displayed in the *Voucher ID* combo box, enter a complete or partial gift certificate number (e.g., GC plus last four digits), or click on the “?” button or press the <?> key to display the Voucher Lookup screen.

- To sort the list by customer name, click on the Name button or press <Alt+N>.
- To sort the list by voucher ID, click on the Voucher ID button or press <Alt+V>.
- To sort the list by date of issue, click on the Date Issued button or press <Alt+D>.
- The lookup window is defaulted to show ONLY those vouchers not yet used. To show ALL vouchers, click on the ALL radio button under Show ONLY, or press <Alt+A>.

- 2a Click on or press the <up> and <down> arrow keys

on your keyboard to move through the list and highlight the applicable gift certificate to use.

- 2b Click on the Select button or press <Enter> or <Alt+S>. The Voucher Lookup screen closes and the Vouchers screen redisplay with the certificate’s ID and amount. If you select a gift certificate that has expired, a message displays indicating such; click on the OK button or press <Enter> and select again.

- 3 Click on the Save button or press <Enter> or <Alt+S> to continue. The Voucher screen closes and the Collect Payments for Tender screen redisplay with the payment type as Gift Certificate, the certificate number, amount, and any balance due from the customer or amount to be returned to the customer.

- 4 Continue tendering the sale.

Manual Override Feature

- 1 Click in or press <Alt+M> to mark the *Manual Override* option box. The cursor displays in the *Voucher ID* combo box.

- 2 Enter the manual ID number and press <Enter>. The cursor jumps to the *Date Issued* edit box.

- 3 Enter the issue date (e.g., MM/DD/YYYY) and press <Enter>. The *Does Voucher Expire?* option box is highlighted.

- If the certificate **does not** expire, press <Tab> and continue with Step 4.

- If the certificate **does** expire, continue with Steps a, b, and c.

- (a) If you want the voucher to have an expiration date, click in or press the <Space Bar> to check this box.

- (b) Enter a *Start Date* (e.g., MM/DD/YYYY) and press <Enter>. The cursor jumps to the *End Date* edit box.

- (c) Enter an *End Date* (e.g., MM/DD/YYYY) and press <Enter>. The cursor jumps to the *Amount* edit box.

- 4 Enter the amount of the gift certificate and press <Enter>.

- 5 Click on the Save button or press <Alt+S>. The Voucher screen closes and you can continue tendering the sale.

➤ *You cannot attach customer information to a manual certificate entry.*

Credit Memos (Store Credits) - Creating and Using as a Tender Type

When a customer has a balance due them (shown in the *Return to customer* text box), you can issue a credit memo (store credit). The credit memo feature provides the following:

- Automatic numbering of credit memos
- Tracking of credit memos through reporting
- Attaching an expiration date to the credit memo
- Attaching customer information to the credit memo

To create a credit memo:

1 With the Collect Payments for Tender screen indicating Return to customer, click on the Print Credit Memo button or press <Alt+M>. The following occurs:

- The Vouchers - Credit Memo window displays.
- A voucher ID number is automatically assigned to the credit memo and is displayed in the *Voucher ID* combo box.
- The *Date Issued* edit box is defaulted to the current date.
- The value of the credit memo is displayed in the *Amount* edit box.

2 If you want the credit memo to have an expiration date, click in or press the <Space Bar> to mark the *Does Voucher Expire?* option box. This information prints on the credit memo receipt.

- If the credit memo does **not** expire, press <Tab> and continue with Step 3.
 - If the credit memo **does** expire, continue with Steps a, b, and c.
- (a) Press <Tab>. The cursor jumps to the *Start Date* edit box.
- (b) Accept the *Start Date* displayed, or enter a new date

(e.g., MM/DD/YYYY) and press <Enter>. The cursor jumps to the *End Date* edit box.

(c) Accept the *End Date* displayed, or enter a new date (e.g., MM/DD/YYYY) and press <Enter>.

If you are attaching customer information, continue with Step 3. Otherwise, click on the Save button or press <Alt+S>. The Collect Payments for Tender screen redisplay and you can complete the transaction.

3 If you want to attach customer information, press <Tab> until the cursor displays in the *Customer ID* edit box, then enter the customer ID number or click on the “?” button to search for the customer.

4 Click on the Save button or press <Enter> or <Alt+S>. The Voucher Issued window closes and the credit memo prints.

➤ If you press <Alt+C>, you will close the Voucher Issued window but no credit memo will print.

Tendering the Sale with a Credit Memo

When the Collect Payments for Tender screen displays, the amount due from the customer is shown in the *Balance* text box. To tender the sale with a credit memo, continue with the following steps.

1 Click on the Memo button or press <F6>. The Vouchers - Credit Memo screen displays.

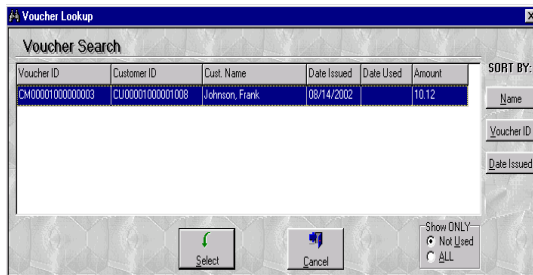
Within this screen, you can tender with a credit memo issued through POS or with a credit memo originally issued through another method using the manual override feature.

Tendering with a Credit Memo issued through POS

1 With the cursor displayed in the *Voucher ID* combo box, enter a complete or partial credit memo number (e.g., **CM** plus last four digits), or click on the “?” button or press the <?> key on your keyboard to display the Voucher Lookup screen.

- To sort the list by name, click on the Name button or press <Alt+N>.
- To sort the list by voucher ID, click on the Voucher ID button or press <Alt+V>.
- To sort the list by date of issue, click on the Date Issued button or press <Alt+D>.
- The lookup window is defaulted to show **ONLY** those vouchers not yet used. To show **ALL** vouchers, click on the **ALL** radio button under Show ONLY, or press <Alt+A>.

1a Click on or press the <up> and <down> arrow keys to move through the list and highlight the applicable credit memo to use.



1b Click on the Select button, or press Enter or <Alt+S> to select. The Vouchers Lookup screen closes and the Vouchers screen redisplay with the certificate’s ID and amount. If you select a credit memo that has expired, a message displays indicating such; click on the OK button or press <Enter> and select again.

2 Click on the Save button or press <Enter> or <Alt+S> to continue. The Voucher screen closes, and the Collect Payments for Tender screen redisplay with the payment type as Store credit, the voucher number, amount, and any balance due from the customer or amount to be returned to the customer.

3 Continue tendering the sale.

Manual Override Feature

1 Click in or press <Alt+M> to mark the *Manual Override* option box. The cursor displays in the *Voucher ID* combo box.

2 Enter the manual ID number and press <Enter>. The cursor jumps to the *Date Issued* edit box.

3 Enter the issue date (e.g., MM/DD/YYYY) and press <Enter>. The *Does Voucher Expire?* option box is highlighted.

➤ If the certificate does **not** expire, press <Tab> and continue with Step 4.

➤ If the voucher **does** expire, continue with Steps a, b, and c below.

(a) If you want the voucher to have an expiration date, click in or press the <Space Bar> to check this box.

(b) Enter a *Start Date* (e.g., MM/DD/YYYY) and press <Enter>. The cursor jumps to the *End Date* edit box.

(c) Enter an *End Date* (e.g., MM/DD/YYYY) and press <Enter>. The cursor jumps to the *Amount* edit box.

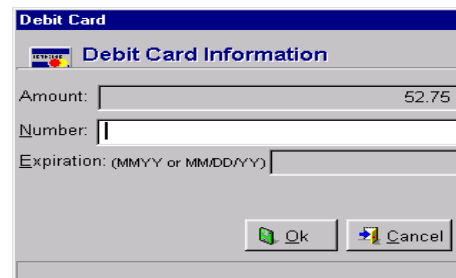
4 Enter the amount of the credit memo and press <Enter>.

5 Click on the Save button or press <Alt+S>. The Vouchers screen closes and you can continue tendering the sale.

☛ *You cannot attach customer information to a manual credit memo entry.*

Tendering the Sale with an ATM Card

1 Click on the ATM button or press <F7>. The Debit Card Information window displays. The tender amount displays and the cursor is in the *Number* edit box.



2 Swipe the debit card. You will be prompted to enter the PIN number.

3 After the PIN number is entered, the card *Number* and *Expiration* date display.

4 Click OK to continue or click Cancel to close the window.

5 The Collect Payments for Tender screen displays, showing the type of tender, the amount of the ATM charge, and the balance.

6 Click on the Tender button, or press <Enter> or <Alt+T> to accept the information and tender the sale.

7 When you receive an approval code, click on the OK button to continue. The Payment Complete window displays showing the balance remaining.

8 Click on the Close button, or press <Enter> or <Alt+C> to close the screen. A sales receipt prints, and a blank POS screen redisplay.

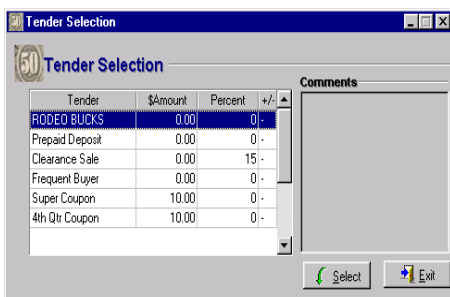
➤ *The <F7> ATM button is only available when the Verifies ATM option box is selected on the Hardware Settings tab in the Register Profile.*

<F10> Tenders - Tendering the Sale with Coupons/Flyers

The <F10> Tenders function allows you to accept the dollar value of coupons or flyers as a tender type payment. When you apply the coupon to the sales receipt, the amount due from the customer is reduced by the amount of the coupon. The coupons/flyers that you use here come from the Tender Maintenance table that you created in the Maintenance module.

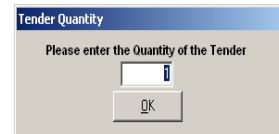
To tender a coupon or flyer:

1 Click on the Tenders button or press <F10>. The Tender Selection window displays.



2 Click on or use the <up> and <down> arrow keys to highlight the tender type to apply, then click on the Select button or press <Enter> or <Alt+S>.

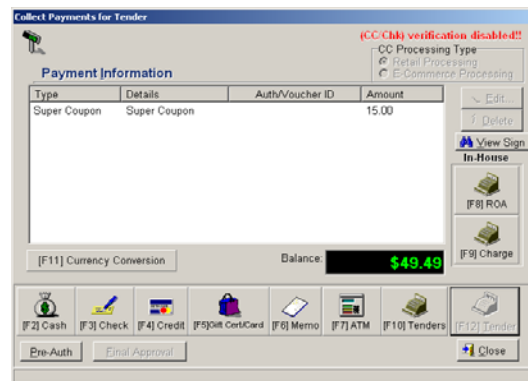
3 If the *Ask for Qty* option box is selected in Tender Maintenance for this tender type, the Tender Quantity window displays and defaults to 1.



To apply the tender type multiple times, enter the new quantity. Click on the OK button or press <Enter>.

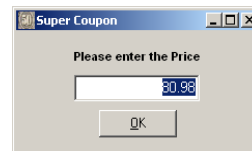
➤ If you set the Tender Maintenance table to *Force Customer*, the Customer Search screen displays and you must attach a customer to the sale (refer to Chapter 3 - Maintenance: Customer for detail).

➤ If you set the Tender Maintenance table to *Ask for Amount*, a numeric input box displays with the name of the tender and the balance amount. Accept the amount displayed or change it if necessary, then click on the OK button or press <Enter> or <Alt+O>.



➤ *If the tender type has a percent entered in Tender Maintenance, a window will display after the Tender Quantity showing the total amount of the sale. Click the OK button accepting this amount. The percent will be calculated and then deducted or added, as appropriate, in Accounting.*

4 If the *Ask for Amount* option box is selected in Tender Maintenance for this tender type, you will be prompted to enter the price to apply toward the tender type.



Enter the amount, then click on the OK button to continue.

5 The Collect Payments for Tender screen displays the type of tender, its detail, and the amount applied as payment.

6 If a balance is still due from the customer, select the applicable tender type to complete the transaction.

7 Click on the Tender button, or press <Enter> or <Alt+T> to accept the information and tender the sale. The Payment Complete window displays showing the balance remaining.

8 Click on the Close button, or press <Enter> or <Alt+C> to close the screen. A sales receipt prints, and a blank POS screen redisplay.

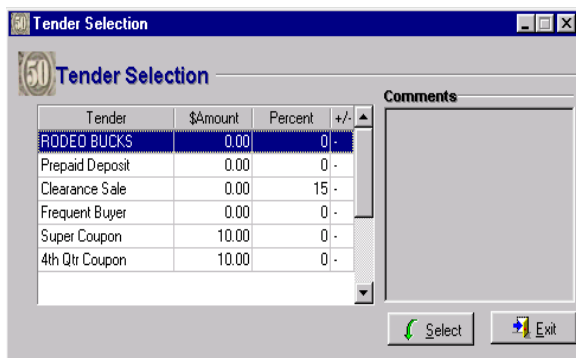
<F10> Tenders - Tendering the Sale with Frequent Buyer Points

The <F10> Tenders function also allows you to accept the dollar value of frequent buyer points as a tender type payment. When you apply the points to the sales receipt, the amount due from the customer is reduced by the cash value of the points.

➤ *The points system is set up in the Maintenance> Frequent Buyer option and assigned to the customer on the Frequent Buyer tab in Maintenance>Customer.*

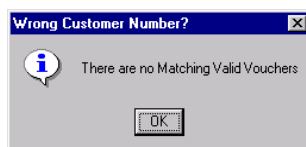
To tender with frequent buyer points:

1 Click on the Tenders button or press <F10>. The Tender Selection window displays.



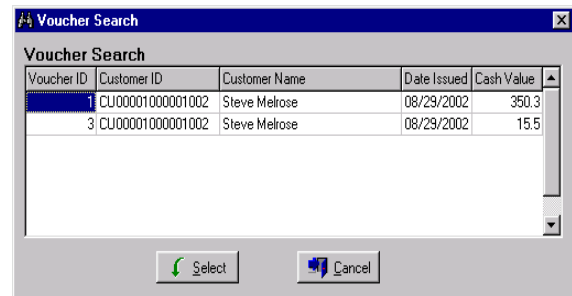
2 Click on or use the <up> and <down> arrow keys to highlight Frequent Buyer, then click on the Select button or press <Enter> or <Alt+S>.

If the customer attached to the receipt does not have any available vouchers, this message displays:



Click on the OK button to continue.

3 The Voucher Search window displays.



4 Click to highlight the correct voucher to use, then click on the Select button or press <Alt+S>.

➤ *If there is only one voucher available, it will attach to the receipt automatically.*

➤ *If a customer is not already attached to the receipt, the customer will be attached when the voucher is selected.*

5 The Collect Payments for Tender screen displays the type of tender, its detail, the voucher ID, and the amount applied as payment.

6 If a balance is still due from the customer, select the applicable tender type to complete the transaction.

7 Click on the Tender button, or press <Enter> or <Alt+T> to accept the information and tender the sale. The Payment Complete window displays showing the balance remaining.

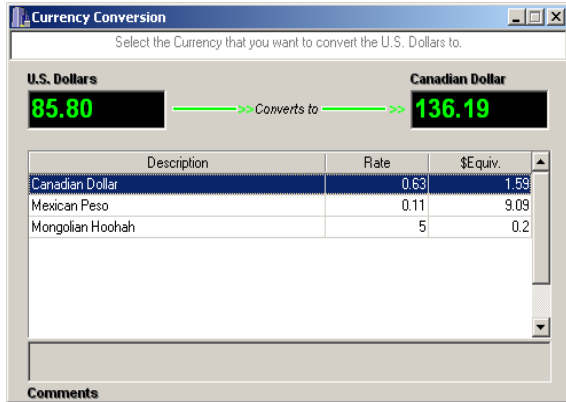
8 Click on the Close button, or press <Enter> or <Alt+C> to close the screen. A sales receipt prints, and a blank POS screen redisplay.

Tendering the Sale with Foreign Currency

The Currency Conversion feature allows you to tender a sale with foreign currency. The conversion information comes directly from the Currency Maintenance table that you set up in the Maintenance module (refer to Chapter 3 - Maintenance: Currency Maintenance for further detail). The conversion process will tell you how much you must accept in foreign currency to equal the US dollar amount due. You can also convert the amount due back in change into US dollars.

To tender with foreign currency:

1 Click on the Currency Conversion button or press <F11>. The Currency Conversion window displays.



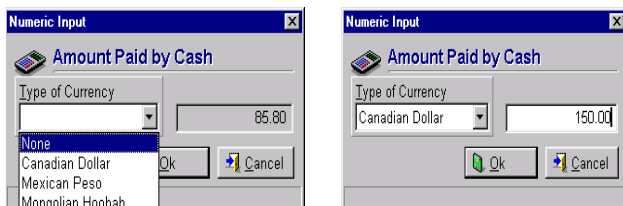
The Currency Conversion window is for viewing only. It displays the amount you need to collect from the customer based on the currency you are accepting.

Click on or press the <up> and <down> arrow keys on your keyboard to highlight the conversion type in the grid. Once you highlight the type, the top portion of the window will display the converted rate and the description of the conversion type selected.

2 Click on the X in the upper right corner of the window or press the <Esc> key to close the window.

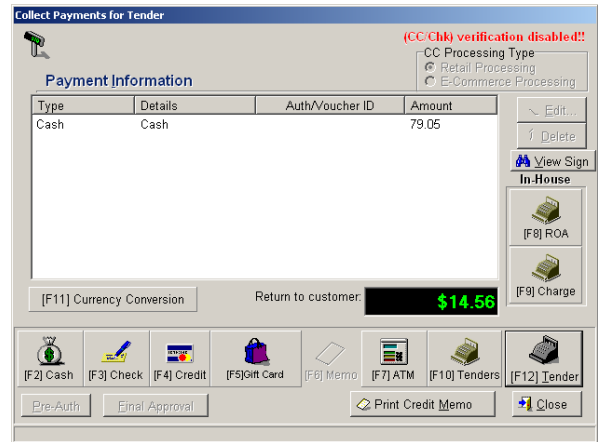
3 Select the applicable tender type (e.g., cash, check, credit card, etc.) and tender the sale.

4 When you tender the sale with cash and the customer is due change, you can convert the amount due back to the customer. For example, if the amount due is \$136.19 Canadian and you are given \$150.00 Canadian, the dialog box that displays will indicate the amount of change due in US dollars and cents as illustrated in the picture on the left.



5 To convert the \$150.00 Canadian, click on the down arrow button or press <Alt+T> to display the *Type of Currency* drop-down list. Then, click on or use the <up> and <down> arrow keys to select the correct type and press <Enter>. Next, enter **150.00** in the amount box as illustrated in the picture above on the right.

6 When you are returned to the Collect Payments for Tender screen, it displays the amount of change due the customer in US dollars and cents which is equivalent to the amount due in Canadian dollars.



SECTION 7 - VOIDS AND RETURNS

You can void individual lines on a sales receipt or an entire receipt. In addition, if you are a manager, you can use the Post Void feature when you do not have time to void the sales receipt real-time. Returns can be processed on a new sales receipt or by reopening an original receipt.

➤ *You must have permission to void line items in order to void an entire receipt.*

Voiding an Individual Line on the Sales Receipt

1 Click on or press the <up> and <down> arrow keys to highlight the line you want to void.

2 Click on the Void button or press the <V> key on your keyboard. The prompt, “Do you want to void this line?” displays.

3 Click on the Yes button or press <Enter> or <Alt+Y>. The selected line is voided and redisplayed in red, with a red line through the UPC/SKU/Style, description, size, width, quantity, price, and total. In addition, a red “v” is displayed immediately preceding the *UPC/SKU/Style* field.

Voiding the Entire Sales Receipt

1 Press <Ctrl+V>. The prompt, “Voiding receipt number _____. Do you want to void this Receipt?” displays.

2 Click on the Yes button or press <Enter> or <Alt+Y>. The entire receipt is voided, the receipt prints, and a blank POS screen displays.

Post Voids

As a manager, you can use this feature to reopen a receipt and void it later in the day, prior to closing the register.

To use post void:

- 1 Reopen the receipt to void.
- 2 Click on the Receipt button or press <F4>.
- 3 Click on or use the <up> and <down> arrow keys to highlight Post Void, or press <Ctrl+Q>. The message, "Voiding receipt number _____. Do you want to void this Receipt?" displays.
- 4 Click on the Yes button or press <Enter> or <Alt+Y>. The entire receipt is voided, the receipt prints, and a blank POS screen displays.

➤ *If you post void a gift card transaction, the dollar amount will be added back to the gift card.*

Processing a Return

When a customer returns an item, you can either process the return on a new sales receipt or through the original sales receipt.

➤ *If you have the Accounting module installed on your system and/or the return is for an in-house customer, a return can be processed on a new receipt only.*

➤ *A remote store cannot reopen a receipt and process a return on a line if the Accounting module is in use at the main store.*

Processing a Return on a New Sales Receipt

1 Manually enter or scan the product's UPC, SKU, or style number.

Or

Use the search function to select the product to return.

2 Click in or use the <up> and <down> arrow keys to highlight the *Qty* field and enter the quantity being returned.

3 Click on the Return button or press the <R> key on your keyboard. The returned item line displays in red and a red "r" displays immediately preceding the *UPC*/

SKU/Style field. The quantity, total price, subtotal, tax, and total display with a minus sign.

4 Click on the Tender button or press <F12> to tender the return. The Collect Payments for Tender screen displays, indicating *Return to customer* and the amount to be returned.

5 Select a payment type or print a credit memo (store credit) for the return amount.

➤ If you select a payment type, the numeric input screen for the particular payment type displays, showing the amount paid (returned). Click on the Ok button or press <Alt+O> or <Enter> and continue with Step 6.

➤ To issue a credit memo (store credit), click on the Print Credit Memo button or press <Alt+M>. The Vouchers - Credit Memo screen displays.

➤ If the return is to be credited to an in-house account, click on the Charge button or press <F9>. The *In-House Account No.* box displays. Select the customer account and continue with Step 6.

6 If you selected a payment type or issued a credit memo, the Collect Payments for Tender screen redisplay, indicating the payment type and the amount returned (in brackets). Click on the Tender button or press <F12> or <Enter>. The Payment Complete screen displays indicating the balance remaining, and a receipt prints.

7 Click on the Close button or press <Alt+C> or <Enter> to close the Payment Complete screen and return to a blank POS screen.

Processing a Return through the Original Sales Receipt

1 Reopen the receipt.

2 If an individual line item or items is/are being returned, click on or press the <up> and <down> arrow keys to highlight the line(s) on the receipt, then click on the Return button or press the <R> key on your keyboard. The line(s) will be duplicated with the quantity and total fields displaying with a minus sign.

If all items on the receipt are being returned, press <Ctrl+R>. The prompt, "Returning receipt number _____. Do you want to return this Receipt?" displays. Click on the Yes button or press <Enter> or <Alt+Y>.

3 Once the item or receipt has been marked as a return,

click on the Tender button or press <F12> and tender the return.

Returns When Gift Card Used as Payment

To return the entire receipt:

- 1 Reopen the receipt in POS, or create a new receipt and enter the item(s) being returned.
- 2 Click on the Receipt button or press <F4>, then select Return from the drop-down list. The line item displays in red as a negative total.
- 3 Click on the Tender button or press <F12> to display the Payment Information window.
- 4 Click on the Gift Cert/Card button or press <F5> to return the amount to the gift card. A gift card line appears on the receipt as a gift card issue.
- 5 Swipe the gift card, or enter the gift card account number.
- 6 Click on the Tender button or press <F12>. The transaction is processed and approved.
- 7 Verify the gift card balance through Gift Cards Reports in X-Charge.

To return a single item on a receipt:

- 1 Reopen the receipt in POS.
- 2 Click to select the item being returned.
- 3 Click on the Receipt button or press <F4>, then select Return from the drop-down list. The line item displays in red as a negative total.
- 4 Click on the Tender button or press <F12> to display the Payment Information window.
- 5 Click on the Gift Cert/Card button or press <F5> to return the amount to the gift card. A gift card line appears on the receipt as a gift card issue.
- 6 Swipe the gift card, or enter the gift card account number.
- 7 Click on the Tender button or press <F12>. The transaction is processed and approved.
- 8 Verify the gift card balance through Gift Cards Reports in X-Charge.

Returning an Issued Gift Card

POS cannot currently handle the return of an issued gift card. It does not return a balance to the customer when returning a receipt with a gift card item. Issued gift cards are returned through stand-alone X-Charge in several different ways, depending on the result. A balance inquiry is recommended prior to returning the gift card issue in order to verify the gift card balance is correct.

To balance the cash drawer, create a new open PLU item and name it Gift Card Returns. Then use this open PLU style number in POS and create a return for the dollar amount needed to balance the drawer. This will not return the gift card for X-Charge; it is used purely for the purpose of balancing the drawer.

SECTION 8 - IN-HOUSE CUSTOMER ACCOUNTS

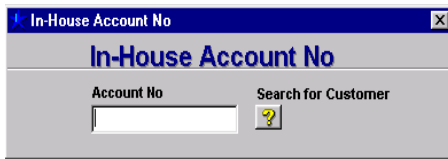
If you set up customers with in-house credit accounts and limits, they can charge to their accounts and make payments on their accounts through POS. Payments and charges can then be processed in Accounting where invoices can be created and payments applied. In addition, if you set the *Charge Restrict* and/or *Bad Check Alert* restriction on a customer's account, he or she will only be able to charge with a manager's approval, and/or will not be able to use a check as payment on the account.

When a member is specified, the charge or payment will apply against the primary account, but the sales history will be associated to the member. Refer to the Customer option in Chapter 3: Maintenance for further detail.

Accepting Payment on Account

- 1 With the POS screen open, click on the Tender button or press <F12>. The Collect Payments for Tender window displays.
 - 2 Click on the ROA (Received on Account) button or press <F8>. The tender process is now in the In-House Payment Mode.
 - 3 Select the tender type for the payment (e.g., cash, check, etc.). If you have not already selected the customer, the In-House Account No. window displays.
- Note: If you set the *Bad Check Alert* restriction in the**

customer's record, he or she will not be able to use a check as payment on the account.



4 If you know the customer's ID number, enter it in the *Account No.* field and press <Enter> (a customer's account number and ID number are the same). The customer's account number is attached to the payment and the tender screen displays for the tender type you selected.

Or

Search for the account number by clicking on the "?" button or pressing the <?> key on your keyboard to display the Customer Search screen. When the customer is selected, the in-house account number is attached to the payment and the tender payment screen displays for the tender type you selected.

5 Complete the tender process. Once complete, the Collect Payments for Tender screen will display the payment type, In-House Payment, customer ID number, and amount paid.

6 Click on the Tender button or press <Enter> or <F12>. The Payment Complete box displays and a receipt prints.

7 Click on the Close button or press <Enter> or <Alt+C> to complete the transaction.

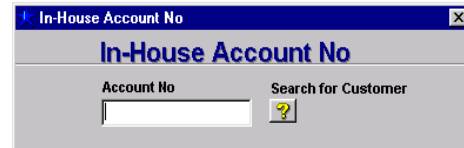
► *The in-house payment must be on its own separate receipt for the Register Summary report to be correct.*

Accepting an In-House Charge

1 Create the sales transaction in the POS screen.

2 Click on the Tender button or press <F12>. The Collect Payments for Tender screen displays.

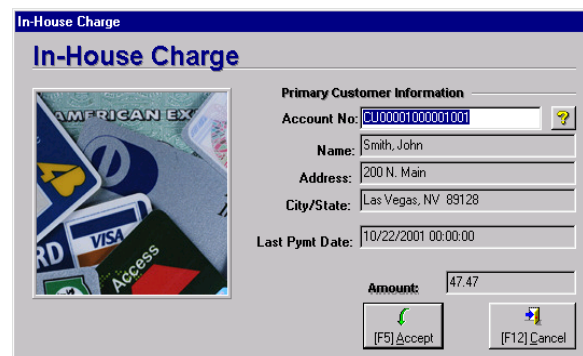
3 Click on the Charge button or press <F9>. If you have not already selected the customer, the In-House Account No. box displays.



4 If you know the customer's ID number, enter it in the *Account No.* field and press <Enter> (a customer's account number and ID number are the same). The In-House Charge verification screen displays.

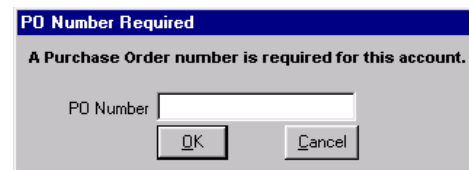
Or

Search for the customer by clicking on the "?" button or pressing the <?> key on your keyboard to display the Customer Search screen. When the customer is selected, the account number is attached to the sale and the In-House Charge verification screen displays.



5 Click on the Accept button or press <F5> to accept the information, or click on the Cancel button or press <F12> to cancel and return to the Collect Payments for Tender screen, and repeat Steps 3 and 4.

6 If the *P.O. Required* option box on the Credit tab of the customer's record in Customer Maintenance is selected, this prompt will display:



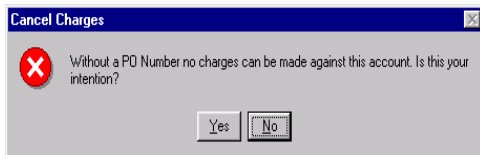
Enter the *PO Number* and click on the OK button to continue.

► *After the Daily Process is run in Accounting, the PO number will appear on the invoice, Company/Purchaser Statement, and Company Invoice Listing. An example of a situation in which this may be used is as follows:*

The City of Henderson allows their employees to go to John's Shoe Store to purchase boots that the City will pay for. The City

gives the employees a PO number to give the cashier at the shoe store. When the employee purchases the boots, it is tendered at POS as an in-house charge to the City account, which is set up on the Credit tab to prompt for a PO number. The employee gives the cashier the PO number, which prints on the receipt. Then the employee turns in the receipt to the City. When the City of Henderson receives the bill from John's Shoe Store at the end of the month, the receipts are matched up to the statement from the store.

If you click on the Cancel button, this prompt will display:



Click on the Yes button to return to the Collect Payments for Tender screen and select another tender type, or click on the No button to redisplay the PO number entry window.

7 When you return to the Collect Payments for Tender screen, the screen displays the type In-House Charge, the customer ID number, the amount of the in-house charge, and a Balance of zero (0).

8 Click on the Tender button or press <Enter> or <F12>. The Payment Complete box displays and a receipt prints.

9 Click on the Close button or press <Enter> or <Alt+C> to close the Payment Complete screen, complete the transaction, and return to a blank POS screen.

Accepting an In-House Charge and Another Payment Type

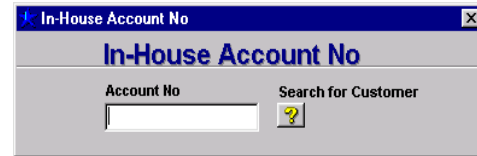
When tendering a sale at POS, part of the payment can be charged to an in-house account and part can be tendered with another payment method. For example, a customer makes a purchase totaling \$251.55, and he wants to pay \$100 in cash and put the balance on his in-house account.

1 Create the sales transaction in the POS screen.

2 Click on the Tender button or press <F12>. The Collect Payments for Tender screen displays.

3 Click on the ROA button or press <F8>.

4 Select the first method of payment (e.g., cash). If you have not already selected the customer, the In-House Account No. box displays.



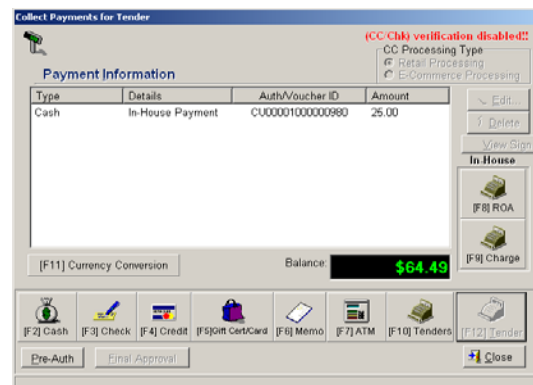
5 If you know the customer's ID number, enter it in the Account No. field and press <Enter> (a customer's account number and ID number are the same).

Or

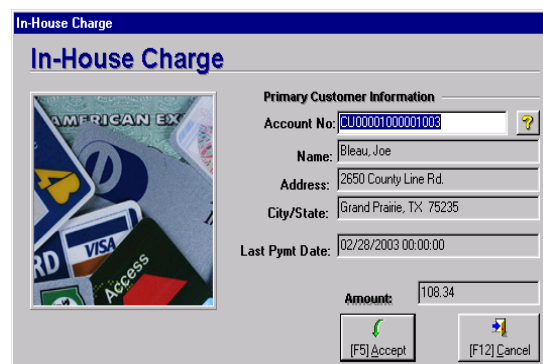
Search for the customer by clicking on the "?" button or pressing the <?> key on your keyboard to display the Customer Search screen.

6 When the account number has been selected, the numeric input box will display for the first payment method (e.g., cash). Enter the amount paid by the particular method (e.g., **100.00**).

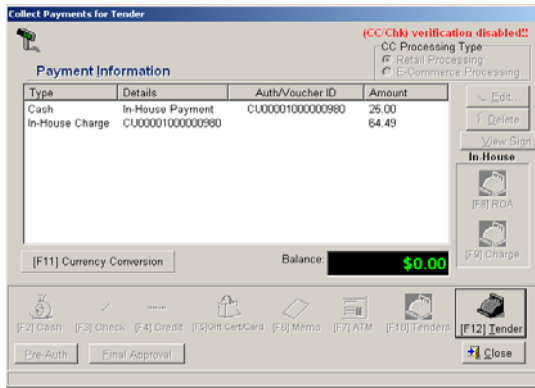
7 The Collect Payments for Tender screen displays. The payment type appears as Cash, and the details appear as In-House Payment.



8 To put the remaining balance on the customer's in-house account, click on the Charge button or press <F9>. The In-House Charge screen displays, and the **total** receipt amount appears in the Amount field (this is correct).



9 Click on the Accept button or press <F5>.



10 Click on the Tender button or press <F12> or <Enter>. The Payment Complete box displays and a receipt prints.

11 Click on the Close button or press <Alt+C> or <Enter> to close the Payment Complete box and return to a blank POS screen.

After the sale is processed in Accounts Receivable, you will see the original sale amount for the invoice and the Cash payment amount will appear as a prepayment.

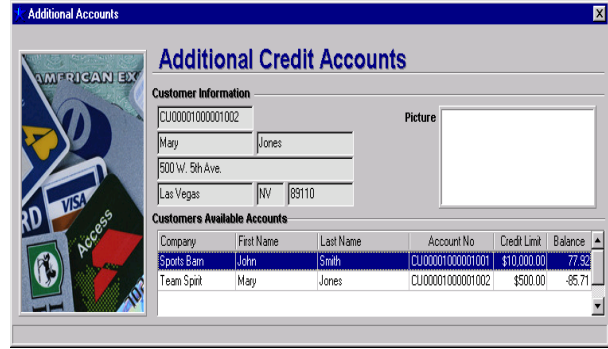
➤ *This is the only method that should be used for making multiple payments when In-House Accounts are involved. Using any other method will NOT reflect payments correctly on the A/R customer statements.*

Multiple Accounts

When a customer is charging to his or her account and he or she has authority to charge to multiple accounts, the following occurs once you click on the Charge button or press <F9>:

1 The In-House Account No. window displays.

2 Click on the “?” button or press the <?> key on your keyboard. The Additional Accounts screen displays. The first name line in the grid is highlighted.



3 If this is the correct customer name, press <Enter>. Otherwise, click on or press the <up> and <down> arrow keys to move through the list, highlight the correct name and press <Enter>. The In-House Charge screen displays.

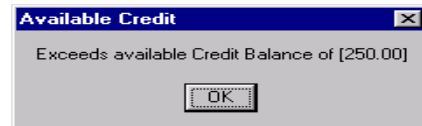
4 Click on the Accept button or press <F5> or <Alt+A>. The Collect Payments for Tender screen redisplay.

5 Click on the Tender button or press <Enter> or <F12>. The Payment Complete box displays and a receipt prints.

6 Click on the Close button or press <Enter> or <Alt+C> to close the Payment Complete screen and return to a blank POS screen.

Exceeding the Credit Limit

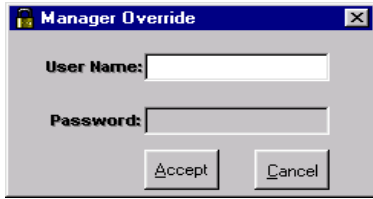
When a customer is charging to an account and has exceeded the credit limit, an Available Credit message displays similar to the following:



To allow the customer to charge, you must provide a manager override.

1 Click on the OK button or press <Enter>. An <F8> Manager Override button displays on the In-House Charge verification screen.

2 Click on the Manager Override button or press <F8> or <Alt+M>. The Manager Override box displays.



3 Enter the manager's *User Name* and *Password* (refer to the Employee/Security option in Part II, Chapter 3 - Maintenance for details).

4 Click on the Accept button or press <Enter> or <Alt+A>. You are returned to the Collect Payments for Tender screen, and the balance due shows zero (0).

5 Click on the Tender button or press <F12> or <Alt+T> to continue with the tendering process.

Restricted Accounts

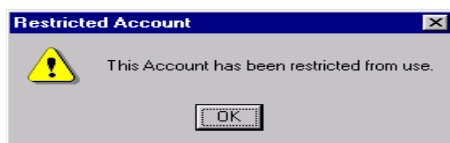
If you set the *Charge Restrict* flag in a customer's record, he or she will not be allowed to charge to the account without a manager's override.

When the Charge Restrict flag is set, the following occurs:

1 The In-House Account No. window displays for you to select the account.

2 The In-House Charge screen displays for you to accept the account.

3 When you click on the Accept button or press <F5> or <Alt+A> on the In-House Charge screen, the restricted account message displays:



4 Click on the OK button or press <Enter>. The In-House Charge screen redisplay with an <F8> Manager Override button.

5 Click on the Manager Override button or press <F8> or <Alt+M>. The Manager Override box displays.

6 Enter the manager's *User Name* and *Password* (refer to the Employee/Security option in Part II, Chapter 3: Maintenance for details).

7 Click on the Accept button or press <Enter> or

<Alt+A>. You are returned to the Collect Payments for Tender screen, and the balance due shows zero (0).

8 Click on the Tender button or press <F12> or <Alt+T> to continue with the tendering process.

Bad Check Alert

If you set the *Bad Check Alert* flag in a customer's record, he or she will not be allowed to make a payment (ROA) on the account using a check as the tender type.

When the *Bad Check Alert* flag is set, the following occurs:

1 Once you click on the Check button or press <F3>, the alert message displays:



2 Click on the OK button or press <Enter>. You are returned to the Collect Payments for Tender screen.

Returns

Refer to the paragraph titled "Processing a Return on a New Sales Receipt" in Section 7 - Voids and Returns.

Returns for in-house customer accounts must be processed on new sales receipts only.

SECTION 9 - POS REPORTING

Sales History

The Sales History feature provides graphical presentations of your store's sales history. You can select to view the sales history in one of the following formats:

- Sales Person
- Department
- Day of the Week
- Vendor

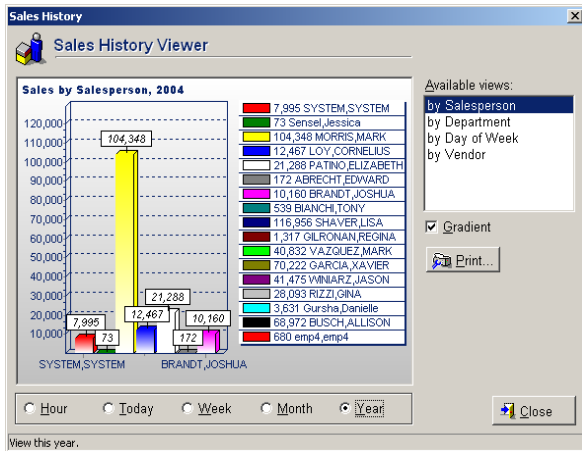
In addition to the formats above, you can select to display the sales history by hour, day, week, month, and year.

To view the sales history graphs:

1 Click on the Store button or press <F2> to display the Store pull-down menu.

2 Click on or press the <down> arrow key to select (highlight) Sales history and press <Enter>.

3 The Sales History Viewer is displayed in the *by Salesperson* view.



4 Click on or press the <down> arrow key on your keyboard to view each of the other views: *by Department*, *by Day of Week*, or *by Vendor*.

5 As the graphs display, click on the *Hour*, *Today*, *Week*, *Month*, or *Year* radio buttons at the bottom of the window, or press <Alt+H>, <Alt+T>, <Alt+W>, <Alt+M>, or <Alt+Y> to display the sales history by Hour, Today, Week, Month, and Year.

➡ *Right-click on the graph and drag it left, right, up, or down to see all of the salespersons/departments/vendors and the scale.*

6 Click in or press <Alt+G> to remove the check mark from the *Gradient* option box to change the background appearance of the graph.

7 Click on the Print button to print the currently displayed graph.

8 Click on the Close button or press <Esc> or <Alt+C> to close the window.

Department Sales Summary

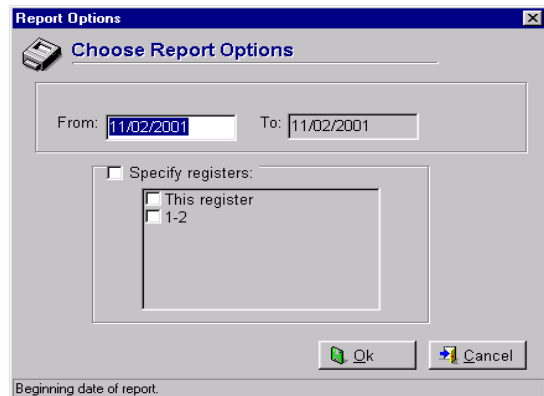
The Department Sales Summary Report provides sales history information including the sales code, number of sales, returns, and committed units, dollars by code, discount dollars, cost of sales, gross margin dollars,

and gross margin percentages for a user-defined date range.

To view and/or print the Department Sales Report:

1 Click on the Store button or press <F2> to display the pull-down menu.

2 Click on or press the <down> arrow key to select (highlight) Department Sales Summary and press <Enter>. The Report Options screen displays.



3 Accept the *From* and *To* dates displayed, or enter new dates for the range to print (e.g., MM/DD/YYYY).

4 The option box for *This register* is selected. If you accept this default, your report will be created from the information in the database for the date range displayed and the register that you are printing the report from. To specify the registers to include in the report, click in the *Specify registers* option box, then click in the option box next to the registers you want included.

5 Once all report options are defined, click on the Ok button, or press <Alt+O> or press <Tab> to highlight the Ok button and press <Enter>.

6 With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

Hourly Sales Summary

The Hourly Sales Summary Report provides sales information that occurs during each one-hour period that the register is open. The report includes the register number, hourly period, sales units and dollars, return units and dollars, committed units and dollars, average sale dollars and percentages, and the number of transactions that occurred during the one-hour period.

To view and/or print the Hourly Sales Summary:

- 1** Click on the Store button or press <F2> to display the pull-down menu.
- 2** Click on or press the <down> arrow key to select (highlight) Hourly Sales Summary and press <Enter>. The Report Options screen displays.
- 3** Accept the *From* and *To* dates displayed, or enter new dates for the range to print (e.g., MM/DD/YYYY).
- 4** The option box for *This register* is selected. If you accept this default, your report will be created from the information in the database for the date range displayed and the register that you are printing the report from. To specify the registers to include in the report, click in the *Specify registers* option box, then click in the option box next to the registers you want included.
- 5** Once all report options are defined, click on the Ok button, or press <Alt+O> or press <Tab> to the Ok button and press <Enter>.
- 6** With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

Register Open-Close Report

The Register Open-Close Report provides cash drawer information based on opening drawer balances, daily sales transactions, and closing drawer balances. The report details the open and close times of the register, the name of the associate, the expected drawer amount, the drawer balance, and an over-under calculation.

To view and/or print the Open-Close Report, continue with the following steps:

- 1** Click on the Store button or press <F2> to display the pull-down menu.
- 2** Click on or press the <down> arrow key to select (highlight) Register Open-Close Report and press <Enter>.
- 3** The Register Open-Close Report displays. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

Register Receipt Review

The Register Receipt Review Report provides sales receipt detail including receipt number, store number, sales date, UPC, SKU, description, cashier, quantity sold, quantity shipped, retail cost, selling cost, and applicable taxes.

To view and/or print the report:

- 1** Click on the Store button or press <F2> to display the pull-down menu.
- 2** Click on or press the <down> arrow key to select (highlight) Register Receipt Review and press <Enter>. The Report Options screen displays.
- 3** Accept the *From* and *To* dates displayed, or enter new dates for the range to print (e.g., MM/DD/YYYY).
- 4** To specify the registers to include in the report, click in the *Specify registers* option box, then click in the option box next to the registers you want included. If you select *This register*, your report will be created from the information in the database for the date range displayed and the register that you are printing the report from.
- 5** Once all report options are defined, click on the Ok button, or press <Alt+O> or press <Tab> to the Ok button and press <Enter>.
- 6** With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

SECTION 10 - STANDALONE POS

StandAlone POS allows POS to use a database on the local computer temporarily when the server or the network is down. It enables you to keep the registers running and to continue making POS transactions. While this mode is in use, POS will display reminders that the computer is configured for StandAlone mode and all receipts will be printed with an “off-line” notification. Transactions created in StandAlone mode are not re-synchronized with the main server and therefore must be manually rekeyed into the main database once the server comes back online. You can select a single workstation to be a stand-alone POS by clicking on the register icon displayed on the desktop, or you can reset and redefine the workstations through Maintenance>

Store Setup>Licensing>Reset Stand-Alone POS Stations.

► *Licensing is required for StandAlone POS.*

While StandAlone POS mode is in use, Office will open to allow access to limited options. On the Maintenance submenu, only Customer and Employee/Security will be available. On the Reports submenu, only Advertisement Effectiveness, Commissions, Credit Card Query, Credit Memo/Gift Certificate, Customer Query, Open Receipts Report, Profitability, Register Summary, Report STAR, Sales Audit, Sales Person, Serialized Purchases, Tax Summary, Time Cards, Transaction Review, and Transaction Summary will be available. Utilities and Web Resources will have limited options available which have no effect on the database.

Setting Up StandAlone POS

1 Create a shared folder in the Retail STAR directory for each of the clients that will use StandAlone POS (for example, E:\Retail STAR\standalone\).

2 In Remote Operations>StarComm Scheduler, set up a Database Copy schedule to copy to each of the shared folders. Set it to run once nightly. Depending on the size of your database, you may opt to copy the database to a single station's shared folder; this can be copied to each of the other stations if the server goes down.

3 Install the software as normal. Once installation is complete, StandAlone POS will be available from the desktop as an icon and from the Start menu by clicking on Start>Programs>Retail STAR>Stand-Alone POS.

Using StandAlone POS

► *Make sure no users are connected before starting.*

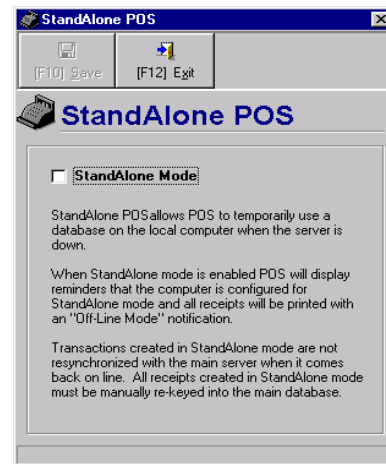
1 At the main server, click on Utilities and then select Database Copy Utility from the main menu.

2 Under Default Options, click on the down arrow button and select *Copy database to POS workstation for stand-alone POS* from the drop-down list. (Note: the backup destination directory is a shared directory at the client. This is a snapshot backup).

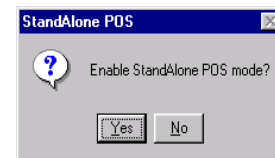
3 The *Step #1 - Backup Main Database* option box is selected by default. Under Backup Destination Directory, enter the directory you shared at the client or click on the Browse (...) button to search for the directory.

4 Click on the Run button or press <F10>. This will put a POS.BKP file in the destination directory.

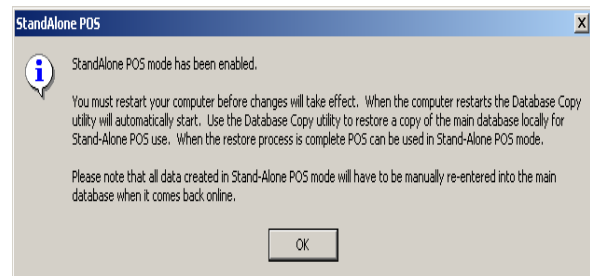
5 At the POS machine, double-click on the Stand-Alone POS icon, or click on the Start button and select Programs> Retail STAR> Stand-Alone POS. The StandAlone POS window displays.



6 Click in the *StandAlone Mode* option box to select it, then click on the Save button or press <F10>. This prompt displays.



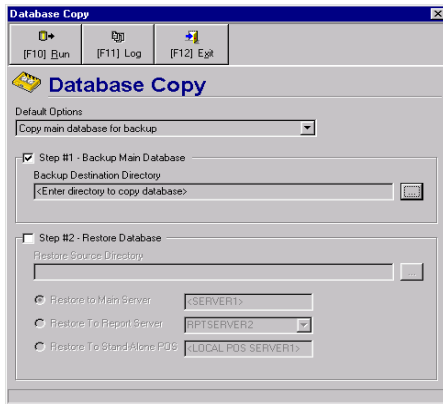
7 Click on the Yes button to continue. This window displays stating that StandAlone POS mode has been enabled.



Click on the OK button to continue.

8 Click on the Exit button or press <F12> to close the StandAlone POS window.

9 Restart the computer. Office opens with the Database Copy Utility.

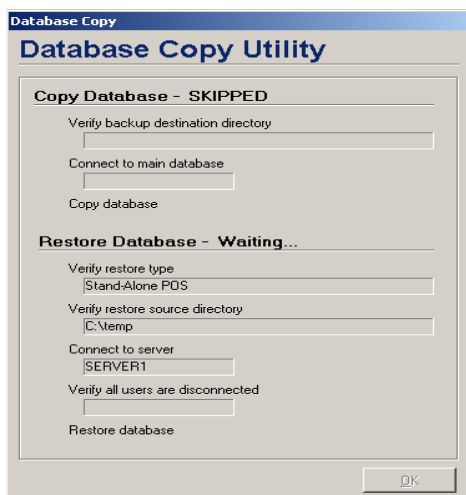


10 Select *Restore database on POS workstation for Stand-Alone POS* from the Default Options drop-down list.

11 The *Step #2 - Restore Database* option box is selected by default. Under Restore Source Directory, enter the destination path or click on the Browse (...) button to search for it.

12 Select the *Restore To Stand-Alone POS* radio button.

13 Click on the Run button or press <F10> to restore the database for stand-alone POS. This window displays.



14 When the restore process is finished, click on the OK button to close the window. The Database Copy window redisplay; click on the Exit button or press <F12> to close it.

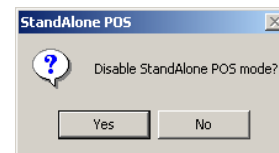
15 Open Retail STAR and verify that “Stand-Alone POS/Off Line mode” displays at the bottom of the menu.

16 On the Reports menu, select Sales Audit. Click on the Optional Detail tab and select UPC Barcode. Print the report to use when reentering sales information once you leave Stand Alone mode.

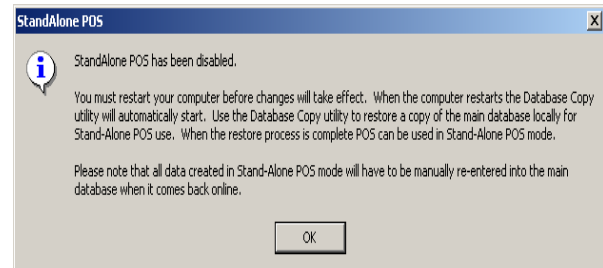
Turning Off StandAlone POS

1 Double-click on the Stand-Alone POS icon. The Stand Alone POS window displays.

2 Click in the *StandAlone Mode* option box to deselect it, then click the Save button or press <F10>. This prompt displays.



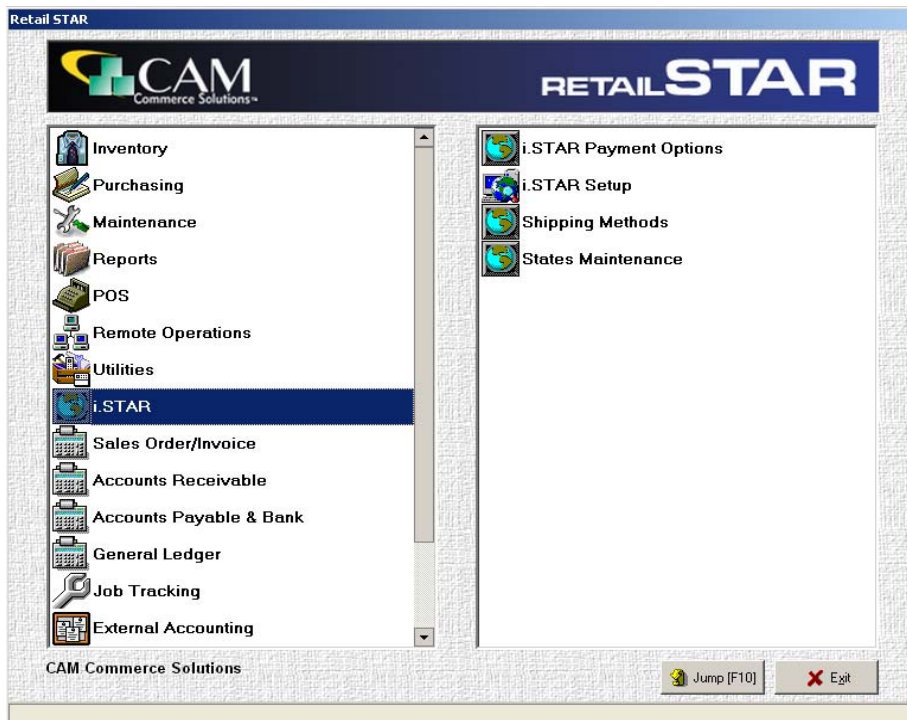
3 Click on the Yes button. This window displays stating that StandAlone POS has been disabled.



4 Click on the OK button to continue. When the Stand Alone POS window redisplay, click on the Exit button or press <F12> to close it. Then restart the computer and open POS. It will now be running off of the main server. **Remember to reenter receipts into your main database.**

PART IV

i.STAR



i.STAR SUBMENU OPTIONS:

- i.STAR Payment Options*
- i.STAR Setup*
- Shipping Methods*
- States Maintenance

*This option is only available if using Retail STAR.

Welcome to i.STAR, the “end-to-end” commerce solution that offers total integration with the Retail STAR back office software. All data displayed on your web storefront is entered through the Retail STAR back office system and is stored in the Retail STAR database. This information is then automatically communicated to a web server through the StarComm communications software. When a customer places an order on your web store, the order is saved on the web server in the Retail STAR encrypted database (SQLBase® SafeGarde from Centura Software) and then communicated back to the central Retail STAR system, again through StarComm. The orders are then automatically available for processing through the Sales Order processing software in the back office system. Your web store is treated as just another location in the back office system for reporting and other processes. Therefore, all back office features in Retail STAR automatically apply to the i.STAR web store just as they do to any other store.

The i.STAR software provides you with all necessary tools to build and maintain your web storefront. This tutorial will walk you through each of the preliminary requirements and procedures to create your web site.

Preliminary Requirements in Retail STAR (back office):

- Define a specific store number to be your web store and check the *Web Store* flag in the Store Setup screen (two-digit store numbers are recommended).
- Set up taxes for web store.
- Select which products are to appear on the web by checking the *Web Item* flag in the Product Maintenance screen.
- Attach pictures to the inventory product records if not already done. This is not mandatory, but is recommended.
- Select the departments, classes, and subclasses to appear on the web site by checking the *Web Item* flags in the Department, Class, and Subclass maintenance screens.

Preliminary Requirements in i.STAR:

- Complete i.STAR Setup screens.
- Maintain the states where sales tax is to be charged in the States Maintenance screen.

- Set up the shipping methods to be used in the Shipping Methods screen.
- Set up the payment options to be used in the i.STAR Payment Options screen.

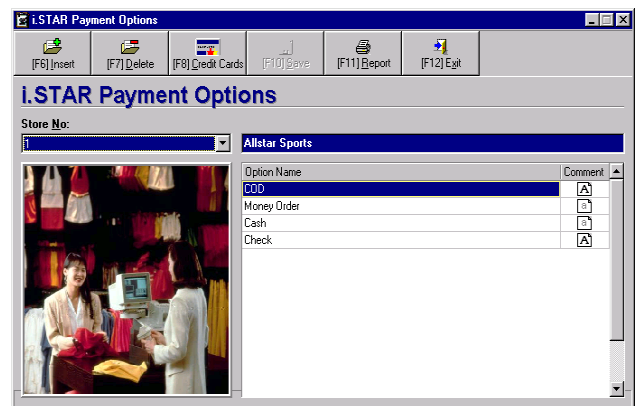
I.STAR PAYMENT OPTIONS*

* *This option is only available in Retail STAR.*

This is where you set up payment options for i.STAR, such as checks, credit cards, etc. A comment can be attached to each payment type, and a report can be produced listing the payment options.

To set up payment options:

1 From the i.STAR submenu, click on i.STAR Payment Options.



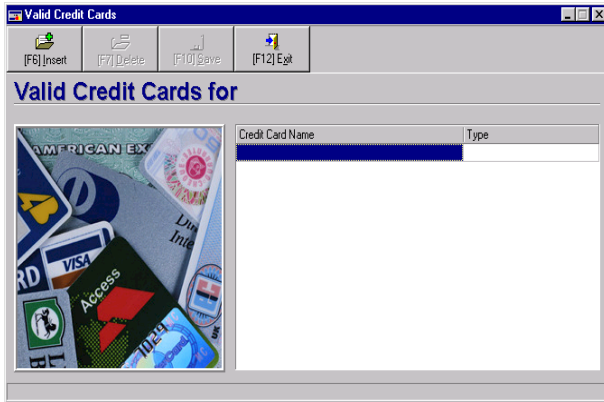
2 Click on the down arrow button in the *Store No.* combo box and select the store you want to set payment options for.

3 Click on the Insert button or press <F6>. The cursor displays in the first available line in the grid under Option Name.

4 Enter the name of the payment method (e.g., Check, Credit Card, Money Order, etc.) and press <Enter>.

5 Under Comment, click on the down arrow button to display a pop-up box for you to enter comments regarding this payment option.

6 If you enter a credit card as a payment option, press <F8>, and a window similar to the following displays:



- Click on the Insert button or press <F6>, then enter the name of the credit card under Credit Card Name in the first available line in the grid.
- Click in the line under the Type column, and a down arrow button displays. Click on this button to display a drop-down list of credit card types to select: MasterCard, Visa, Discover, American Express, JCB, Carte Blanche/Diners' Club, or enRoute.
- If you make a mistake while entering credit card information, click on the Cancel button or press <F6> to cancel your entries. A credit card can be removed from the list by selecting it, then clicking on the Delete button or pressing <F7>. When you are finished entering credit cards, click on the Save button or press <F10> to save your entries. Click on the Exit button or press <F12> to close the Valid Credit Cards for window and return to the i.STAR Payment Options screen.

7 Click on the Save button or press <F10> to save your entries.

8 Click on the Report button or press <F11> to display the Payment Options Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

9 Click on the Exit button or press <F12> to close the i.STAR Payment Options option and return to the main menu.

Additional Function Key Option

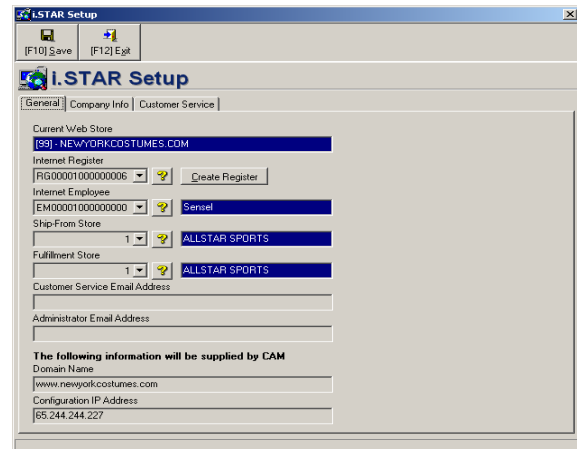
Function Key	Description
<F7> Delete	Deletes the selected payment option. The prompt, "Delete current record. Are you sure?" displays. Click on the Yes button to delete the record, or click on the No button to keep the record.

i.STAR SETUP*

* This option is only available in Retail STAR.

How an i.STAR Storefront is Created

1 From the i.STAR submenu, click on i.STAR Setup.



The three (3) steps in the setup process are described below.

Step 1, Set Up the General Information

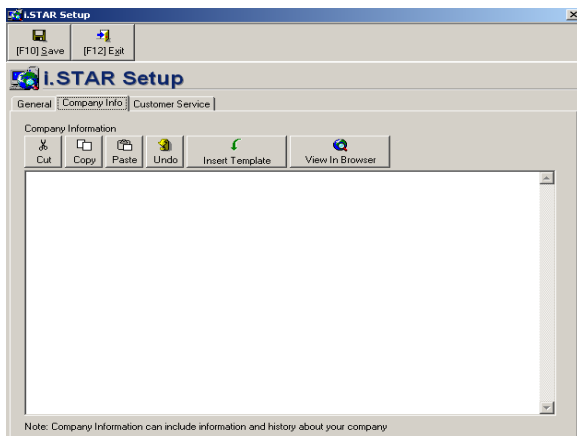
- **Current Web Store** – This box is automatically filled in from the store information you set up in the Store Maintenance screen in the Retail STAR/ICE back office.
- **Internet Register** - This is the register for the web site. Specify the register by clicking on the down arrow button or the "?" button and making a selection from the list that displays, or click on the Create Register button to create a new register ID.
- **Internet Employee** – This is the employee who is responsible for the web site. The employee name can be selected by clicking on the down arrow button and making a selection, or by clicking on the "?" button and making a selection from the list that displays.
- **Ship-From Store** – This is the store from which inventory for i.STAR orders is pulled. Click on the down arrow button or the "?" button and make a selection from the list that displays.
- **Fulfillment Store** - This is the store where i.STAR orders are processed in Accounting. The Daily

Process in Accounting will be run for this store, and this store’s Sales Order and Invoice tables are communicated to the i.STAR store. Click on the down arrow button or the “?” button and make a selection from the list that displays.

- **Customer Service E-mail Address** – Enter the e-mail address that customers will use to contact you for customer service information.
- **Administrator E-mail Address** – Enter the e-mail address that will be used to contact the web site administrator.

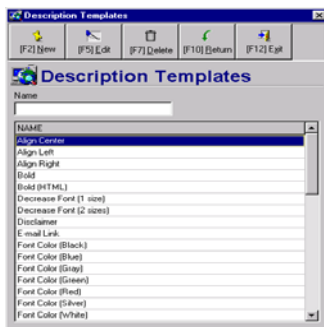
The *Domain Name* and *Configuration IP Address* fields information will be given to you by CAM.

Step 2, Set Up the Company Information



The Company Info screen is used to define any company information that you want displayed to your customers. Enter the information in the Company Information box.

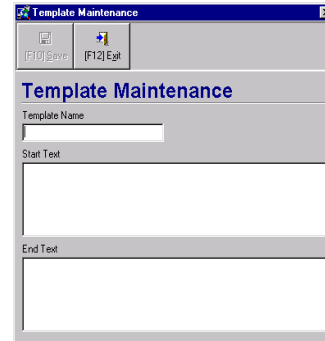
1 Click on the Insert Template button to display the Description Templates window.



This window shows the default description templates to help format the extended descriptions for HTML. You can enter additional commands if you want. This

feature can also be used to establish standard ad copy, disclaimer, copyright information, etc. to be placed into extended descriptions.

(a) Click on the New button or press <F2> to add a new template.



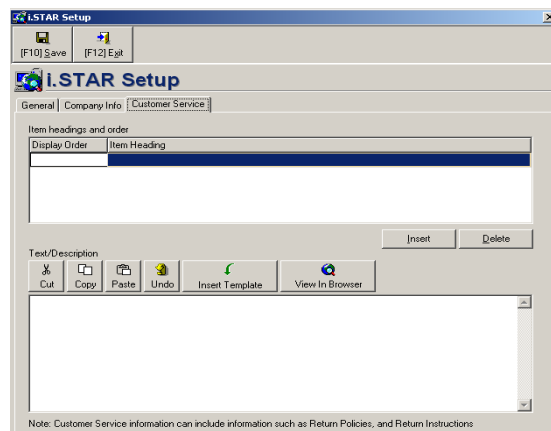
Enter the name for the new template in the *Template Name* field, then enter *Start Text* and *End Text*. When finished, click on the Save button or press <F10>. Then click on the Exit button or press <F12> to close the window and return to the Description Templates window. The new template will display in the list.

(b) Click on a template name in the list to select it, then click on the Edit button or press <F5> to change the start and end text as necessary.

(c) Click on a template name in the list to select it, then click on the Delete button or press <F7> to remove it from the list. A prompt will display for you to confirm that you want to delete the template; click on the Yes button or press <Enter> to continue.

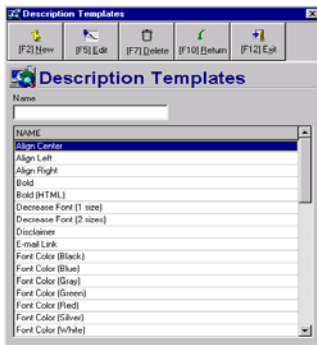
(d) Click on a template name in the list to select it, then click on the Return button or press <F10> to insert the selected template in the text area of the Description window.

Step 3, Set Up the Customer Service Information



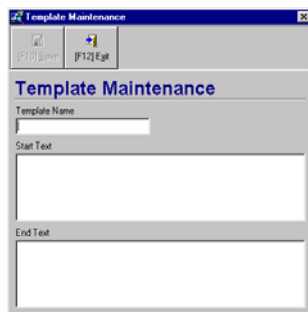
The Customer Service screen is used to display information regarding your return policies, return instructions, or any other pertinent customer service information.

- 1 Click in the *Display Order* field and enter the order of display. Click on the up and down arrow buttons to change the order of display.
- 2 Click in the *Item Heading* field and enter the item heading to display.
- 3 Click in the *Text/Description* area and enter the applicable information.
- 4 Click on the *Insert Template* button to display the Description Templates window.



This window shows the default description templates to help format the extended descriptions for HTML. You can enter additional commands if you want. This feature can also be used to establish standard ad copy, disclaimer, copyright information, etc. to be placed into extended descriptions.

- (a) Click on the *New* button or press <F2> to add a new template.



Enter the name for the new template in the *Template Name* field, then enter *Start Text* and *End Text*. When finished, click on the *Save* button or press <F10>. Then click on the *Exit* button or press <F12> to close the window and return to the Description Templates window. The new template will display in the list.

- (b) Click on a template name in the list to select it, then click on the *Edit* button or press <F3> to change the start and end text as necessary.

- (c) Click on a template name in the list to select it, then click on the *Delete* button or press <F7> to remove it from the list. A prompt will display for you to confirm that you want to delete the template; click on the *Yes* button or press <Enter> to continue.

- (d) Click on a template name in the list to select it, then click on the *Return* button or press <F10> to insert the selected template in the text area of the Description window.

- 5 To enter another customer service item, click on the *Insert* button, then repeat Steps 1 through 3.

- 6 To delete an item heading, click on the appropriate heading and click on the *Delete* button.

After you have entered all of the i.STAR Setup information, click on the *Save* button or press <F10>.

Click on the *Exit* button or press <F12> to return to the main menu.

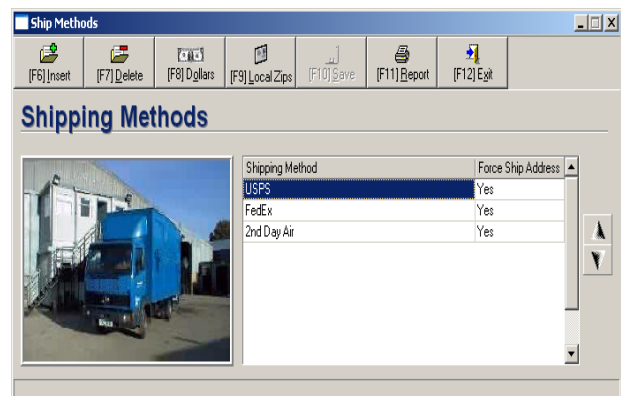
SHIPPING METHODS*

* *This option is only available in Retail STAR.*

This option is where you set up shipping methods for i.STAR business. You can specify shipping charges for amount ranges for each method.

To set up shipping methods:

- 1 From the i.STAR submenu, click on *Shipping Methods*.



2 Click on the Insert button or press <F6>. Default displays in the first line in the grid under Shipping Method. Enter the name of the shipping method (e.g., Ground, Air, etc.), then press <Enter>. The cursor jumps to Force Ship Address.

3 Force Ship Address defaults to Yes. Click on the down arrow button and select No if applicable.

➤ Change the priority of a shipping method by clicking on it to highlight it, then use the up and down arrow buttons to move it within the list.

4 To set up the shipping charges for a shipping method, click on the corresponding line in the grid to highlight it, then click on the Dollars button or press <F8>. A window similar to the following displays:

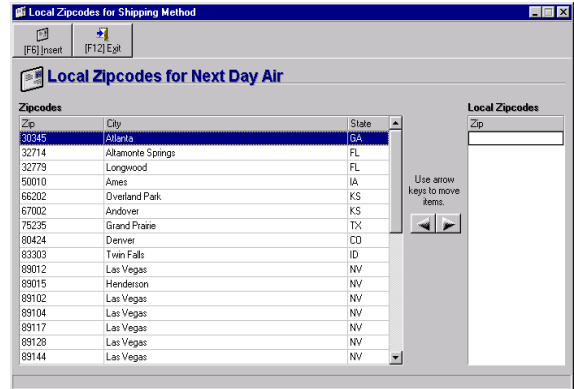


➤ Click in the grid under Dollars and enter the charge for the particular shipping method, then click under Start Amount and End Amount and enter the amount range for which this charge will be assessed. In the example above, there will be a \$4.95 charge for shipment by next day air for sales from \$10.01 up to \$50.00. To enter additional amounts, click on the Insert button or press <F6>.

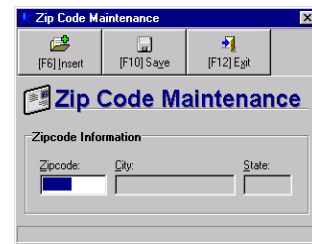
➤ Store No. defaults to 1. To change the store number to the web store, click on the down arrow button and make a selection from the drop-down list that displays.

➤ To delete a shipping charge line, click on it in the grid to highlight it, then click on the Delete button or press <F7>. Click on the Save button or press <F10> to save your entries. Click on the Exit button or press <F12> to close the window and return to the Shipping Methods screen.

5 You can set local ZIP codes for one selected shipping method. Click on the shipping method in the grid to highlight it, then click on the Local Zips button or press <F9>. A window similar to the following displays:



Click to highlight a ZIP code in the Zipcodes list on the left, then click on the right arrow button to move it to the Local Zipcodes list on the right. To add a ZIP code that is not shown, click on the Insert button or press <F6>. A Zip Code Maintenance window displays:



Enter the Zipcode, City, and State, then click on the Save button or press <F10>. To add another, click on the Insert button or press <F6>. Click on the Exit button or press <F12> to close the Zip Code Maintenance window.

6 Click on the Exit button or press <F12> to close the Local Zipcodes window.

7 Click on the Save button or press <F10> to save your entries.

8 Click on the Report button or press <F11> to display the Shipping Methods Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

9 Click on the Exit button or press <F12> to close the Shipping Methods option and return to the main menu.

Additional Function Key Option

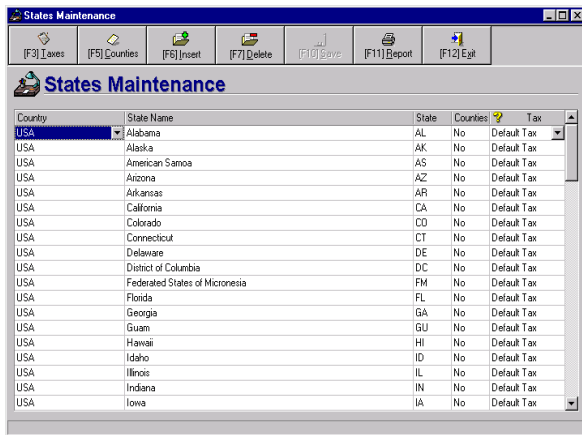
Function Key	Description
<F7> Delete	Deletes the selected shipping method. The prompt, "Delete current record. Are you sure?" displays. Click on the Yes button to delete the record, or click on the No button to keep the record.

STATES MAINTENANCE

This option lets you maintain tax information for individual states and counties. It also populates the *State* drop-down list during customer registration on the i.STAR site.

To set up state and county tax information:

1 From the i.STAR submenu, click on States Maintenance.

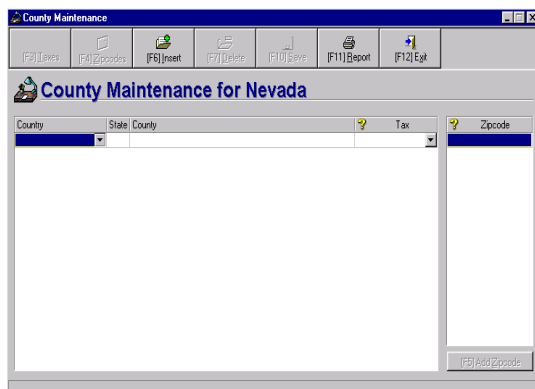


2 Click on a state in the grid to highlight it, then click on the Taxes button or press <F3> to set up the tax information. The Taxes window displays for Store 1. Refer to the Taxes option in Part II - Office, Chapter 3: Maintenance for further information.

3 Click on the Insert button or press <F6> to add a new state record.

4 Click to select a state to add county and ZIP code information.

5 Click on the Counties button or press <F5>. The County Maintenance window displays for the selected state.



6 Click on the Insert button or press <F6>. The Country, State, and Tax columns fill in and the cursor is in the County column. Enter the name of the county to add.

7 Click on the down arrow button in the Tax column and select another tax rate, if necessary, or click on the “?” button to display the Taxes window as previously described.

8 In the Zipcode column, enter the ZIP codes associated with the selected county. Click on the Add Zipcode button or press <F5> after entering each ZIP code.

To enter multiple ZIP codes quickly, click on the “?” button to display the Zipcode Selections window.



Hold down the <Ctrl> key on your keyboard and click to select the ZIP codes to associate with the county, then click on the Return button or press <F10> to display them in the Zipcode column.

9 Click on the Save button or press <F10> to save the information.

10 Click on the Report button or press <F11> to display the County Maintenance Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

11 Click on the Exit button or press <F12> to close the County Maintenance window and return to the States Maintenance window.

12 Click on the Report button or press <F11> to display the States Maintenance Report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

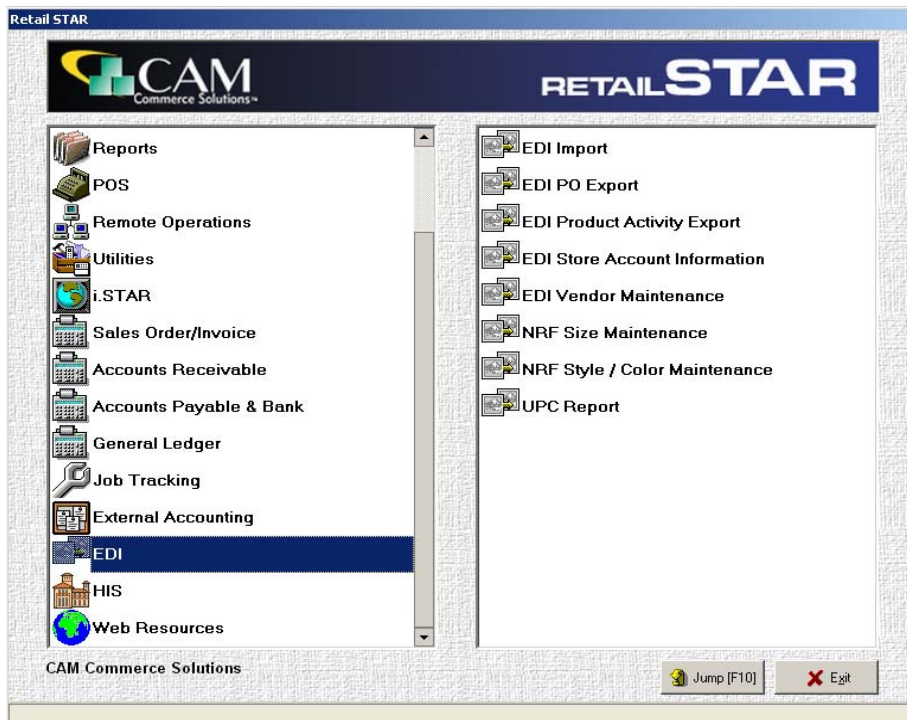
13 Click on the Exit button or press <F12> to close the States Maintenance option and return to the main menu.

Additional Function Key Option

Function Key	Description
<F7> Delete	Deletes the selected state or county record. The prompt, "You are about to delete all information pertaining to this state (county). Continue?" displays. Click on the Yes button to delete the record, or click on the No button to keep the record.

PART V

EDI



EDI SUBMENU OPTIONS:

- EDI Import
- EDI PO Export
- EDI Product Activity Export
- EDI Store Account Information
- EDI Vendor Maintenance
- NRF Size Maintenance
- NRF Style/Color Maintenance
- UPC Report

Retail STAR EDI lets you map a vendor's style, color, and size of an item to the manufacturer's UPC. This makes labeling easier and enables you to send PO's electronically. It eliminates the process of moving files to and from a VAN, portal, trading partner, or corporate EDI site by building the delivery process into the trading partner setup. Using EDI Vendor Maintenance, you simply define a network resource or FTP site to deliver and pick up your EDI data, and the process happens 'under the hood' whenever you check for data to import or you export purchase orders or the 852 activity report.

Note: For users seeking a source of 832 catalog information or a VAN, we currently work with SPS Commerce using their EDI to EDI product and catalog system to deliver and pick up EDI data. All input and output is in the VICS 4030 X-12 format; SPS Commerce can transform it into any format your trading partner requires. Our 852 activity report has been approved for use by EDIFACE. '*' and BELL are supported as delimiters.

EDI is designed to help with communications between a vendor and a retailer. It allows you to import UPCs used by the vendor to identify specific merchandise (832 UPC Import) and to generate purchase orders using the UPCs supplied by the vendor (850 Purchase Order (multi-store) Export) using the X12 standard for EDI.

EDI uses a vendor ID, a vendor-assigned style, a vendor-assigned color code, and a vendor-assigned size code to identify a specific UPC uniquely. For Retail STAR to work with EDI, you need to map the information assigned by the vendor to complementary elements in its database. While most of the information used by the vendor can be used to define an item in Retail STAR, Retail STAR does not restrict the information to those specified by the vendor. For this reason, you must associate the vendor-specified information to the Retail STAR information.

The first requirement is that any items to be supported by EDI must be added in the Inventory>Product Maintenance option. When creating new product records in Product Maintenance, it is recommended that, whenever possible, the vendor-specified style, color, and size information be used to create the records. Although not required, using the vendor information simplifies matching the Retail STAR product information to the EDI product information.

After creating the product records, there are several steps to setting up Retail STAR so that it works smoothly with EDI. Each of these steps can be accomplished from the EDI submenu.

- Enter vendor information
- Assign account numbers for store identification
- Match each Retail STAR style to a vendor style
- Link Retail STAR color codes to NRF color codes
- Assign NRF size codes to the individual size cells for each item

Questions to ask your trading partner include:

- *What is your ID, and what kind of ID is it (official UCC number, phone number, etc.)?*
- *What is my ID?* You may need one for each delivery location.
- *How will we exchange data?* Typically, you will set up an account with a company such as SPS that will provide you with a virtual mailbox so that the data can be picked up by your trading partner. This mailbox is configured as a FTP site with the EDI Vendor setup.

UPCs

Universal Product Codes (UPCs) are the foundation of all EDI transactions. Before you can do anything with your EDI trading partners, you must have assigned a UPC for any Retail STAR SKU that you may want to report on or order. Typically, one UPC is assigned to each color, size, and subsize of a vendor's style or model ID.

There are three ways to get manufacturer UPCs into your Retail STAR system:

- From Product Maintenance, simply type or scan the UPC into the second UPC field for the appropriate color, size, and subsize. *This method is the simplest, but can be labor-intensive and it is easy to overlook a mistake.*
- Importing UPCs using EDI 832 Catalog Transaction - Retail STAR can read the 832 catalog and match the model ID, color, and size to add the manufacturer UPC to the correct STAR SKU. This **requires** that NRF (National Retail Federation) size and color codes be defined for all sizes and colors to be matched, and that the correct model ID has been entered on the product record. *This method eliminates most errors and is most efficient for adding large numbers of UPCs; however, it requires a large initial effort in getting the model ID and NRF size and color data entered.*
- Import STAR will import manufacturer UPCs, but it requires that the file format with the UPCs contains color, size, width, and style information that matches exactly what you entered in Retail STAR. *This method can be easy if your trading partner provides you with a custom file format and the data in this file matches your data exactly (e.g., 2X will not match XX, BLUE will not match BLU).*

Transaction Sets

STAR currently exports three (3) transaction sets:

850 - Purchase Order

852 - Product Activity Data

997 - Functional Acknowledgement

Each transaction set consists of a transaction set header, a group of data segments, and a transaction set terminator (ST, <data>, SE). The ST and SE segments for each transaction set contain essentially the same information.

EDI IMPORT

EDI Import checks for 832, 997, and 856 data and displays all these transactions beneath the transaction type. For UPC codes exported by a vendor in EDI 832 format, the screen shows Retail STAR vendors that have been set up for EDI. It also shows the number of error records which were encountered as the result of prior imports. This option can be used to import a new catalog or to display a dialog that lets you correct errors encountered during prior imports.

You can also use this option to import 852 and 850 acknowledgements. When you select a trading partner (vendor) in the grid, any acknowledgements located on the network resource or FTP site defined in the EDI vendor setup will appear. You can preview them, or press <F7> to import them. This will update the status of your exported 850 PO's and 852 activity reports on the EDI export screens.

An EDI Advance Ship Notice (ASN) can be imported to receive goods against a Retail STAR PO. It can also simply be viewed to see what has been shipped from the vendor, to check the items sent during the receiving process, or to check for rejection errors. In order to use this feature, you must be receiving valid ASN documents from a trading partner. Also, you must have manufacturer UPCs on file as Retail STAR aliases for all items to be imported, and the EDI vendor record must contain trading partner IDs and other pertinent information. Any available 856 Advance Ship Notice documents will appear when you select a vendor. If you import it, receiving data will be created which you can access through PO Receiving; no further data entry is needed. Just print and save the PO after reviewing the incoming goods.

If you sent your PO via EDI 850 to the vendor, the PO number should be included as part of the 856 in the PRF segment. You can also place the vendor's PO number in the Retail STAR PO reference field. Either of these will

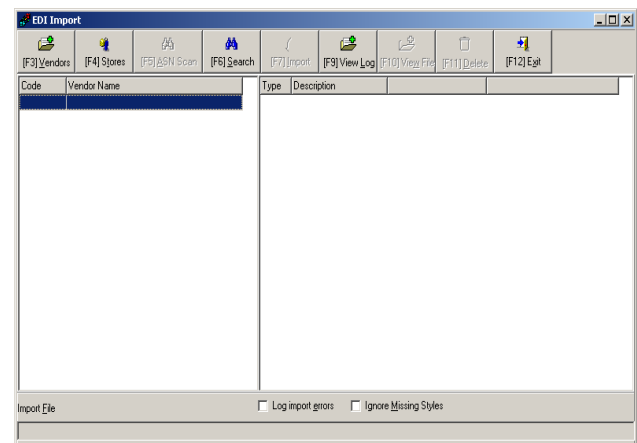
match the incoming 856 to a PO. If both of these methods fail, a Reconcile Shipment to PO window will display to assist you in matching the shipment manually.

If more units were shipped than were ordered, or if an item appears on the Advance Ship Notice that is not on the purchase order, the order will be rejected. (You can still receive the goods manually, but the automated system will refuse unordered goods). Also, if the manufacturer UPC on the ASN is not found, the shipment will not be imported until the UPC is added into Retail STAR. If you correct any data and reprocess the import, it will not get received twice - previously processed shipments are ignored.

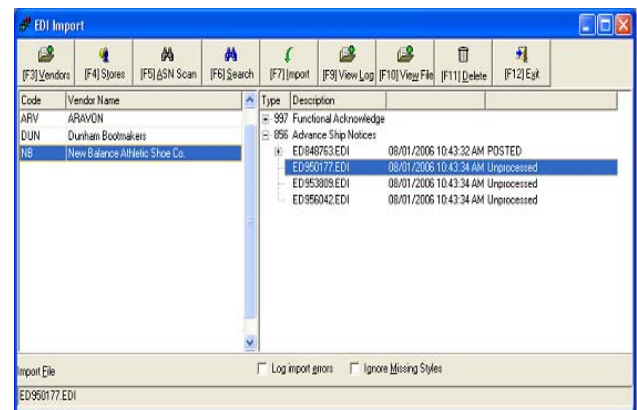
➤ *Only posted and backordered PO's can be imported against.*

To use the EDI Import:

1 From the EDI submenu, click on EDI Import.



2 The vendor code, vendor name, and file type and description display similar to the following:



3 Click on a vendor in the grid to display files for that vendor, then select an ASN record and click on the Import button or press <F7> to import the entire file.

➤ To import a single shipment, select its ID in the grid. To import a single PO on a shipment, select a PO number.

➤ An interrupt dialog is displayed to allow you to halt the processing of the import. Upon completion, a results dialog is displayed indicating success or errors. Any records imported that were previously logged as errors are removed from the errors list.

4 If no errors were received, open the PO in PO Receiving and print the report for the day's receiving. Check what was imported against the actual shipment and make any necessary corrections. If there is a discrepancy, make sure you have not received another ASN with another portion of your shipment. You can also use the item count by shipment and carton displayed in the <F10> View File function to help track down any mistakes.

5 Click on the Exit button or press <F12> to close the EDI Import window.

Additional Function Key Options

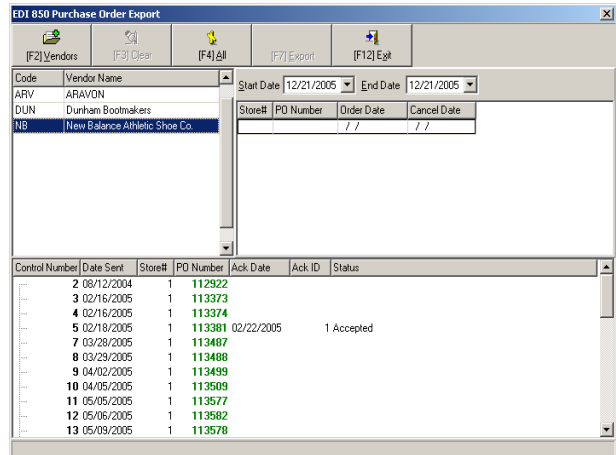
Function Key	Description
<F3> Vendors	Displays the EDI Vendor Configuration window. Refer to the EDI Vendor Maintenance option in this section for further information.
<F4> Stores	Displays the EDI Account Information window. Refer to the EDI Store Account Information option in this section for further information.
<F5> ASN Scan	Displays an ASN File Scan dialog box to help you locate a shipment by packing slip, Retail STAR PO, Retail STAR PO Reference field, manufacturer UPC, or Retail STAR SKU. You can view and import shipments from the search results list.
<F6> Search	Displays an Open dialog box to locate a vendor EDI 832 file to import. If an input path has been specified in the EDI vendor record, the dialog defaults to that path; otherwise, it defaults to the current path.
<F8> Errors	Allows you to correct rejected records; if the style, color, or size/width is not found, it is saved in this table. After correcting the missing information, <F10> Save will import the corrected entry.
<F9> View Log	Displays the 832 Import Log. Use this to troubleshoot failures.
<F10> View File	Displays the vendor EDI 832 file so you can see what has shipped. Note that multiple shipments can occur on a single ASN.
<F11> Delete	Deletes the selected file.

EDI PO EXPORT

This option handles the export of purchase orders to EDI 850 format. It limits the vendors displayed in the list to those for whom EDI has been set up and who have outstanding open purchase orders.

To export purchase orders:

1 From the EDI submenu, click on EDI PO Export.



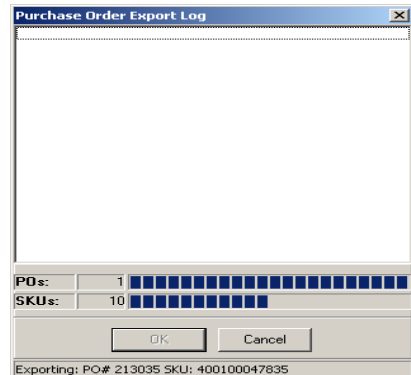
2 Click on a vendor in the left side of the grid to select it.

3 In the Start Date and End Date combo boxes, enter the start and end dates of the date range to use (e.g., MM/DD/YYYY), or click on the down arrow button in each field to display a pop-up calendar. All open PO's for the selected vendor in the defined range display in the right side of the grid.

4 Click on a PO or PO's in the right side of the grid, then click on the Export button or press <F7>. This generates the EDI 850 Export file for the selected PO's. It exports either a new group of PO's or resends a previously exported set of PO's depending on which group is selected and active on the screen.

➤ Only posted PO's can be exported; also, all items on the PO must have a UPC assigned or the PO will not be exported.

The Purchase Order Export Log displays the results of the export. If any errors are encountered, they are listed. Any PO listed as Exported has been exported even if there are errors with other POs.



5 Click on the OK button to close the Purchase Order Export Log window.

The exported file is placed on the directory specified in the EDI vendor record or the default if unspecified. The file name is formed using the formula:

'PO' + Vendor Code + Control ID + '.EXP'

where Vendor Code is the Retail STAR vendor code and Control ID is the next available control number as defined in the EDI vendor record (displayed as disabled on the EDI Vendor Maintenance dialog).

6 Click on the Exit button or press <F12> to close the EDI PO Export option.

Additional Function Key Options

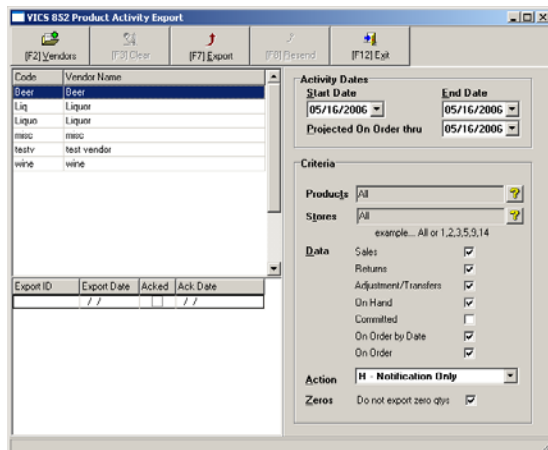
Function Key	Description
<F2> Vendors	Displays the EDI Vendor Configuration screen.
<F3> Clear	Deselects the list of purchase orders selected for this vendor.
<F4> All	Selects all of the PO's in the list.

EDI PRODUCT ACTIVITY EXPORT

The EDI Product Activity Export option lets you export product activity to EDI 852 format.

To use this option:

1 From the EDI submenu, click on EDI Product Activity Export.



2 Click on a vendor in the left side of the grid to select it.

3 In the *Start Date* and *End Date* combo boxes, set the start and end dates of the date range to last week (e.g., MM/DD/YYYY), or click on the down arrow button in each field to display a pop-up calendar.

4 In the *Projected On Order thru* combo box, enter the date as of which to project the on order activity (e.g., MM/DD/YYYY), or click on the down arrow button to display a pop-up calendar. This represents the ZA01 activity code of Q4. Total on-order is transmitted as well as the ZA01 activity code of QP.

5 *Products* defaults to All. To specify a particular product(s) to include, click on the "?" button at the end of the field to display the Product Range Selection window. Refer to the Transaction History option in Chapter 4: Reports for instruction.

6 *Stores* defaults to All. You may transmit all store locations at once, or select your local store to have each location transmit its own stock level by entering the store number or clicking on the "?" button at the end of the field to display a Store Selection List window.

7 Under Data, click in the option boxes for *Sales*, *Returns*, *Adjustment/Transfers*, *On Hand*, *Committed*, *On Order by Date*, and *On Order* to specify the data to include.

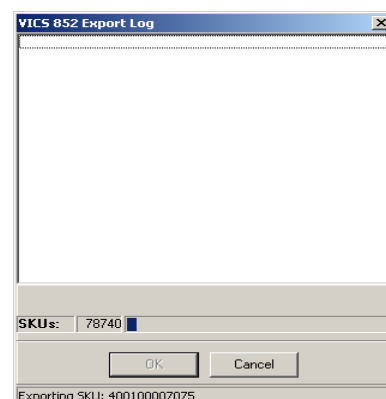
8 The *Action* combo box defaults to H-Notification Only. Click on the down arrow button and select F-Supplier to suggest POs or G-Supplier to Plan Orders, if applicable.

9 *Do not export zero qty's* defaults to checked. Click in the option box to deselect it if you want to export zero quantities.

10 Repeat the above steps for each vendor.

11 Click on the Export button or press <F7>.

12 The Resend button is enabled when product activity has been exported. Click on an export ID in the grid in the lower left corner of the screen to select it, then click on the Resend button or press <F8>. This window displays:



While SKUs are exported, you can click on the Cancel button to cancel the process. When the prompt, “Stop export - Are you sure?” displays, click on the Yes button.

13 Click on the Exit button or press <F12> to close the EDI Product Activity Export option.

Additional Function Key Options

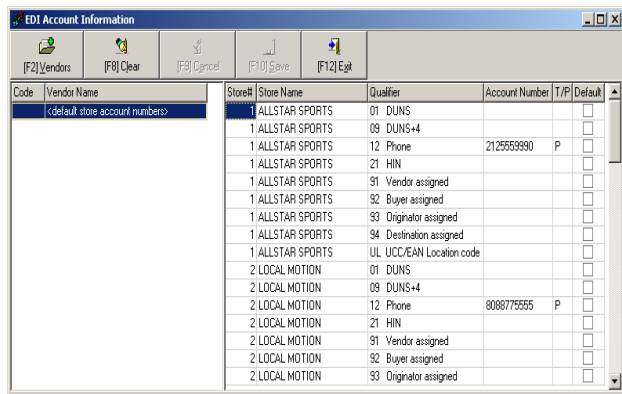
Function Key	Description
<F2> Vendors	Displays the EDI Vendor Configuration screen.
<F3> Clear	Clears all changes made prior to export.

EDI STORE ACCOUNT INFORMATION

This option lets you specify a default value to be used for each store (e.g., phone number) and the store number assigned by each vendor. Some vendors will use their own value for the store number; others may use the store’s phone number, etc.).

To set up store account information:

1 From the EDI submenu, click on EDI Store Account Information. The store number and name display for each store in the database.



2 Click in the *Default* option box in the line for the account you wish to make the default EDI account for each store.

3 Click on a vendor code or name under *Code* or *Vendor Name*. The account information for the vendor for each store will display on the right side of the screen. You can make changes to the *Qualifier*, *Account Number*, or *T/P* fields as necessary.

4 The *Qualifier* field specifies the type of information in the *Account Number* field. There are nine valid types:

- 01 – DUNS
- 09 – DUNS + 4
- 12 – Phone
- 21 – HIN
- 91 – Vendor assigned
- 92 – Buyer assigned
- 93 – Originator assigned
- 94 – Destination assigned
- UL – UCC/EAN Location code

Click in the column next to a store, then click on the down arrow button and make a selection. When 12 is selected, the phone number is extracted from the record for this store and inserted as the default value of the account number. This value may be changed without altering the store record.

5 The *Account Number* field displays the account number used to identify the store. Click in the column to change the information if necessary.

6 The *T/P* field specifies whether documents generated by this store will be sent as Test or Production. This is used with the *T/P* field in the vendor record. (Note: This applies to the sending store, not to the data for each store). Click in the *T/P* column, then click on the down arrow button and select T (Test) or P (Production).

Both the vendor and store setup must be set to ‘P’ for production documents to be created.

7 Click on the Save button or press <F10> to save your entries.

8 Click on the Exit button or press <F12> to close the EDI Account Information window.

Additional Function Key Options

Function Key	Description
<F2> Vendors	Displays the EDI Vendor Configuration screen.
<F8> Clear	Clears the information for the selected store.
<F9> Cancel	Clears all entries made prior to saving.

EDI VENDOR MAINTENANCE

There are several pieces of information that need to be entered to insure proper communication between vendor and retailer. The EDI 850 Vendor Maintenance screen helps in the maintenance of this EDI data. All other EDI functions will only select vendors that have been entered using EDI Vendor Maintenance. While this information is important, most of it is very standard. For that reason, a Defaults function is available to enter the most common

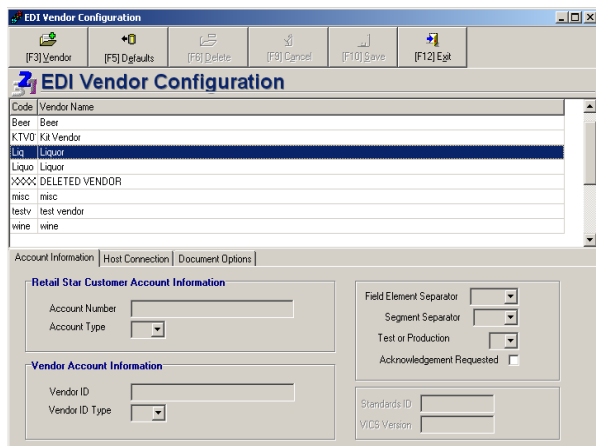
values used for EDI. If necessary, individual values may be edited, but for most cases, the default values are sufficient.

A list of all the existing vendors in the Retail STAR database is displayed in the left side of the window. When a vendor is selected, the current information for that vendor is displayed on the right side of the screen.

Note: There are several fields in this option that are displayed as disabled. They are informational only and should be initialized with the default values.

To use the EDI Vendor Maintenance option:

1 From the EDI submenu, click on EDI Vendor Maintenance.



2 Click on a vendor in the list.

3 The *Account Number* field is used to define a reference account number as assigned by the vendor to you. This field is sent to the vendor in an EDI 850 exported PO as the REF 02 field (Customer Account). Note: This is not used by all vendors since, typically, the vendor will use the ISA Sender ID to identify the company placing the order. When not specified, the EDI detail for this information is not exported.

4 The *Account Type* combo box identifies the type of information you send to the vendor. There are seven types: 01 - specifies the ID as the DUNS number assigned to this vendor; 02 - UCC Comm ID; 08 - specifies the ID as the UCC EDI Communications ID number assigned to this vendor; 12 - specifies the ID is a telephone number used by this vendor. When selected, the phone number is extracted from the Retail STAR vendor record and inserted as the default. This can be changed here if necessary without affecting the Retail STAR vendor record; 14 - DUNS Plus Suffix; 19 - EDI Council of Australia (EDI-

CA); AM - Association Mexicana del Codig. When you generate a document through Retail STAR, the sender value is placed in the ISA07 field and the account number is placed in the ISA08 field in the header. The vendor ID type and vendor ID are placed in the ISA05 and ISA06 fields.

5 Enter the *Vendor ID* associated with the vendor. This is the account number the vendor sends to you.

6 The *Vendor ID Type* combo box identifies the type of information Retail STAR expects to receive from the vendor. Refer to the *Account Type* combo box described above.

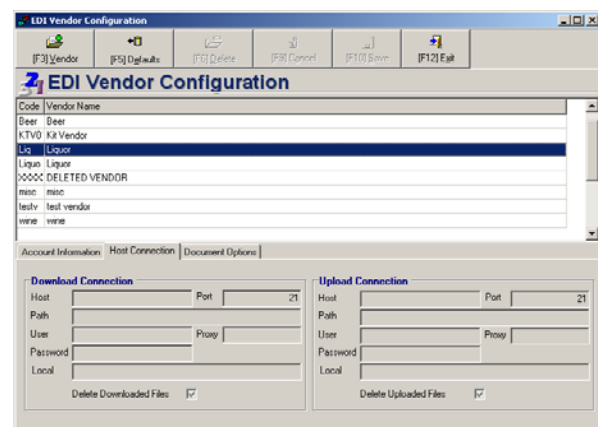
7 The *Field Element Separator* character is used in the document to separate individual data fields in each of the data lines. Normally it is not necessary to alter this value, but occasionally, a different character may be required by the vendor or it may be required if a field in the data line happens to contain this character. Click on the down arrow button and select “*” or BELL.

8 Click on the down arrow button in the *Segment Separator* combo box and make a selection from the drop-down list: N/L, ~, ~N/L, 0D, or 0A.

9 The *Test or Production* combo box lets you include information in the exported data that identifies the data as being Test data (‘T’). The default is Production (‘P’). Note: This field is used in conjunction with the sending store’s account information. If either store is set to ‘Test,’ the information is identified as ‘Test’ data. **Both the vendor and store setup must be set to ‘P’ for production documents to be created.**

10 The *Acknowledgement Requested* option box is not in use at this time.

11 Click on the Host Connection tab.

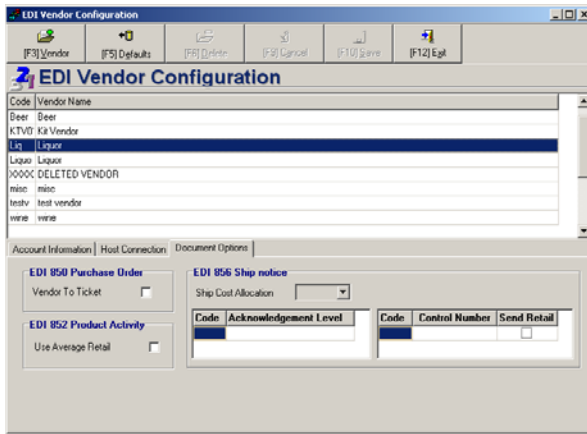


12 Under Download Connection and Upload Connection, enter the *Host, Port, Path, User, Proxy, Password,* and *Local*. The first *Path* is the directory where the output files (exported 850 documents) for this vendor will be placed. If the specified directory does not exist, the directory is created when the record is saved. Note: In a networked environment or on a system connected to by TCP/IP, this field may be any valid UNC (i.e., an IP address or a computer name, such as `\\192.168.1.103\C\EDIOOutput` or `\\CAMNV\C\EDIOOutput`). Default is `.\` The second *Path* is the directory where the application will by default look for input files from this vendor. The same notations and default apply here as apply to the first *Path*. Either one can be a local or network drive or the final path of an FTP location.

13 The *Delete Downloaded Files* option box is selected by default, meaning downloaded files on the host will be deleted. Click in the box to deselect it if you do not want downloaded files to be deleted.

14 The *Delete Uploaded Files* option box is selected by default, meaning uploaded files from the local system will be deleted. Click in the box to deselect it if you do not want uploaded files to be deleted.

15 Click on the Document Options tab.



16 Click in the *Vendor To Ticket* option box to select it to include the retail price of the item in the EDI data. This data is used by the vendor to generate price tags and selecting this will send a request to the vendor to tag the goods prior to shipping.

17 Click in the *Use Average Retail* option box to select it if you want to use the average retail price rather than the current retail.

18 Click on the down arrow button in the *Ship Cost Allocation* combo box and select Dollars or Units to specify how shipping costs are allocated.

19 Click in the first line under the Acknowledgement Level column, then click on the down arrow button and make a selection from the drop-down list to specify the acknowledgement level: None (disables sending an ACK), Functional Group (default), or Transaction Set (generates ACK to the transaction set level). When set to the Functional Group level, only AK1 and AK9 segments are generated. When set to the Transaction Set level, AK2 and AK5 records are generated for each transaction set in the file (in addition to the AK1 and AK9 segments).

20 Click in the first line under the Control Number column and enter the control number.

21 Click in the *Send Retail* option box to select it if you want to send the retail for the particular control number.

22 Click on the Save button or press <F10> to save your entries.

23 Click on the Exit button or press <F12> to close the EDI Vendor Configuration window.

Additional Function Key Options

Function Key	Description
<F3> Vendor	Displays the Retail STAR Vendor Maintenance screen, where you can edit, add, or delete standard STAR vendor records.
<F5> Defaults	Fills in the various data fields on the form with the standard default values for EDI. See the descriptions of the individual fields for a breakdown on the default values.
<F6> Delete	Deletes the EDI data already programmed for a vendor. The standard Retail STAR vendor record is not removed, only the EDI information associated with the selected vendor.
<F9> Cancel	Clears all changes made prior to saving.

NRF SIZE MAINTENANCE

The NRF Size Maintenance option is used to associate individual, specific NRF size codes with each cell in the associated Retail STAR size code matrix. Note that NRF sizes are associated with the size run and not with the individual Retail STAR UPC records. **This is important only if you are importing UPCs using an 832 catalog file.**

Each size cell of any item to be processed using EDI needs to have an NRF size code value assigned. There are potentially 100,000 codes. It can be difficult to identify the appropriate code for each cell. The following example demonstrates this complexity:

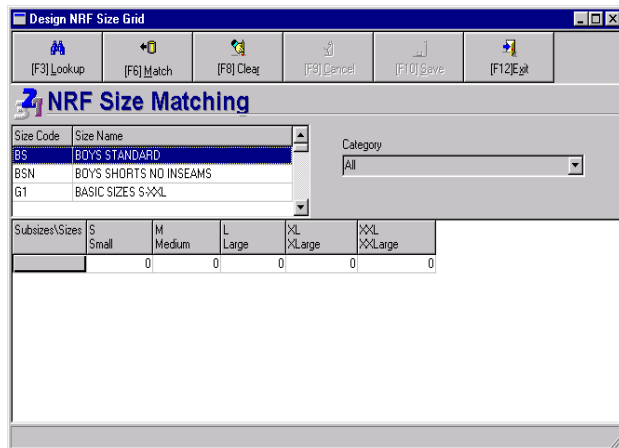
Assume a Retail STAR basic size run where S to XXL are the primary sizes and there is no subsize specified. There are several different codes available for each cell of this size code depending on the category of merchandise associated with the run: Men's clothing, Women's, Infants, Footwear, etc. The NRF size code is used to specify explicitly a category and size. This means that while it may be sufficient in Retail STAR to have a single size run specified as S-XXL, EDI may require several Retail STAR size runs, one for each category of NRF size code to be supported by EDI.

In addition, the label or name used to describe a Retail STAR size can vary. In this case XL, XLARGE, and X-Large are just three variations that might appear to identify the cell XL.

The NRF Size Matching window is designed to aid in selecting the appropriate size for each cell. It uses some logic to analyze the information available and attempts to match it to the NRF size codes. Fortunately, when you are editing the EDI size run information, you will typically know the NRF codes assigned to each size by the vendor. The window lets you type in each code directly.

To use the NRF Size Maintenance option:

1 From the EDI submenu, click on NRF Size Maintenance.



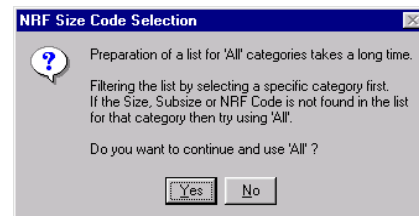
2 Select the size run to edit by double-clicking on it in the grid in the upper left corner of the screen. Note: All sizes and subsizes for all size runs used by items for which you will be importing 832 documents should already be defined.

3 The *Category* combo box acts as a filter in selecting NRF size codes. Accept the default of All, or click on the down arrow button and make a selection from the drop-down list that displays.

4 Click on the Match button or press <F6> to attempt to select size codes automatically for insertion into the size cells. This function works most efficiently when the Retail STAR size and subsize labels match a specific category of merchandise. It does, however, make assumptions when a user has selected a category and used the Lookup function to select a cell, thereby providing a context for matching similar items.

5 In the bottom part of the size grid, you can edit each cell, entering the specific NRF size code to be used for that cell. When sufficient matching capability has been satisfied, a drop-down box in the cell can be used to select a matching code. This feature 'learns' as size/subsize conflicts are resolved.

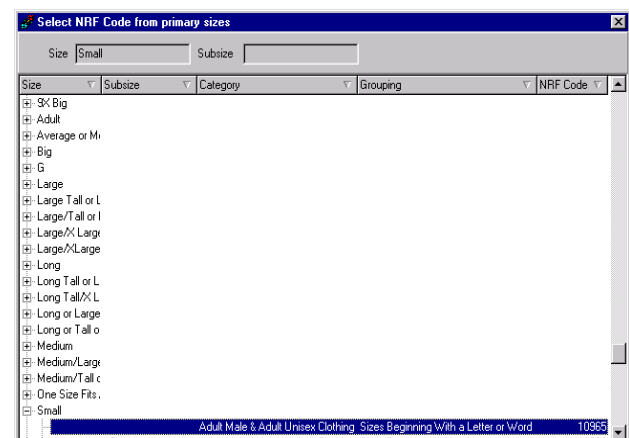
6 For any remaining sizes and widths, navigate to that size/width and click on the Lookup button or press <F3> to display the entire list of NRF size codes, organized by description. You can then select the correct code from the list or type it in if you know it. If the default of All is selected in the *Category* combo box, this message displays.



It takes several seconds to collect and display the information the first time a Lookup is performed or after the *Category* filter has been changed. Click on the Yes button to continue, or click on the No button to cancel.

➤ *The Lookup feature can be activated in the cell by clicking the right mouse button.*

7 The filter attempts to match the Size/Subsize of the current default cell in the grid.



- If the application has difficulty matching the primary size, type the first key of the size and the system will find the first item that matches that key. The list is in alphabetical order to simplify locating a code.
- Double-click an item to return it to the NRF Size Matching screen.
- You can select an item by using the <Enter> key.
- To return to the NRF Size Matching screen without selecting a value, use the <ESC> key or press <Alt+F4> to close the window.
- Upon returning a value from the Size Selection Window, several actions designed to help future selections take place:
 - The application assumes the NRF descriptor selected (XLarge, for example, should be used to describe a Retail STAR label of X-Large) and displays this as a second line in the column heading. This aids future accesses for subsizes to default to this size descriptor rather than the Retail STAR label, increasing the probability of matching the item.
 - The subsize description is displayed, if different than in Retail STAR, to help with future matching.

8 Click on the Save button or press <F10> to save your entries.

9 Click on the Exit button or press <F12> to close the NRF Size Maintenance option.

Additional Function Key Options

Function Key	Description
<F8> Clear	Clears NRF sizes.
<F9> Cancel	Clears all changes made prior to saving.

NRF STYLE/COLOR MAINTENANCE

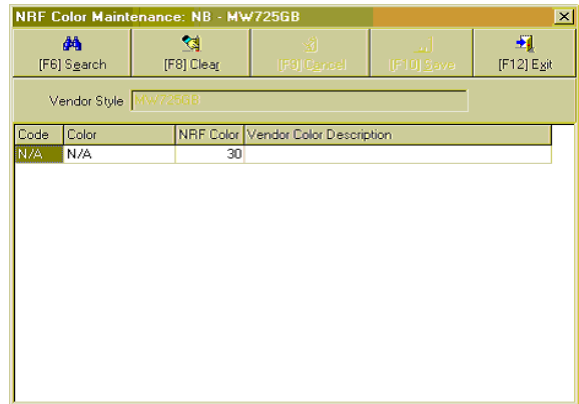
The NRF Style/Color Maintenance option lets you match a vendor-assigned style and NRF color code to a Retail STAR/ICE product record and its associated Retail STAR/ICE color. NRF provides a set of 1000 values that can be used to associate colors. The basic table groups the standard base colors in groups of ten values each. The code and description apply only to a specific vendor/style combination. Therefore, a vendor may assign identical codes to different items with different descriptors.

Retail STAR/ICE color codes are associated with a product record, but are not restricted to use by that vendor. As a result, the color description used in Retail STAR/ICE does not necessarily match the vendor color description.

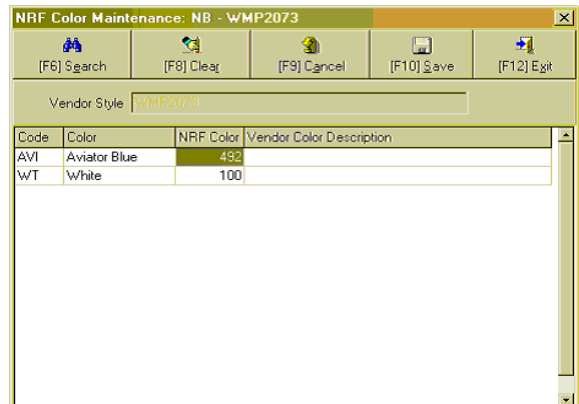
The recommended procedure when creating a Retail STAR/ICE product record is to use or create Retail STAR/ICE color records that match the vendor colors. It is further recommended that the product style match the style assigned by the vendor. This is not restricted, but is helpful in identifying the associated merchandise when assigning NRF color codes.

Example: Say you have a pair of gray sneakers, style 810, and the color is called GRY. From this option, you would select style 810, then next to where it says GRY, enter the NRF color assigned to the item by the manufacturer (in this case, probably 20 - for this information, check your wholesale catalog or inquire with your trading partner).

How you defined the color in Retail STAR is irrelevant. In the screen shown below, vendor style MW725GB is gray by definition, so N/A was assigned in STAR, but NRF color 30 is assigned in the style/color setup:

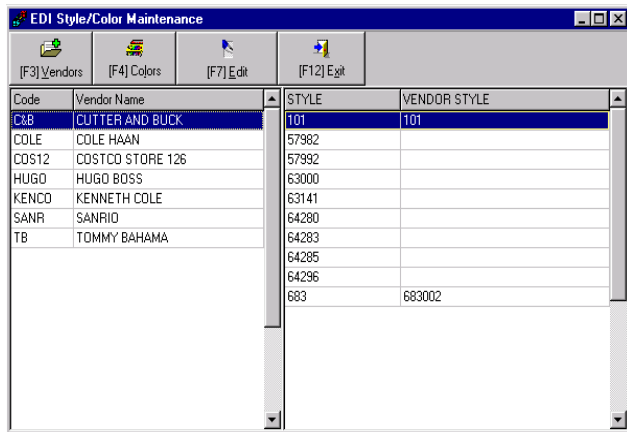


In this example, vendor style WMP2073 comes in blue (492) and white (100):



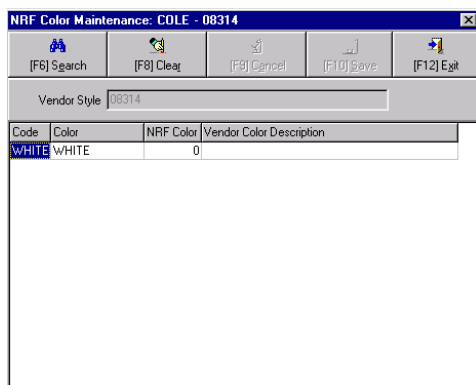
To use this option:

1 From the EDI submenu, click on NRF Style/Color Maintenance.

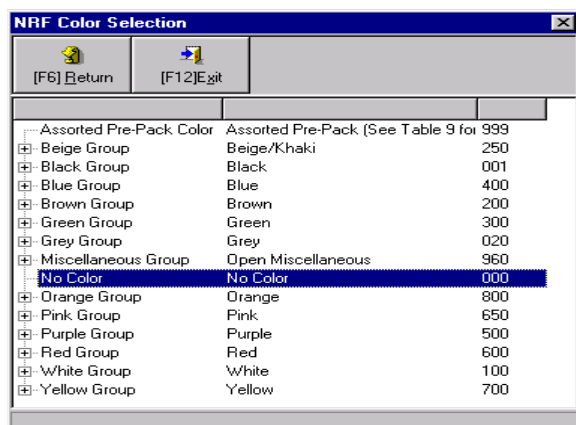


2 Click to select a vendor in the left side of the grid, then click to select a style in the right side of the grid.

3 Click on the Edit button or press <F7>. A window similar to this displays.



4 This window is used to associate the colors assigned to the product in Retail STAR/ICE to the NRF colors. Click on the Search button or press <F6>. The NRF Color Selection window displays, which lists all of the NRF-specified color codes grouped by color.



5 This tree view list lets you select the appropriate color group and specific code. Click on a “+” to expand the list. Select an item by double-clicking it, pressing the <Enter> key, or clicking on the Return button or pressing <F6>.

6 To remove the NRF Code and Vendor Color Description for the selected item, click on the Clear button or press <F8>.

7 Click on the Cancel button or press <F9> to undo all changes made since the last save.

8 Click on the Save button or press <F10> to make all changes permanent.

9 Click on the Exit button or press <F12> to close the NRF Color Maintenance window and return to the EDI Style/Color Maintenance window.

10 Click on the Exit button or press <F12> to close the NRF Style/Color Maintenance option and return to the main menu.

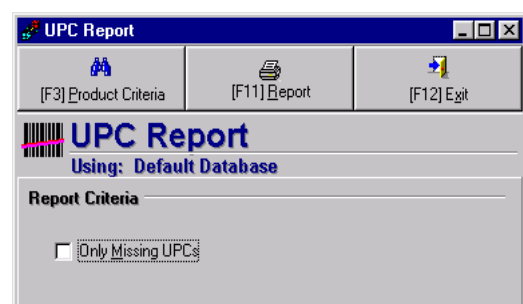
Additional Function Key Options

Function Key	Description
<F3> Vendors	Displays the EDI Vendor Configuration window. Refer to the EDI Vendor Maintenance option in this section for further information.
<F4> Colors	Displays the Maintain Colors window. Refer to the Color option in Part II - Office, Chapter 3: Maintenance for further information.

UPC REPORT

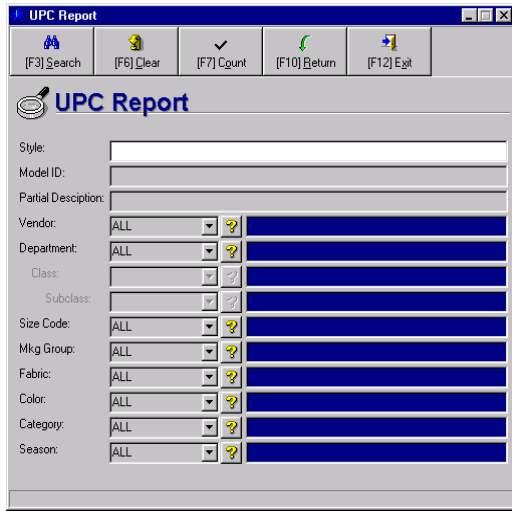
The option displays the UPC Report on the screen. You can print or save the displayed report from within the report viewer.

1 From the EDI submenu, click on UPC Report.



2 Click in the *Only Missing UPCs* option box if you want to only include missing UPCs in the report.

3 Click on the Product Criteria button or press <F3> to display the UPC Report window.



You can further define the search criteria by clicking on the Product Criteria button or pressing <F3>, then entering a specific style number, model ID, or partial description, or by defining other selection criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or click on the “?” button or press the <?> key on your keyboard and select the applicable information. If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. (Example: You enter a Style and a Department, but the department was not the correct department assigned to the style in the product record).

4 Once all of the criteria are defined, click on the Return button or press <F10>. You are returned to the UPC Report window.

5 Click on the Report button or press <F11> to display the UPC report. With the report displayed, click on the printer icon on the toolbar to print the report, click on the arrow buttons to move through the report pages, or click on the Close button to close the report.

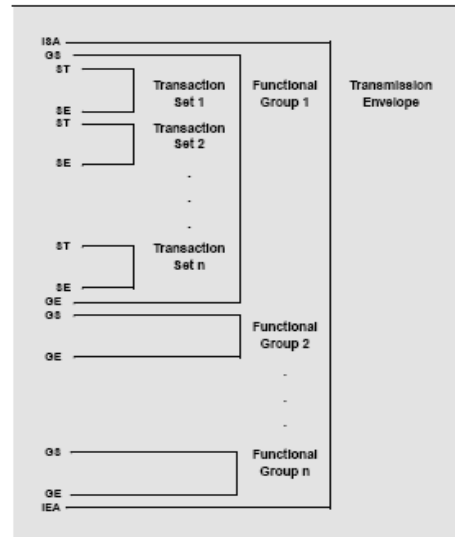
6 Click on the Exit button or press <F12> to close the UPC report option.

Overview

EDI data is a text file divided into uniquely identified lines of data referred to as segments. Each segment has a format specified in the VICS 4030 document. Each file is an envelope that contains one or more functional groups.

The envelope is defined by a pair of data segments (ISA/IEA). Within the ISA/IEA pair is a functional group, GS/GE. These four data segments are common and standard to each exported file. While the VICS standard permits multiple functional groups within the envelope, Retail STAR does not attempt to include more than one to a file.

Within each functional group can be one or more document sets. A document set consists of a transaction set pair of segments (ST/SE) and a defined set of data segments, each unique to the data set being exported. Simplified, the structure of the file is:



- ISA - envelope header segment
- GS - function group header segment
(one or more of the following)
- ST - transaction set header
(document data)
- SE - transaction set end segment
- GE - function group end segment
- IEA - envelope end segment

ISA

The ISA record identifies the sender and intended recipient of the data. It also contains other data to help the recipient process the file. STAR support use of certain fields in the file and ignores others.

Primary to separating the data in the file is the field separator. The fourth character in the file contains the character that will be used in the rest of the file to separate the data fields. This value is either the '*' or the BELL character (07 HEX). The STAR user specifies which value to use in the Vendor Maintenance record. The default is the '*'.

Example:

"ISA*00" or "ISA<07h>00"

Data segments are terminated in a number of ways specified in the EDI vendor maintenance record. The valid segment separators are, the tilda, the tilda followed by a newline character, 0Dh, or 0Ah. The default is the tilda ('~').

ie:

ISA*...~GS...~ST...~<document segments>SE...~GE...~IEA...~

or

ISA*...~

GS...~

ST...~

<document segments>

SE...~

GE...~

IEA...~

NOTE: The ISA segment is a fixed length string consisting of 105 characters. This is the only fixed length record used by VICS EDI. The sender generally can use the 106 character in the file to identify the segment separator.

ISA Fields

ISA01 - Contains "00"

ISA02 - Contains 10 spaces - Not used by STAR

ISA03 - Contains "00"

ISA04 - Contains 10 spaces - Not used by STAR

ISA05 -

Code indicating the system/method of code structure used to designate the sender or receiver ID element being qualified

The Interchange ID Qualifier is used to define the code used, in ISA06, to identify the sender of the interchange. The Uniform Code Council assigned EDI Communications ID (Comm ID) is the convention for the identification of the sender and receiver of the EDI transmission. All members should encourage their respective trading partners to obtain and use the UCC Comm ID.

The common means of identification of transportation carriers is the Standard Carrier Alpha Code (SCAC). When sending to or receiving from a transportation carrier, the SCAC should be used to identify the carrier.

01 Duns (Dun & Bradstreet)

Nine digit

02 SCAC (Standard Carrier Alpha Code)

08 UCC EDI Communications ID (Comm ID)

UCC assigned Comm ID, VICS EDI Comm ID

12 Phone (Telephone Companies)

Telephone number including area code without any punctuation

14 Duns Plus Suffix

19 EDI Council of Australia (EDICA) Communications ID Number (COMM ID)

See External Code Source 421 in Section III for reference document.

AM Association Mexicana del Codigo de Producto (AMECOP) Communication ID

See External Code Source 497 in Section III for reference document.

ISA06 – Sender ID
ISA07 – (See ISA05)
ISA08 – Receiver ID
ISA09 – Date Created in YYMMDD format
ISA10 – Time Created in MMHH format
ISA11 – “U”
ISA12 – “00403”
ISA13 – Interchange control number unique number to identify this EDI export.
ISA14 – “0”
ISA15 – “T” or “P” for Test or production.
ISA16 – “>”

IEA

This segment terminates an EDI file.

IEA01 – 1 (Number of function groups exported. STAR only exports one function group to a file)

IEA02 – Same value as ISA13 (Interchange control number. Unique to this file.)

GS Segment Fields – Transaction Group

This segment identifies the type of data being exported.

GS01 – Function Group code

“PD” – Product Activity Data (852)

“PO” – Purchase Order

“FA” – Functional Acknowledgement

GS02 – Same value as ISA06

GS03 – Same value as ISA08

GS04 – Export Date CCYYMMDD

GS05 – Export Time HHMMSS

GS06 – Group Control ID sequential value issued to identify this control group

GS07 – “X”

GS08 – “004030VICS”

GE

This segment terminates the Transaction Group.

GE01 – Number of transaction sets (ST segments)

GE02 – Same as GS06

Transaction Sets

STAR currently exports 3 transaction sets:

850 – Purchase Order

852 – Product Activity Data

997 – Functional Acknowledgement

Each transaction set consists of a Transaction set header, a group of data segments, and a transaction set terminator. (ST, <data>, SE). The ST and SE segments for each transaction set contain essentially the same information.

ST – Transaction Set Header

ST01 – Transaction Set Identifier

850 – Purchase Order

852 – Product Activity Data

997 – Function Acknowledgement

ST02 – Transaction Set control number. Sequential value within the Functional Group incremented for each transaction set (ie: PO). Initial value is 1.

ST – Transaction Set Terminator

SE01 – Number of included segments. Total Segments between ST and SE, inclusive.

SE02 – Same as ST02

850 Purchase Order

STAR export of purchase order includes the following segments.

Format:

A STAR Purchase Order transaction set consists of the following data segments:

Header Information

BEG

BEG01 – “00”

BEG02 – “SA”

BEG03 – STAR Purchase Order Number

BEG04 – blank.

BEG05 – Order Date CCYYMMDD

REF

This segment is only present if there is a customer account defined in the EDI Vendor Record.

REF01 - “IT”

REF02 – Customer Account

DTM

There are two DTM records for each PO transaction set.

DTM01 –

001 Cancel Date

010 Ship Date

DTM02 – CCYYMMDD format

N1

N101 – “BT”

N102 – Name of store generating purchase order

N103 – 2 digit ID qualifier for bill to.

1 D-U-N-S Number, Dun & Bradstreet

See External Code Source 16 in Section III for reference document.

9 D-U-N-S+4, D-U-N-S Number with Four Character Suffix

See External Code Source 16 in Section III for reference document.

14 UCC/EAN Location Code Prefix

This code may be used only if the UCC/EAN Location Code Suffix is being used in the SDQ segment(s).

See External Code Source 583 in Section III for reference document.

21 Health Industry Number (HIN)

See External Code Source 121 in Section III for reference document.

38 Country Code

See External Code Source 5 in Section III for reference document.

91 Assigned by Seller or Seller's Agent**92** Assigned by Buyer or Buyer's Agent**93** Code assigned by the organization originating the transaction set**94** Code assigned by the organization that is the ultimate destination of the transaction set**UL** UCC/EAN Location Code

N104 - Buyers account ID

Line Information

This information repeats for each UPC on the Purchase Order.

P01

PO101 – blank

PO102 – Quantity ordered

PO103 – “UN”

PO104 – Item Cost

PO105 –

“NC” if item cost is 0.00

“WE” if cost is not 0.00

PO106 – “UP”

PO107 – UPC

CTP

This line will appear only if the EDI Vendor Maintenance option to send retail for POs is set. It is written for each store on the order.

CTP01 – blank

CTP02 – “RTL”

CTP03 – Unit Retail

SDQ

There will be one SDQ line for each ship to store.

SDQ01 – “UN”

SDQ02 – Ship to Qualifier (see N103)

SDQ03 – Ship To Account Number

SDQ04 – Qty

Trailer Information**CTT**

CTT01 – Number of PO1 segments in Transaction Set

852 Product Activity Data**Header Segments****XQ**

XQ01 Code designating the action to be taken by all parties

F Plan and Submit Suggested Purchase Order(s)

G Plan Order(s) and Ship Product
 H Notification Only
 XQ02 Start Date CCYYMMDD
 XQ03 End Date CCYYMMDD

N9

This segment appears if a customer account number has been assigned.

N901 – “IA”

N902 – Customer Account

Detail Segments

LIN

One LIN segment per UPC being reported. The LIN segment is the outer loop for multiple segments. All the segments between a LIN segment and the next LIN or CTT applies to that UPC specified in the LIN.

LIN01 – Sequential line count

LIN02 – “UT”

LIN03 – UPC Code

CTP

The CTP segment contains the retail price for this UPC (LIN). This segment is generated if the EDI Vendor Information specifies sending price with the 852. One CTP segment will be generated for each price point on the UPC being reported. There may be as many CTP segments as there are stores being reported at the worst case. (Each store has a different retail price.)

CTP01 – blank

CTP02 – “RTL”

CTP03 – Retail Price. (EDI Vendor Maintenance specifies if this is the current retail or the average retail.)

ZA

ZA segments are generated based on the criteria selected for export. There are seven different ZA segments, one for each data set selected. If the CTP is being generated then there will be one ZA segment per data set selected. If the retail price is not being reported then there will be a minimum of 1 and a maximum of 7 ZA segments per LIN. If the CTP is being reported then there may be a minimum of 1 and a maximum of 7 ZA segments for the price point.

ZA01 – Defines the type of data

QS sold

QU quantity returned

QP on a PO (on order)

Q4 on order by date range

QA available on hand

QT transferred/adj/pivar

QC - committed

ZA02 – Quantity

ZA03 – “EA”

The following 2 fields only appear on the QA, QC, QP, Q4 segments. They specify the date qualifier and the associated date.

ZA04 –

“007” for QA, QC, QP (Current date)

“091” for Q4 (On Order date)

ZA05 – CCYYMMDD

SDQ

The SDQ segment contains the quantities per store for the associated UPC in the LIN segment and, if the retail price is being reported, for the current retail. There may be up to 10 stores with quantities per SDQ segment. If more stores are being

reported for the UPC at this price point then there will be additional SDQ segments generated. The number of stores contained in a SDQ segment can be determined by the number of data fields in the segment.

SDQ01 – “UN”

SDQ02 – “92”

SDQ03 – STAR Store Number

SDQ04 – Quantity

SDQ05 – Store Number

SDQ06 – Quantity

Etc. thru

SDQ21 – Store Number

SDQ22 – Quantity.

Trailer Information

CTT

Terminates the 852 Transaction Set.

CTT01 – Number of LIN segments in this transaction set

997 Functional Acknowledgement

The functional acknowledgement transaction set is used to acknowledge the receipt (import) of EDI information generated by a vendor. The 977 is generated based on the criteria specified in the EDI Vendor Maintenance record. Only specified transaction sets should be acknowledged.

AK1

The AK1 segment identifies the Functional Group and Control ID being acknowledged.

AK101 – Contains the GS01 value of the Function group being acknowledged. (ie: “PO”)

AK102 – Contains the GS06 value of the Function Group being acknowledged.

AK2

The AK2 segment identifies the Transaction Set and Control ID being acknowledged. The AK2 segment is conditionally included in the 977 depending on the Acknowledgement level specified in EDI Vendor Maintenance for this Functional Group. If the level is specified as “None” this segment (and its terminating AK5 segment) will not be generated, otherwise the AK2/AK5 segments will be generated.

AK201 – Contains the ST01 value of the Transaction set being acknowledged.

AK202 – Contains the ST02 value of the Transaction set being acknowledged.

AK3

The AK3 segment identifies the Data Segment within the Transaction Set. NOTE: At this time STAR does NOT generate this segment.

AK4

The AK4 segment contains detail information about the preceding AK3. NOTE: Not generated at this time.

AK5

The AK5 segment terminates the AK2 segment. This segment is included if the AK2 segment is included.

AK501 –

A Accepted

E Accepted But Errors Were Noted

R Rejected

AK9

The AK9 segment terminates the AK1 segment.

AK901 –

A Accepted

E Accepted, But Errors Were Noted.

P Partially Accepted, At Least One Transaction Set Was Rejected

R Rejected

AK902 – Number of Transaction Sets processed

AK903 – Number of Received Transaction Sets

AK904 – Number of Accepted Transaction Sets

Retail STAR EDI 850 File Format

<u>Segment</u>	<u>Comment</u>
File	Frequency
ISA	1 per file
GS	1 per file
ST	1 per file
BEG	1 per PO
REF	1 per PO
DTM (ship date)	1 per PO
DTM (cancel date)	1 per PO
NI	1 per PO
PO1	1 per PO Line for this PO
[CTP]	optional, only when vendor to ticket. 1 per store*
SDQ	1 per store per PO Line
CTT	1 per PO
SE	1 per file
GE	1 per file
IEA	1 per file

*Retail Star Version 6.5 – Store Pricing is not supported.

ISA Segment 1 per file, fixed length

Field	Source/Value
ISA01	Always 00
ISA02	Always 10 spaces
ISA03	Always 00
ISA04	Always 10 spaces
ISA05	Sender Qualifier – EDI Account Maintenance – Qualifier – Store generating PO
ISA06	Sender ID – EDI Account Maintenance – Account Number – Store generating PO
ISA07	Receiver Qualifier – EDI Vendor Maintenance – Qualifier
ISA08	Receiver ID – EDI Vendor Maintenance – Vendor ID
ISA09	Date Document Created (YYMMDD format)
ISA10	Time Document Created (HHMM format)
ISA11	Always – Hex 1E
ISA12	Always 00403
ISA13	Control Number – EDI Vendor Maintenance – Control Number. The control number is incremented for each batch of POs. Resend uses original batch ID. Always 9 digits ranging from 000000001 – 999999999.
ISA14	Acknowledge Request – EDI Vendor Maintenance (1 if checked, 0 if not)
ISA15	Test/Production – EDI Vendor Maintenance and/or Account Maintenance. If either is ‘T’ then T. If both are P, then P. Allows a Store to be set up as test for all vendors, or test for a specific vendor.
ISA16	Always >

NOTE: Field Separator can be either BELL (Hex 7) or "*" (Hex 2A). Bell is preferred since it cannot be contained in a data field within Retail STAR. Specified per vendor in EDI Vendor Maintenance

GS Segment 1 per file

Field	Value/Source
GS01	Always PO
GS02	Same as ISA06
GS03	Same as ISA08
GS04	Date Generated – CCYYMMDD format
GS05	Time Generated – HHMMSS format
GS06	Control Number – EDI Vendor Maintenance (same as ISA13 but not fixed length, leading 0's omitted)
GS07	Always X
GS08	Always 004030VICS

ST Segment 1 per file

Field	Value/Source
ST01	Always 850
ST02	Always 0001

BEG Segment 1 per PO

Field	Value/Source
BEG01	Always 00
BEG02	Always SA
BEG03	Purchase Order Number – PO Master
BEG04	Always empty, not used
BEG05	Order Date – CCYYMMDD

REF Segment

Optional only included if Vendor Maintenance Account Number specified. 1 per PO

Field	Value/Source
REF01	Always IT
REF02	EDI Vendor Maintenance – Account Number

DTM Segment 2 per PO, Cancel Date and Ship Date

Field	Value/Source
DTM01	010 or 001
DTM02	CCYYMMDD – if DTM01 is 001 – PO Cancel Date, if DTM01 is 010 PO Ship Date

N1 Segment 1 per PO

Field	Value/Source
N101	Always BT
N102	Name of store creating order. From STORES table
N103	Qualifier for ordering store. EDI Account Maintenance – Qualifier
N104	ID for ordering store. – EDI Account Maintenance – Account Number

PO1 Segment 1 per PO line item

Field	Value/Source
PO101	Always empty
PO102	Total quantity ordered for this UPC
PO103	Always UN (unit)
PO104	Item Cost – if 0.00 then 0 if even dollar cost, only even dollar amount. (29.00 = 29) else decimal value (29.01 = 29.01)
PO105	NC (No Charge) if (cost = 0.00) WE (Wholesale Each)
PO106	Always UP (UPC Code)
PO107	UPC for this item

SDQ Segment 1 per Store per PO line item

Field	Value/Source
SDQ01	Always UN (unit)
SDQ02	Store Qualifier – EDI Account Maintenance – Qualifier
SDQ03	Store ID – EDI Account Maintenance – Account Number
SDQ04	Quantity to ship to this store PO line quantity by store.

CTP Segment Optional, 1 per store per PO line item

Only used if EDI Vendor Maintenance – Vendor to Ticket is checked.

Field	Value/Source
CTP01	Always Empty.
CTP02	Always RES (retail price)
CTP03	Retail Price

CTT Segment 1 per PO

Field	Value/Source
CTT01	Total number of PO1 lines for this PO

SE Segment 1 per file

Field	Value/Source
SE01	Total count of lines including ST and SE
SE02	Always 0001 (same as ST02)

GE Segment 1 per file

Field	Value/Source
GE01	Always 1
GE02	Control number (same as GS06)

IEA Segment 1 per file

Field	Value/Source
IEA01	Always 1
IEA02	Control Number, same as ISA13

EDI 856 Advance Ship Notice

Supported Formats, Segments, and Fields

Advance Ship Notice comes in two formats, *Pick and Pack* and *Standard Carton Pack*. Only *Pick and Pack* is supported at this time.

Formats: VICS 4010

Delimiters: Bell, ~, ~N/L

Segment	Field	Comments	
ST	01	856	
	02	Transaction Set Control Number	
	BSN	01	Purpose Code – expect ‘00’ Original
		02	Shipment ID – carrier tracking number
		03	Date
04		Time	
HL	05	Structure ‘0001’ Pick and Pack	
	01	Hierarchical Level 1 Shipment	
	02	Parent – Blank if top level	
	03	‘S’ Shipment	
	TD1	01	Packing Code ‘CTN76’ etc
02		Number of ‘items’ (e.g. cartons) described in TD101	
06		‘G’ Gross Weight	
07		Weight	
08		‘LB’ Pounds etc	
TD5		02	Freight Carrier Code
		03	Freight Carrier ID
		05	Routing (e.g. ‘UPS Blue Label’)
REF	01	BM	
	02	Bill of Lading Number	
DTM	01	272 or 371 indicates whether date that follows is ship date or estimated arrival date	
	02	Date	
N1	01	(first of 2) Identity Code ‘BT’ Bill to	
	02	Qualifier	
	03	ID	
N1	01	(second of 2) Identity Code ‘ST’ Ship to	
	02	Qualifier	
	03	ID	
HL	01	Hierarchical Level (2) first PO / Order	
	02	Parent ID	
	03	‘O’ (Order)	
PRF	01	PO Number	
	04	PO Date	
	06	Contract Number (alternate PO ID from vendor)	
	TD1	01	Packing Code ‘CTN76’ etc
02		Number of ‘items’ (e.g. cartons) described in TD101	
06		‘G’ Gross Weight	
07		Weight	
08		‘LB’ Pounds etc	
HL	01	Hierarchical Level 3 (Carton or Pack Level)	
	02	2 (Parent ID)	
	03	‘P’ pack/Carton	

MAN	01	Marks and Numbers Qualifier
	02	Marks and Numbers
	04	Specifier Code.
	05	Specifier Number
	HL	Hierarchical Level 4 Item
HL	02	Parent ID
	03	'I' Item
	LIN	Product ID Qualifier 'UP' UPC
LIN	03	Product ID UPC Number
	04	Product ID Qualifier 'VA' UPC
	05	Product ID
	06	Product ID Qualifier 'SZ' Size
	07	Product ID
	SN1	Units Shipped
	03	Unit Basis 'EA' (each)
CTT	01	Number of Line Items
SE	01	Number of Segments
	02	Transaction ID

Example with ~N/L segment terminators

```

ISA*00*      *00*      *08*6122650050  *08*D1687      *060807*1722*<*00403*000000022*0*P*>~
GS*SH*6122650050*D1687*20060807*1722*22*X*004030VICS~
ST*856*0022~
BSN*00*17040808070600006*20060807*172054*0001~
HL*1**S~
TD1*CTN76*2****G*6.35*LB~
TD5**2*UPSD**UPS Blue Label (XPS)~
REF*BM*0000019331944~
DTM*011*20060807~
N1*BT**92*001~
N1*ST**92*001~
HL*2*1*O~
PRF*115099***20060804~
TD1*CTN25*1****G*2.9*LB~
HL*3*2*P~
MAN*GM*00000848810136790155**CN*1Z0248920243302513~
HL*4*3*1~
LIN**UP*829845780270*VA*WOB01HN*SZ*06~
SN1**1*EA~
HL*5*3*1~
LIN**UP*829845694850*VA*WEF06BK*SZ*08~
SN1**1*EA~
HL*6*1*O~
PRF*115105***20060805~
TD1*CTN25*1****G*3.45*LB~
HL*7*6*P~
MAN*GM*00000848810136888890**CN*1Z0248920243305118~
HL*8*7*1~

```

LIN**UP*829845694874*VA*WEF06BK*SZ*09~

SN1**1*EA~

HL*9*7*1~

LIN**UP*829845695277*VA*WEF06BK*SZ*085~

SN1**1*EA~

CTT*9~

SE*33*0022~

GE*1*22~

IEA*1*000000022~

APPENDICES

Appendix A - Tag Printing

Appendix B - Training Mode

Appendix C - POS Quick Reference Guide

Appendix D - POS Register Reference Sheet

Appendix E - Office Reports

Appendix F - Product Scorecard

Appendix G - Printing Report STAR Reports to SRD

Appendix H - DBCONFIG and DBEXPLORE

Appendix I - Receipt Printer Setup Instructions

APPENDIX A - TAG PRINTING

You can print tags through the Tag Printing option under the Purchasing menu or through the various Inventory, Purchasing, Receiving, and POS screens - anywhere a Tags button is available. In addition, you can select whether to use the internal tag printing program or the external tag printing program (you will select *Internal* or *External* in the Program Setup option under the Utilities menu).

The Internal program allows you to print default-designed tags that can be printed on Compulabel laser label sheets (1" x 1-1/2" or 2-5/8" x 1"), (1.25" x 1"), (2.25" x 1.25"); on hang tags (2.25" x 1.38"); and on jewelry tags (2.20" x 0.50"). The default tag formats include Basic, Basic w/Title, Size Detail, Size Detail w/Title, and Custom.

The External option provides third-party software (CODESOFT 6 Premier, NiceLabel) that allows you to design and print your own tags. You will save your custom tags as templates and then select the appropriate template when you are ready to print the tags.

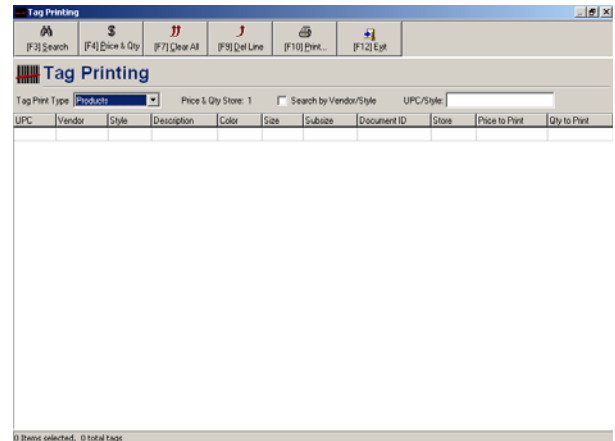
Whether you select the Internal or External tag printing option, the same screens will display prior to the point of actually printing the tags. Once you select to print the tags, the screens that display will vary as detailed below.

➔ **You cannot print barcodes on jewelry tags with the internal tag printing program; use the external program if you want to do this.**

Printing Tags Using the Tag Printing Option

The Tag Printing option is used to print tags for products, purchase orders, price changes, returns, and transfers based on defined criteria. If you are printing product or purchase order tags, you can print tags for promotional pricing.

To print tags:



2 Accept the *Tag Print Type* of Products, or click on the down arrow button and select Purchase Orders, Price Changes, Returns, or Transfers.

Defining Product Tags Criteria

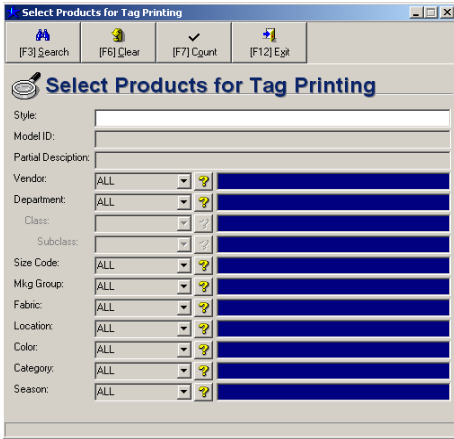
1 Tag printing for products is UPC based by default, meaning you can select individual UPCs for a particular vendor and style for which to print tags. Click in the *Search by Vendor/Style* option box to select it if you want to print tags for all UPCs for a particular vendor and style.

2 If you know the UPC or style number, enter it in the *UPC/Style* edit box. You can continue adding UPCs or styles one at a time to populate the grid.

3 If you need to search for the products you want to print tags for, follow these instructions; otherwise, skip to the Printing the Tags section below.

If the *Search by Vendor/Style* option box is not selected:

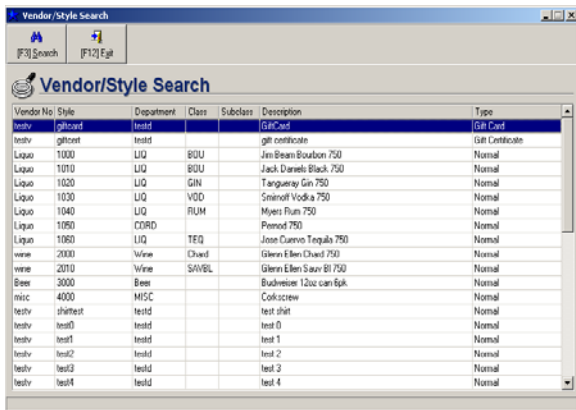
a Click on the Search button or press <F3>. The Select Products for Tag Printing window displays.



You can further define the search process by entering a full or partial *Style*, *Model ID*, or *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. (Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record).

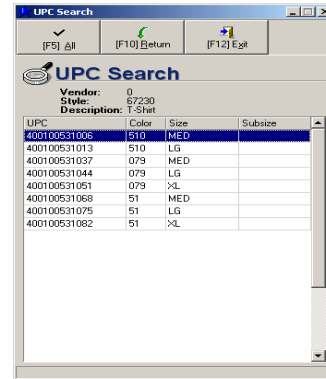
- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the window (e.g., “Search criteria yields 12 UPCs”).

b Once the product criteria is defined correctly, click on the Search button or press <F3>. A Vendor/Style Search window displays.

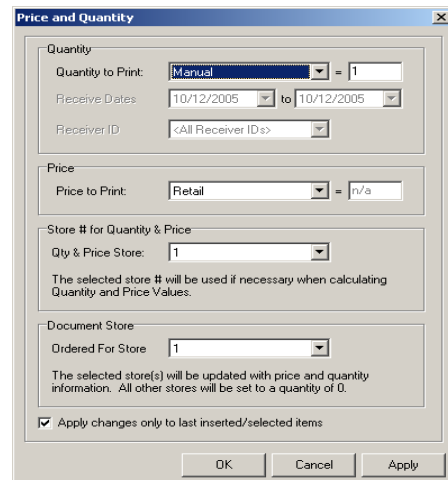


c Double-click on the appropriate style in the grid to

select it, then click on the Search button or press <F3> to display the UPC Search window.

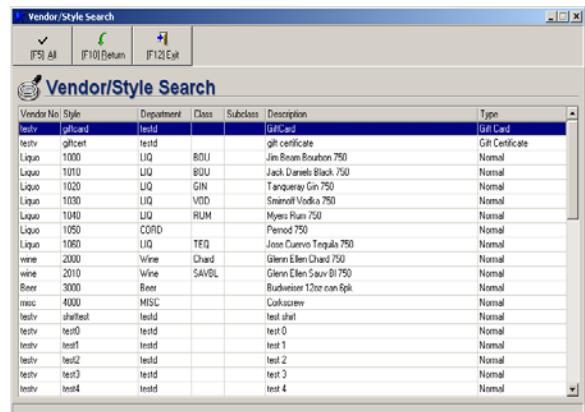


d Double-click on a UPC in the grid to select it, or click on the All button or press <F5> to select all UPCs displayed, then click on the Return button or press <F10>. The Price and Quantity window displays.



If the Search by Vendor/Style option box is selected:

a Click on the Search button or press <F3>. The Vendor/Style Search window displays.



b Double-click on the appropriate style in the grid to select it, or click on the All button or press <F5> to select all styles, then click on the Return button or press <F10>. The Price and Quantity window displays.

4 In the *Quantity to Print* combo box, click on the down arrow button and make a selection from the drop-down list to specify whether to print tags manually or for On-Hand, On-Order on All POs, or Received items.

- If Manual is selected, enter the quantity to print.
- If Received is selected, enter a range of *Receive Dates* (e.g., MM/DD/YYYY), or click on the down arrow buttons to select the dates from pop-up calendars. Alternately, you can click on the down arrow button in the *Receiver ID* combo box and select a specific receiver from the drop-down list.

5 In the *Price to Print* combo box, click on the down arrow button and make a selection from the drop-down list to specify whether to print a Manual, Retail, Sale Price, or Original Retail price.

- If Manual is selected, enter the dollar amount to print.

6 In the *Qty & Price Store* combo box, enter the number of the store to use when calculating quantity and price values, or click on the down arrow button and make a selection from the drop-down list.

7 The *Apply changes only to last inserted/selected items* option box is selected by default. Click in the box to deselect it if you want the changes applied to all items as specified.

8 Click on the Apply button to apply your changes in the Price and Quantity window.

9 Click on the OK button to continue. The Price and

Quantity window closes and the main Tag Printing window redisplay.

10 Continue with the steps in the Printing the Tags section below.

Additional Function Key Options

Function Key	Description
<F4> Price & Qty	Displays the Price and Quantity window.
<F7> Clear All	Clears all items from the grid. When the prompt, "Clear all items?" displays, click on the OK button or press <Enter>.
<F9> Del Line	Deletes the selected line of information from the grid. When the prompt, "Delete this line?" displays, click on the Yes button or press <Enter>.

Defining Purchase Order Tags Criteria

1 With the Tag Printing window displayed, click on the down arrow button in the *Tag Print Type* combo box and select Purchase Orders from the drop-down list.

2 Click on the Search button or press <F3>. The Purchase Order Search window displays.

➤ *Refer to Maintaining a Purchase Order in Purchasing>PO Maintenance for instruction on using the Purchase Order Search window.*

3 After locating the purchase order and returning it so that it is loaded in the Tag Printing window, the Price and Quantity window displays.

4 In the *Quantity to Print* combo box, click on the down arrow button and make a selection from the drop-down list to specify whether to print tags manually or for On-Hand, On-Order for All POs, Ordered on this PO, or Received items.

- If Manual is selected, enter the quantity to print.

➤ If Received is selected, enter a range of *Receive Dates* (e.g., MM/DD/YYYY), or click on the down arrow buttons to select the dates from pop-up calendars. Alternately, you can click on the down arrow button in the *Receiver ID* combo box and select a specific receiver from the drop-down list.

5 In the *Price to Print* combo box, click on the down arrow button and make a selection from the drop-down list to specify whether to print a Manual, Retail, Sale Price, or Original Retail price.

➤ If Manual is selected, enter the dollar amount to print.

6 In the *Qty & Price Store* combo box, enter the number of the store to use when calculating quantity and price values, or click on the down arrow button and make a selection from the drop-down list.

7 In the *Ordered For Store* combo box, enter the store number to print the tags for, or click on the down arrow button and make a selection from the drop-down list. This is used, for example, when you want to print tags for Store 1 only, even though the purchase order was created for stores 1 through 3.

8 The *Apply changes only to last inserted/selected items* option box is selected by default. Click in the box to deselect it if you want the changes applied to all items as specified.

9 Click on the Apply button to apply your changes in the Price and Quantity window.

10 Click on the OK button to continue. The Price and Quantity window closes and the main Tag Printing window redisplay.

11 Continue with the steps in the Printing the Tags section below.

Defining Price Change Tags Criteria

1 With the Tag Printing window displayed, click on the down arrow button in the *Tag Print Type* combo box and select Price Changes from the drop-down list.

2 Click on the Search button or press <F3>. The Price Change Selection window displays.

➤ *Refer to Manually Changing Inventory Prices in Inventory>Price Changes for instruction on using the Price Change Selection window.*

3 After locating the price change and returning it so that

it is loaded in the Tag Printing window, the Price and Quantity window displays.

4 In the *Quantity to Print* combo box, click on the down arrow button and make a selection from the drop-down list to specify whether to print tags manually or for On-Hand, On-Order on All POs, or Received items.

➤ If Manual is selected, enter the quantity to print.

➤ If Received is selected, enter a range of *Receive Dates* (e.g., MM/DD/YYYY), or click on the down arrow buttons to select the dates from pop-up calendars. Alternately, you can click on the down arrow button in the *Receiver ID* combo box and select a specific receiver from the drop-down list.

5 In the *Price to Print* combo box, click on the down arrow button and make a selection from the drop-down list to specify whether to print a Manual, Retail, Sale Price, Original Retail, End Price, New Price, or Original Price.

➤ If Manual is selected, enter the dollar amount to print on the tags.

6 In the *Qty & Price Store* combo box, enter the number of the store to use when calculating quantity and price values, or click on the down arrow button and make a selection from the drop-down list.

7 In the *Store Affected* combo box, click on the down arrow button and select the store to update with the price and quantity. All other stores will be set to a quantity of zero (0) unless you select ALL.

8 The *Apply changes only to last inserted/selected items* option box is selected by default. Click in the box to deselect it if you want the changes applied to all items as specified.

9 Click on the Apply button to apply your changes in the Price and Quantity window.

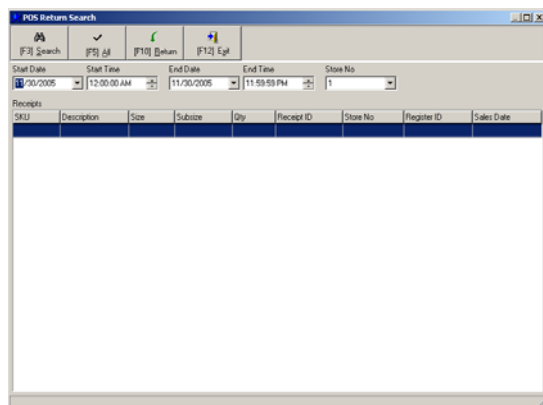
10 Click on the OK button to continue. The Price and Quantity window closes and the main Tag Printing window redisplay.

11 Continue with the steps in the Printing the Tags section below.

Defining Return Tags Criteria

1 With the Tag Printing window displayed, click on the down arrow button in the *Tag Print Type* combo box and select Returns from the drop-down list.

2 Click on the Search button or press <F3>. The POS Return Search window displays.



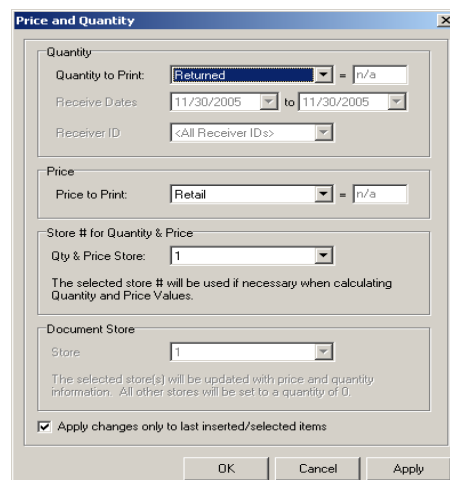
3 In the *Start Date* and *End Date* combo boxes, accept the dates displayed, enter new dates (e.g., MM/DD/YYYY), or click on the down arrow buttons at the end of each box to display a calendar to help you set the dates.

4 Set the *Start Time* and *End Time* by entering the times (e.g., HH:MM:SS AM/PM) or by clicking on the hour, minutes, seconds, or AM/PM to highlight it, then clicking on the up and down arrow buttons to adjust the values.

5 Accept the store number displayed in the *Store No* combo box, or click on the down arrow button to select another.

6 Click on the Search button or press <F3> to populate the grid.

7 Click on a receipt in the grid to select it, or click on the All button or press <F5> to select all receipts displayed, then click on the Return button or press <F10>. The Price and Quantity window displays.



8 In the *Price to Print* option box, click on the down arrow button and make a selection from the drop-down list to specify whether to print a Manual, Retail, Sale Price, or Original Retail.

➤ If Manual is selected, enter the dollar amount to print on the tags.

9 In the *Qty & Price Store* combo box, enter the number of the store to use when calculating quantity and price values, or click on the down arrow button and make a selection from the drop-down list.

10 The *Apply changes only to last inserted/selected items* option box is selected by default. Click in the box to deselect it if you want the changes applied to all items as specified.

11 Click on the Apply button to apply your changes in the Price and Quantity window.

12 Click on the OK button to continue. The Price and Quantity window closes and the main Tag Printing window redisplay.

13 Continue with the steps in the Printing the Tags section below.

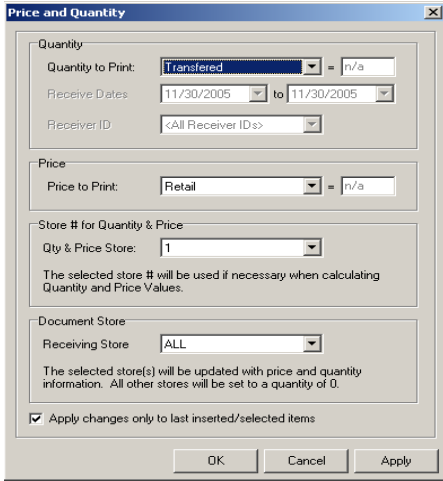
Defining Transfer Tags Criteria

1 With the Tag Printing window displayed, click on the down arrow button in the *Tag Print Type* combo box and select Transfers from the drop-down list.

2 Click on the Search button or press <F3>. The Search Information window displays.

➤ *Refer to Working with Existing Transfers in Inventory > Transfer to Store for instruction on using the Search Information window.*

3 After locating the transfer and returning it so that it is loaded in the Tag Printing window, the Price and Quantity window displays.



4 In the *Quantity to Print* combo box, accept the default of Transferred, or click on the down arrow button and make a selection from the drop-down list to specify whether to print tags for Manual, On-Hand, On-Order or All POs, Received, or Transferred items.

- If Manual is selected, enter the quantity to print.
- If Received is selected, enter a range of *Receive Dates* (e.g., MM/DD/YYYY), or click on the down arrow buttons to select the dates from pop-up calendars. Alternately, you can click on the down arrow button in the *Receiver ID* combo box and select a specific receiver from the drop-down list.

5 In the *Price to Print* combo box, click on the down arrow button and make a selection from the drop-down list to specify whether to print a Manual, Retail, Sale Price, or Original Retail.

- If Manual is selected, enter the dollar amount to print on the tag.

6 In the *Qty & Price Store* combo box, enter the number of the store to use when calculating the quantity and price values, or click on the down arrow button and make a selection from the drop-down list.

7 In the *Receiving Store* combo box, click on the down arrow button and select the store to update with the price and quantity. All other stores will be set to a quantity of zero (0) unless you select ALL.

8 The *Apply changes only to last inserted/selected items* combo box is selected by default. Click in the box

to deselect it if you want changes applied to all items as specified.

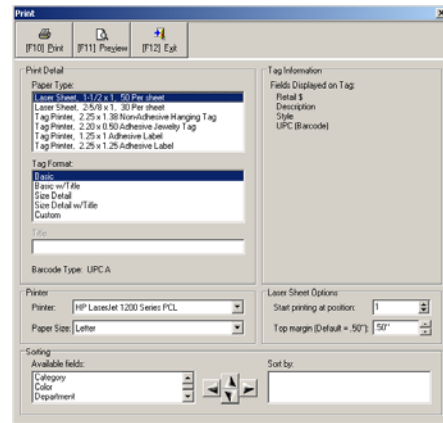
9 Click on the Apply button to apply your changes in the Price and Quantity window.

10 Click on the OK button to continue. The Price and Quantity window closes and the main Tag Printing window redisplay.

11 Continue with the steps in the Printing the Tags section below.

Printing the Tags

1 With the Tag Printing window displayed, click on the Print button or press <F10>. The Print screen displays.



2 In the *Paper Type* list box, click on the applicable label type to highlight it.

3 In the *Tag Format* list box, click on the applicable tag format to highlight it. The information included in your selection that will print on the tags displays in the Tag Information box on the right side of the window.

4 If your tag format includes a title (Basic w/Title, Size Detail w/Title, or Custom), click in the *Title* edit box and enter the title you want printed at the top of the tags.

5 In the *Printer* combo box, click on the down arrow button and select the applicable printer. Note: If you are printing the Tag Printer type tags on an Eltron Ori-on printer, instructions for setting up printer drivers have been included in this appendix.

6 In the *Paper Size* combo box, click on the down arrow button and select the correct paper size.

7 In the *Start printing at position* combo box under Laser Sheet Options, click on the up or down arrow buttons if you want to start printing the labels in a position other than the first label on the laser sheet. Laser sheets are set with a default 1/2" top margin. If you want to change that setting, click on the up and down arrow buttons and select the applicable margin setting.

8 If you want to sort the way in which the tags print, click on the available sort field(s) and click on the right arrow button to place it in the *Sort by* list box. You can move the selections back and forth between the *Available fields* list box and *Sort by* list box using the right and left arrow buttons. Once selections are displayed in the *Sort by* list box, you can use the up and down arrow buttons to move the selections up or down.

9 To preview the tags prior to printing, click on the Preview button or press <F11>. While previewing the tags, click on the <up> and <down> arrow keys on your keyboard to move through the tags displayed. (Note: You cannot preview Tag Printer type tags).

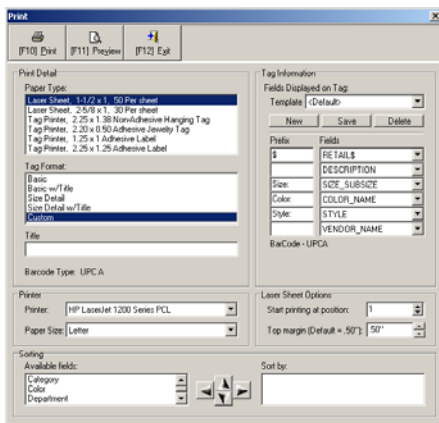
10 Click on the Printer icon button to print the tags.

11 Once all tags are printed, click on the Close button to return to the tag printing Print screen.

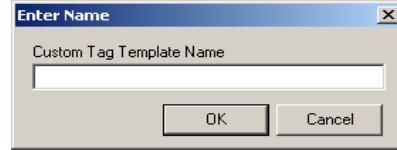
12 Click on the Exit button or press <F12> to exit.

Custom Tags

If you select the Custom tag format, the Tag Information box will display as shown below.



To create a new custom tag template, click on the New button. This window displays:



Enter a name for the custom tag template you are about to create, then click on the OK button. The name displays in the *Template* combo box.

In the *Prefix* edit boxes and *Fields* combo boxes, you can specify up to six (6) custom criteria to print on the tags.

Example:

Say you want to create a tag showing the description, size, style, and retail price. In the first *Fields* combo box, click on the down arrow button and select DESCRIPTION from the drop-down list. In the second *Fields* combo box, select SIZE, then enter **Size:** in the *Prefix* edit box before it. Next, select STYLE in the third *Fields* combo box. Finally, select RETAIL\$ in the fourth *Fields* combo box and enter \$ in the *Prefix* edit box before it to print a dollar sign in front of the retail price. Click on the Save button to save your selections.

Example of a tag printed with the Basic format:



Example of a tag printed with the Custom format described above:



➡ The Delete button deletes the custom tag template currently selected in the *Template* combo box. The prompt, "Delete the custom tag template ____?" displays; click on the Yes button to delete it, or click on the No button to keep the template.

The various default tags offer you the following printing capabilities:

<u>Label Type</u>	<u>Description</u>	<u>Size and Product Name or Number</u>	
Sheet	Laser/50 per sheet	1-1/2" x 1" (Compulabel)	Laser
Sheet	Laser/30 per sheet	2-5/8" x 1" (Compulabel)	Laser
Printer	Hanging Tag	2.25" x 1.38" (800-999-009) (non-adhesive)	Tag
Printer	Jewelry Tag	2.20" x 0.50" (800-999-006) (adhesive)	Tag
Printer	Adhesive Label	1.25" x 1" (800-522-105)	Tag
Printer	Adhesive Label	2.25" x 1.25" (800-522-125)	Tag

<u>Paper Type</u>	<u>Tag Format</u>	<u>Tag Information</u>
Laser 1-1/2" x 1"	Basic	Retail \$ Description Style UPC (Barcode)
	Basic w/Title	Title Retail \$ Description Style UPC (Barcode)
	Size Detail	Retail \$ Description Style Size Subsize UPC (Barcode)
	Size Detail w/Title	Title Retail \$ Description Style Size Subsize UPC (Barcode)
Laser 2-5/8" x 1"	Same as above	Same as above, with the exception that the Size Detail tag and Size Detail w/Title tag also include the Color field
Tag Printer (Hanging Tag)	Same as above	Same as Laser 2-5/8" x 1"
Tag Printer (Jewelry Tag)*	Basic	Retail \$ Style
	Basic w/Title	Title Retail \$ Style
	Size Detail	Retail \$ Size Style
	Size Detail w/Title	Title Retail \$ Size Style
Tag Printer 1.25" x 1"	Same as 1-1/2" x 1"	Same as 1-1/2" x 1"
Tag Printer 2.25 " x 1.25"	Same as above	Same as above, with the exception that the Size Detail tag and Size Detail w/Title tag also include the Color field

* If you want to print a barcode on a jewelry tag, contact your CAM representative about purchasing CODESOFT.

Eltron Windows Drivers (Retail ICE only)

There are four (4) Windows platforms supported by the Eltron driver disk. Each driver resides in the following directories:

<u>Operating System</u>	<u>Directory</u>
Windows 9X	WIN9X
Windows NT 3.51	NT351
Windows NT 4.0	NT40
Windows 2000	NT40

Installing the Windows 95 Printer Driver for use on 95/98

- 1 From the Start menu, select Settings.
- 2 From the Settings menu, select Printers.
- 3 Double-click on the Add Printer icon.
- 4 Click on the Next button.
- 5 Determine how your printer is connected.
- 6 Click on the Next button.
- 7 Click on the Have Disk button.
- 8 If the driver is on a floppy disk, insert it in Drive A. If the driver is on CD, insert it in the CD-ROM drive and select the proper drive letter.
- 9 Change directories to WIN9X.
- 10 Click on the OK button.
- 11 Highlight the corresponding Eltron printer model.
- 12 Click on the Next button.
- 13 Highlight the corresponding printer port.
- 14 Click on the Next button.
- 15 Click on the Next button (Note: For consistency and ease of support, do not change the printer name).
- 16 Leave the selection for, "Do you want your Windows-based programs to use this printer as the default printer" as No.
- 17 Choose No not to print a test page (if you select to print a test page, you will waste labels).
- 18 Click on the Finish button.

Installing the Windows NT 3.51 Printer Driver

- 1 From the Start menu, select Settings.
- 2 From the Settings menu, select Printers.
- 3 Double-click on the Add Printer icon.
- 4 Click on the Next button.
- 5 Determine how your printer is connected.
- 6 Click on the Next button.
- 7 Click on the Have Disk button.
- 8 If the driver is on a floppy disk, insert it in Drive A. If the driver is on a CD, insert it in the CD-ROM drive and select the proper drive letter.

- 9 Change directories to NT351.
- 10 Click on the OK button.
- 11 Highlight the corresponding Eltron printer model.
- 12 Click on the Next button.
- 13 Highlight the corresponding printer port.
- 14 Click on the Next button.
- 15 Click on the Next button (Note: For consistency and ease of support, do not change the printer name).
- 16 Leave the selection for, "Do you want your Windows-based programs to use this printer as the default printer" as No.
- 17 Choose No not to print a test page (if you select to print a test page, you will waste labels).
- 18 Click on the Finish button.

Installing the Windows NT 4.0 Printer Driver

- 1 From the Start menu, select Settings.
- 2 From the Settings menu, select Printers.
- 3 Double-click on the Add Printer icon.
- 4 Click on the Next button.
- 5 Determine how your printer is connected.
- 6 Click on the Next button.
- 7 Click on the Have Disk button.
- 8 If the driver is on a floppy disk, insert it in Drive A. If the driver is on a CD, insert it in the CD-ROM drive and select the proper drive letter.
- 9 Change directories to NT40.
- 10 Click on the OK button.
- 11 Highlight the corresponding Eltron printer model.
- 12 Click on the Next button.
- 13 Highlight the corresponding printer port.
- 14 Click on the Next button.
- 15 Click on the Next button (Note: For consistency and ease of support, do not change the printer name).
- 16 Choose No not to print a test page (if you select to print a test page, you will waste labels).
- 17 Click on the Finish button.

Installing the Windows 2000 Printer Driver

- 1 From the Start menu, select Settings.
- 2 From the Settings menu, select Printers.
- 3 Double-click on the Add Printer icon.
- 4 Determine how your printer is connected.
- 5 Click on the Next button.
- 6 Select the Printer Port.
- 7 Click on the Next button.
- 8 Click on the Have Disk button.
- 9 If the driver is on a floppy disk, insert it in Drive A. If the driver is on a CD, insert it in the CD-ROM drive and select the proper drive letter.
- 10 Browse for the OEMSETUP.INF file located in the NT40 directory.

- 11 Highlight the corresponding Eltron printer model.
- 12 Click on the Next button.
- 13 Specify if this printer should be shared or not.
- 14 Choose No not to print a test page (if you select to print a test page, you will waste labels).
- 15 Click on the Finish button.

Installing the Eltron Program

- 1 Insert the Eltron Install Disk into the disk drive.
- 2 Click on the Start menu and go to Run.
- 3 Click on the Browse button.
- 4 Select the disk drive from the drop-down menu.
- 5 Select Setup.exe and click on the Open button.
- 6 Click on the OK button.
- 7 Follow the Setup Wizard.

Printing Tags in Inventory and Purchasing Submenu Options

When the Tags button is displayed on a toolbar, you can print tags using the following steps.

Tag Printing for Products

With a product displayed in the Product Maintenance window in Inventory>Product Maintenance, click on the Tags button or press <F5>. The Price and Quantity window displays. Refer to Defining Product Tags Criteria in the Printing Tags Using the Tag Printing Option section above for instruction.

Tag Printing for Purchase Orders and Receiving

With a purchase order displayed in the Purchase Order Maintenance window (in Purchasing>PO Maintenance) or the Purchase Order Receiving window (in Purchasing> PO Receiving), click on the Tags button or press <F5>. The Price and Quantity window displays. Refer to Defining Price Change Tags Criteria in the Printing Tags Using the Tag Printing Option section above for instruction.

Tag Printing for Price Changes

With a price change displayed in the Price Changes window in Inventory>Price Changes, click on the Tags button or press <F9>. The Price and Quantity window displays. Refer to Defining Price Change Tags Criteria in the Printing Tags Using the Tag Printing Option section above for instruction.

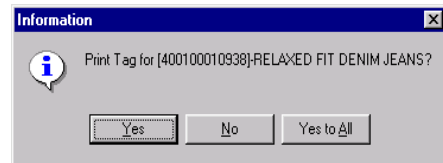
Tag Printing for Transfers

With a transfer record displayed in the Transfer Approval window (in Inventory>Transfer Approval) or the Store Transfer window (in Inventory>Transfer to Store), click on the Tags button or press <F10>. The Price and Quantity window displays. Refer to Defining Transfer Tags Criteria in the Printing Tags Using the Tag Printing Option section above for instruction.

Printing Tags at POS for Returns

If the *Print Tags on Return* option box is selected on the Register Profile>Register Options tab in POS, you will be prompted to print a price tag when an item is returned. This makes it easier to get returned goods back out on the floor and available for sale. In multi-store operations where all tags are produced at the main, a remote can produce tags for returned items without requesting them from the main. The tag(s) will print on a printer you designate in the Utilities> Program Setup option.

- 1 Process the return and tender (refer to Part III - Point of Sale, Section 7 - Voids and Returns>Processing a Return for instruction). A prompt similar to the following displays.



- 2 Click on the Yes button to print a new label for the item, or click on the No button if you do not want to print a label for the item. If multiple items were returned on the receipt, you can click on the Yes to All button to print a tag for each item.

A POS Tag Printing window displays.



3 This window is defaulted to show what is specified in the Utilities>Program Setup option.

4 Click on the Preview button or press <F11> to preview the tag, then click on the Close button to close the preview window and return to the POS Tag Printing window.

5 Click on the Print button or press <F10> to print a new tag for the returned item.

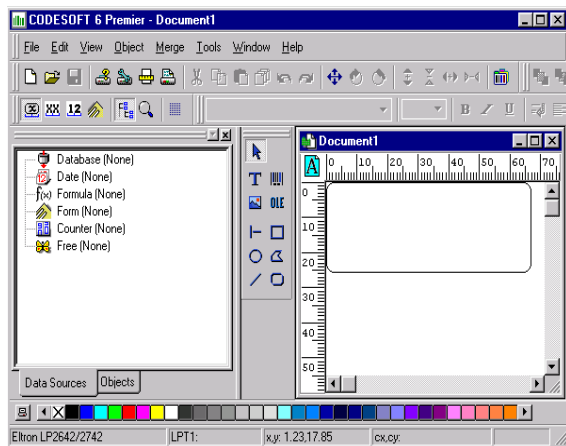
6 Click on the Exit button or press <F12> to close the POS Tag Printing window.

Creating Tags With CODESOFT 6 Premier

There are two ways to create tags with CODESOFT 6 Premier. One way is to open CODESOFT directly and use the sample label; the other is to go through the Retail STAR/ICE program.

Creating Tags Directly Through the CODESOFT Software

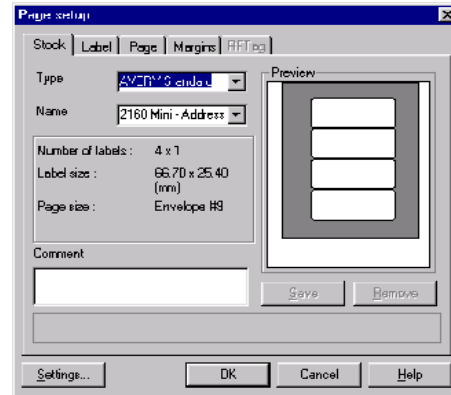
1 Open the CODESOFT 6 Premier program.



2 From the menu bar, click on File, then click on Select Printer and verify that Eltron LP2642/2742, Barcode Blaster, Monarch 9403, or Zebra S600 and LPT1 display. Click on the OK button.

➤ *Only the Zebra S600 is recommended if you are printing a high volume of tags, e.g., hundreds or thousands of tags at a time.*

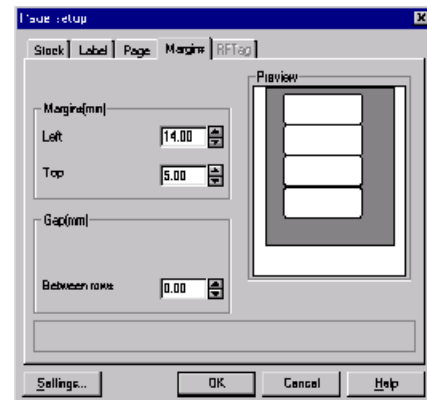
3 Click on File on the toolbar again, then click on Page Setup. The Page Setup screen displays.



4 On the Stock tab, click on the down arrow button in the *Type* combo box and select the manufacturer's stock type from the drop-down list.

5 If necessary, click on the down arrow button in the *Name* combo box and select the manufacturer's stock name from the drop-down list.

6 Click on the Margins tab and set the left margin to **14.00** and the top margin to **5.00** (or adjust as necessary).



7 Click on the OK button to close the Page Setup screen.

➤ If you select a stock type that is too large for the sample page displayed, an error message displays below the comment box (e.g., left margin too small). If this occurs, click on the Label tab and reset your label width as necessary. Refer to the documentation that came with your CODESOFT software for instructions. When complete, click on the OK button to continue.

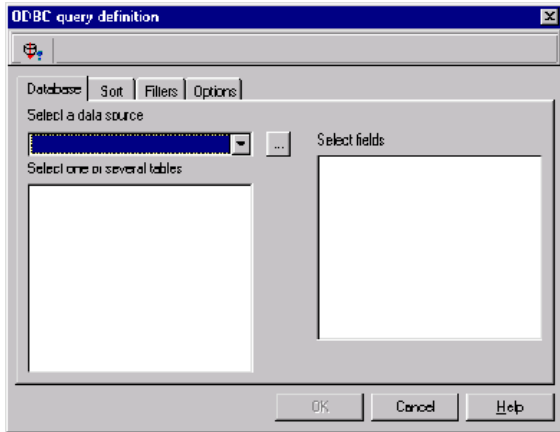
➤ If you cannot find your stock type in the list, click in the *Type* combo box to highlight the stock type displayed, then press the <Delete> key on your keyboard. Enter the applicable stock type, name type, and applicable settings for your stock type by selecting the Label, Page, and/or Margins tabs. Refer to the documentation that came with your CODESOFT software for instruc-

tions. When complete, click on the OK button to continue.

Setup Procedures

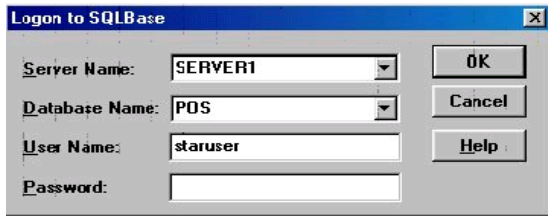
STEP 1, OPEN THE ODBC DATABASE

From the menu bar, click on Merge, then select Create/Edit query. The ODBC query definition screen displays and the Database tab is active.

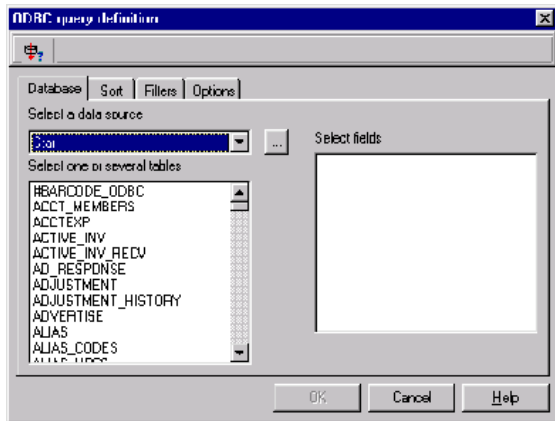


1 Click on the down arrow button in the *Select a data source* combo box and select Star.

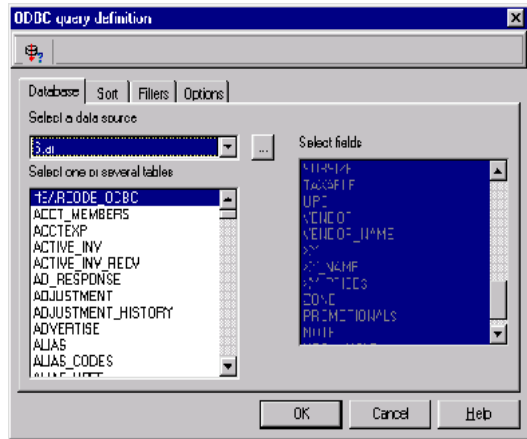
2 The Logon to SQLBase dialog box displays and the cursor is blinking in the *Password* edit box.



3 Click in the *Password* edit box and enter **staruser**, then press <Enter> or click on the OK button.



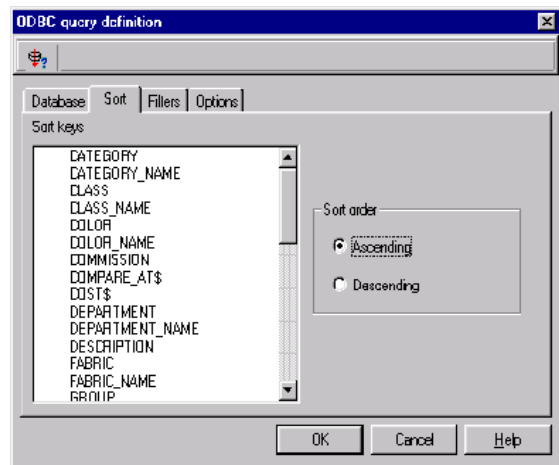
4 Under Select one or several tables, click on #BARCODE_ODBC.



5 Click on the OK button.

STEP 2, DEFINE TAG SORT KEYS (IF APPLICABLE)

1 Click on the Sort tab.

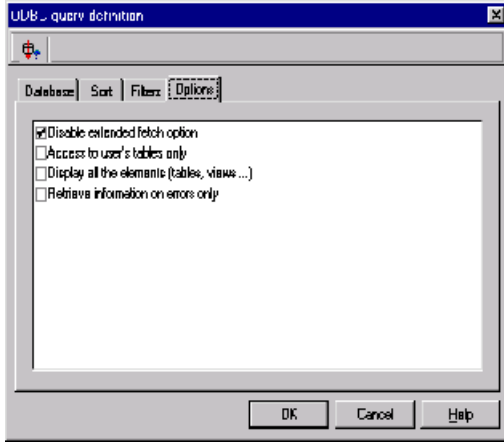


2 If you are sorting the tags, you can select multiple sort keys from the displayed list by clicking on each selection. (Be sure to use the scrollbar to view all sort keys in the list).

Select the sort keys in the exact order that you want the tags sorted. As you make your selections, each sort key is numbered and defaulted to *Ascending* sort order. If you want to sort in descending order, click on the *Descending* radio button.

STEP 3, DISABLE THE EXTENDED FETCH OPTION

1 Click on the Options tab.



2 Click in the *Disable extended fetch option* option box to select it, if it is not already selected.

3 Click on the OK button to continue. The CODESOFT 6 Premier screen displays.

4 Save the sample label. This sample label is now configured with the database and can be used as a template to create labels.

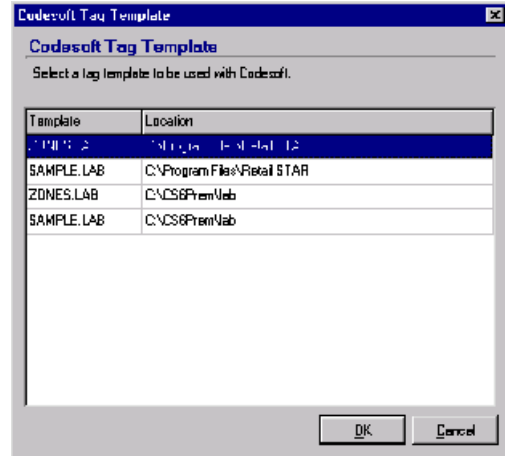
5 Continue with Design Procedures and Print Procedures as outlined under Creating Tags with CODESOFT Through Retail STAR/ICE.

Creating Tags With CODESOFT Through Retail STAR/ICE

➤ *Be sure to run Utilities>Program Setup and make sure the External Tag Printing Program information referenced is correct before proceeding.*

1 Open Retail STAR/ICE, and on the main menu, select Purchasing, then click on Tag Printing. Under the “Printing Tags using the Tag Printing Option” section at the beginning of this appendix, follow Steps 1 and 2 under “Printing Tags for Products” or “Printing Tags for Purchase Orders” or Step 1 under “Printing Tags for Price Changes” as applicable for procedures.

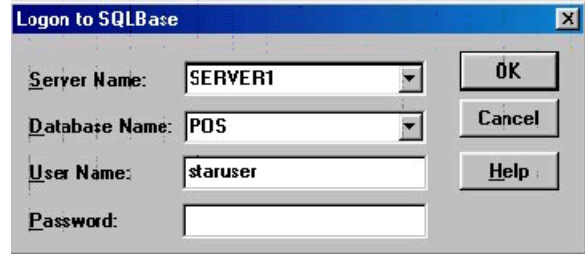
2 Click the Print button or press <F10>. The Codesoft Tag Template window displays.



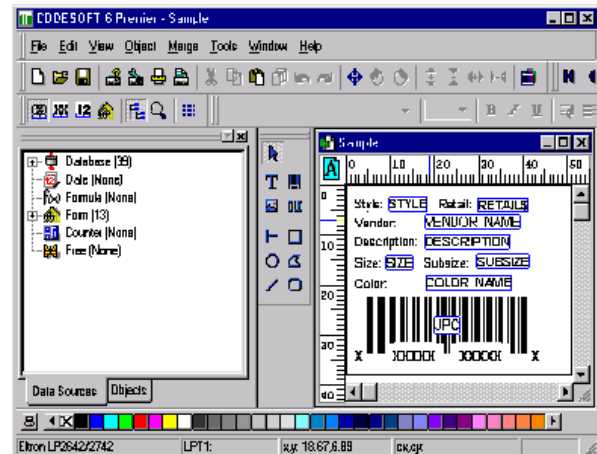
NOTE: If you have not purchased a label printer or the additional tag template program from CAM, only the laser sheet templates will display.

3 Click to highlight the template you want to use to print the tags and click on the OK button or press <Enter>. The Logon to SQLBase dialog box displays and the cursor is blinking in the *Password* edit box.

➤ *Select a template that references the location C:\CS6Prem\lab (or E:\CS6Prem\lab); otherwise, an error message will display.*



4 Click in the *Password* edit box and enter **staruser**, then press <Enter> or click on the OK button. The CODESOFT 6 Premier screen displays.

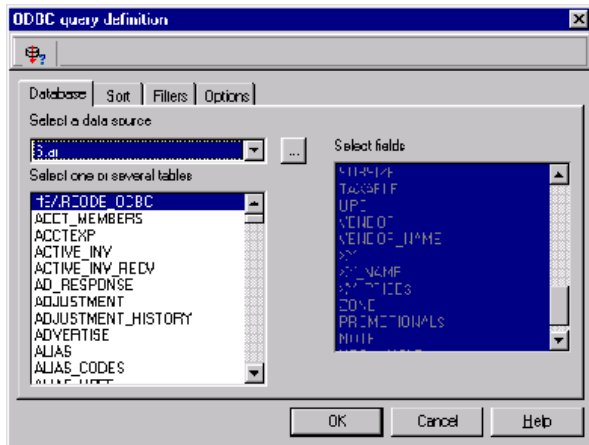


5 Continue with the following procedures and steps.

Setup Procedures

STEP 1, OPEN THE ODBC DATABASE

From the menu bar, click on Merge, then select Create/Edit query. The ODBC query definition screen displays and the Database tab is active.

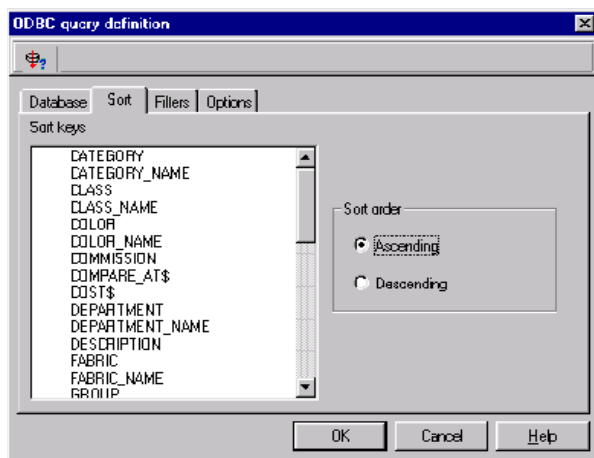


1 Verify that Star displays in the *Select a data source* combo box and #BARCODE_ODBC displays in the *Select one or several tables* combo box.

- If you are selecting sort options, continue with Step 2.
- If you are not going to select sorting options, continue with Step 3.

STEP 2, DEFINE TAG SORT KEYS (IF APPLICABLE)

1 Click on the Sort tab.



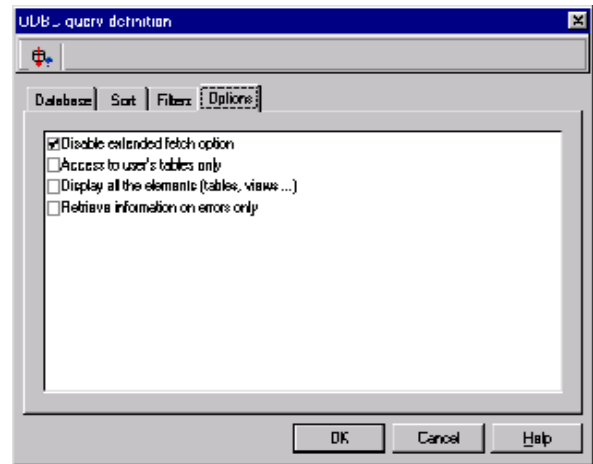
2 If you are sorting the tags, you can select multiple sort keys from the displayed list by clicking on each

selection. (Be sure to use the scrollbar to view all sort keys in the list).

Select the sort keys in the exact order that you want the tags sorted. As you make your selections, each sort key is numbered and defaulted to *Ascending* sort order. If you want to sort in descending order, click on the *Descending* radio button.

STEP 3, DISABLE THE EXTENDED FETCH OPTION

1 Click on the Options tab.



2 Click in the *Disable extended fetch option* option box to select it, if it is not already selected.

3 Click on the OK button to continue. The CODESOFT 6 Premier screen displays.

Design Procedures

To design the barcode tag using CODESOFT 6 Premier, you must select a printer, format the tag, and create the actual tag design.

STEP 1, SELECT THE PRINTER

Before creating any tag formatting, you must verify your Windows printer settings and select the printer where the tags will be printed. The print selection is important because it determines the dimensions, character, fonts, and option characteristics that affect the document creation. To select the printer, continue with the following steps:

1 Click on the Windows Start button, select Settings, then point to and click on Printers. A Printers window displays.

2 Click on and select the applicable printer. If you are using a blaster or thermal printer, you must select the printer setting for “Generic/Text Only.”

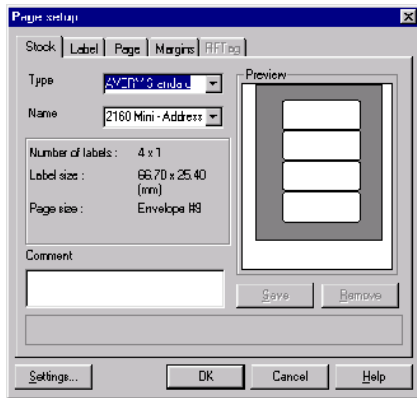
3 Once the printer is selected, click on the X in the upper right corner of the Printers window to close the window.

4 On the CODESOFT 6 Premier screen, click on File on the menu bar, then click on Select Printer from the drop-down list that displays.

5 Select the applicable printer from the list that displays and click on OK. The printer you select here will be used each time you print this tag. You can change the printer selection at any time.

STEP 2, FORMAT THE TAG

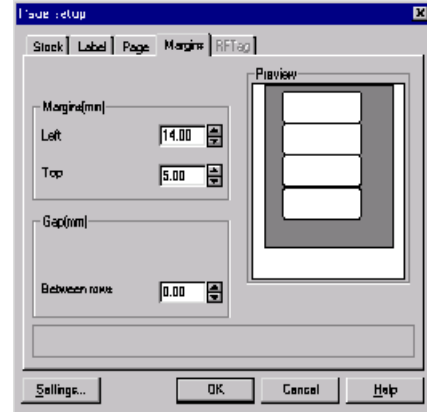
1 With the CODESOFT 6 Premier screen displayed, click on File, then select Page Setup. The Page Setup screen displays.



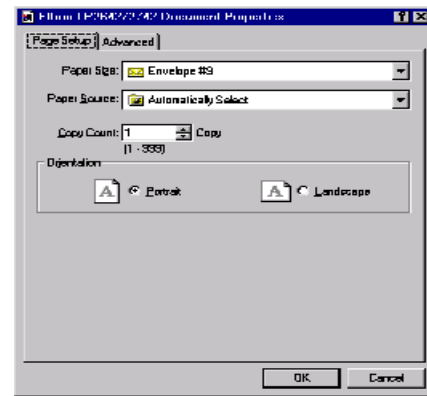
2 Click on the down arrow button in the *Type* combo box and select the manufacturer’s stock type from the drop-down list.

3 If necessary, click on the down arrow button in the *Name* combo box and select the manufacturer’s stock name from the drop-down list.

4 Click on the Margins tab and set the left margin to **14.00** and the top margin to **5.00** (or adjust as necessary).



5 Click on the Settings button.



6 On the Page Setup tab, click on the down arrow button in the *Paper Size* combo box and select the correct envelope, tag, or label size from the drop-down list.

7 Click on the Advanced tab, and under Document Options, verify that Print Quality is <Density 0>. If it is not, click on Print Quality, then select Density 0 from the *Change ‘Print Quality’ Setting* combo box at the bottom of the screen.

8 Click on the OK button or press <Enter> to return to the Page Setup screen.

9 Click on the OK button to close the Page Setup screen.

➤ If you select a stock type that is too large for the sample page displayed, an error message displays below the comment box (e.g., left margin too small). If this occurs, click on the Label tab and reset your label width as necessary. Refer to the documentation that came with your CODESOFT software for instructions. When complete, click on the OK button to continue.

➤ If you cannot find your stock type in the list, click in

the *Type* combo box to highlight the stock type displayed, then press the <Delete> key on your keyboard. Enter the applicable stock type, name type, and applicable settings for your stock type by selecting the Label, Page, and/or Margins tabs. Refer to the documentation that came with your CODESOFT software for instructions. When complete, click on the OK button to continue.

STEP 3, DESIGN THE TAG

When you design a barcode tag, you will select variable database detail, add text, select the barcode type to display, and save the tag created. All of this information is entered using the following tools on the toolbar that displays in the center of the CODESOFT screen:



The Select Objects tool is used to select and handle the movement of the objects you place in the tag. As you select and display database detail, text, or barcodes, this tool will be used to move those objects.



The Text Generation tool is used to create text that will display on the tag.

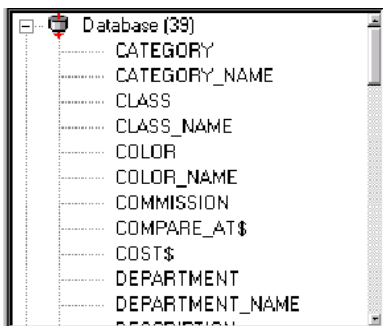


The Barcode Generation tool is used to create the barcode to be displayed on the tag.

Selecting Variable Database Detail

1 On the left side of the CODESOFT 6 Premier screen, click on the + next to Database to expand the list of variables.

➤ *If you are using CODESOFT outside of Retail STAR/ICE, you will need to connect to the database when creating a new tag if you want to print tags for STAR/ICE products.*



2 Use the scrollbar or the <up> and <down> arrow keys on the keyboard to move through the variables list. Click on to select (highlight) an object to include on the tag, then drag it to the right side of the CODESOFT 6 screen into the tag where you would like the detail displayed. Release the mouse button, and a

dialog box displays with three options: Text, Barcode, and Image.

3 Click on an option to specify whether the variable type is text, barcode, or an image.

4 Continue selecting the objects to display by repeating Steps 1 through 3.

Adding Text to the Tag

1 Click on the Text Generation tool button, then left-click where you would like the text displayed.

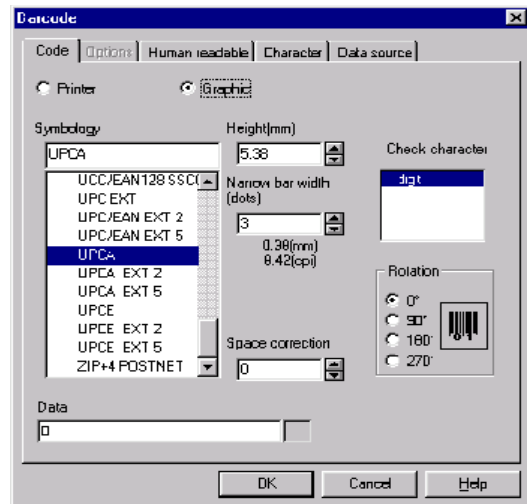
2 Enter the applicable text.

➤ *To modify the font, size, or other attributes of the text, refer to the documentation that came with your CODESOFT software for instructions.*

3 Continue entering text on the tag by repeating Steps 1 and 2.

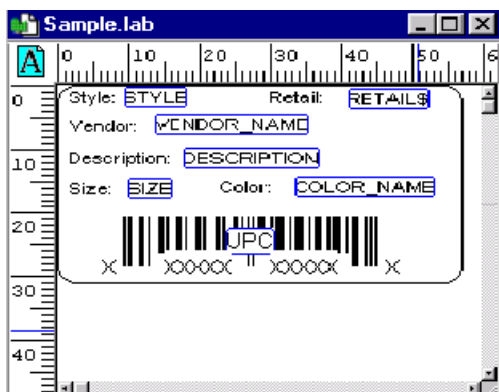
Selecting the Barcode Style to Display

1 Click on the Barcode Generation tool button, then left-click where you would like the barcode displayed. The Barcode dialog box displays.



2 Verify that the Symbology type selected is UPCA. If this is not the case, click on (highlight) UPCA, then click on the OK button.

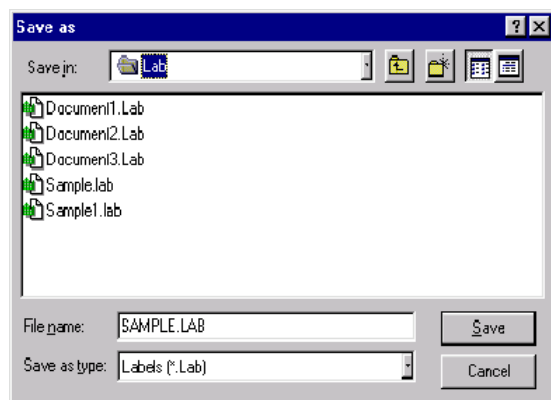
A sample tag with six variable objects (STYLE, RETAIL\$, VENDOR_NAME, DESCRIPTION, SIZE, COLOR_NAME), text (Style, Retail, Vendor, Description, Size, Color), and the UPC barcode is illustrated below:



➡ If you have selected a variable object field that deals with costs/price and want to display a dollar sign on each tag, right-click on the object and select *Variable Properties* from the list that displays. Select the *Output* tab, then click in the *Prefix* edit box and enter a \$ sign. Click on the *OK* button to continue.

STEP 4, SAVE THE NEW TAG

1 Click on *File* on the menu bar, and select *Save As* from the drop-down list. A *Save As* dialog box displays:



2 Click on the down arrow button in the *Save in* edit box. Additional folders display.

3 Select *CS6Prem>Lab*.

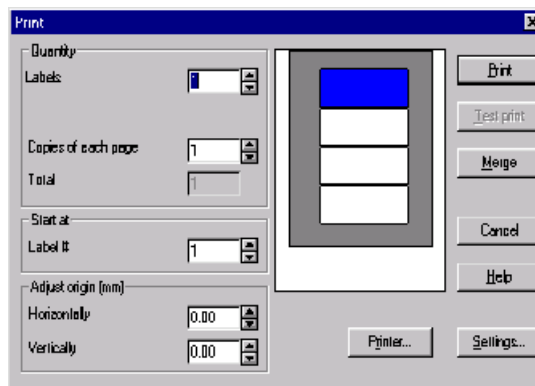
4 Click in the *File name* edit box and enter the tag name to save. The *Save as type* edit box must be *Labels (*.Lab)* as illustrated in the default label name (*SAMPLE.LAB*) above.

➡ Make sure there are no spaces in the tag name you specify; otherwise, *Retail STAR/ICE* will not recognize the file.

5 Click on the *Save* button. The label is saved.

Print Procedures

When you are ready to print the tags, select *File* on the menu bar, then click on *Print*. The *Print* dialog box displays:



1 To print the currently displayed tag, click on the *Print* button.

2 To print all of the selected tags, click on the *Merge* button.

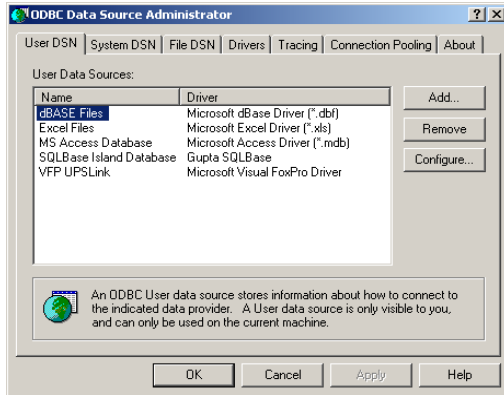
Creating Tags with NiceLabel

Another external tag printing option is *NiceLabel*. *NiceLabel*'s wizards let you create custom labels quickly and easily using data imported from text or Excel files. You can download a demo version of the software off the Internet at <http://www.nicelabel.com>.

Configuring the NiceLabel Software for Use with Retail STAR/ICE

Setting Up ODBC Data Source Properties

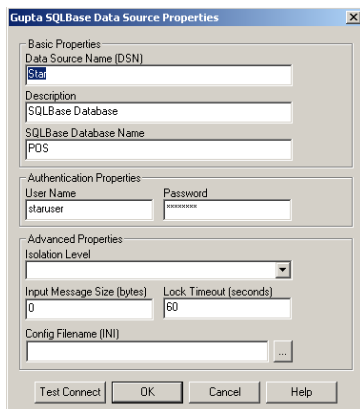
1 You must be sure the ODBC is properly set up and the database can be accessed. In Windows, click on the *Start* button, then *Control Panel>Administrative Tools>Data Sources (ODBC)*. The *ODBC Data Source Administrator* window displays:



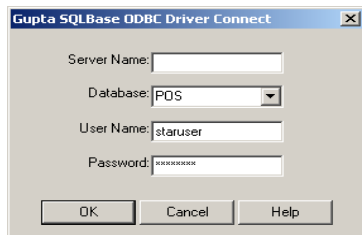
2 Check the User DSN and System DSN tabs to see if ICE or STAR is already listed on one of the tabs.

If ICE or STAR is listed on the User DSN or System DSN tab:

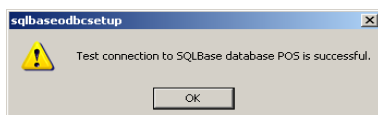
a) Click to highlight ICE or STAR, then click on the Configure button. This window displays:



b) Under Authentication Properties, make sure the *User Name* and *Password* are both set to **staruser**, then click on the Test Connect button. This window displays:



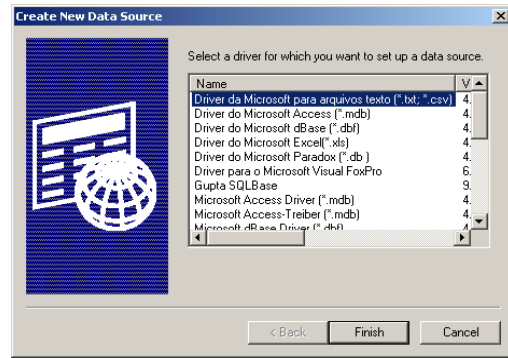
c) Enter the *Server Name* (e.g., **server1**), then click on the OK button. If the configuration is correct, this prompt displays:



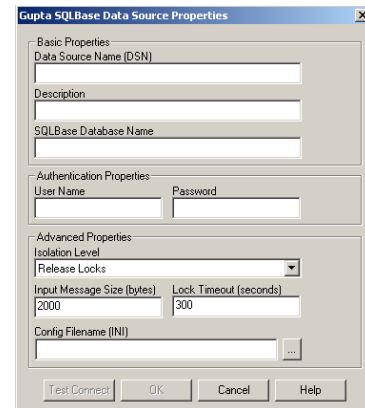
d) Click on the OK button.

If ICE or STAR is not listed on the User DSN or System DSN tab:

a) On the ODBC Data Source Administrator window, click on the Add button. This window displays:



b) Click to select Gupta SQLBase in the list, then click on the Finish button. This window displays:



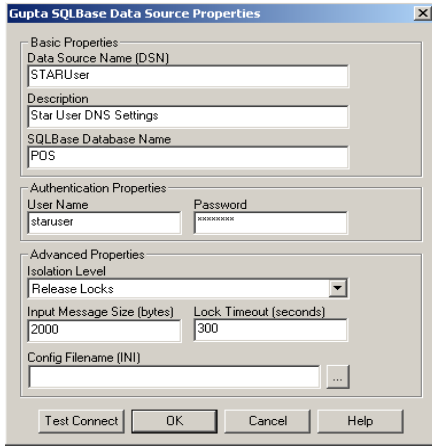
c) In the *Data Source Name (DSN)* edit box, enter a name for the data source. You can use any name you wish; however, it is suggested that you choose a name to indicate whether you are using STAR or ICE, and whether it is for a User or a System (for example: STARUser, STARSystem, ICEUser, ICESystem).

d) In the *Description* edit box, enter a description (e.g., Star User DNS Settings).

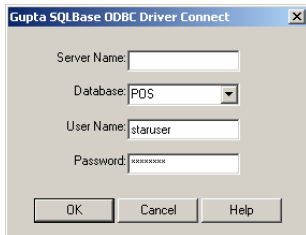
e) In the *SQLBase Database Name* edit box, enter **POS**.

f) In the *User Name* and *Password* edit boxes, enter **staruser**.

The window should look similar to this:

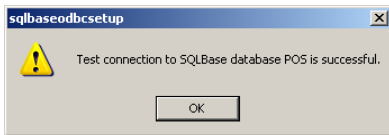


g) Click on the Test Connect button. This window displays:



h) In the *Server Name* edit box, enter **server1**.

i) Click on the OK button. If successful, this prompt will display:



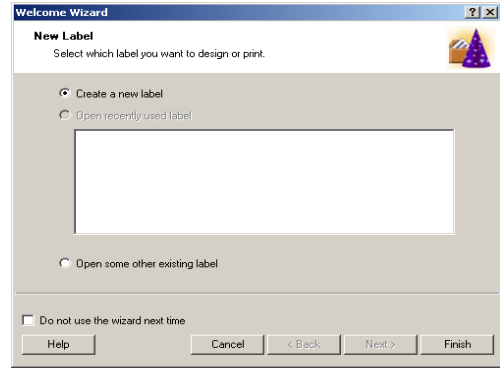
j) Click on the OK button. The Data Source Properties window redisplay.

k) Click on the OK button. The Data Source Administrator window redisplay.

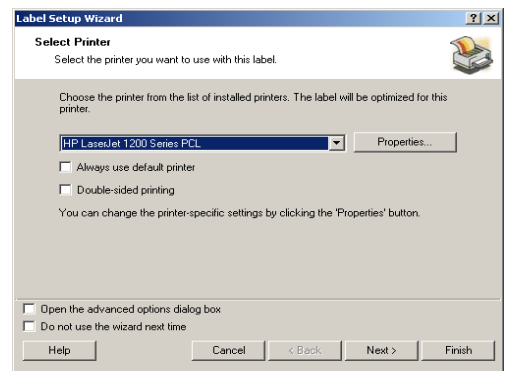
l) Repeat the above steps for the other tab (User DSN or System DSN). When finished, click on the OK button to close the ODBC Data Source Administrator window.

Defining NiceLabel Settings

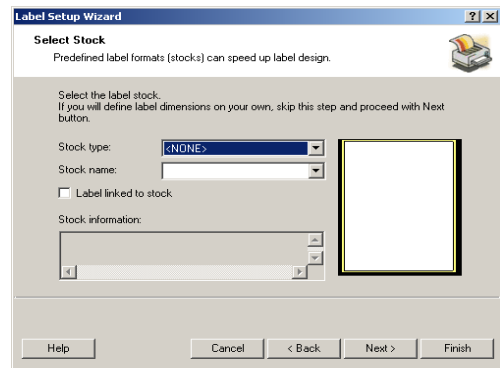
1 Open the NiceLabel program. The New Label window displays.



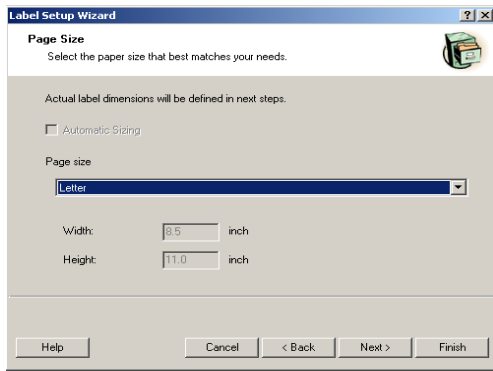
2 Click on the Finish button. The Select Printer window displays.



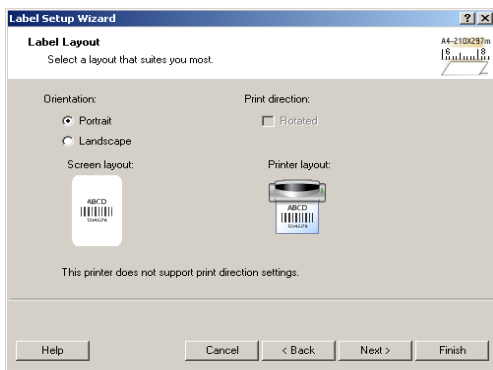
3 Define the printer criteria, then click on the Next> button. The Select Stock window displays.



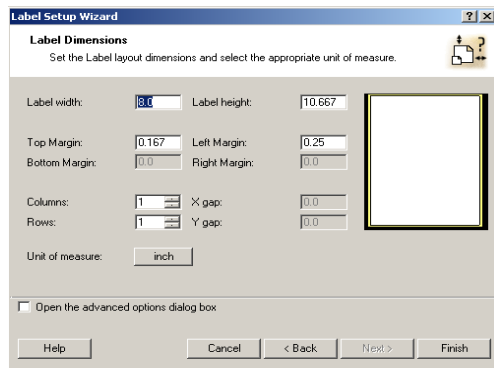
4 Define the stock criteria, then click on the Next> button. The Page Size window displays.



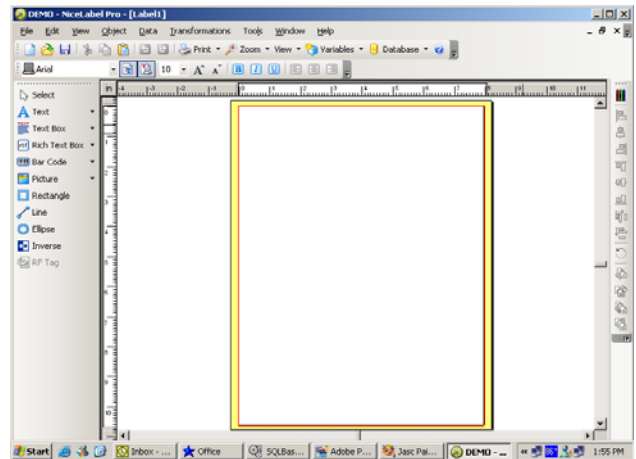
5 Define the page size criteria, then click on the Next> button. The Label Layout window displays.



6 Define the label layout criteria, then click on the Next> button. The Label Dimensions window displays.

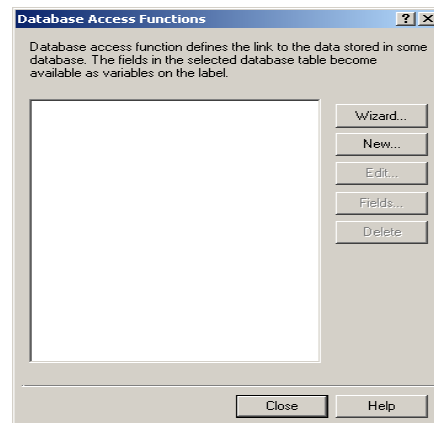


7 Define the label dimension criteria, then click on the Finish button. The NiceLabel window displays.

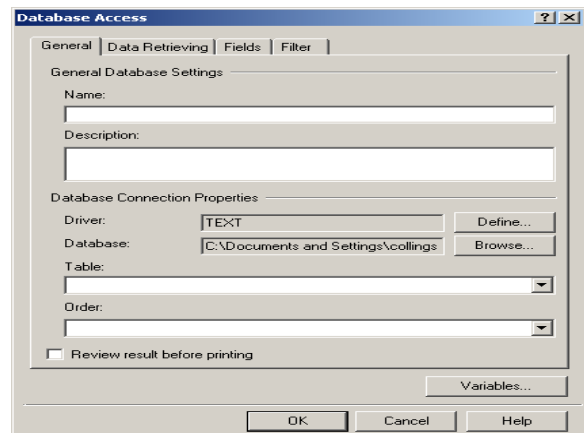


Accessing the Database

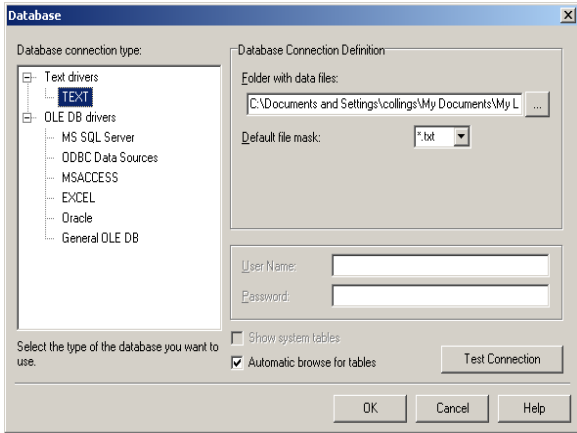
1 Click on Data on the menu bar, then select Database Access... from the drop-down list. This window displays:



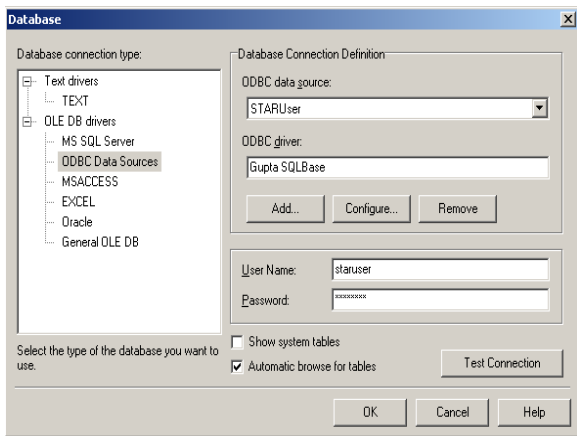
2 Click on the New... button. The Database Access window displays.



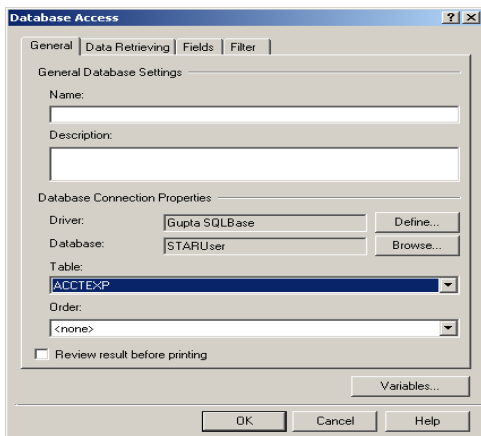
3 Click on the Define... button. This window displays:



4 In the *Database connection type* box, click to highlight ODBC Data Sources (under OLE DB drivers). An *ODBC data source* combo box will display. Click on the down arrow button and select STARUser (or ICEUser, etc., as applicable) from the drop-down list. In the *User Name* and *Password* edit boxes, enter **staruser**. Your window should look like this:

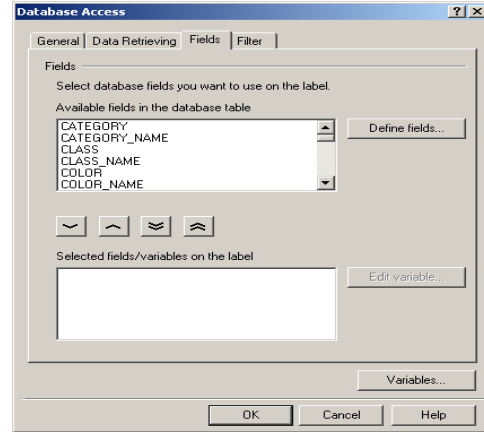


5 Click on the OK button. You are connected to the database. The Database Access window redisplay.



6 Enter the *Name* and *Description*, then click on the down arrow button in the *Table* combo box and select TAGPRINT from the drop-down list.

7 Click on the Fields tab.



8 In the box under Available fields in the database table, click to highlight a field you want included on the label. Then click on the down arrow button in the middle of the window to move it to the box under Selected fields/variables on the label. Clicking on the double down arrow will select all of the fields. You can use the up arrow button to move a selected field back to the top box and exclude it; the double up arrow moves all fields back to the top box.

9 Click on the OK button. The Database Access Functions window redisplay.

10 Click on the Close button. You can now design a label to suit your needs through NiceLabel.

APPENDIX B - TRAINING MODE

The Training Mode feature allows Retail STAR/ICE programs to use a training database temporarily. This allows you to train and test with no modifications occurring to the primary Retail STAR/ICE database.

When the training mode is enabled, messages will be displayed in the various programs reminding you that the computer is configured for training, and all receipts created at POS will print with the message “Training Mode.” In addition, you can use a copy of your main database as the training database as detailed below.

Procedures for using a copy of your main database as the training database:

Step 1, Create a Backup of the Main Database

- (a) From the Utilities submenu, click on SQLBase Backup Utility.
- (b) When the window displays, click on the Backup folder to open it.
- (c) Click on the Run button or press <F10>. Once the procedure is complete, “Backup completed” will display at the bottom of the window.
- (d) Click on the Exit button or press <F12> to close the window.

Step 2, Turn On the Training Mode Feature

- (a) From the Maintenance submenu, click on Training Mode.

Step 3, Restore the Copy of the Database You Backed Up in Step 1

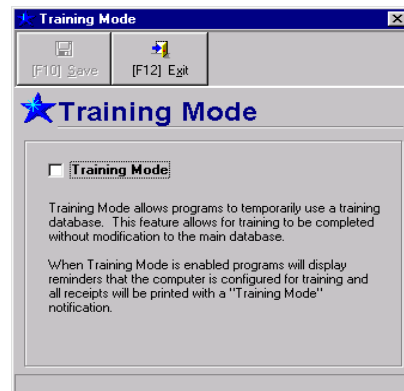
- (a) From the Utilities submenu, click on SQLBase Restore Utility.
- (b) The message, “Office will automatically shutdown before running the SQLBase Restore Utility. Continue?” displays. Click on the Yes button. The first Database Restore Utilities screen displays. Click on the Next button.
- (c) When the Step #1 screen displays, click on the Browse (...) button and select the file to restore, then click on the Next button.
- (d) When the Step #2 screen displays, click on the *Training Mode Database* radio button, then click on the Next button.

- (e) When the Step #3 screen displays, make sure number of other connected users is 0, then click on the Next button.

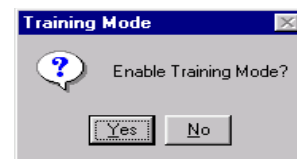
Once the restore process is complete, you will be using a copy of your active database for training.

Turning the Training Mode On

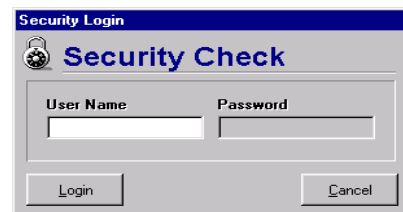
1 From the Maintenance submenu, click on Training Mode. The Training Mode window displays.



2 Click in the *Training Mode* option box, then click on the Save button or press <F10>. The following prompt displays:



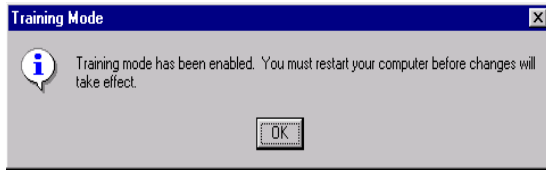
3 Click on the Yes button. The Security Check window displays.



4 Enter your *User Name* and press <Enter>. The cursor jumps to the *Password* edit box.

5 Enter your password, then click on the Login button or press <Enter>.

6 The Program Restart message displays:



7 Click on the OK button to continue.

8 Click on the Exit button or press <F12> to close the Training Mode window.

9 Close and restart all Retail STAR programs and the SQLBase server.

► *In order for the Training Mode to take effect, you must close and restart all Retail STAR programs and the SQLBase server.*

When you restart and open Retail STAR, the Office main menu and POS screen will display “TRAINING MODE” in the Windows menu bar.

Turning the Training Mode Off

1 From the Maintenance submenu, click on Training Mode. The Training Mode window displays.

2 Click in (deselect) the *Training Mode* option box, then click on the Save button or press <F10>.

3 You will be prompted, “Disable Training Mode?” Click on the Yes button. The message, “Normal mode has been enabled. You must restart your computer before changes will take effect” displays.

4 Click on the OK button to continue.

5 Click on the Exit button or press <F12> to close the Training Mode window.

6 Close and restart all Retail STAR programs and the SQLBase server.

► *You must restart all Retail STAR programs and the SQLBase server in order to turn off the Training Mode.*

When you restart and open Retail STAR, the training mode will be disabled in both Office and POS.

APPENDIX C - POS QUICK REFERENCE GUIDE

You can quickly access the windows, screens, etc., necessary to complete POS functions by pressing a single key or a combination of keys on your keyboard. You can press these “hot” keys or “direct access” keys rather than displaying the pull-down menus from the menu bar and selecting the function to perform. When the POS screen is displayed, you have the following hot key choices:

Single Key	Key Combination	Function
A	Alt+A	Salesperson - Displays Sales Associate pop-up list for attaching a sales associate to the sale of a selected item on the sales receipt.
C	Alt+C	Customer - Displays Customer Search screen or Customer Quick Search window.
G	Alt+G	Login/Out - Displays POS Login screen for logging in and out of POS.
D	Alt+D	% Disc - Displays Numeric Input screen for changing a price by a percent.
Q	Alt+Q	Quantity - Jumps the cursor to the Qty (quantity) field.
R	Alt+R	Return - Displays a prompt for changing an item on a sales receipt into a returned item.
V	Alt+V	Void - Displays a prompt for voiding a single line item on a sales receipt.

As dialog and combo boxes are displayed, you can continue to use the key combination function to move quickly through the edit boxes and combo boxes by pressing the <Alt> key plus the underlined letter in the edit box or combo box title.

When you perform POS functions using the pull-down menus listed below, you will first display the pull-down menu by pressing the applicable function key (e.g., <F2>, <F3>, <F4>). You can then press the <down> arrow key to select the appropriate menu option and press <Enter>, or simply press the direct access keys:

[F2] Store		Displays the Store button pull-down menu.
Store Menu Options	Direct Access Keys	
Customers...	Ctrl +C	Displays the Customer Lookup screen.
Time clock...		Displays the Time Clock Access screen.
Sales history...		Displays the Sales History Viewer window.
Department Sales Summary...		Displays report options, then Department Sales Summary Report.
Hourly Sales Summary		Displays report options, then Hourly Sales Summary Report.
Register Open-Close Report		Displays the Register Open-Close Report.
Register Receipt Review		Displays report options, then Register Receipt Review Report.
Redeem Frequent Buyer Vchr		Displays the Frequent Buyer Voucher numeric input screen.
Gift Card Balance		Displays the Gift Card Balance window.
Credit Memo/Gift Cert. Inquiry		Displays the Voucher Report screen so you can look for credit memos or gift certificates for a specific customer.
About POS	Ctrl+A	Displays product flash screen indicating program version.
Exit POS	Ctrl+X	Closes POS.
[F3] Register		Displays the Register button pull-down menu.
Register Menu Options	Direct Access Keys	
Paid in...	I	Displays the Paid In numeric input screen.
Paid out...	U	Displays the Paid Out numeric input screen.
No sale	Shift+Ctrl+N	Opens the cash drawer without ringing a sale.
Open register...	Shift+Ctrl+O	Opens the register and displays a numeric input screen for entry of opening drawer balance.
Close register...	Shift+Ctrl+C	Closes the register.
Print register balance...	Shift+Ctrl+B	Displays the register balance in print preview mode.
Edit Drawer balance...	Shift+Ctrl+E	Displays the Register Balance window so you can edit the cash drawer balance.
Register setup...	Shift+Ctrl+R	Displays the Register Profile screen.
Increase Font		Increases the font size of the POS screen display.
Decrease Font		Decreases the font size of the POS screen display.
[F4] Receipt		Displays the Receipt button pull-down menu.
Receipt Menu Options	Direct Access Keys	
Customer...	C	Displays the Customer Lookup screen.

Edit notes	Ctrl+I	Activates the editor function in the sales receipt notes.
Return	Ctrl+R	Returns all items on a sales receipt.
Toggle Taxable	Ctrl+T	Toggles between taxable and nontaxable modes.
Discount Sub-total		Discounts the receipt subtotal by a percent, flat amount, or allows entry of a new subtotal.
by Percent		Displays a numeric input screen for discounting by percent.
by Amount		Displays a numeric input screen for discounting by amount.
Set New Subtotal		Displays a numeric input screen for discounting by setting a new subtotal.
Discount Total		Discounts the receipt total by a percent, flat amount, or allows entry of a new total.
by Percent		Displays a numeric input screen for discounting by percent.
by Amount		Displays a numeric input screen for discounting by amount.
Set New Total		Displays a numeric input screen for discounting by setting a new total.
Ship Item	S	Displays the Receipt Shipping window in layaways and special orders.
Void	Ctrl+V	Displays a prompt for voiding all items on a sales receipt.
Post Void	Ctrl+Q	Allows for voiding a receipt by a manager only.
Clear	X	Clears the register window when a receipt is reopened.
New	Ctrl+N	Creates a new sales receipt and immediately assigns a sales receipt number.
Open...	Ctrl+O	Displays the Receipt Lookup screen.
Load...	Ctrl+Ins	Displays the Receipt Load window.
Load Receipt by CC...		Displays the Credit Card Query screen to allow you to reprint the receipt with the signature capture.
Layaway...	Ctrl+L	Displays the Layaway Receipt Information screen.
Special Order	Ctrl+Alt+D	Changes the receipt to a Special Order Receipt type.
Close Special Order	Ctrl+Alt+C	Closes the Special Order receipt once it has been paid in full.
Hold and Save...	Ctrl+H	Displays the Hold Receipt Information screen.
View Additional Information		Displays additional sales receipt information for holds and layaways.
Save...	Ctrl+S	Saves a Hold receipt.
Print...	Ctrl+P	Reprints a receipt once you reopen and display a receipt in the POS screen.
Print Gift Rcpt.	Ctrl+Alt+G	Prints a gift receipt.
Last Receipt	Ctrl+Alt+L	Opens the last receipt entered.
Select Advertisement	Ctrl+Alt+V	Displays the Advertisement window.
Change Store...	Ctrl+R	Lets the main store log into any remote store.
Find Gift Registry	Ctrl+G	Displays the Gift Registry Search screen.
Add PO Number		Displays the PO Number entry window.
Add Reference ID		Displays the Add Reference ID window.
Create Job	Ctrl+J	Displays the Add Job window from the Job Tracker option.
Load Job	Ctrl+Alt+J	Displays the Job Tracker window from the Job Tracker option.

[F5] Products

Products Menu Options	Direct Access Keys	Display Products button pull-down menu.
Price change...	P	Displays a numeric input screen that allows you to discount the price of a single item on the receipt.
Change quantity	Q	Cursor jumps to the Qty field and allows you to change the quantity.
Ship Item	S	Displays the Receipt Shipping window in layaways and special orders.
Change salesperson...	A	Displays a pop-up list and prompts you to select a salesperson to assign to an item on the receipt.
Void item	V	voids a single item on the sales receipt.
Return item	R	Changes the item on the receipt to a returned item.
Toggle Taxable	T	Toggles between taxable and nontaxable modes.
Product Lookup	L	Displays the Find Product screen.
Price Levels	Alt+L	Displays the Maintain Customer Price Levels window.
Additional Information	Ctrl+F	Displays additional information for a product.
Product Inquiry	Ctrl+K	Displays the Product Search window.

[F6] Package

Toggles Package Mode on and off. Package Mode allows a discount to be applied to two or more items when they are normally sold together (e.g., skis, boots, and bindings).

Reference Codes (Displayed in * column on POS screen)

d	discount	v	void	r	return	G	GST tax
t	tax	p	package	tV	VAT tax	P	PST tax

APPENDIX D - POS REGISTER REFERENCE SHEET

Drawer Balance (Opening)

1. Press <F3>
2. Press <down> arrow key to select Open register
3. Press <Enter> or <O>
4. Type opening drawer amount
5. Press <Enter> or <Alt+O>

Ringing a Sale

With cursor in *UPC/SKU/Style* field:

1. Enter product information
2. Press <F12> to tender
3. Select payment type:

<F2> Cash

- a. Press <Enter> to accept, or type new amount and press <Alt+O>
- b. Press <Enter> or <F12>
- c. Press <Enter> or <Alt+C>

<F3> Check or <F4> Credit Card

- a. Enter check or credit card information
- b. Press <Alt+O>
- c. Press <Enter> or <F12>

<F5> Gift Certificate or <F6> Credit Memo

- a. With Voucher Issued screen displayed, click on the “?” button
- b. Point to the correct gift certificate/credit memo
- c. Press <Alt+S> to select
- d. Press <Tab>
- e. Press <Enter> or <Alt+S>

<F7> ATM

- a. Press <Enter> to accept, or type new amount and press <Alt+O>
- b. Press <Enter> or <F12>
- c. Press <Enter> or <Alt+C>

<F10> Tenders - Coupons/Flyers

- a. Point to the correct custom tender
- b. Press <Alt+S> or click on the Select button
- c. Enter the quantity of the tender (i.e., number of coupons being used)
- d. Press <Alt+O> or click on the OK button

<F10> Tenders - Frequent Buyer Points

- a. Point to Frequent Buyer in the Tender column
- b. Press <Alt+S> or click on the Select button
- c. Enter the Frequent Buyer Voucher number
- d. Press <Alt+O> or click on the OK button

Layaways

With cursor in *UPC/SKU/Style* field:

1. Enter product information
2. Press <Enter> in *Qty* field
3. Press <Ctrl+L>
4. Attach customer information
5. Accept the *Due date* displayed, or enter a new date (e.g., MM/DD/YYYY)

6. Press <S> to partial ship
7. Press <Enter> or <Alt+O> to accept the saved receipt
8. Press <F12> to tender

Gift Registry Sales

1. Press <Ctrl+G>, or click on the Receipt button or press <F4>, then select Find Gift Registry
2. Search for and select gift registry
3. Enter product information
4. Tender payment following normal procedures
5. When prompted to print a gift receipt, click on Yes or No

Salesperson (Credit with Sale)

With cursor on correct product line of sales receipt:

1. Press <Alt+A>
2. Press <down> arrow key to select correct salesperson
3. Press <Enter> to attach

Holds

With cursor in *UPC/SKU/Style* field:

1. Enter product information
2. Press <Ctrl+H>
3. Attach customer information
4. Accept the *Due date* displayed, or enter a new date (e.g., MM/DD/YYYY)
5. Press <Enter> or <Alt+O> to accept the saved receipt

Special Orders

With cursor in *UPC/SKU/Style* field:

1. Enter product information
2. Press <Ctrl+Alt+D>
3. Attach customer information
4. Press <S> to partial ship
5. Press <Ctrl+S> to save the receipt without tendering a payment; if you want to tender a payment, follow the normal procedures

No Sale

Press <Shift+Ctrl+N>

Payment on Layaway or Hold

With cursor in *UPC/SKU/Style* field:

1. Press <Ctrl+O>
2. Search and select receipt to display
3. Press <F12> to tender payment

Returns

With cursor in *UPC/SKU/Style* field:

1. Enter product information
2. Press <Ctrl+R>
3. Press <Enter> to accept prompt to return
4. Press <F12> to tender the return

Void One Line on Sales Receipt

With cursor on correct product line of sales receipt:

1. Press <V> or <Alt+V>
2. Press <Enter> to accept prompt to void selected line

Void Entire Sales Receipt

With cursor in POS screen:

1. Press <Ctrl+V>
2. Press <Enter> to accept prompt to void entire receipt

Price Changes

With cursor on correct product line of sales receipt:

1. Press <right> arrow key twice
2. Change price

Quantity Changes

With cursor on correct product line of sales receipt:

1. Press <right> arrow key once, or press <Q>
2. Type in new quantity

APPENDIX E - OFFICE REPORTS

Advertising Effectiveness Report


- Shows how efficient your advertisement efforts are for a selected store or all stores, for a specified date range
- Grouped by advertisement method
- Includes only those transactions that have a source code attached to the original receipt

Report Detail:

Store Number	Net Sales \$
Advertisement description	Net Tax \$
Sales \$	Totals
Return \$	

Print Preview 93 % 1 Close

07/16/2002 10:23:54 AM



Advertising Effectiveness

Print: All Newspaper ads

Store No	Advertisement	Sales\$	Return\$	Net Sales\$	Net Tax\$
1	All Newspaper ads	508.99	0.00	508.99	37.58
Totals:				508.99	

Billboard: Billboards

Store No	Advertisement	Sales\$	Return\$	Net Sales\$	Net Tax\$
1	Billboards	290.00	0.00	290.00	20.30
Totals:				290.00	

Radio: Radio Advertising

Store No	Advertisement	Sales\$	Return\$	Net Sales\$	Net Tax\$
1	Radio Advertising	105.00	0.00	105.00	7.35
Totals:				105.00	

Drive By: Store Drive By

Store No	Advertisement	Sales\$	Return\$	Net Sales\$	Net Tax\$
1	Store Drive By	1329.75	0.00	1329.75	101.33
Totals:				1329.75	

Referral: Store Referral

Store No	Advertisement	Sales\$	Return\$	Net Sales\$	Net Tax\$
1	Store Referral	350.00	0.00	350.00	24.50
Totals:				350.00	

Page 1 of 1

Best Customer Report

- Provides customer purchasing detail based on search criteria, date range, store number, and sales dollars
- Sales dollars can be calculated based on product purchases or total purchases
- Layaway/special order sales dollars can be included

Report Detail:

Customer ID	Address	Country
Customer Name	City	
Amount	State	
Phone	ZIP Code	

Print Preview Close

Best Customer Report Page: 1

Print Date: 10/16/2002 Start Date: 04/16/2002 End Date: 07/16/2002 Store: Stores ALL
 Sale: Greater Than: \$50.00 Selection: Open Receipts

Store: 1	Sales	Customer ID	Customer Name	Amount	Phone	Address 1	Address 2	City	State	ZIP Code	Country
		C100001000001001	Bryan Parker	\$31,204.18	(02)333-4949	525 Juniper Ct.		Las Vegas	NV	89128	USA
		C100001000001013	John Smith	\$4,588.94	(02)444-9999	2994 Barranca St.		Las Vegas	NV	89128	USA
		C100001000001008	Frank Johnson	\$4,365.10	(02)665-4141	2962 Boulder Ave.		Denver	CO	80424	USA
		C100001000001002	Steve McInose	\$2,937.40	(02)444-3131	3890 W. Tropicana Ave.		Las Vegas	NV	89102	USA
		C100001000001005	Tom Miller	\$2,825.38	() -	19 Westfield Drive		Denver	CO	80424	USA
		C100001000001004	Sheily Ward	\$1,637.85	(02)665-47984	10535 Cobalt Canyon		Las Vegas	NV	89144	USA
		C100001000001011	Ray Bickner	\$1,385.49	(615)444-6464	2517 Pine Cove Ln.		Ames	IA	50010	USA
		C100001000001009	Daub McKnight	\$1,236.38	(02)389-3000	164 Creswood St.		Henderson	NV	89015	USA
		C100001000001012	Jeff Harrison	\$853.00	() -	PO Box 315435		Que Pasa Park	KS	66202	USA
		C100001000001014	Roger Graham	\$686.87	() -	4932 49th Terr NW		Calgary	AB	T3A 2-N1	Canada
		C100001000001003	Joe Blean	\$228.49	(02)665-0919	2680 County Line Rd.		Grand Prairie	TX	75235	USA
Store: 2	Sales Two										
		C100001000001012	Jeff Harrison	\$748.00	() -	PO Box 315435		Que Pasa Park	KS	66202	USA
		C100001000001009	Daub McKnight	\$610.00	(02)389-3000	164 Creswood St.		Henderson	NV	89015	USA
		C100001000001004	Sheily Ward	\$188.00	(02)665-47984	10535 Cobalt Canyon		Las Vegas	NV	89144	USA
Store: 3	Sales Three										
		C100001000001009	Daub McKnight	\$1,013.00	(02)389-3000	164 Creswood St.		Henderson	NV	89015	USA
		C100001000001004	Sheily Ward	\$241.00	(02)665-47984	10535 Cobalt Canyon		Las Vegas	NV	89144	USA
		C100001000001012	Jeff Harrison	\$175.00	() -	PO Box 315435		Que Pasa Park	KS	66202	USA

Page 1 of 1

Best/Worst Sellers Report

- Lists the best or worst selling items or group of items in your inventory
- Can include minimum quantity sold
- Can include open layaways/special orders

Report Detail:

Store	Color
Style	Size
Vendor	On Hand Quantity
Description	On Hand Cost
Group by Field	Quantity Sold
Class	\$ Sold
Subclass	Totals

R Print Preview
72 %
1
Close

Best Sellers Report Print Date: 04/05/2005 Printed At Store: 1 Page: 1

Stores: 1
 Start Date: 03/05/2005 End Date: 04/05/2005 Include Open Receipts: No Report On: Best Sellers Minimum Qty Sold to Report On: 2

Group By: Store
 Vendor
 Style
 Description
 Department
 Class
 Subclass
 Color
 Size
 Subsize

Store	Vendor	Style	Description	Dept	Class	Subclass	Color	Size	Subsize	On Hand	On Hand Cost	Qty Sold	\$ Sold	
1	25	67002	CLOWN	106			N/A	N/A		0	\$0.00	1000	\$39,990.00	
1	36	67002	CLOWN	106			N/A	N/A		0	\$0.00	451	\$12,172.57	
1	66	115	PENCIL LINER	107			DBWVN	N/A		0	\$0.00	12	\$23.88	
Totals:											0	\$0.00	1463	\$52,186.45

Printed using Default Database
 NOTE: On Hand Cost uses the Avg Cost for an Item.

Page 1 of 1

Commissions Report

- Produces a commission statement for an employee
- Commissions can be calculated on sales/profit, discount values, or a daily quota
- Three (3) levels of commissions possible per employee
- Discount option lets you enter standard commission and discount commission

Report Detail:

Sales Date	Retail \$
Receipt Number	Sold At \$
UPC	Commission \$
Description	Commission %
Commissionable (Yes/No)	Totals
Quantity	

Sales Date	Store	Receipt ID	Comm	Style	Vendor	Color	Size	Subsize	Selling Price
10/13/2003	1	RC00001000001447	Yes	934	MISC	BLK	N/A		\$2.50
10/14/2003	1	RC00001000001448	Yes	580	POLO	BLK	XL		\$66.07
10/16/2003	1	RC00001000001450	Yes	580	POLO	BLK	M		\$66.07
11/10/2003	1	RC00001000001454	Yes	580	POLO	BLK	XL		\$49.55
11/12/2003	1	RC00001000001455	Yes	10028	TB	WHITE	XL		\$78.75
11/12/2003	1	RC00001000001457	Yes	863	TIMB	OLIVE	34		\$48.00
11/12/2003	1	RC00001000001458	Yes	192056	NIKE	WHITE	12.0		\$140.00
11/12/2003	1	RC00001000001459	Yes	739	POLO	YEL	33		\$165.00
11/12/2003	1	RC00001000001459	Yes	2976	WRANG	HCHAR	42		\$135.00
11/24/2003	1	RC00001000001460	Yes	58629	KENCO	RED	M		\$49.30
11/24/2003	1	RC00001000001461	Yes	57992	C&B	MULTI	-L		\$48.75
12/01/2003	1	RC00001000001462	Yes	183223	NIKE	BLK	8.0		\$130.00
12/01/2003	1	RC00001000001462	Yes	183223	NIKE	BLK	9.0		\$140.00
12/01/2003	1	RC00001000001462	Yes	183223	NIKE	BLK	11.0		\$150.00
12/03/2003	1	RC00001000001463	Yes	166224	NIKE	OLIVE	32		\$45.00
12/04/2003	1	RC00001000001464	Yes	66742	LB	DENIM	29		\$68.00
12/04/2003	1	RC00001000001464	Yes	58627	KENCO	BLK	6		\$168.00
12/04/2003	1	RC00001000001465	Yes	60617	LB	DENIM	26		\$70.00
12/04/2003	1	RC00001000001465	Yes	D123	LB	BLK	OS		\$52.05
12/08/2003	1	RC00001000001466	Yes	580	POLO	BLK	XXL		\$62.99
12/10/2003	1	RC00001000001467	Yes	99250	KSDE	N/A	N/A		\$0.00
12/10/2003	1	RC00001000001467	Yes	92249	KSDE	MULTI	N/A		\$53.69
12/10/2003	1	RC00001000001467	Yes	92804	KSDE	N/A	N/A		\$22.22
12/10/2003	1	RC00001000001467	Yes	92805	KSDE	MULTI	N/A		\$24.07
12/10/2003	1	RC00001000001468	Yes	99250	KSDE	N/A	N/A		\$0.00

Credit Card Query

- Shows all credit card sales for a specified date range
- Can include all card types or an individual card type
- Can include amounts received on in-house accounts paid by credit card
- Useful in reconciling your monthly credit card statements
- Credit card number masked to be CISP compliant

Report Detail:

Sales Date	Store Number
Credit Card Number	Receipt Number
Card Type	In-House Payment
Amount	Expiration Date
Approval Code	Totals

Credit Card Report **Print Date:** 11/01/2005 **Printed At Store:** 1

Begin Date: 08/01/2005 **End Date:** 11/01/2005
Credit Card Types: All
Show In-House Payment: No **Stores:** 1

Sales Date	Credit Card No	Card Type	Amount	Approval Code	Store Receipt ID	In-Hse	Expires
08/11/2005	400300#####6781	ATM	\$7.93	000000	1 RC00001000000024	No	0809
08/11/2005	400300#####6781	ATM	\$25.00		1 RC00001000000042	No	0809
08/12/2005	400300#####6781	ATM	\$3.21	000000	1 RC00001000000055	No	0809
08/12/2005	400300#####6781	ATM	\$10.00	000000	1 RC00001000000062	No	0809
08/15/2005	400300#####6781	ATM	\$8.59	000000	1 RC00001000000067	No	0809
08/16/2005	400300#####6781	ATM	\$6.96	000000	1 RC00001000000084	No	0809
08/17/2005	400300#####6781	ATM	\$4.98	000000	1 RC00001000000106	No	0809
08/17/2005	400300#####6781	ATM	\$8.96	000000	1 RC00001000000123	No	0809
08/11/2005	400300#####6781	Visa	\$2.13	000069	1 RC00001000000007	No	0809
08/11/2005	400300#####6781	Visa	\$6.42	000039	1 RC00001000000009	No	0809
08/11/2005	400300#####6781	Visa	\$2.13	000069	1 RC00001000000020	No	0809
08/11/2005	400300#####6781	Visa	\$10.00	000019	1 RC00001000000023	No	0809
08/11/2005	400300#####6781	Visa	\$31.80		1 RC00001000000044	No	0809
08/12/2005	400300#####6781	Visa	\$6.00	000057	1 RC00001000000054	No	0809
08/12/2005	400300#####6781	Visa	\$10.73	000057	1 RC00001000000058	No	0809
08/12/2005	400300#####6781	Visa	\$6.40	000047	1 RC00001000000060	No	0809
08/15/2005	400300#####6781	Visa	\$10.00	000047	1 RC00001000000065	No	0809
08/15/2005	400300#####6781	Visa	\$7.00	000017	1 RC00001000000067	No	0809
08/16/2005	400300#####6781	Visa	\$6.42	000017	1 RC00001000000083	No	0809
08/17/2005	400300#####6781	Visa	\$5.34	000036	1 RC00001000000090	No	0809
08/17/2005	400300#####6781	Visa	\$3.21	000066	1 RC00001000000093	No	0809
08/17/2005	400300#####6781	Visa	\$6.96	000036	1 RC00001000000096	No	0809

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Credit Memo/Gift Certificate Report

- Based on credit memos only, gift certificates only, or both
- Includes all that have been redeemed or not redeemed, or expired or not expired

Report Detail:

Voucher ID	End Date
Receipt ID	Voucher Amount
Expiration Date	Expired
Date Issued	Customer Total
Date Used	Grand Total
Start Date	

Credit Memo/Gift Certificate Report Print Date: 07/16/2002 Page: 1

Type:	Voucher ID:	Receipt ID:	Expires:	Issue Date:	Redemption date:	Start date:	End date:	Voucher am t:	Expired:
Customer:	Parker, Byna								
Credit Memo	C M00001000000002	RC00001000001059	False	04/23/2002 00:00:00				\$12.18	N/A
Gift Certificate	1111	RC00001000001071	False	07/15/2001 00:00:00	12/11/2001 15:16:31.3			\$100.00	N/A
Gift Certificate	64065405405	RC00001000001059	False	12/01/2001 00:00:00	12/10/2001 17:38:44.2			\$100.00	N/A
Gift Certificate	A1145	RC00001000001075	False	12/01/2001 00:00:00	12/13/2001 10:23:30.4			\$50.00	N/A
								Customer Total:	\$262.18
Customer:	Miller, Tom								
Gift Certificate	GC00001000000001	RC00001000001059	False	05/23/2001 00:00:00	10/12/2001 15:22:18.9			\$100.00	N/A
								Customer Total:	\$100.00
Customer:	Becker, Ray								
Gift Certificate	GC00001000000002	RC00001000001078	False	12/13/2001 00:00:00	12/13/2001 10:39:05.2			\$100.00	N/A
								Customer Total:	\$100.00
Customer:	Becker, Ray								
Gift Certificate	GC00001000000003	RC00001000001201	False	05/07/2002 00:00:00				\$200.00	N/A
								Customer Total:	\$200.00
								Grand Total:	\$562.18

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Customer Query

- Lets you target specific customers through their buying habits
- Reports and address labels can be printed

Report Detail:

Customer Number	City
Customer Name	State
Phone Number	ZIP Code
Address	Country

Printed Using Default Database
 Print Date: 07/16/2002 Start Date: 04/16/2002 End Date: 07/16/2002
 Selection:

Customer ID	Customer Name	Phone	Address 1	Address 2	City	State	ZIP Code	Country
C00001000001014	Roger Graham		4302 49th Terr NW		Calgary	AB	T3A 2N1	Canada
C00001000001013	John Smith	7024449999	2994 Barranca St.		Las Vegas	NV	89128	USA
C00001000001012	Jeff Hanson		PO Box 315435		Overland Park	KS	66202	USA
C00001000001011	Ray Breckner	5154446464	2517 Pine Cove Ln.		Amarillo	TX	79110	USA
C00001000001009	David McKnight	7023893000	164 Crestwood St.		Henderson	NV	89015	USA
C00001000001008	Frank Johnson	9705544141	2962 Botter Ave.		Denver	CO	80424	USA
C00001000001005	Tom Miller		19 Westfield Drive		Denver	CO	80424	USA
C00001000001004	Steve Ward	7026547984	10535 Cobalt Canyon		Las Vegas	NV	89144	USA
C00001000001003	Joe Bieker	7026590919	2680 County Line Rd.		Grand Prairie	TX	75235	USA
C00001000001002	Steve Monroe	7024443131	3880 W. Topanga Ave.		Las Vegas	NV	89102	USA
C00001000001001	Bryan Parker	7023334949	525 Juniper Ct.		Las Vegas	NV	89128	Other

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Inventory Activity Matrix

- Shows detailed inventory information including on hand levels, model inventory, transfers, adjustments, etc.
- Can include an overall date range or different ranges for certain data sets
- Four report formats are available when multiple stores are included

Report Detail:

Department	Model Inventory	Physical Inventory
Vendor	Below Model Inventory	PI Snap Shot
Style	Above Model Inventory	Shrinkage
Description	Minimum Stock Level	On Order by Date
Store number	Below Minimum Stock Level	Projected On Hand by Date
On-Hand Quantity	Maximum Stock Level	Received
Committed	Above Maximum Stock Level	Net Sales
OH Available to Sell	Transfer Ins	Adjusted
On Order	Transfer Outs	Adjustment Activity
Projected On-Hand	Transfers in Transit	

Inventory Activity Matrix Report Created: 08/16/2005 1:26 pm at Store #1 - ALLSTAR SPORTS
Printed using: Default Database

Department: 111:T-SHIRTS Vendor: 0:COCKAMAMEY
 Style: 67230 T-Shirt Cost: 12.00 Retail: 24.00
 Store: 1 On-Hand (OH) Total Cost: \$24,036.00 Total Retail: \$49,053.00

Size	MED	LG	XL	Total
	616	856	531	2,003

Store: 1 OH Available (OHAvl) Total Cost: \$23,976.00 Total Retail: \$48,931.00

Size	MED	LG	XL	Total
	613	855	530	1,998

Store: 1 On Order (OO) Total Cost: -\$252.00 Total Retail: -\$514.00

Size	MED	LG	XL	Total
	138	-78	-81	-21

Store: 1 OO by Due Date (OOD) 07/16/2005 - 08/16/2005 Total Cost: \$7,416.00 Total Retail: \$15,134.00

Size	MED	LG	XL	Total
	494	62	62	618

Store: 1 Proj.OH by Date (ProjOHD) 07/16/2005 - 08/16/2005 Total Cost: \$31,452.00 Total Retail: \$64,188.00

Size	MED	LG	XL	Total
	1,110	918	593	2,621

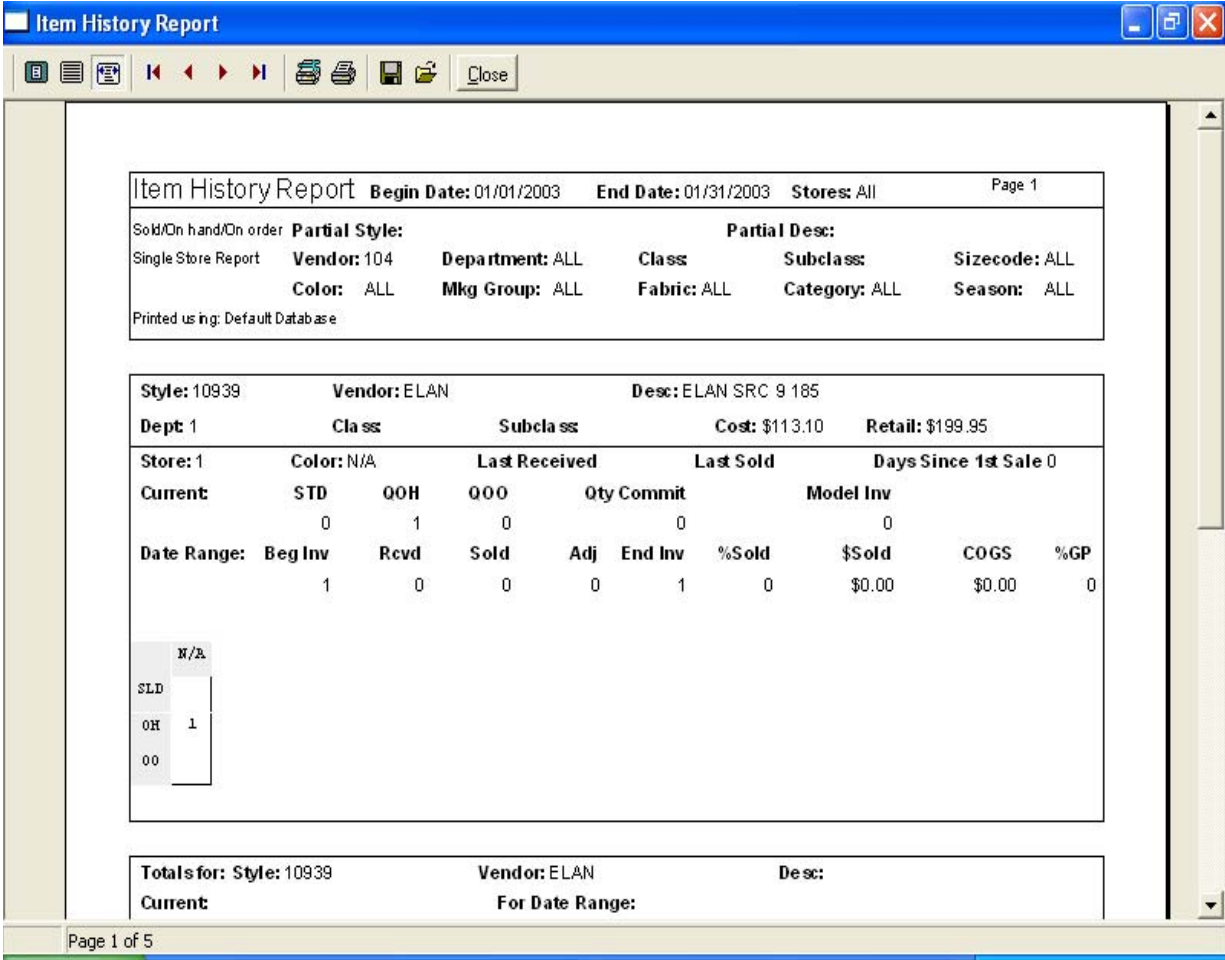
Current Page No: 1 Total Page No: 1+ Zoom Factor: 100%

Item History Report

- A report for a defined date range including product detail for the quantity sold, quantity on hand, and/or quantity on order
- Can include all products or specific products
- Can include all stores or specific stores

Report Detail:

Style	Store
Vendor	Color
Description	Last Received
Department	Last Sold
Class	Days Since 1st Sale
Subclass	Current STD, QOH<QOO, Quantity Committed, Model Inventory
Cost	Date Range: Beginning Inventory, Received, Sold, Adjusted, Ending Inventory, % Sold, COGS, %GP
Retail	



Management Overview Report

- Shows an overview of sales and orders for the specified department/class/subclass. Includes total - retail dollar analysis of WTD sales, 4 weeks sales, on hand, and on order; fast movers - retail dollar analysis of WTD sales, 4 weeks sales, on hand, and on order; slow movers - retail dollar analysis of WTD sales, 4 weeks sales, on hand, and on order; and no sale - retail dollar analysis of WTD sales, 4 weeks sales, on hand, and on order
- Shows the top 10 items with the highest margin based on WTD sales
- Shows age analysis of sales for various time periods including total, regular, markdown, and discount sales

Management Overview Report
 Created: 10/27/2005 1:50 pm
 Printed using: Default Database

Report Date: 10/27/2005
 WTD Interval: 10/16/2005 - 10/22/2005
 4-Weeks Interval: 09/25/2005 - 10/22/2005

Turn Rate Parameters:
 Slow Mover Days: 7
 Slow Mover Percent: 15
 Slow Mover Units: 5

Season: 09/27/2005 - 10/27/2005
 Fast Mover Days: 14
 Fast Mover Percent: 70
 Fast Mover Units: 60

Department: (All)
 Class: (All)
 Subclass: (All)

Overall Performance

		Retail Dollar Analysis				Percentage Analysis					Weeks Supply		Styles	
		WTD Sales	4 Weeks Sales	On Hand	On Order	WTD Sales	4 Weeks Sales	On Hand	%Sold	On Order	WTD	4 Weeks	# Received	% to
Total	Total	30	619	41,475	7,161	100%	100%	100%	0%	100%	1,383	268	1	1
	Regular	30	619	41,475	7,161	100%	100%	100%	0%	100%	1,512	153	1	1
	Markdown	0	0	0	0	0%	0%	0%	0%	0%	0	0	0	0
	Discount	0	0	0	0	0%	0%	0%	0%	0%	0	0	0	0
Fast	Total	0	0	0	0	0%	0%	0%	0%	0%	0	0	0	0
	Regular	0	0	0	0	0%	0%	0%	0%	0%	0	0	0	0
	Markdown	0	0	0	0	0%	0%	0%	0%	0%	0	0	0	0
	Discount	0	0	0	0	0%	0%	0%	0%	0%	0	0	0	0
Slow	Total	0	86	5,696	1,175	0%	14%	14%	0%	100%	0	265	0	0
	Regular	0	86	5,696	1,175	0%	14%	14%	0%	100%	0	254	0	0
	Markdown	0	0	0	0	0%	0%	0%	0%	0%	0	0	0	0

Open Receipts Report

- Includes layaway, hold, and special order receipt detail, as well as payments received on account
- Can be printed for sales associates, styles, and departments
- Can be printed in summary or detail format
- Can be printed in ascending or descending order
- Can be sorted in order by date receipt was opened, by customer, salesperson, number of days since last payment, balance due, or original amount

Report Detail:

Customer Name	Total Payments
Store	Balance
Sales Code	Days Since Last Payment
Receipt Number	Last Payment
Date Opened	Phone Number
Sales Person	Totals
Original Amount	

R Print Preview [72%] [1] [Close]

Open Receipts Report Reporting on Layaways and Holds and Special Orders and ROA Printed Date: 05/22/2003
 Sales codes: L=Layaway, H=Hold, D=Special Order, P=ROA Printed at store: 1

Customer Name	Store	Sales Code	Receipt#	Date Opened	Sales Person	Original Amount	Total Pmnts	Balance	Days Since Last Pmnt	Last Pmnt	Phone#
Bryce Parker	1	D	RC0000100001008	04/28/2001	SYSTEM SYSTEM	\$290.00	1	\$240.00	759	\$50.00	(02) 333-4949
Style:		Vendor:	Description:	UPC:	Color:	Size:	Subsize:	Order:	Shipped:	Selling Prc:	Extended:
115900		TIMB	Leather/Weathered Bomber	400100000957	BRN	XL		1	0	\$290.00	\$290.00
								1	0	Subtotal:	\$290.00
Payment Date:		Pay Type:	Payment:								
04/23/2001		Cash	\$50.00								
			\$50.00								
Bryce Parker	1	D	RC0000100001023	06/08/2001	Lka Pruitt	\$165.00	1	\$125.00	713	\$50.00	(02) 333-4949
Style:		Vendor:	Description:	UPC:	Color:	Size:	Subsize:	Order:	Shipped:	Selling Prc:	Extended:
739		POLO	FLANNEL DAULTON TROUSER	400100000137	YEL	35		1	0	\$165.00	\$165.00
								1	0	Subtotal:	\$165.00
Payment Date:		Pay Type:	Payment:								
06/08/2001		Cash	\$50.00								
			\$50.00								
Bryce Parker	1	L	RC0000100001024	06/08/2001	Lka Pruitt	\$357.65	1	\$357.65	713	\$100.00	(02) 333-4949
Style:		Vendor:	Description:	UPC:	Color:	Size:	Subsize:	Order:	Shipped:	Selling Prc:	Extended:
566578		HUGO	DB 4 BUTTON WOOL SUIT	400100000847	BLK	48	T	1	0	\$357.65	\$357.65
								1	0	Subtotal:	\$357.65
Payment Date:		Pay Type:	Payment:								
06/08/2001		Cash	\$100.00								
			\$100.00								

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Profitability Report

- Shows total sales, returns, cost of goods sold, and profit dollars and percentages for a defined date range
- Can be generated for a specific store or for all stores

Report Detail:

Date	COGS
Type	Profit \$
Quantity	Profit %
Sales \$	Grand Totals

Print Preview

Profitability Report
 Print Date: 10/16/2002 1:30:29 PM
 Start Date: 07/16/2002 End Date: 10/16/2002
 Store No: 1
 Open Receipts Included (Open Receipts amount = total layaway value + total special order value)

Date	Type	Qty	Sales \$	COGS	Profit \$	Profit %
07-16-2002	Sales	3	\$1,193.00	\$584.00	\$609.00	51.05*
	Net	3	\$1,193.00	\$584.00	\$609.00	51.05*
07-24-2002	Sales	2	\$186.99	\$97.34	\$89.65	47.94*
	Net	2	\$186.99	\$97.34	\$89.65	47.94*
08-01-2002	Sales	1	\$79.00	\$37.00	\$42.00	53.16*
	Net	1	\$79.00	\$37.00	\$42.00	53.16*
08-05-2002	Sales	1	\$459.00	\$229.50	\$229.50	50.00*
	Net	1	\$459.00	\$229.50	\$229.50	50.00*
08-09-2002	Sales	1	\$79.00	\$37.00	\$42.00	53.16*
	Net	1	\$79.00	\$37.00	\$42.00	53.16*
08-13-2002	Sales	6	\$642.50	\$370.00	\$272.50	42.41*
	Open Receipts	4	\$110.50	\$58.00	\$52.50	47.51*
	Net	10	\$753.00	\$428.00	\$325.00	43.16*

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Register Summary

- Produces a reconciliation report for a defined date range
- Can include tender type transaction values (e.g., cash, check, credit card, gift certificate, etc.)
- Can show register opening balance, paid in, and paid out detail
- Can be created for a single store or all stores
- Can be created for a single register or all registers

Report Detail:

Transactions By Department
 Transactions By Sales Associate
 Tax Summary
 Transaction Summary

Payment Summary
 Credit Card Summary
 Paid Ins/Outs
 Register Balance

Note: Backorder Shipments (under Transaction Summary) is calculated from special orders and layaways shipped inside the report period, but paid for outside of the report period. It accounts for payments that would be missing inside of the report period because they were taken outside of the report period.

Register Summary Report

Store: 1 [ALLSTAR SPORTS] Date Printed: 03/17/2005 3:53:51 PM
 Register: All Printed At: 1 [ALLSTAR SPORTS]
 Start Date: 03/17/2005 12:00:00 AM Page: 1
 End Date: 03/17/2005 11:59:59 PM

Transactions By Department

Department	Sales	Shipped	Returns	Total Sales	Layaways	Special Orders	Net
CHILDRENS COSTUMES	\$281.92	\$0.00	\$0.00	\$281.92	\$0.00	\$0.00	\$281.9
ADULT COSTUMES	\$331.95	\$0.00	\$0.00	\$331.95	\$0.00	\$0.00	\$331.9
DECORATIONS/PROPS	\$22.98	\$0.00	\$0.00	\$22.98	\$0.00	\$0.00	\$22.9
HATS	\$11.99	\$0.00	\$0.00	\$11.99	\$0.00	\$0.00	\$11.9
CHARACTER MASKS	\$39.99	\$0.00	\$0.00	\$39.99	\$0.00	\$0.00	\$39.9
JEWELRY	\$125.99	\$0.00	\$0.00	\$125.99	\$0.00	\$0.00	\$125.9
T-SHIRTS	\$22.97	\$0.00	\$0.00	\$22.97	\$0.00	\$0.00	\$22.9
GIFT CERTIFICATE 115	\$39.82	\$0.00	\$0.00	\$39.82	\$0.00	\$0.00	\$39.8
Department Totals	\$877.61	\$0.00	\$0.00	\$877.61	\$0.00	\$0.00	\$877.6

Shipped = the value, in dollars, of items on layaway or special order that have been shipped
Total Sales = Sales + Shipped - Returns
Shipped dollars are deducted from layaway and/or special order dollars
Net = Total Sales + Layaways + Special Orders

Transactions By Sales Associate

Sales Associate	Sales	Shipped	Returns	Total Sales	Layaways	Special Orders	Net
SYSTEM SYSTEM	\$877.61	\$0.00	\$0.00	\$877.61	\$0.00	\$0.00	\$877.6
Sales Associate Totals	\$877.61	\$0.00	\$0.00	\$877.61	\$0.00	\$0.00	\$877.6

Shipped = the value, in dollars, of items on layaway or special order that have been shipped
Total Sales = Sales + Shipped - Returns

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Sales Audit Report

- Provides oversight and review of sales activity
- Allows you to audit POS transactions including payment method, customers, taxes, and credit card information
- Helpful in checking for theft of cash from drawer at POS
- Can be produced for a specific level of detail and date range
- Grouping by day, cashier, transaction type, or customer

Report Detail:

Transaction Types	Optional Detail	Selling Price
Tender Types	Store Number	Extended Price
Cash Register	Receipt ID	Tax
Sales Person	Vendor	Tender Amount
Cashier	Style	Balance
Customer	Color	Receipt Total
Advertisement	Size	(Net) Units
Serial #/Range	Subsize	Line Item Date
UPC	Cost	Transaction Count
\$ Disc > than	Discount	Tax Total
Disc % > than	Ordered	Daily Total
Grouping	Shipped	

Print Preview [Icons] 93% [Navigation] [Close]

Sales Audit Line Item Detail Report

Printed: 05/22/2003 Using: Default Database
 At store: 1 for stores: All
 Begin: 05/01/2003 End: 05/22/2003

Report Criteria

Transaction types: All	Advertisement: All
Tender types: All	Serial #/range: All
Cash register: All	UPC: All
Sales person: All	\$ Discounts > than: \$0.00
Cashier: All	Discount% > than: 0.00%
Customer: All	

Grouping: Day - Sort and subtotal all data for each day in date range.
 Optional detail: None

Tuesday, May 20, 2003

Store no 1

ID: RC00001000001402	Sale	Cashier	EM0000000000000000	05/20/2003								
Vendor	Style	Color	Size	Subsize	Sales person	Type	Cost	Disc.	Order	Shipped	Sell	Extend
POLO	580	BLK	L	-	EM0000000000000000	Sale	\$37.00	\$0.00	1	1	\$62.99	\$62.99
Tender: \$67.40		Balance: \$0.00		Subtotal: \$62.99		Tax total: \$4.41		Receipt total: \$67.40				
Totals for store 1		1 Transaction		Subtotal: \$62.99		Tax total: \$4.41		Daily total: \$67.40				
<i>Totals for Tuesday, May 20, 2003</i>												
1 Transaction		Subtotal: \$62.99		Tax total: \$4.41		Daily total: \$67.40						

Wednesday, May 21, 2003

Store no 1

ID: RC00001000001403	Sale	Cashier	EM0000000000000000	05/21/2003								
Vendor	Style	Color	Size	Subsize	Sales person	Type	Cost	Disc.	Order	Shipped	Sell	Extend
SANR	56670	N/A	N/A	-	EM0000000000000000	Sale	\$12.00	\$0.00	1	1	\$26.00	\$26.00
Tender: \$27.82		Balance: \$0.00		Subtotal: \$26.00		Tax total: \$1.82		Receipt total: \$27.82				
ID: RC00001000001404	Sale	Cashier	EM0000000000000000	05/21/2003								
Vendor	Style	Color	Size	Subsize	Sales person	Type	Cost	Disc.	Order	Shipped	Sell	Extend

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Sales Person Report

- Includes total sales, returns, cost of goods sold, and profit for specific sales persons for a defined date range

Report Detail:

Sales Associate	Cost of Sales
Quantity	Profit \$
Total Sales	GP %
Total Returns	Totals
Net Sales	

Salesperson Report Print Date: 04/09/2003 Printed At Store: 1 Page: 1

Stores: 1
Salesperson: All Start Date: 04/16/2002 End Date: 07/16/2002 Include Open Receipts: No

Sales Associate	Qty	Total Sales	Total Returns	Net Sales	Sales Cost	Profit \$	% Profit
Pruitt, Lisa	124	\$12,656.45	(\$58.45)	\$12,598.00	\$6,209.11	\$6,388.89	50.71%
System, System	141	\$46,850.82	(\$2,792.96)	\$44,057.86	\$20,912.98	\$23,144.88	52.53%
Williams, Chris	5	\$352.00	\$0.00	\$352.00	\$163.00	\$189.00	53.69%
Totals:	270	\$59,859.27	(\$2,851.41)	\$57,007.86	\$27,285.09	\$29,722.77	52.14%

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Serialized Purchases Report

- Lists purchases of items with serial numbers attached per customer
- Can be filtered by serial number or by customer ID

Report Detail:

Customer ID	Size
Customer Name	Subsize
Customer Address	Receipt ID
Serial Number	Store
UPC	Quantity
Description	Price
Department	Sales Date

Serialized Purchases Date Printed: 07/16/2002 11:47:23 AM

CustomerID: CU00001000001012
 Name: Jeff Hamison
 Address: PO Box 315435
 City State Zip: Overland Park KS 66202

Serial No	UPC	Description	Dept.	Size	SubSize	Receipt ID	Store	Qty	Price	Sales Date
1008701903	400100030561	MOUNTAIN BIKE	MISC	N/A		RC00001000001292	1	1	459.00	07/16/2002 11:41:50

Page 1 of 1

Stock Distribution Report

- Shows quantity on hand for specified products
- Can be produced in list or matrix format
- Can be produced for specific stores
- Can include UPC

Report Detail:

Store Number	UPC
Style	Cost
Vendor	Price
Description	Quantity On Hand

Stock Distribution Report Date Printed 12/07/2004 3:55:58 PM Page 1

Store	Style	Vendor	Description	Cost	Price	Qty On Hand
1	F09	356	FAN FACE NFL - NY GIANTS	6.5	19.99	3
108	F09	356	FAN FACE NFL - NY GIANTS	6.5	19.99	0
2	F09	356	FAN FACE NFL - NY GIANTS	6.5	19.99	0
20	F09	356	FAN FACE NFL - NY GIANTS	6.5	19.99	0
99	F09	356	FAN FACE NFL - NY GIANTS	6.5	19.99	0
1	F10	356	FAN FACE CAP MLB - NY YANKEES	11.8	29.99	4
108	F10	356	FAN FACE CAP MLB - NY YANKEES	11.8	29.99	0
2	F10	356	FAN FACE CAP MLB - NY YANKEES	11.8	29.99	0
20	F10	356	FAN FACE CAP MLB - NY YANKEES	11.8	29.99	0
99	F10	356	FAN FACE CAP MLB - NY YANKEES	11.8	29.99	0
1	F21	356	FAN FACE CAP MLB - NY METS	11.8	29.99	8
108	F21	356	FAN FACE CAP MLB - NY METS	11.8	29.99	0
2	F21	356	FAN FACE CAP MLB - NY METS	11.8	29.99	0
20	F21	356	FAN FACE CAP MLB - NY METS	11.8	29.99	0
99	F21	356	FAN FACE CAP MLB - NY METS	11.8	29.99	0
1	F25	356	FAN FACE NFL - NY JETS	6.5	19.99	4
108	F25	356	FAN FACE NFL - NY JETS	6.5	19.99	0
2	F25	356	FAN FACE NFL - NY JETS	6.5	19.99	0
20	F25	356	FAN FACE NFL - NY JETS	6.5	19.99	0
99	F25	356	FAN FACE NFL - NY JETS	6.5	19.99	0

Page 1 of 1

Store Facility Report

- Ranks store productivity by a defined date range
- Can include detail by store number or ranking order
- Store productivity can be ranked based on: Sales Dollars, Gross Profit Dollars, Sales per square foot (annualized), Gross Profit per square foot (annualized), Return on Rent expressed in sales per dollar of rent (annualized), Return on Rent expressed in gross profit per dollar of rent (annualized), No Ranking (report in store order)

Report Detail:

Store	GP \$/Square Foot
Sales \$	Monthly Rent
GP \$	ROR (Sales \$)
Square Footage	ROR (GP \$)
Sales/Square Foot	Current Inventory at Average Cost

Store Facility Report Begin Date : 04/18/2002 End Date : 07/18/2002 Open Receipts Included

Store	Sales\$	GP\$	Sq. Footage	Sales/Sq. Foot	GP\$/Sq. Foot	Monthly Rent	ROR (\$Sales\$)	ROR (GP\$)	Curr Inv.@AvgCost
4	\$0.00	\$0.00	0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2157.50
3	\$8318.28	\$4200.88	2500.00	\$13.35	\$6.74	\$5000.00	\$0.56	\$0.28	\$47304.67
2	\$17905.59	\$9393.01	2000.00	\$35.91	\$18.84	\$4000.00	\$1.50	\$0.78	\$58258.79
1	\$64224.91	\$33729.42	3200.00	\$80.50	\$42.28	\$6400.00	\$3.35	\$1.76	\$63196.40
Totals	\$90,448.78	\$47,323.31	7700			\$15,400.00			\$170,917.36
Store Aves	\$22,612.20	\$11,830.83	1,925.00	\$32.44	\$16.96	\$3,850.00	\$1.35	\$0.71	\$42,729.34

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Tax Summary Report

- Can be printed in Date and Tax Rate, Date and Sales Code, or Tax Name level of detail
- Can include layaways/special orders

Report Detail:

Date	PST Tax
Sales Code	Receipt Totals
Sales (Return)	Non-Taxable Sales
Sales Tax	Totals
GST Tax	

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Sales Tax Summary Report - Detail by Date & Tax Rate Report Date: 07/16/2002 Page: 1

Stores: 1

DATE	Tax rate	Start amount	End amount	Total tax collected
Tax name Default Tax				
04/23/2002	7.0000 %	\$0.00	\$99,999,999.99	\$1.91
04/26/2002	7.0000 %	\$0.00	\$99,999,999.99	\$10.50
04/29/2002	7.0000 %	\$0.00	\$99,999,999.99	\$17.23
04/30/2002	7.0000 %	\$0.00	\$99,999,999.99	\$19.53
05/01/2002	7.0000 %	\$0.00	\$99,999,999.99	\$28.07
05/02/2002	7.0000 %	\$0.00	\$99,999,999.99	\$46.69
05/07/2002	7.0000 %	\$0.00	\$99,999,999.99	\$80.38
05/08/2002	7.0000 %	\$0.00	\$99,999,999.99	\$13.19
05/09/2002	7.0000 %	\$0.00	\$99,999,999.99	\$320.56
05/10/2002	7.0000 %	\$0.00	\$99,999,999.99	\$144.73
05/13/2002	7.0000 %	\$0.00	\$99,999,999.99	\$237.73
05/14/2002	7.0000 %	\$0.00	\$99,999,999.99	\$19.74
05/28/2002	7.0000 %	\$0.00	\$99,999,999.99	\$14.35
05/29/2002	7.0000 %	\$0.00	\$99,999,999.99	\$10.61
05/30/2002	7.0000 %	\$0.00	\$99,999,999.99	\$408.38
05/31/2002	7.0000 %	\$0.00	\$99,999,999.99	\$98.35
06/04/2002	7.0000 %	\$0.00	\$99,999,999.99	\$134.78
06/05/2002	7.0000 %	\$0.00	\$99,999,999.99	\$70.84
06/06/2002	7.0000 %	\$0.00	\$99,999,999.99	\$75.88
06/07/2002	7.0000 %	\$0.00	\$99,999,999.99	\$21.77
06/11/2002	7.0000 %	\$0.00	\$99,999,999.99	\$171.85
06/12/2002	7.0000 %	\$0.00	\$99,999,999.99	\$11.55
06/13/2002	7.0000 %	\$0.00	\$99,999,999.99	\$7.07
06/17/2002	7.0000 %	\$0.00	\$99,999,999.99	(\$64.33)
06/18/2002	7.0000 %	\$0.00	\$99,999,999.99	(\$31.08)
06/19/2002	7.0000 %	\$0.00	\$99,999,999.99	\$14.32
06/20/2002	7.0000 %	\$0.00	\$99,999,999.99	\$36.55
06/21/2002	7.0000 %	\$0.00	\$99,999,999.99	\$2,058.81
06/25/2002	7.0000 %	\$0.00	\$99,999,999.99	\$20.72
06/26/2002	7.0000 %	\$0.00	\$99,999,999.99	\$2.77
07/01/2002	7.0000 %	\$0.00	\$99,999,999.99	\$21.19
07/02/2002	7.0000 %	\$0.00	\$99,999,999.99	\$62.66

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Time Cards Report

- Produces time and attendance sheets for a defined date range

Report Detail:

Store
 Time In (& Date)
 Time Out (& Date)

Hours
 Minutes
 Seconds

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Timecard Report For Period Report date: 07/16/02 12:12:19 PM Printed at: [1] Sales Page: 1

Begin date: 07/01/2002 End date: 07/05/2002 Stores: 1

Store: [1] Sales

Adams, Jm		EM000100000003		PAYROLL ID: 10001			
Time In	Time out	Hours	Minutes	Seconds	or	Hours	
JN01, 2002 @ 08:45:10 AM	JN01, 2002 @ 04:26:17 PM	6	41	7		6.6853	
JN02, 2002 @ 10:00:17 AM	JN02, 2002 @ 04:23:24 PM	6	23	7		6.3853	
JN03, 2002 @ 08:03:42 AM	JN03, 2002 @ 03:01:17 PM	5	57	35		5.9597	
JN04, 2002 @ 09:01:13 AM	JN04, 2002 @ 01:23:05 PM	4	21	53		4.3547	
JN05, 2002 @ 08:59:47 AM	JN05, 2002 @ 03:05:02 PM	6	6	15		6.1042	
						Employee Total	29.4592

Pruitt, Lisa		EM000100000001		PAYROLL ID:			
Time In	Time out	Hours	Minutes	Seconds	or	Hours	
JN01, 2002 @ 08:36:23 AM	JN01, 2002 @ 04:04:08 PM	6	27	45		6.4625	
JN02, 2002 @ 12:09:11 PM	JN02, 2002 @ 05:45:25 PM	5	36	14		5.6039	
JN03, 2002 @ 09:05:14 AM	JN03, 2002 @ 05:39:11 PM	8	32	57		8.5492	
JN04, 2002 @ 08:38:12 AM	JN04, 2002 @ 05:28:05 PM	8	49	54		8.8317	
JN05, 2002 @ 10:15:30 AM	JN05, 2002 @ 03:02:32 PM	4	47	2		4.7839	
						Employee Total	34.2512
						Store Total	63.7104
						Report Total	63.7104

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Transaction History: Purchase Order Transaction Report

- Helps you find source of discrepancies
- Data provided on three (3) levels: Transaction level, Item level, and UPC level
- Shows transaction activity in date order or for a specific SKU/UPC or vendor/style by date range

Report Detail:

<u>Transaction Level:</u>	<u>Bill To:</u>	<u>UPC Level:</u>
Store Number	Terms	UPC (SKU)
PO Number	Warehouse	Color
Status	Replenish	Ship To Store
Vendor Number		Size
Vendor Name	<u>Item Level:</u>	Width
Entered By	Style	On Order Quantity
Reference	Description	Backordered Quantity
Order Date	Retail	Quantity Received
Ship Date	Quantity	Odd Cost (future enhancement)
Cancel Date	Cost	
Payment Date	Extension	

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Purchase Order Transaction Report

Printed Date: 07/16/2002
Printed at store: 1

Start Date: 16-Apr-2002 **End Date:** 16-Jul-2002

Order Date Range: 16-Apr-2002 thru 16-Jul-2002
Due Date Range: 16-Apr-2002 thru 16-Aug-2002
Cancel Date Range: 16-Apr-2002 thru 16-Aug-2002
Payment Due Date Range: 16-Apr-2002 thru 16-Aug-2002

Store No: 1 **PO Number:** 110065 **Status:** None Received **Order Date:** 06/06/2002
 Vendor code: MIKAS Vendor Name: Mikasa Ship Date: 07/06/2002
 Whse Order: No Entered By: EM0000000000000000 Cancel Date: 07/06/2002
 Replenish: No Terms: Payment Date: 07/06/2002
 Reference:

Style	Description	Retail	Cost	Ordered	Total Cost			
MWSW	Mariposa Wine Stem White	20.00	10.00	100	1,000.00			
SKU/UPC	Color	Size	Width	Ship to	OO Qty	BO Qty	Rec Qty	Odd Cost
400100029725	N/A	N/A		1	100			
Total:				100		0	0	1,000.00

Store No: 1 **PO Number:** 110070 **Status:** None Received **Order Date:** 06/06/2002
 Vendor code: POLO Vendor Name: POLO Ship Date: 07/06/2002
 Whse Order: No Entered By: EM0000000000000000 Cancel Date: 07/06/2002
 Replenish: No Terms: Payment Date: 07/06/2002
 Reference:

Style	Description	Retail	Cost	Ordered	Total Cost			
580	MINI PIQUE TOURNAMENT SHIRT	74.00	37.00	10	370.00			
SKU/UPC	Color	Size	Width	Ship to	OO Qty	BO Qty	Rec Qty	Odd Cost
400100000007	YEL	S		1	2			
400100000014	YEL	M		1	2			
400100000021	YEL	L		1	2			

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Transaction History: PO Receiving Transaction Report

- Helps you find source of discrepancies
- Data provided on three (3) levels: Transaction level, Item level, and UPC level
- Shows transaction activity in date order or for a specific SKU/UPC or vendor/style by date range

Report Detail:

<u>Transaction Level:</u>	Total COGS Extension (Cost * Units)	<u>UPC Level:</u>
PO Number	Total Freight	UPC (SKU)
Vendor Number	Grand Total	Color
Vendor Name		Ship To Store
Received By	<u>Item Level:</u>	Size
Received Date	Style	Width
Warehouse	Description	On Order Quantity
Replenish	Retail	Backordered Quantity
Freight	Quantity	Quantity Received
Duty	Cost	Odd Cost (future enhancement)
Other	Extension	
Total Units		

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PO Receiving Transaction Report

Printed Date: 01/29/2004
Printed at store: 1

Start Date: 16-Apr-2002 **End Date:** 16-Jul-2002

Store No: 1	PO Number: 110041	Status: Complete	Receive Date: 04/23/2002
Vendor code: SANR	Vendor Name: SANRIO		Total Rcvd: 27
Whse Order: No	Entered By: EM00001000000001		Received Cost: 390.00
Replenish: No	Freight: 0.00 Duty: 0.00 Other: 0.00		Total Freight: 0.00
			Total Cost: 390.00

Style	Description	Retail	Cost	Qty	Total Cost	
36186	Batz Maru Mini Backpack	22.00	10.00	15	150.00	
SKU/UPC	Color Size Width		Ship to	OO Qty	BO Qty	Rec Qty Odd Cost
400100020777	BLK N/A		1	5	0	5
	BLK N/A		2	5	0	5
	BLK N/A		3	5	0	5
Total Style:				15	0	15 150.00
56670	Hello Kitty Wall Clock Camelli	26.00	12.00	18	216.00	
SKU/UPC	Color Size Width		Ship to	OO Qty	BO Qty	Rec Qty Odd Cost
400100020852	N/A N/A		1	6	0	6
	N/A N/A		2	6	0	6
	N/A N/A		3	6	0	6
Total Style:				18	0	18 216.00
56751	Hello Kitty Plush - Bluebird	45.00	20.00	12	240.00	
SKU/UPC	Color Size Width		Ship to	OO Qty	BO Qty	Rec Qty Odd Cost
400100020814	N/A N/A		1	6	0	6
	N/A N/A		2	6	0	6
Total Style:				12	0	12 240.00
Total Document:	Store No: 1 PO Number: 110041			45		390.00

Store No: 1	PO Number: 110042	Status: Complete	Receive Date: 04/29/2002
Vendor code: NIKE	Vendor Name: NIKE		Total Rcvd: 6
Whse Order: No	Entered By: EM00001000000001		Received Cost: 111.00

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Transaction History: Transfer Transaction Report

- Helps you find source of discrepancies
- Data provided on three (3) levels: Transaction level, Item level, and UPC level
- Shows transaction activity in date order or for a specific SKU/UPC or vendor/style by date range

Report Detail:

Transaction Level:

PO Number
 Vendor Number
 Vendor Name
 Received By
 Received Date
 Total Units
 Total COGS Extension (Cost * Units)

Quantity (sum of all lines for vendor/style)
 Cost (total cost for vendor/style)
 Extension

UPC Level:

UPC (SKU)
 Color
 Ship To Store
 Size

Item Level:

Style
 Description
 Retail

Width
 Quantity
 Quantity Received
 Odd Cost (future enhancement)

Print Preview

Printed Date: 07/16/2002
 Printed at store: 1

Transfer Transaction Report

Start Date: 16-Apr-2002 End Date: 16-Jul-2002

Packing Slip: 1-1008 **Transfer Date:** 04/29/2002 **From Store:** 1

Total Units Sent: 3 **Total Units Rcvd:** 3

Style	Description	Retail	Cost	Qty Sent	Qty Rcvd	Total Cost	
192056	NIKE AIR COURSE SADDLE	140.00	70.00	3	3	210.00	
SKU/UPC	Color	Size	Width	Ship to	Qty Sent	Qty Rcvd	Odd Cost
400100019429	WHITE	11.5		2	1	1	
400100019467	WHITE	13.0		2	1	1	
400100019368	WHITE	8.5		2	1	1	
Total Style:				3	3	210.00	

Packing Slip: 1-1009 **Transfer Date:** 05/08/2002 **From Store:** 1

Total Units Sent: 1 **Total Units Rcvd:** 1

Style	Description	Retail	Cost	Qty Sent	Qty Rcvd	Total Cost	
09516	Cole Haan 'Neely' Loafer	119.95	85.00	1	1	85.00	
SKU/UPC	Color	Size	Width	Ship to	Qty Sent	Qty Rcvd	Odd Cost
400100027233	BRN	7	M	2	1	1	
Total Style:				1	1	85.00	

Packing Slip: 1-1010 **Transfer Date:** 05/08/2002 **From Store:** 1

Total Units Sent: 3 **Total Units Rcvd:** 3

Style	Description	Retail	Cost	Qty Sent	Qty Rcvd	Total Cost
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Transaction History: Adjustment Transaction Report

- Helps you find source of discrepancies
- Data provided on three (3) levels: Transaction level, Item level, and UPC level
- Shows transaction activity in date order or for a specific SKU/UPC or vendor/style by date range

Report Detail:

Transaction Level:

Adjustment ID
Adjustment Date

UPC Level:

UPC (SKU)
Reason Code
Color
Ship To Store
Size
Width
Quantity
Odd Cost (future enhancement)

Item Level:

Style
Description
Retail
Quantity (sum of all lines for vendor/style)
Cost (total cost for vendor/style)
Extension

Adjustment Transaction Report Printed Date: 07/16/2002
Printed at store: 1

Start Date: 16-Apr-2002 End Date: 16-Jul-2002

Adjustment ID: AH00001000000001 Adjustment Date: 05/29/2002

Style	Description	Retail	Cost	Qty	Total Cost
10338	Cole Haan 'Shay' Sandal	165.00	80.00		13,440.00
	SKU/UPC Color Size Width Ship to Odd Cost				
	Reason Code Reason				
	400100027912 TAN 4 AA 1				
	RS00001000000000 Default				
	400100027929 TAN 4 B 1				
	RS00001000000000 Default				
	400100027936 TAN 5 AA 1				
	RS00001000000000 Default				
	400100027943 TAN 5 B 1				
	RS00001000000000 Default				
	400100027950 TAN 6 AA 1				
	RS00001000000000 Default				
	400100027967 TAN 6 B 1				
	RS00001000000000 Default				
	400100027974 TAN 7 AA 1				
	RS00001000000000 Default				
	400100027981 TAN 7 B 1				
	RS00001000000000 Default				
	400100027998 TAN 8 AA 1				
	RS00001000000000 Default				
	400100028001 TAN 8 B 1				
	RS00001000000000 Default				

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Transaction History: Physical Inventory Transaction Report

- Helps you find source of discrepancies
- Data provided on three (3) levels: Transaction level, Item level, and UPC level
- Shows transaction activity in date order or for a specific SKU/UPC or vendor/style by date range

Report Detail:

Transaction Level:

Physical ID
 Store Number
 Snap Date
 Post Date

UPC Level:

Set Zero
 UPC (SKU)
 Color
 Size
 Width
 Snap
 Expected
 Physical Count
 Shrink (PI Variance)

Item Level:

Style
 Description
 Retail
 Count Quantity (sum of all lines for vendor/style)

Physical Inventory Transaction Report Printed Date: 07/16/2002
Printed at store: 1

Start Date: 16-Apr-2002 End Date: 16-Jul-2002

Store No: 1 Post Date: 05/31/2002 Snap Date: 05/31/2002

Style	Description	Retail	Cost	Qty	Total Cost	
SKU/UPC	Color	Size	Width	Snap	Expected	PI Count
400100020920	STR	S				Counted PH00001000000001
400100020937	STR	M				Counted PH00001000000001
400100020944	STR	L				Counted PH00001000000001
400100020951	STR	XL				Counted PH00001000000001
400100020975	STR	XXL				Counted PH00001000000001
SKU/UPC	Color	Size	Width	Snap	Expected	PI Count
400100021606	MULTI	-S				Counted PH00001000000001
400100021613	MULTI	-M				Counted PH00001000000001
400100021620	MULTI	-L				Counted PH00001000000001
400100021637	MULTI	-XL				Counted PH00001000000001
400100021651	MULTI	-XXL				Counted PH00001000000001
SKU/UPC	Color	Size	Width	Snap	Expected	PI Count
400100022276	NAVY	30				Counted PH00001000000001
400100022283	NAVY	31				Counted PH00001000000001
400100022290	NAVY	32				Counted PH00001000000001
400100022306	NAVY	33				Counted PH00001000000001
400100022313	NAVY	34				Counted PH00001000000001
400100022320	NAVY	35				Counted PH00001000000001
400100022327	NAVY	36				Counted PH00001000000001

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Transaction Review Report

- Creates a sales log that includes details of each sales receipt for a specified date range
- Can include all sales receipt types or just sales, returns, open receipts, or voids

Report Detail:

UPC	Selling Price
Receipt	Sales Tax
Date	Sales Person
Style	Sales Date
Vendor	Sales Code
Quantity	Subtotals
Cost Price	Grand Totals
Retail Price	

UPC	STYLE	VENDOR	QTY	COST PRICE	RETAIL PRICE	SELLING PRICE	SALES TAX	SALESPERSON	SALES
Transaction Review									
Printed Date: 07/16/2002					Printed Using Default Database				
Start Date: 4/16/2002					End Date: 7/16/2002				
Store Name: Sales									
RECEIPT	RC00001000001092								
		DATE	Apr 23, 2002						
400100020814	56751	SANR	0	\$20.00	\$45.00	\$0.00	\$0.0000	1	Apr 23,
400100020777	36186	SANR	0	\$10.00	\$22.00	\$0.00	\$0.0000	1	Apr 23,
400100000489	97063	TIMB	0	\$65.00	\$150.00	\$0.00	\$0.0000	1	Apr 23,
Sub Totals						\$0.00	\$0.00	Receipt	\$0.00
RECEIPT	RC00001000001093								
		DATE	Apr 23, 2002						
400100020852	56670	SANR	1	\$12.00	\$26.00	\$26.00	\$1.8200	1	Apr 23,
Sub Totals						\$26.00	\$1.82	Receipt	\$27.82
RECEIPT	RC00001000001095								
		DATE	Apr 23, 2002						
400100020852	56670	SANR	-1	\$12.00	\$26.00	(\$24.70)	(\$1.7290)	1	Apr 23,
400100020852	56670	SANR	1	\$12.00	\$26.00	\$26.00	\$1.8200	1	Apr 23,
Sub Totals						\$1.30	\$0.09	Receipt	\$1.39
RECEIPT	RC00001000001096								
		DATE	Apr 26, 2002						
400100000465	97063	TIMB	1	\$65.00	\$150.00	\$150.00	\$10.5000	1	Apr 26,
Sub Totals						\$150.00	\$10.50	Receipt	\$160.50
RECEIPT	RC00001000001097								
		DATE	Apr 26, 2002						
400100000007	580	POLO	0	\$37.00	\$74.00	\$0.00	\$0.0000	1	Apr 26,
Sub Totals						\$0.00	\$0.00	Receipt	\$0.00

Transaction Summary Report

- Includes only the sales receipt number with payment totals, paid types, and sales code for a specified date range

Report Detail:

Receipt	Subtotal
Customer Number	Sales Tax
Payment Date	Receipt Total
Sales Code	Receipt Balance
Payment Type	Grand Totals
Amount Tendered	Layaway/Hold Totals

CENTURA Report Builder - TRANSUM.QRP
 File View Print

Transaction Summary
 Date Printed: Jul 16, 2002 Report Type: Sale
 Store Name: Sales

RECEIPT PAY DATE	RC00001000001228 SALES CODE	RECEIPT DATE: PAY TYPE	CUSTOMER NO AMT TENDERED	
Jun 17, 2002	Sale	Jun 17, 2002 Cash	\$1,385.65	
				Sub Total: \$1,295.00
				Sales Tax: \$90.65
				Receipt Total: \$1,385.65
				Receipt Balance: \$0.00

RECEIPT PAY DATE	RC00001000001229 SALES CODE	RECEIPT DATE: PAY TYPE	CUSTOMER NO AMT TENDERED	
Jun 17, 2002	Sale	Jun 17, 2002 Cash	\$150.00	
Jun 17, 2002	Sale	Jun 17, 2002 Cash	(\$5.55)	
				Sub Total: \$135.00
				Sales Tax: \$9.45
				Receipt Total: \$144.45
				Receipt Balance: \$0.00

RECEIPT PAY DATE	RC00001000001230 SALES CODE	RECEIPT DATE: PAY TYPE	CUSTOMER NO AMT TENDERED	
Jun 17, 2002	Sale	Jun 17, 2002 Cash	(\$144.45)	
				Sub Total: (\$135.00)
				Sales Tax: (\$9.45)
				Receipt Total: (\$144.45)
				Receipt Balance: \$0.00

RECEIPT PAY DATE	RC00001000001231 SALES CODE	RECEIPT DATE: PAY TYPE	CUSTOMER NO AMT TENDERED	
		Jun 17, 2002		CU00001000001009

Transfers Report

- Includes all inter-store transfers during a given date range
- Displays detailed items and costing information for each transfer, including initiating store and receiving store

Report Detail:

Packing Slip	Subsize
Vendor	Color
Style	Retail (\$)
Model ID	Cost
Description	Transferred
UPC	Received
Size	Totals

Store To Store Transfers										07/16/2002 12:18:53 PM	
Packing Slip:		Transfer Date:		From Store:		To Store:					
1-1012		07.08.2002 10:37:04		1		2					
Vendor	Style	Model ID		Description							
FOLD	580			MINI RIQUE TOURNAMENT SHIRT							
UPC	Size	Subsize	Color	Tot Rcv Retail	Tot Rcv Cost	Transferred	Received				
40010000038	XL		YELLOW	\$440.93	\$259.00	7	7				
Totals				\$440.93	\$259.00	7	7				
Packing Slip Totals				\$440.93	\$259.00	7	7				
Packing Slip:		Transfer Date:		From Store:		To Store:					
1-1013		07.08.2002 10:47:15		1		2					
Vendor	Style	Model ID		Description							
HUGO BOSS	566578			DB 4 BUTTON WOOL SUIT							
UPC	Size	Subsize	Color	Tot Rcv Retail	Tot Rcv Cost	Transferred	Received				
400100000731	38	R	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000748	38	T	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000755	40	R	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000762	40	T	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000779	42	R	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000786	42	T	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000793	44	R	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000809	44	T	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000816	46	R	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000823	46	T	BLACK	\$22,375.00	\$10,625.00	25	25				
400100000830	48	R	BLACK	\$22,375.00	\$10,625.00	25	25				

APPENDIX F - PRODUCT SCORECARD

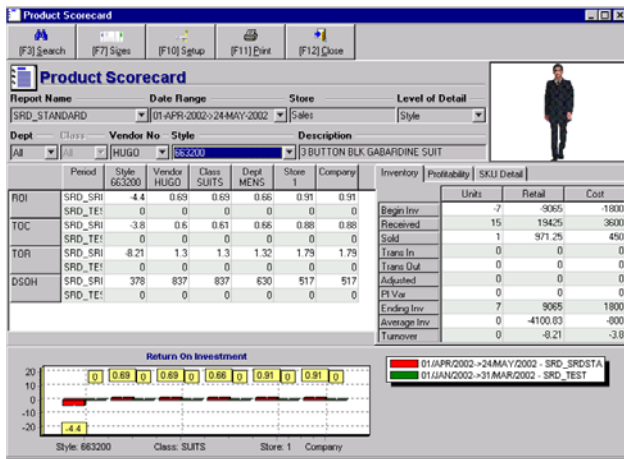
Product Scorecard lets you instantly access complex information about an individual style or UPC from several places within Retail STAR/ICE. It enables you to make informed decisions about current products. The application remembers the last report viewed, columns selected, etc. so it does not have to be set up again, and a name can be assigned to the table, just like a report. Each store can have up to ten date ranges stored at once.

➤ *This feature is designed to help you get information on a single item. Use Report STAR or other reporting options for information on multiple items.*

➤ *Refer to Reports>Build Scorecard Mines for information on setting up data mines. You must build the data mines before this feature can be used.*

To use Product Scorecard:

1 Upon opening the Scorecard application, the Product Scorecard window displays with the current product information and default values. The bar graph at the bottom of the screen automatically updates as selections are made.



2 In the *Report Name* combo box, click on the down arrow button and make a selection from the drop-down list of existing defined reports.

3 The *Date Range* combo box corresponds with the *Report Name* selected. If you click on the down arrow button and make a selection from the drop-down list, the *Report Name* combo box will change accordingly.

4 The *Store* name displays.

5 In the *Level of Detail* combo box, click on the down

arrow button and make a selection from the drop-down list that displays: Style, Vendor, Class, Department, or Store. As you select each different level of detail, the grid display changes depending on the setup values (described later in this section).

6 The Inventory tab shows units, retail, and cost for Beginning Inventory, Received, Sold, Transferred In, Transferred Out, Adjusted, Physical Inventory Variance, Ending Inventory, Average Inventory, and Turnover.

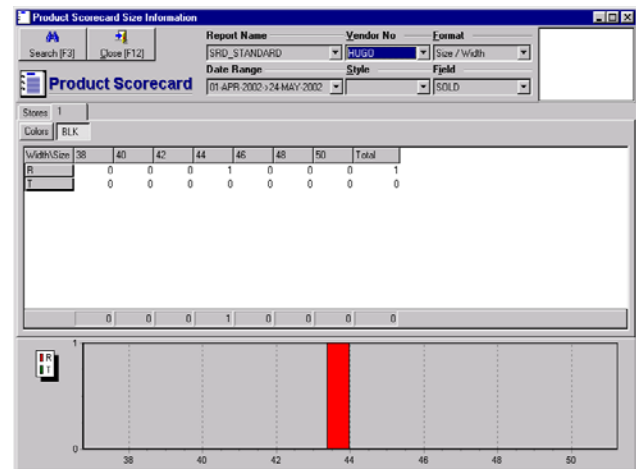
7 Click on the Profitability tab to view units, dollars, and percent for Markdown, Sold, Gross Profit, and Return on Investment.

8 Click on the SKU Detail tab to view the Department, Class, Subclass, Material, Size, Season, Category, and Marketing Group.

9 Click on the vertical axis buttons in the grid to change the focus of the bar graph at the bottom of the screen.

10 Click on the Sizes button or press <F7> to view size information for the selected product.

Size/Width Format



This window shows the number of items sold by size and width by default. Sizes display on the horizontal axis; widths display on the vertical axis.

(a) The *Report Name* displays; click on the down arrow button to change it if you want to look at another report.

(b) The *Date Range* displays; click on the down arrow button to change it if you want to look at another date range.

(c) The *Vendor No.* displays; click on the down arrow button to change it if you want to look at another vendor.

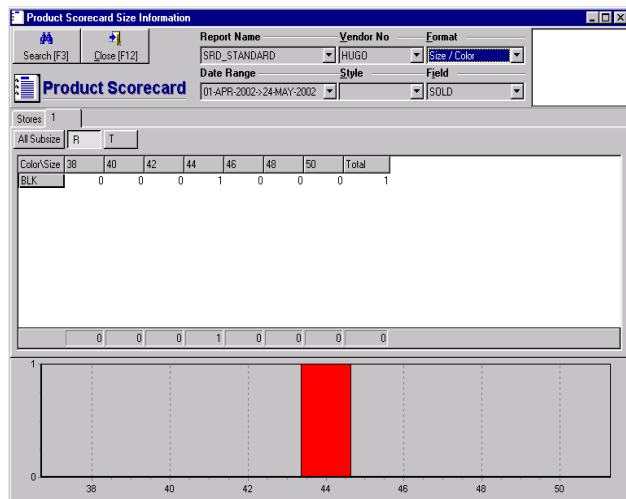
(d) The *Style* displays; click on the down arrow button to change it if you want to look at another style.

(e) If applicable, click on the All Stores tab to display the information for all stores, or click on the tab for an individual store to display the information for that store only.

(f) If applicable, click on the button for All Colors to display the information for all colors, or click on the button for an individual color to display the information for that color only.

Size/Color Format

(a) Click on the down arrow button in the *Format* combo box and select Size/Color to display the same information by size and color. Sizes display on the horizontal axis; colors display on the vertical axis.



(b) The *Report Name* displays; click on the down arrow button to change it if you want to look at another report.

(c) The *Date Range* displays; click on the down arrow button to change it if you want to look at another date range.

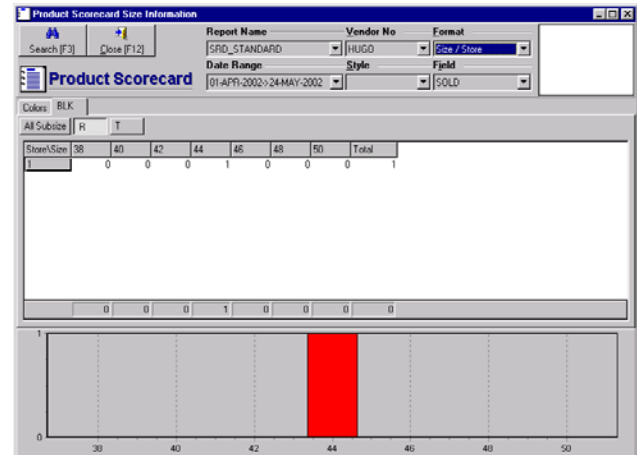
(d) If applicable, click on the All Stores tab to display the information for all stores, or click on the tab for an

individual store to display the information for that store only.

(e) If applicable, click on the button for All Subsizes to display the information for all subsizes, or click on the button for an individual subsize to display the information for that subsize only.

Size/Store Format

(a) Click on the down arrow button in the *Format* combo box and select Size/Store to display the same information by size and store. Sizes display on the horizontal axis; stores display on the vertical axis.



(b) The *Report Name* displays; click on the down arrow button to change it if you want to look at another report.

(c) The *Date Range* displays; click on the down arrow button to change it if you want to look at another date range.

(d) If applicable, click on the button for All Colors to display the information for all colors, or click on the button for an individual color to display the information for that color only.

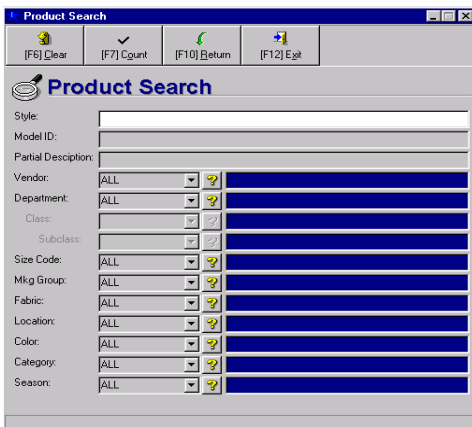
(e) If applicable, click on the button for All Subsizes to display the information for all subsizes, or click on the button for an individual subsize to display the information for that subsize only.

11 The *Field* combo box defaults to SOLD (number of items sold). Click on the arrow button and select another view from the drop-down list:

- PER_SOLD - Percent of items sold.
- DOL_SOLD - Dollars sold.
- DOL_COGS - Dollars cost of goods sold.

- DOL_GP - Dollars gross profit.
- ADJ - Adjusted.
- DOL_ADJC - Dollars adjusted at cost.
- DOL_ADJR - Dollars adjusted at retail.
- BI - Beginning inventory.
- DOL_BIC - Dollars of beginning inventory at cost.
- DOL_BIR - Dollars of beginning inventory at retail.
- EI - Ending inventory.
- DOL_EIC - Dollars of ending inventory at cost.
- DOL_EIR - Dollars of ending inventory at retail.
- OH - On hand.
- DSOH - Days supply on hand.
- DOL_AIC - Dollars average inventory at cost.
- DOL_AIR - Dollars average inventory at retail.
- PIVAR - Physical inventory variance.
- DOL_PIVARC - Dollars physical inventory variance at cost.
- DOL_PIVARR - Dollars physical inventory variance at retail.
- PRICE - Price per unit.
- RWAC - Running weighted average cost.
- PER_GP - Percent gross profit.
- TOC - Turnover at cost.
- TOR - Turnover at retail.
- ROI - Return on investment.
- MD - Units marked down.
- DOL_MD - Dollars marked down.
- PER_MD - Percent marked down.
- OOD - On order by date.
- DISC - Units sold at discount at POS.
- DOL_DISC - Dollars discounted at POS.
- RCVD - Units received during the date range.
- DOL_RCVR - Dollars received at retail.
- DOL_RCVRC - Dollars received at cost.
- TRI - Units transferred in.
- DOL_TRIC - Dollars transferred in at cost.
- DOL_TRIR - Dollars transferred in at retail.
- TRO - Units transferred out.
- DOL_TROC - Dollars transferred out at cost.
- DOL_TROR - Dollars transferred out at retail.

12 To search for another product, click on the Search button or press <F3>. The Product Search window displays.



You can further define the search process by entering a full or partial *Style*, *Model ID*, *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record.

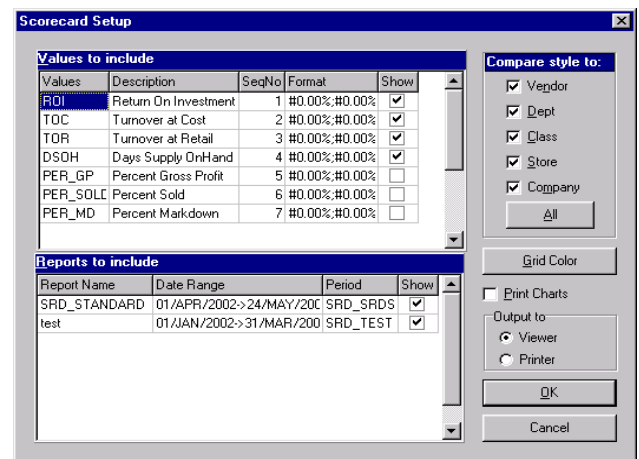
- If you want to clear all of the criteria selected, click on the Clear button or press <F6>.
- If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the Product Search window with the count (for example, “Search criteria yields XXX UPCs”).

Click on the Return button or press <F10> to continue.

13 Click on the Close button or press <F12> to close the Sizes window and return to the Product Scorecard window.

14 The grid displays the column headings you select in Scorecard Setup. Click on the Setup button or press <F10>, and the setup window displays.

➤ You can also right-click with the mouse positioned anywhere inside the grid to view the setup information.



- Under Values to include, click in the *Show* option boxes to select the values you want to display along the left side (vertical axis) of the grid: Return on Investment, Turnover at Cost, Turnover at Retail, Days Supply on Hand, Percent Gross Profit, Percent Sold, and/or Percent

Markdown. Click in the Description column to change the title of the bar graph. Click in the Sequence column to change the sequence of display for a particular value. Click in the Format column to change the display format for a particular value.

➤ Under Compare style to, click in the *Vendor*, *Dept*, *Class*, *Store*, and/or *Company* option boxes to determine the column headings that will display across the top (horizontal axis) of the grid. Clicking the All button selects all of the option boxes.

➤ Under Reports to include, click in the *Show* option box next to each report you want included in the display. Click in the Period column to change the column heading name that displays in the grid on the main screen.

➤ Click on the Grid Color button to change the background display color of the alternating rows in the grid.

➤ Click in the *Print Charts* option box to change the display of the bar graph at the bottom of the main Scorecard screen.

➤ Under Output to, click on the *Viewer* radio button to send the report detail to the screen for viewing, or click on the *Printer* radio button to send the report detail to the printer.

15 When you are finished setting up the Scorecard criteria, click on the OK button to save your changes. Click on the Cancel button to cancel your selections.

16 To inquire on another product, in the *Dept* combo box, click on the down arrow button and select the department from the drop-down list.

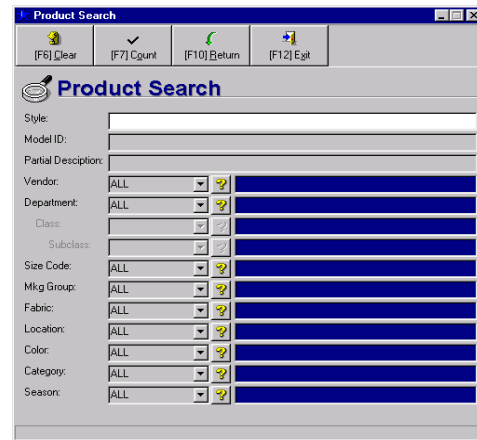
17 In the *Class* combo box, click on the down arrow button and select the class from the drop-down list.

18 In the *Vendor No.* combo box, click on the down arrow button and select the vendor from the drop-down list.

19 In the *Style* combo box, click on the down arrow button and select the style from the drop-down list.

20 The description automatically displays.

21 To search for another product, click on the Search button or press <F3>. The Product Search window displays.



You can further define the search process by entering a full or partial *Style*, *Model ID*, *Partial Description*, or by defining the other product criteria. In the *Vendor* through *Season* combo boxes, click on the down arrow button or the “?” button or press the <?> key on your keyboard and select the applicable information. Note: If you enter selections that are not compatible, a message displays indicating that no records were found. Click on the OK button, then review and change the selections entered as applicable. For example, you entered a *Style* and a *Department*, but the department was not the correct one assigned to the style in the product record.

➤ If you want to clear all of the criteria selected, click on the Clear button or press <F6>.

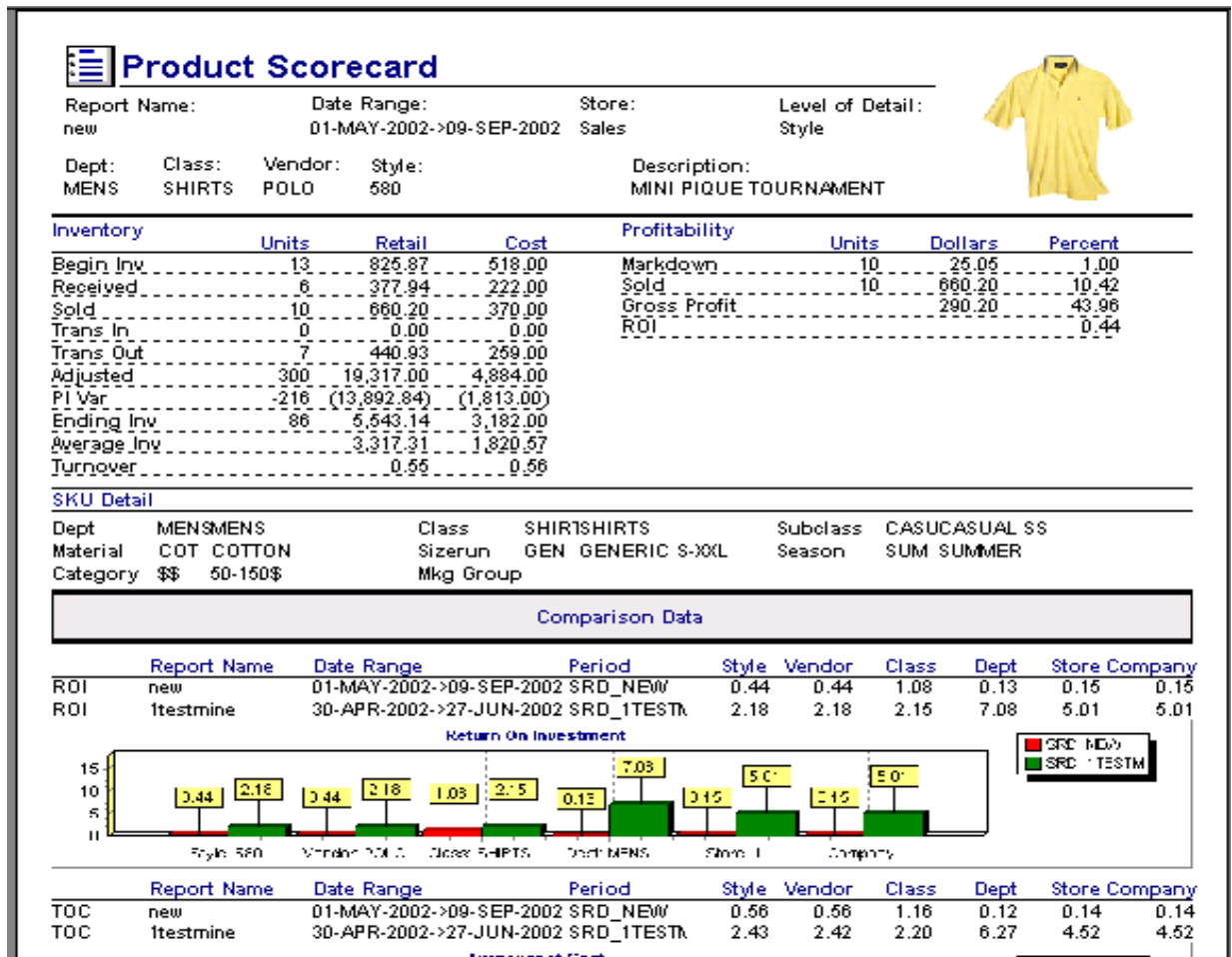
➤ If you want to see the total number of product UPCs associated with the criteria selected, click on the Count button or press <F7>. A message will display at the bottom of the Product Search window with the count (for example, “Search criteria yields XXX UPCs”).

Click on the Return button or press <F10> to continue.

22 Click on the Report button or press <F11> to display or print the Scorecard detail (as per output type defined in Scorecard Setup).

23 Click on the Close button or press <F12> to exit the Product Scorecard option.

Sample Product Scorecard Report

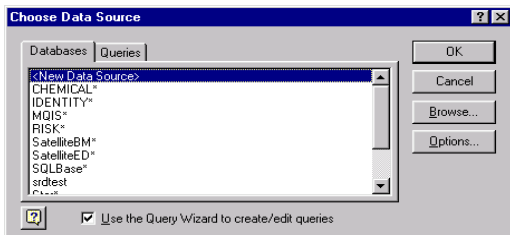


APPENDIX G - PRINTING REPORT STAR REPORTS TO SRD

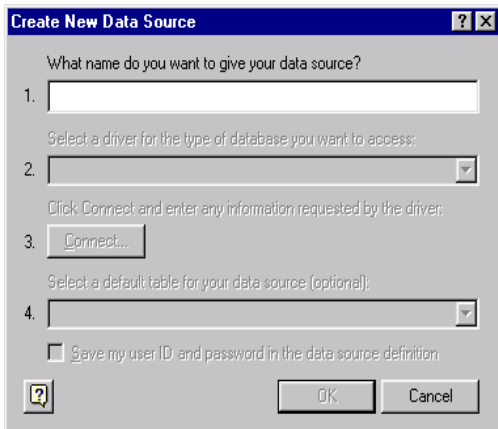
In Report STAR, you have the option to create a table and send it to SRD (Saved Report Data) which allows you to manipulate the report data in Microsoft Excel or Access. Though similar to sending the report to a file, then opening the file in Excel, this gives you more flexibility in regards to filtering, sorting, what to display, and in what order.

After creating a Report STAR report and selecting to send it to SRD (refer to the Report STAR section of this manual for instruction), follow these steps.

1 Open Microsoft Excel and select Data>Get External Data>New Database Query. A Choose Data Source dialog box displays.



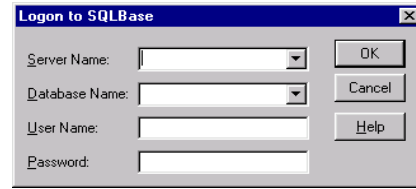
2 With <New Data Source> highlighted, click on the OK button. A Create New Data Source dialog box displays.



3 Under *What name do you want to give your data source?*, enter a name for the database.

4 Under *Select a driver for the type of database you want to access*, click on the down arrow button and select the Centura SQLBase driver (usually, this is Centura SQLBase 3.6 32-bit Driver-NT & Win95).

5 Click on the Connect button. The Logon to SQLBase dialog box displays.



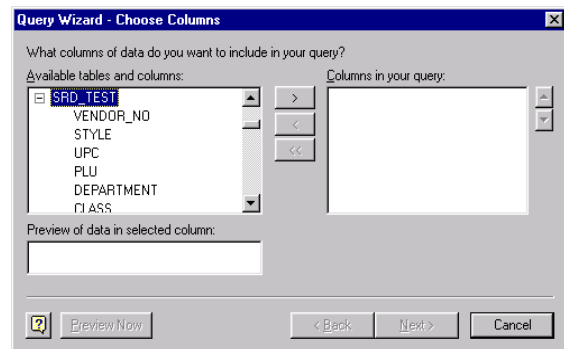
6 In the *Server Name* combo box, enter the server name (e.g., **server1**).

7 In the *Database Name* combo box, click on the down arrow button and select SRD.

8 In the *User Name* field, enter **STARUSER**. In the *Password* field, enter **STARUSER**.

9 Click on the OK button to continue. The Create New Data Source dialog redisplays. Under *Select a default table for your data source (optional)*, click on the down arrow button and select a table from the drop-down list.

10 Click on the OK button to continue. The Choose Data Source dialog box redisplays. Use the scroll bar on the right side of the list of databases to find your database (what you named it in Step 3). Click to highlight the correct database, then click on the OK button. A Query Wizard - Choose Columns window displays.

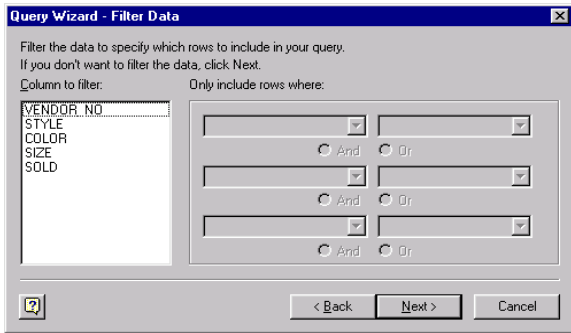


➤ Under Available tables and columns, click on tables or columns to include in your query, then click on the right arrow button in the middle of the window to move them under Columns in your query.

➤ To remove an item from Columns in your query, click to highlight it, then click on the left arrow button in the middle of the window to move it back to Available tables and columns.

➤ Click on the up and down arrow buttons to the right of the Columns in your query box to change the order of a highlighted item.

➤ When you are finished specifying the columns you want included, click on the Next button to continue. A Query Wizard - Filter Data window displays.

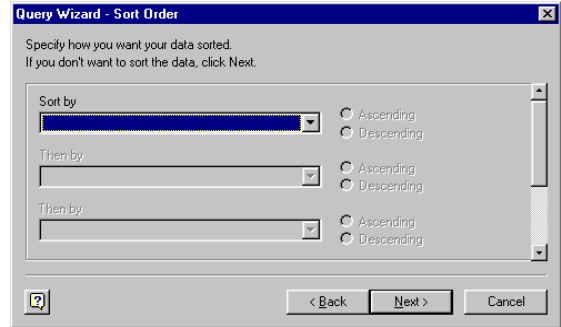


11 This window lets you filter the data to specify which rows to include in your query. For each column, you can have three specifics.

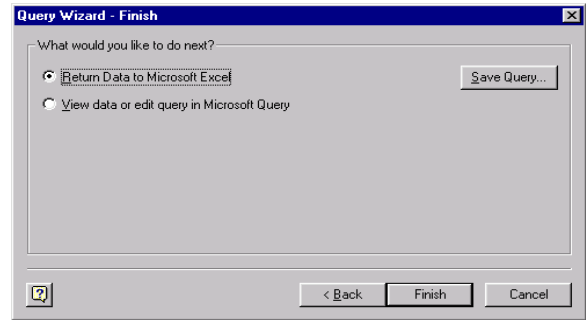
- Under Column to filter, click on a column to highlight it. The name of the column displays under Only include rows where, and the first combo box activates.
- Click on the down arrow button and make a selection from the drop-down list (e.g., equals, does not equal, is greater than, is greater than or equal to, is less than, is less than or equal to, begins with, does not begin with, ends with, does not end with, contains, does not contain, like, not like, is Null, is not Null). The second combo box activates.
- Click in the second combo box and enter the appropriate data. The *And* and *Or* radio buttons activate. If you want to specify additional filtering criteria, select the proper radio button, then select another column and continue adding.

For example, say you want to filter for only style number 101 in blue. Select the column **STYLE**, then in the first combo box, select **equals**, then enter **101** in the second combo box. To take the filtering a step further, select the *And* radio button, select the column **COLOR**, select **equals**, and enter **BLUE** in the second combo box.

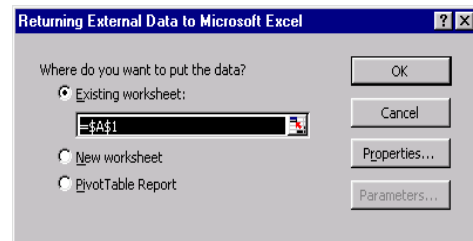
When you are finished, click on the Next button to continue. The Query Wizard - Sort Order window displays.



12 This window lets you sort the data as you wish. Under Sort by, click on the down arrow button and select the column you want to sort by. Then click in the *Ascending* or *Descending* radio button to specify the sort order for that column. To sort by a second and third column, repeat the procedure under Then by. When you are finished, click on the Next button to continue. The Query Wizard - Finish window displays.



13 Click in the *Return Data to Microsoft Excel* radio button to select it, then click on the Finish button. The Returning External Data to Microsoft Excel window displays.



14 To place the data in an existing Excel worksheet, click to select the *Existing worksheet:* radio button, then click the OK button. The data displays in Excel.

APPENDIX H - DBCONFIG AND DBEXPLORE

DBCONFIG (Database Configuration Utility) and DBEXPLORE (Database Explorer) are utilities you can use to maintain your database when special circumstances arise.

When you call Support for assistance, you may be asked to run the DBCONFIG utility. **It is recommended that you use this utility with the aid of Support.** It allows you to reset identifiers so that the system no longer attempts to create a new transaction with an identifying value that already exists in the database; fix a licensing error that occurs at point of sale with X-Charge or ICVerify; correct problems resulting from Centura/Gupta service failing to install properly; and delete and reinstall a service pack when the installation fails.

With DBEXPLORE, you can view raw data as it exists in the system tables such as employee passwords and product costs. Advanced users may find this helpful when performing ODBC queries to the database.

Using DBCONFIG

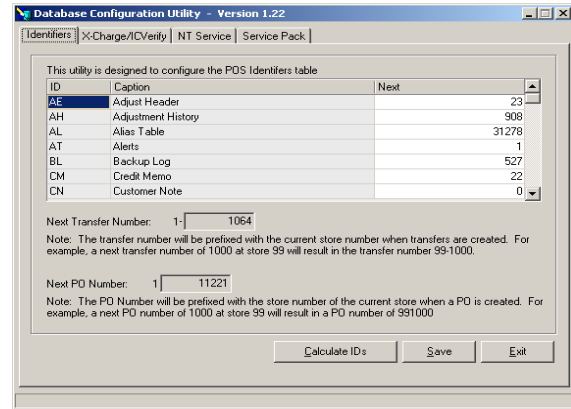
Click on the Start button and select Run..., then enter **dbconfig** in the dialog box and click on OK. A User Authentication window displays.



Enter your *User Name* and *Password* (e.g., SYSTEM SYSTEM), then click on the OK button. The Database Configuration Utility displays with the Identifiers tab active.

➡ Only the User Name is required; entering the Password is optional.

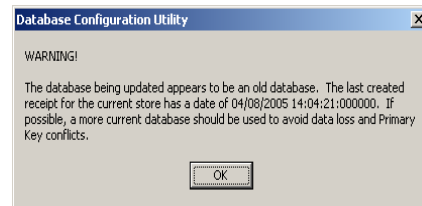
Identifiers



This tab is used to configure the POS Identifiers table when the system is attempting to create a new transaction with an identifying value that already exists within the database. It allows you to recalculate purchase order numbers, transfer numbers, and all other POS identifiers quickly and easily.

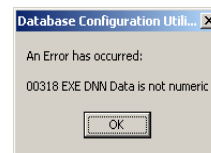
1 Click on the Calculate IDs button to reset the POS identifiers according to your specifications.

If the database appears to be an old database, this warning message will display:



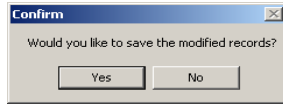
Click on the OK button to continue.

2 If an error occurs during the process, a warning similar to this will display notifying you of the error:



Click on the OK button to continue.

3 When the process is finished, this prompt displays:



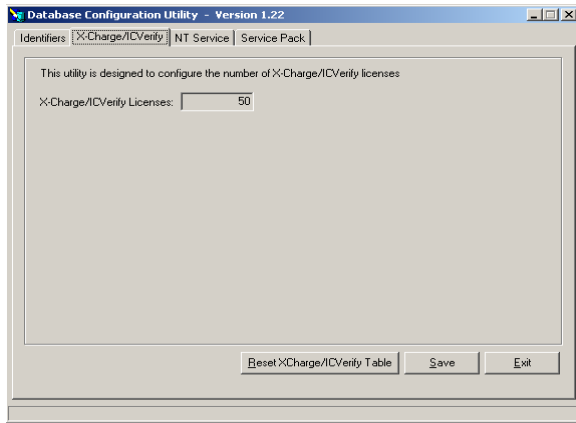
Click on the Yes button to continue.

4 Click on the Exit button to close the utility.

X-Charge/ICVerify

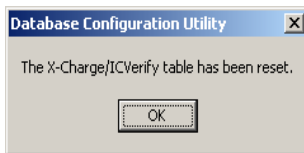
This tab is used to resolve X-Charge and ICVerify licensing errors received at point of sale and to reset the number of X-Charge or ICVerify licenses.

1 Open the Database Configuration Utility and click on the X-Charge/ICVerify tab.



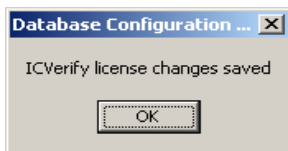
2 The *X-Charge/ICVerify Licenses* edit box displays the current number of licenses available. Click in the box and change the number, if necessary.

3 Click on the Reset XCharge/ICVerify Table button to continue. This prompt displays:



Click on the OK button to continue.

4 Click on the Save button to save the number of licenses. This prompt displays:



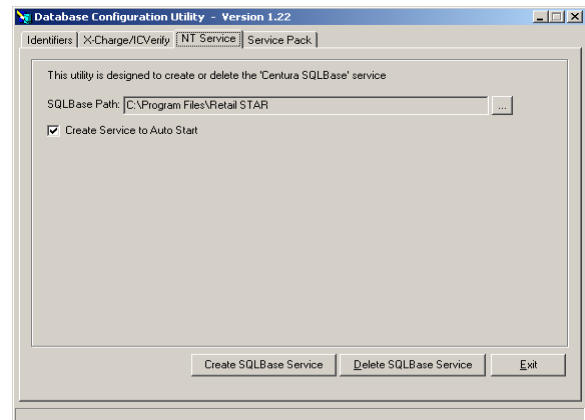
Click on the OK button to continue.

5 Click on the Exit button to close the utility.

NT Service

This tab is used to create or delete the Centura SQLBase service in the event that it does not install properly.

1 Open the Database Configuration Utility and click on the NT Service tab.



2 The *SQLBase Path* edit box displays the current path of the SQLBase service. Click in the edit box to make any necessary changes, or click on the Browse (...) button to browse for the correct path.

3 The *Create Service to Auto Start* option box is selected by default. Click in the option box to deselect it if you do not want the SQLBase service to start automatically when the computer is started up.

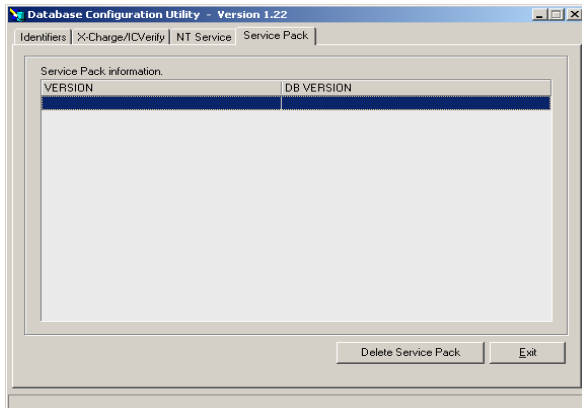
4 Click on the Create SQLBase Service button to create the service specified in the *SQLBasePath* edit box, or click on the Delete SQLBase Service button to delete the service specified there.

5 Click on the Exit button to close the utility.

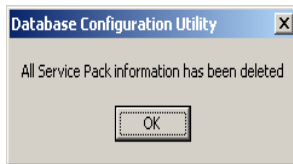
Service Pack

This tab is used to delete a service pack from the server so that it can be reinstalled when a client system fails to install it. The service pack can then be reinstalled on the server and the client can attempt to install it again.

1 Open the Database Configuration Utility and click on the Service Pack tab.



2 All currently installed service packs are listed. Click on the service pack you want to delete to highlight it, then click on the Delete Service Pack button. This prompt displays:

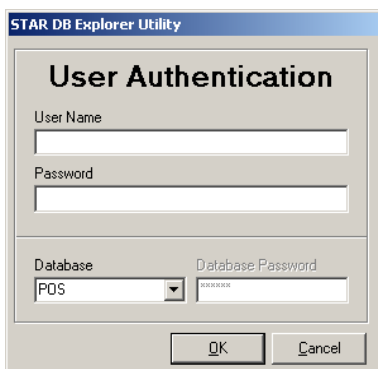


Click on the OK button to continue.

3 Click on the Exit button to close the utility.

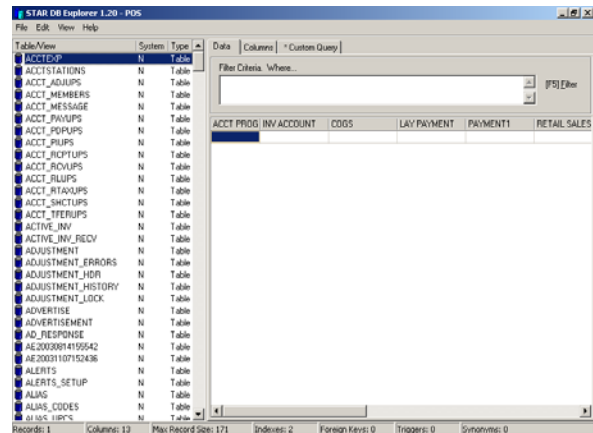
Using DBExplore

Click on the Start button and select Run..., then enter **dbexplore** in the dialog box and click on OK. A User Authentication window displays.



Enter your *User Name* and *Password* (e.g., SYSTEM SYSTEM), then click on the OK button. The Database Configuration Utility displays with the Data tab active.

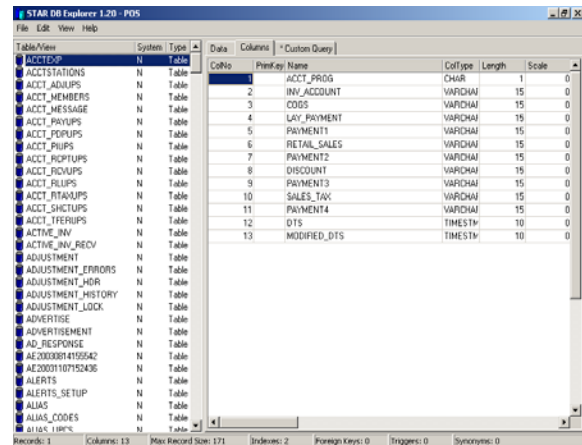
Data



This tab shows you the data contained in the tables listed on the left side of the screen.

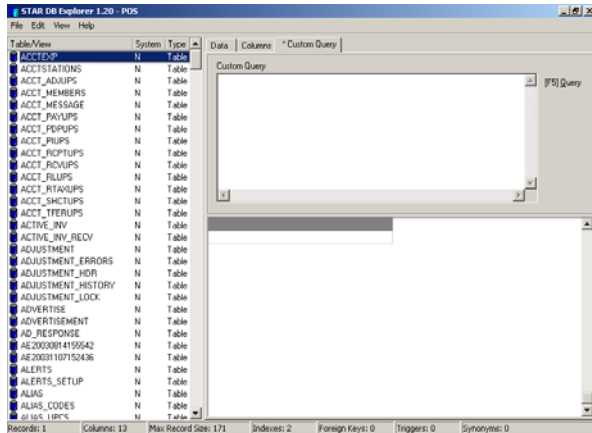
You can filter the data for something specific. For example, if you click on the PRODUCT table and enter **STYLE='100'** in the *Filter Criteria*. *Where...* box, then click on the Filter button or press <F5>, everything in that table related to that style will display.

Columns



This tab shows you the columns contained in the tables listed on the left side of the screen.

Custom Query



If you are familiar with SQL, you can use this tab to create a custom query. After entering the data in the Custom Query box, click on the Query button or press <F5>.

Click on the X in the upper right corner of the window to close the utility.

APPENDIX I - RECEIPT PRINTER SETUP INSTRUCTIONS

Setting Up the Ithaca POSJet 1500 Receipt Printer for OPOS Options

Verify the Printer Settings

Generate the current configuration on the printer as follows:

- 1 Turn off power to the printer by pressing the Power button on the front of the printer.
- 2 Press and hold the New Cartridge button.
- 3 Power the printer back on by pressing the Power button on the front of the printer.
- 4 Keep holding the New Cartridge button. You will see a red blinking light on the exclamation point.
- 5 Press in and hold the Power button. You are now holding both the Power button and the New Cartridge button.
- 6 Release the New Cartridge button first, then release the Power button.
- 7 The current configuration of the printer will print out.

The last item to print (Emulation Mode Ithaca PCOS) can be changed. To do this, follow these instructions:

- 1 Press and hold the New Cartridge button.
- 2 Release the New Cartridge button as soon as something prints. Emulation will change to another Emulation selection.
- 3 Repeat steps 1 and 2 until it prints Emulation Mode EPSON™-U325.
- 4 To go to the next item, press the New Cartridge button quickly.
- 5 Continue pressing the New Cartridge button repeatedly until you reach Cutter Option Disabled.
- 6 To change the item, press and hold the New Cartridge button.
- 7 Release the New Cartridge button as soon as something prints. Now it should show Cutter Option Enabled.

- 8 Press the Power button once.
- 9 The new configuration will print out for your review.
- 10 To save this new configuration, press the New Cartridge button. The printer will print out “Configuration Saved.”

```

Emulation
  Emulation Mode : Ithaca PcOS

P1284 Parallel Interface
  Buy-to-ACK      : ACK-in-Busy
  Windows PnP     : Enabled.

General Options
  Code Page       : 437
  Zero            : Slashed
  Font            : Large Draft
  CPI             : 10
  Barcode Print   : One Pass
  Print Zone      : Normal.
  10CPI           : Normal.
  nINIT/EQ<10>   : Enabled.
  Carriage Return : Add CR to LF
  Off-Line Option : Normal.
  Line Spacing    : 6.0 LPI
  Input Buffer     : 4096 Char.
  Left Cart. Color : Black
  Right Cart. Color : Red
  Ink Low when at : 95 %
  Page Length     : 40 Lines.
  Form Insert Timer : Disabled.
  Form Remote Timer : Disabled.
  Form Sense Delay : 300 Ms.
  Allow FORM Abort : Enabled.
  Val. Left Margin : 0"
  Default Slip Stop : 40 mm.
  Cash Drawer Time : 250 Ms.
  Cash Drawer Sense : Normal.
  Electronic Journal is configurable
  Elect. Journal   : 64K
  Ext. User Store  : 128K
  EJ Manual Print  : Enabled.
  EJ Record Numbers : Enabled.
  User Store       : Enabled
  On/Off Switch    : Enabled
  Audio Alert      : Off
  Ink Status Print : Enabled.
  Cutter Option    : Enabled
  PreCutter Feed   : 10 mm.
    
```

Press New CARTRIDGE to Save
Press ON-OFF to Exit

Install OPOS Drivers

➤ *No other printers can be set up on the same LPT port as the OPOS printer.*

- 1 Run the file **opos1617.exe**.
- 2 Click Yes to install the Ithaca OPOS printer. The Install Shield extracts the files, and Setup starts.
- 3 Click Next in the Ithaca OPOS Welcome screen.
- 4 Select to Install Typical Setup; click Browse to change the directory if necessary.
- 5 Click Next to install.
- 6 Click Next in the Select Program Folder screen.
- 7 In the Copy Files screen, click Next to begin copying files.
- 8 The PcOS OPOS Printer Service Object Settings window displays.
- 9 Select Series 1500 as the printer driver to configure.
- 10 Select the port installed to (LPT1) for the communication port.
- 11 Accept all other defaults.
- 12 Click Cancel at the prompt to install the OPOS cash drawer.
- 13 Click Finish to complete the setup process.

Set Up Retail STAR

- 1 Go to Utilities>Printer OPOS Setup and select the logo, barcode, and check franking options you want to print on your documents.
- 2 Click on the Save button or press <F10> to save your settings selections.
- 3 Click on the Test button and select the Series 1500 driver to print a test document.
- 4 Go to POS>Register Setup. On the Print Options tab, set the *Number of receipt copies* to the number you want printed.
- 5 Click on the Devices button on the Hardware Settings tab. Under Receipt Printer Setting, click on the “?” button next to *Driver* and select Series 1500 from the OPOS Printer Drivers window that displays.

Setting Up the STAR TSP-743c Receipt Printer for OPOS Options

Install STAR TSP-743C OPOS Drivers

➤ *No other printers can be set up on the same LPT port as the OPOS printer.*

- 1 Run the file **opos_win32_20041116.exe**.
- 2 Select a location to extract the files to, then click on the Extract button.
- 3 Using Windows Explorer, navigate to the folder where you extracted the files.
- 4 In the extracted folder, execute the setup.exe file located at driver\opos_win32_20041116\posprinter\setup.exe.
- 5 Once the install wizard starts up, press the Next button twice to start the installation process.
- 6 When the process is finished, click on the Close button.
- 7 Once the OPOS program has been installed, click on Start>Programs>StarMicronics, then click on OPOS POSPrinter Register.
- 8 In the box on the left, scroll to and double-click on TSP743C to add to REG.
- 9 Select the port installed to (LPT1) for the Communication Port.
- 10 Accept all other defaults
- 11 Click on the Exit button.

Set Up Retail STAR

- 1 Go to Utilities>Printer OPOS Setup and select the logo, barcode, and check franking options you want to print on your documents
- 2 Click on the Save button or press <F10> to save your settings selections.
- 3 Click on the Test button and select the TSP743C driver to print a test document.

4 Go to POS>Register Setup. On the Print Options tab, set the *Number of receipt copies* to the number you want printed.

5 Click on the Devices button on the Hardware Settings tab. Under Receipt Printer Setting, click on the “?” button next to *Driver* and select TSP743C from the OPOS Printer Drivers window that displays.

GLOSSARY

A

Address_E Address of Employee - good for mailing labels to all employees.

Adj Units Adjusted - This column reports on the number of units by which inventory was adjusted through the date range using the Adjust Levels option.

AdjAct Adjusted Activity - Number of units adjusted by either physical adjustment, transfer out, transfer in, or physical history variance. The formula is : $\text{AdjAct} = \text{Adj} + \text{TrO} + \text{TrI} + \text{PIVar}$.

\$AdjActC Adjusted Activity at Cost - Cost of units adjusted by either physical adjustment, transfer out, transfer in, or physical history variance. The formula is: $\text{\$AdjAct} = \text{\$AdjC} + \text{\$TrOC} + \text{\$TrIC} + \text{\$PiVarCost}$.

\$AdjActLC Adjusted Activity at Landed - Number of units adjusted by either physical adjustment, transfer out, transfer in, or physical variance. The formula is: $\text{AdjAct} = (\text{Adj} + \text{TrO} + \text{TrI} + \text{PIVar}) * \text{Landed Cost}$.

\$AdjActR Adjusted Activity at Retail - Number of units adjusted by either physical adjustment, transfer out, transfer in, or physical history variance. The formula is: $\text{AdjActR} = (\text{Adj} + \text{TrO} + \text{TrI} + \text{PIVar}) * \text{Retail Price}$.

\$AdjC Adjusted at Cost - This column reports the value of adjustments based on units adjusted multiplied by the cost of the item. The formula is: $\text{Adj} * \text{Average Cost}$.

\$AdjLC Adjustment at Landed - This column reports on the number of units by which inventory was adjusted through the date range using STAR's Adjust Levels function.

\$AdjR Adjusted at Retail - This column reports the value of adjustments based on units adjusted multiplied by the current retail of the item. The formula is: $\text{Adj} * \text{Current Retail}$.

\$AIC Average Inventory Cost - This column indicates the average daily cost of the inventory over the date range of the report. Thus, getting in a large shipment of merchandise the day before the closing date of the report does not unjustly increase the average value of the inventory. The value of the inventory is determined by both its dollar value and the actual amount of time it has been in your store.

\$AIR Average Inventory Retail - Similar to \$AIC, but inventory value is computed according to retail value. The formula is: $(\text{Sum of daily inventory} / \text{number of days in date range}) * \text{Retail}$. This represents your average stock level for the period at retail. Suppose you have a report that runs over three days. On Day 1, you have \$5200.00 in sweaters at Current Retail. On Day 2, you have \$4750.00 in sweaters, and on Day 3 you have \$4500.00. Your \$EIR would be \$4500.00, but your \$AIR average inventory for the three-day period would be $(5200 + 4750 + 4500) / 3$ or \$4816.67. If sales for the three-day period in this category were \$700.00, your stock-to-sales ratio would be 6.88 : 1! When comparing \$AIR and \$EIR, if \$EIR is greater, your stock levels are increasing. In this case, \$EIR = \$4500.00 and \$AIR = \$4816.67, meaning stock is (slowly) decreasing.

AMI Above Model Inventory - This is a computed value based on On Hand and Model Inventory.

AvgRcpt Average Units Per Receipt - Average number of units sold per receipt. This does not include voids, holds, lay-aways, or special orders.

\$AvgRcpt Average Dollars Per Receipt - Average sales amount of receipts. This does not include voids, holds, lay-aways, or special orders. The formula is: $\$Sold/Rcpt$.

AvgRcpt_C Avg Units per Receipt by Customer - Average Number of Units Sold per Receipt. This does not include Voids, Holds, Layaways or Special Orders. By customer.

\$AvgRcpt_C Avg \$ per Receipt by Customer - Average Amount of Receipts. This does not include Tax, Voids, Holds, Lay-aways or Special Orders. By customer.

AvgRcpt_E Avg Units per Receipt by Employee - Average Number of Units Sold per Receipt. This does not include Voids, Holds, Layaways or Special Orders. By employee.

\$AvgRcpt_E Avg \$ per Receipt by Employee - Average Amount of Receipts. This does not include Tax, Voids, Holds, Lay-aways or Special Orders. By employee.

\$AWS Average Weekly Sales - $\$Sold / (\text{number of days in report} / 7 \text{ days for a week})$. This gives you an average sales figure for every seven-day period.

B

BI Beginning Inventory - Refers to the total number of units in stock as of the starting date of the report. The formula is: $BI = Rcvd - Sold +/- Adj +/- PIVar +/- Transfers$.

\$BIC Beginning Inventory Cost - This column reports the dollar value at cost of the Beginning Inventory. When the level of detail is Vendor, this column shows the BI at cost for the entire vendor; when the LOD is SKU, it shows the BI at cost for just the one SKU. The formula is: $BI * RWAC$ (Running Weighted Average Cost).

\$BILC Beginning Inventory Landed - This column reports the dollar value at landed cost of the beginning inventory. When LOD is Vendor, this column shows the BI at landed cost for the entire vendor; when LOD is SKU, it shows the BI at cost for just the one SKU. The formula is: $BI * Landed Cost$.

\$BIR Beginning Inventory Retail - This column reports the retail value of your BI. The formula is: $BI * Current Retail$. If you include the three BI columns in your report, you will get complete information on beginning inventory: number of units, value at cost, and value at retail.

BIv Beginning inventory valuation units, including transfer in or transit. The formula is: $BI + transit$.

\$BIvC Beginning inventory valuation average cost, including transfer in or in-transit. BIvC includes what is in transit or "on the truck." The formula is: $\$BIC + \$transitC$.

\$BIvR Beginning inventory valuation current retail, plus transfer in or in-transit. BIvR includes what is in transit or "on the truck." The formula is: $\$BIR + \$transitR$.

BMI Below Model Inventory - This is a computed value based on On Hand and Model Inventory.

BO@Cost Back Ordered Qty x Cost — Quantity on Backorder at Cost. The formula is: $Qty Ordered - Qty Received * Product Cost$. This may not actually reflect the amount of Goods on Back order. Cost is taken from the product_size table. This is only an approximation of the cost. The true cost will come when you receive the goods or receive an invoice.

BO-Qty Back Ordered Qty on PO - Quantity on Backorder. The formula is: $Qty Ordered - Qty Received$. This may not actually reflect the amount of Goods on Back order, but the Formula will be correct.

BO@Retail Back Ordered Qty x Retail — Quantity on Back order at Retail. The formula is: $Qty Ordered - Qty Received * Product Retail Cost$. This may not actually reflect the amount of Goods on Back order. Retail is taken from the product_size table.

C

City_E City of Employee.

\$COGS Cost of Goods Sold - In standard accounting procedures, cost of goods sold is usually arrived at by adding beginning inventory and receivables and subtracting that sum from ending inventory. Report STAR uses a more accurate method. Cost of goods is calculated individually for each SKU on each POS receipt line. The average cost for a SKU, at the time of the sale, is stored in the POS receipt line. The formula is: Sold * Avg Cost.

%COGS Percent of Cost of Goods Sold. The formula is: \$COGS / \$Sold (retail).

COGS_C Cost of Goods Sold by Employee - In standard accounting procedures, cost of goods sold is usually arrived at by adding beginning inventory and receivables and subtracting that sum from ending inventory. Report STAR uses a more accurate method. We calculate cost of goods individually for each SKU on each POS Receipt Line. The Average Cost for a SKU, at the time of the sale, is stored in the POS Receipt Line. The formula is: Sold * Avg Cost.

COGS_E \$ Cost of Goods Sold by Employee - In standard accounting procedures, cost of goods sold is usually arrived at by adding beginning inventory and receivables and subtracting that sum from ending inventory. Report STAR uses a more accurate method. We calculate cost of goods individually for each SKU on each POS Receipt Line. The Average Cost for a SKU, at the time of the sale, is stored in the POS Receipt Line. The formula is: Sold * Avg Cost. By employee.

Comp_Prc Compare At Price - This column reports the comparative price as saved on the product record. This value is also known as Suggested Retail.

COMTD Committed Quantity - On hand inventory not available to sell but committed elsewhere.

\$CMTDR Committed Quantity at Retail - On hand inventory not available to sell but committed elsewhere at retail.

\$COMTDC Committed Quantity at Cost - On hand inventory not available to sell but committed elsewhere at cost.

Cost Last Cost - This column is the cost as it appears on the product record. It is originally set when a new product is created. It is updated when the cost on a purchase order or receiver changes. It is also updated if the user manually changes the value on the product record.

D

Description Product Description - This column causes the Description field on the product record to print on the report. It is also handy to include on reports where the level of detail is SKU. However, this column heading takes up a lot of space on a report and leaves you with fewer choices for other columns.

Description - Extended Y/N Product Description available - This column causes the Description field on the product record to print on the report. It is also handy to include on reports where the level of detail is SKU. However, this column heading takes up a lot of space on a report and leaves you with fewer choices for other columns.

DISC Discounted Units at POS - number of discounted units. The difference between the Retail Price and the Selling Price. These are discounts taken at POS, not back office markdowns (MD) made through the Price Changes option. Negative discounts in reports represent additional markups at the register.

\$DISC Discounted at Retail - How many dollars were discounted. Discounts are taken at POS. Does not include price changes or discounts previously declared.

DISC_C Discount to Customer - Number of Discounted Units. These are discounts taken at POS, not a back office markdown (MD) made through the "Price Change" module. By customer.

\$DISC_C \$Discount to Customer - How many dollars were discounted. Discounts are taken at POS. By customer.

\$DISC_E \$Discounted by Employee - How many dollars were discounted. Discounts are taken at POS. By customer.

DSOH Days Supply on Hand - This column tells you how many days it will take to sell your current on hand inventory based on the rate of sale during the current date range. The formula is: $((\text{Days in Range} / \text{Sold}) * \text{On Hand}) + 0.5$. Days in Range is calculated by counting the days between the report begin date and the report end date. If a level of detail has a beginning inventory of 0, then the begin date used is the first shipment date received after the report begin date.

E

EI Ending Inventory - This column tells you the number of units in inventory at the end of the date range. The formula is: $EI = BI + Rcvd - Sold +/- Adj +/- PIVar +/- Transfers$.

\$EIC Ending Inventory at Cost - This column tells you the value of inventory at the end of the date range based on cost. Cost, in this instance, is RWAC. Note: This number is only accurate at the SKU level of detail; it may be wrong at the Style level. $\$EIC \neq EI * RWAC \neq \BIC .

%EIC Percent of Ending Inventory at Cost - This column tells you what percentage of the group's (as set up by your LOD selection) ending inventory cost this particular line of the LOD represents. It is calculated by dividing the LOD's \$EIC by the total \$EIC of the group. The formula is: $\$EIC \text{ for this LOD} / \$EIC \text{ for all LOD's}$.

\$EILC Ending Inventory at Landed - This column tells you the value of inventory at the end of the date range based on landed cost. The formula is: $EI * \text{Landed Cost}$.

\$EIR Ending Inventory at Retail - This column reports the current retail value of the inventory at the end of the date range. The formula is: $EI * \text{Current Retail}$.

%EIR Percent of Ending Inventory at Retail - This column shows you what portion of the group's EIR this particular item represents. The formula is: $\$EIR \text{ of the item} / \$EIR \text{ of the group}$.

EIV Ending inventory valuation units, including transfer in or transit. The formula is: $EI + \text{transit}$.

\$EIVC Ending inventory valuation average cost, including transfer in or in-transit. EIVC includes what is intransit or "on the truck." The formula is: $\$EIC + \transitC .

\$EIVR Ending inventory valuation current retail, plus transfer in or in-transit. EIVR includes what is intransit or "on the truck." The formula is: $\$EIR + \transitR .

Employee_ID Employee ID as assigned by system. You cannot change this number.

F

FRec First Receive Date - The date you first received this product. Only valid for the time frame of the report. This date will not go beyond the report date range.

Full_Name_E Full Name of Employee.

G

\$Gift_Sold Sold on Gift Registry - This column tells you the total dollar value on receipts that had gift sales, by employee. The formula is: $\text{Sold} * \text{Selling price on the POS receipt}$.

\$GP Dollars Gross Profit - This column shows the dollar amount of gross profit by the particular level of detail. The formula is: $\$Sold - \$COGS$.

%GP Percent Gross Profit - This column reports the percentage of gross profit contributed by a particular level of detail. The formula is: $\$GP / \$Sold$.

GP_C GP Sold to Customer - Gross Profit by Customer; see calculation on \$GP.

%GP_C Percent Gross Profit of Customer - This column reports the percentage of Gross Profit contributed by a particular LOD. We divide dollars Gross Profits by sold at retail. The formula is: $\$GP / \$Sold$. By customer.

GP_E \$ Gross Profit by Employee - Gross Profit by Employee; see calculation on \$GP.

%GP_E \$ Percent Gross Profit - This column reports the percentage of Gross Profit contributed by a particular LOD. We divide dollars Gross Profits by sold at retail. The formula is: $\$GP / \$Sold$. By employee.

\$GPOH Dollars of Gross Profit On Hand - This column reports the amount of gross profit that would be realized if all the items currently on hand would be sold at the current retail. The formula is: $\$OHR - \OHC .

L

LastMD Last Temporary Markdown - Date of the last temporary markdown within the report date range still in effect as of the ending date on the report. If the markdown reverted to original price before the ending date of the report, it is not displayed. The intent is to show the most recent markdown still in effect when reviewing inventory levels. Most typically, it will be used in a current period report such as week, month, or season to date.

LastPMkDwn Last Permanent Markdown - Date of the last permanent markdown within the report date range.

LastRcvd Last Receive Date - This column reports the date a SKU was last received.

Last_Rec_Date Date last Rec on PO - The last date that a receiving document was entered into the system for a PO or any LOD (level of detail) that was selected. The formula is: latest Receive date from Receiving more detail: $\text{Max}(\text{Receive_date})$ from `receive_lines`.

Last Sold Last Sold Date - If LOD is different than SKU, a date will be given when the last time something from the selected LOD was sold.

LRCost Last Receive Cost - This column reports the last received cost for a product.

LRQty Last Receive Quantity - This column reports the number of units last received for a SKU.

LYTD\$Sold Last YTD Total \$ Sold - Last year, year-to-date dollars sold. For more information, see the YTD column heading.

LYYTD Last Year YTD - Last year, year-to-date units sold. For more information, see the YTD column heading.

M

Manager Manager Y/N as on employee record.

Markdowns The difference between the Original Retail and the Retail Price. These are temporary price reductions taken in the back office. They are reported on in the Report STAR column \$MD based on sales of items marked down. Markdown dollars for items still on the floor are found in the \$OHMDL column. A negative markdown is an additional mark-up.

Markdowns on Inventory Temporary markdowns to unsold goods are represented in reports in several ways. First, the \$EIR (dollars ending inventory at retail) will change to represent the change in retail price of the goods on the floor. \$OHMDL (dollars on-hand marked down (loss)) shows the difference between the Original Retail and the Current Retail multiplied by the units on hand. Ten items originally priced at \$185.00 and marked down to \$155.00 would have their \$EIR go from \$1850.00 to \$1550.00. \$OHMDL would go from \$0.00 to \$300.00. Permanent markdowns involve setting the Original Retail to a new value. In the example above, ten items at \$185.00 with a temporary markdown of \$30.00 to \$155.00 would show \$MD of \$30.00 for each unit sold. But a permanent markdown, setting both Original Retail and Current Retail to \$155.00, would show \$0.00 \$MD. \$EIR would be \$1550.00 for the ten units, and \$OHMDL would be \$0.00, but \$PermMkDwn would be \$300.00.

Markdowns on Sales Retail STAR provides the total markdowns on sales as \$TMD (Dollars Total Markdown). \$MD (Dollars Markdown) are markdowns on sales where the current retail was changed from the original in the back office, usually through STAR's Price Changes option or the product record. \$DISC (Dollars Discount) are markdowns on sales where the price is changed on the receipt at the time of purchase. \$TMD represents \$DISC + \$MD.

MD Units Marked Down - This column records the number of items sold that have had changes made to the original retail price through the Price Changes option.

\$MD Markdown Dollars - The difference between original retail and retail price. These are temporary price reductions taken in the back office. They are reported in the \$MD column based on sales of items marked down. Markdown dollars for items still on the floor are found in the \$OHMDL column. A negative markdown is an additional markup.

%MD Percentage Markdown - This column gives the percentage of units marked down against the number of units sold. The formula is: $MD / Sold$.

;%MD Percent of dollars lost due to MD - This column reports the amount of dollars lost (or made) due to markdowns (or markups) taken at POS, shown as a percentage. Note that the column does not show you inventory devaluation made by the markdowns. It shows only the difference between original retail and retail actually sold at POS. The formula is: $\$MD / Original\ Retail * 100$.

MD_C MarkDowns to Customer - The "Units Marked Down" column records the number of items sold that have had changes made to the original retail price through the price change module. By customer.

\$MD_C MarkDowns to Customer - This column reports the amount of dollars lost (or made) due to markdowns (or markups) taken at POS. Note that the column does not show you inventory devaluation made by the markdowns. It shows only the difference between original retail and retail actually sold at POS. The formula is: $Original\ Retail - \$Sold$. By customer.

MI Model Inventory - This column reports the value of the model inventory for the LOD.

Month Month Sales History Period.

N

Name_C Full name of customer.

O

OH On Hand - This column reports the total units you have on hand. Many users confuse EI (Ending Inventory) and OH. EI is the quantity in inventory at the end of a date range. OH is the quantity in inventory at the time the report is created. If the ending date range is today, then EI and OH should be the same.

\$OHC On Hand at Cost - This column shows units on hand multiplied by average inventory cost. This is not the same as \$EIC. AVG_COST is not RWAC. The formula is: $OH * AVG_COST$.

\$OHMD On Hand Marked Down - This column shows the value at retail of the on hand inventory (not the ending inventory of the date range) for just those SKU's that have a retail price different from their original retail price (e.g., inventory that you've taken a markup or markdown on). This column includes SKU's that have been marked down regardless of when the markdown was taken. SKU's marked down before, during, or after the date range are included. If a SKU's current retail price shows a value different from the original price, then it satisfies the criteria of this column and will be included in the report. These markdowns must be made through the Price Changes option. $\$OHMD = 0$ will give you goods in stock currently marked down (on the floor). The formula is: $\text{Units OH} * \text{Retail Price (if UPC is marked down)}$.

\$OHMDL On Hand Marked Down Loss - This column shows the value at retail of the on hand inventory (not the ending inventory of the date range) for just those SKU's that have a retail price different from their original retail price (e.g., inventory that you've taken a markup or markdown on). This column includes SKU's that have been marked down regardless of when the markdown was taken. SKU's marked down before, during, or after the date range are included. If a SKU's current retail price shows a value different from the original price, then it satisfies the criteria of this column and will be included in the report. These markdowns must be made through the Price Changes option. The formula is: $\text{Units OH} * \text{Retail Price (if UPC is marked down)}$. Adding $\$OHMDL$ and $\$EIR$ will give you the value of the inventory on the sales floor at Original Retail.

\$OHR On Hand at Retail - This column shows units on hand multiplied by the current retail. This is not to be confused with the column $\$EIR$. The formula is: $\text{OH} * \text{Retail}$. Report STAR uses date ranges to harvest data from your Retail STAR system. A date range allows you to analyze performance for items, vendors, and classes over different periods of time. Columns that start with 'on hand' are extra-date columns. They are not affected by the date range; instead, they reflect the data as it exists at the time of the report. Take a report run on March 3 whose date range is February 1 through 28 - $\$OHR$ (On Hand at Retail) will display inventory at the current retail as of March 3, whereas ending inventory at retail will be as of February 28.

\$OHRC On Hand Replacement Cost - This column shows units on hand multiplied by the last cost of the product. It would answer the question, "What would it cost to replace all of my inventory?" This is not the same as $\$EIC$. The formula is: $\text{OH} * \text{Product Cost}$ (product cost is usually the cost when you last received the item).

OO On Order - This column reports the number of items on order and not received.

%OO On Order Units - This column is a computed field. It is the on order for the LOD as a percentage of the group total. The formula is: $\text{OO of LOD} / \text{OO of the group}$.

OO@Cost On Order from POs Posted and Backordered - Purchase orders can have one of 4 states: UNPOSTED, POSTED, BACKORDERED, CLOSED. On Order includes only PO's that are POSTED and BACKORDERED. A PO is does not have a status of BACKORDERED until goods have been received against the PO. The formula is: $(\text{PO-Qty} - \text{Ship-Qty}) * \text{Cost_Price (From PO)}$ (Only for PO's that have a status of BACKORDERED or POSTED).

OO-Qty On Order from POS Posted and Backordered - Purchase orders can have one of 4 states: UNPOSTED, POSTED, BACKORDERED, CLOSED. On Order includes only PO's that are POSTED and BACKORDERED. A PO is does not have a status of BACKORDERED until goods have been received against the PO. The formula is: $\text{PO-Qty} - \text{Ship-Qty}$ (Only for PO's that have a status of BACKORDERED or POSTED).

OO@Retail On Order from POs Posted and Backordered - Purchase orders can have one of 4 states: UNPOSTED, POSTED, BACKORDERED, CLOSED. On Order includes only PO's that are POSTED and BACKORDERED. A PO is does not have a status of BACKORDERED until goods have been received against the PO. The formula is: $(\text{PO-Qty} - \text{Ship-Qty}) * \text{Cost_Retail (From PO)}$ (Only for PO's that have a status of BACKORDERED or POSTED).

\$OOC On Order Cost Dollars - This column reports $\text{OO} * \text{Cost}$.

%OOC Percent Dollars On Order Cost - This column is a computed field. It is the on order cost for the LOD as a percentage of the group total. The formula is: $\text{\$OOC of LOD} / \text{\$OOC of the group}$.

\$OOC01 On Order to End +10 - This column gives the current outstanding On Order and Backordered products, plus it adds ten months of On Order by Month. Note: This is used only with the RMSA monthly forecast and Galileo format reports.

OOD On Order by Date Range - This column reports the number of items you have on order scheduled to arrive between the date range of the report.

\$OODC On Order Cost by Date Range - Dollars On Order by Date Range. There is a second date range on the first tab. This controls all the OOD type columns (on order by date). Formula: From actual open or unposted PO's, $PO.ON_ORDER * COST_PRICE$ (product size).

\$OODR On Order Retail by Date Range - Dollars On Order by Date Range at Retail. There is a second date range on the first tab. This controls all the OOD type columns (on order by date). The formula is: From actual open or unposted PO's, $PO.ON_ORDER * COST_PRICE$ (product size).

\$OOR On Order Retail Dollars - This column reports $OO * Retail$.

%OOR Percent Dollars On Order - This column is a computed field. It is the on order retail for the LOD as a percentage of the group total. The formula is: $\$OOR \text{ of LOD} / \$OOR \text{ of the group}$.

\$OOR01 On Order to End +10 - This column gives the current outstanding On Order and Backordered products, plus it adds ten months of On Order by Month. Note: This is used only with the RMSA monthly forecast and Galileo format reports.

Org@Cost Qty is taken directly from the PO. The formula is: $Qty \text{ Ordered from PO} * Retail_Cost$.

Org-Qty Original Quantity ordered on the PO. This is taken directly from the PO tables.

Org@Retail Qty is taken directly from the PO. Product table is also known as Product Size table. The formula is: $Qty \text{ Ordered from PO} * Retail_Price$.

Original Retail When you first create an item, the Original Retail and Retail Price are the same. The first time you change the price in the item record or Price Changes option, only the Retail Price changes - the Original Retail remains the same. So if you originally mark a sweater at \$140.00, then put it on sale for \$125.00, the Original Retail would be \$140.00 and the Retail Price or Current Retail would be \$125.00.

P

Permanent Markdowns In Retail STAR, 'permanent' means markdowns will no longer be recorded once the item is sold; rather, it will all be taken at once and both Original Retail and Retail Price will be set to the new price. Whenever a permanent markdown is taken in STAR, a record is made of how many units on hand were affected. In Report STAR, $\$PermMkDwn = \text{units On Hand} * (\text{old Original Retail} - \text{new Original Retail})$. Permanent reductions in Original Retail show up in the RMSA Monthly Forecast export as changes in the EOM, INV, and CIN fields. If you are maintaining your own open-to-buy, you should add the $\$PermMkDwn$ back into your open-to-buy dollars.

Phone_E Phone number of Employee.

Picture Product has picture - Is there a picture associated with this product? (Y/N) This column is an LOD because of the nature of resorting on long varchars. Use this column to figure out if you have missing pictures. Use LOD Vendor_no, Style for best results.

PI Physical Inventory - This column reports the number of units counted in a physical inventory during the selected date range.

\$PICost Physical Inventory at Cost - When taking a physical inventory, this is the count * RWAC. The formula is: $PI * RWAC$.

PIExp Physical Inventory Expected - This column reports the number of units that was expected when taking a physical inventory during the selected date range. Usually, this is what was EI before the physical inventory.

\$PIRet Physical Inventory at Retail - When taking a physical inventory, this is the count * retail. The formula is: $PI * RETAIL_PRICE$ (from the product_size table).

PIVar Physical Inventory Variance - This column reports the variance between the physical inventory count (PI) and the physical inventory expected (PIVar). If multiple PIVars are found (meaning multiple physical inventories have been taken through the Physical Inventory option), then the value is aggregated. Shrinkage is a negative value. Gains are positive values. The formula is: $PI - OH$ (OH is what the system expected).

\$PiVarCost Physical Inventory Variance at Cost - This is the value at cost of the physical inventory variance (shrinkage or gain). The formula is: $PiVar * RWAC$.

\$PiVarLC Physical Inventory Variance at Landed Cost - This is the value at retail of the physical inventory variance (shrinkage or gain). The formula is: $PIVar * Landed\ Cost$.

\$PiVarRet Physical Inventory Variance at Retail - This is the value at retail of the physical inventory variance (shrinkage or gain). The formula is: $PIVar * Retail$.

PMkDwn Units Permanent Markdown - Represents the number of units on hand that were marked down during the date range. The formula is: Current on hand quantity at time of markdown.

\$PMkDwn Dollars Permanent Markdown - Unlike \$ markdowns which are only captured when the item is sold, permanent markdown dollars are captured at the time of the markdown. They represent a change in the original retail price intended to reduce the value of inventory on the books. The dollar value displayed by the report will include all markdowns that occurred during the date range. A negative value in this field represents a permanent markup. The formula is: $Current\ on\ hand\ quantity * (Difference\ of\ old\ retail\ price\ and\ new\ retail\ price)$.

\$PMkUnit Permanent Markdown Per Unit - This is $\$PMkDwn / PMkDwn$. The average \$ amount taken down at selected level of detail. The formula is: $Quantity\ marked\ down * (Difference\ of\ old\ retail\ price\ and\ new\ retail\ price) / Quantity\ marked\ down$.

PO_Number Purchase Order Number.

Price Retail Price - This column reports the current retail price of a UPC. Note: Retail price is maintained at the color/size/width (UPC) level. It will always display if LOD is UPC. If Style is the LOD and more than one current retail price exists for a style, '-' will display if Price is selected. If any LOD other than UPC or Style is selected, Price will be displayed as '-.' It is read from the current value in the product record.

Price_Landed Landed Price - This is the landed cost. The formula is: $Cost + Shipping$.

Price_Org Original Retail Price - This column reports the current retail price of a UPC. Note: Retail price is maintained at the color/size/width (UPC) level. It will always display if LOD is UPC. If Style is the LOD and more than one current retail price exists for a style, '-' will display if Price is selected. If any LOD other than UPC or Style is selected, Price will be displayed as '-.' It is read from the current value in the product record.

R

Rcpt_C Number of Receipts.

Rcpt_E Number of Receipts per employee.

Rcvd Units Received - This column tells you the quantity of units received during the report period. When LOD is Vendor, you are shown the total number of units received for the vendor; when LOD is Department, you see the total number of units received within that department.

\$RcvC Received at Cost - This column reports the dollar value at cost of the received goods. The cost price of the good is taken from the receiver line. The formula is: Quantity received * unit cost on the receiver line.

\$RcvLC Received at Landed - This column reports the dollar value at landed cost of the received goods. The formula is: Qty Rcvd * Landed Cost.

\$RcvR Received at Retail - This column reports the dollar value at retail of the received goods. Current retail, taken from the product record, is used in the calculation. The formula is: Quantity received * current retail.

Retail Price The current price that will come up if the item is scanned. To change the Retail Price, the price is altered in the product record or via the Price Changes option.

RMax Maximum ReOrder - This is the maximum amount to trigger a reorder for the automated reorder software. This is at LOD Store_no and SKU; otherwise, the Min (value) is taken.

RMin Minimum ReOrder - This is the minimum amount to trigger a reorder for the automated reorder software. This is at LOD Store_no and SKU; otherwise, the Min (value) is taken.

ROI Return On Investment - Also known as GMROI (Gross Margin Return On Investment) - Managers rely heavily on this column. Return on investment is an index figure. It shows you the dollars gross profit per dollar of inventory. Although \$ Gross Profit is an extremely valuable and a frequently used heading, it does have some disadvantages. \$GP tends to be large for the vendors in which you bought heavily. But you might have other vendors that are better performers, but they do not appear so because of the small investment in their goods. ROI evens this out. For example, say you have one vendor with an AIC of \$5,000 and a \$GP of \$5,200. Another vendor has an AIC of \$25,000 and a \$GP of \$20,000. The first vendor has a GMROI of 1.4, while the second vendor has a GMROI of 0.8. The first vendor returns more money per dollar invested than the second vendor. Looking at \$GP alone would lead you to believe the second vendor is the better performer. The ROI is annualized. The figure you see on the report is the annualized return on investment based on the performance during the date range. ROI and TOC tend to be close to each other. In order to determine if your company and/or store meets your industry's standards for turnover, GMROI, and \$ gross profit, you should contact professional organizations within your industry (NRF, MAMSB, NRMA). The formula is: ($\$GP / \AIC) * annualization factor.

RWAC Running Weighted Average Cost - This column reports the running weighted average cost of the item at the end of the date range.

S

Selling Price Different from Retail Price if the cashier reduces the price at POS. If an employee purchases a sweater, or if a customer finds the last sweater in his size has a missing button, the cashier may reduce the price. For example, the Original Retail was \$140.00 and the Retail Price was \$125.00, but the Selling Price is \$95.00.

Ship@Cost Shipped Qty x Cost - This is the actual amount shipped and the cost entered into the system for the shipment. The formula is: Receive Cost * Qty.

Ship-Qty Shipped Qty on PO - This is the actual amount shipped when Receiving entered the shipment. The formula is: Qty taken from the receive Lines table.

Ship@Retail Shipped Qty x Retail - This is the actual amount shipped according receiving documents. The formula is: Product Retail Price * Qty. Retail Price is taken from the Product Size Table.

Short_Desc Product Description (Short) - This column causes a shortened Description field on the product record to print on the report. It is also handy to include on reports where the level of detail is SKU. However, this column heading takes up a lot of space on a report and leaves you with fewer choices for other columns.

Sold Units Sold - This column shows the number of units (of the particular LOD) that were sold during the report period.

\$Sold Sold at Retail Dollars - This column tells you the total dollar value at retail of the units sold. The formula is: Sold * selling price on the POS receipt.

%Sold Percent of Units Sold - This column reports what is known as "percent sell-through." As such, it is very heavily relied on by management. This column answers the question, "What percentage did I sell of the number available to sell?" The formula is: Sold / (BI + Rcvd +/- Adj +/- PIVar +/- Transfers).

Sold_C Units Sold to Customer - This column shows the number of units (of the particular LOD) that were sold during the report period. By customer.

\$Sold_C \$ Sold to Customer - This column tells you the total dollar value at retail of the units sold. The formula is: Sold * Selling price on the POS Receipt. By customer.

Sold_E Units Sold by Employee - This column shows the number of units (of the particular LOD) that were sold during the report period. By employee.

\$Sold_E \$ Sold by Employee - This column tells you the total dollar value at retail of the units sold. The formula is: Sold * Selling price on the POS Receipt. By employee.

\$SoldLC Sold at Landed Dollars - This column tells you the dollar value sold at landed cost. Sold is Units Sold at POS. The formula is: Sold * Landed Cost.

SoldPP Units Sold Previous Period - This is the same as Sold, but for the previous period. Example: ReportDate is for one month, February. SoldPP would be for the month of January. Another example: The date range is 1/16 through 1/30 (15 days). SoldPP would be the previous 15 days, 1/1 through 1/15.

\$SoldPP Sold Previous Period - This is the same as \$Sold, but for the previous period. Example: ReportDate is for one month, February. \$SoldPP would be for the month of January. Another example: The date range is 1/16 through 1/30 (15 days). \$SoldPP would be the previous 15 days, 1/1 through 1/15.

\$SoldR Dollars sold at full retail - This answers the question, "What would the income be if POS sold all items at full retail price?" The formula is: Units sold * retail price from Product Maintenance.

State_E State of employee.

Status_P Status of PO.

Store_No_E Store No. where Employee was first entered.

T

%TGP Percent of Total \$ Gross Profit - This column also reports a percentage of gross profit, except that it compares the gross profit of the LOD to the gross profit of the group. The formula is: LOD \$Sold - LOD \$COGS / Group \$Sold - Group \$COGS.

TMD Total Markdowns - How many units were sold marked down or discounted? The formula is: MD + DISC. This will work for each level of detail.

\$TMD Total Markdown Dollars - The formula is: $\$MD + \$DISC$. For more information, read help about \$MD and \$DISC.

%TMD Percent of Total Markdown Dollars - This column weighs the markdown of the LOD versus the total markdown of the group (as defined by your group by selection). The formula is: $\$MD \text{ of LOD} / \$MD \text{ of group}$.

\$TMD_C \$MD + \$DISC to Customer - How much Dollars are lost due to selling products that are marked Down? The formula is: $\$Retail \text{ price} / \$Selling \text{ Price (Marked Down Price)}$. This will work for each LOD (level of Detail). By customer.

TOC Turnover Cost - Turnover reflects the annualized cost of goods sold as a factor of the average inventory cost. It is calculated by dividing \$Cost of Goods Sold by \$Average Inventory Cost, then multiplying that by the number of days in the current date range. Managerially, there are a few things to consider when analyzing this column. The first thing to remember is that this column is annualized. If your date range is one month and the TOC column says 4.0, it means that over the course of a year you would turn the item four times. It does not mean that you turned it four times during that month. Second, extremely high turnovers (meaning significantly higher than published industry standards) might actually mean you are losing sales. Turnover is a function of inventory. If you have 20 of an item and sell 10, you will get a higher turnover figure than if you had 40 of that item and sold 10. So it might be possible that your turnover is very high because of an inventory which is too low. This is probably more true for items with multiple sizes than for non-sized items. For example, if you have a shirt (size run S-M-L) with an inventory of 10-0-10 and sell 5 each of the smalls and larges, you will get a very rewarding TOC...too rewarding. You really want to order twenty mediums and get that inventory up. You will reduce your turnover figure, but increase sales. The formula is: $COGS / AIC$ then annualized.

TOR Turnover Retail - The formula is: $\$Sold / AIR$ then annualized.

Total Markdowns The combined total of discounts and markdowns. In Report STAR, the column \$TMD equals the sum of the columns \$DISC and \$MD. In the RMSA Monthly Forecast export to Freedom™, the MKD value is Report STAR's \$TMD (that is, both discounts and markdowns as described above, but not permanent markdowns).

transit Goods in transit for the report date range, based on the transfer out date. Units assigned to 'to-store' but have not yet been received. After received, they will show up as a transfer in. TrI.

\$transitC Goods in transit at average cost for the report date range based on the transfer out date.

\$transitR Goods in transit at current retail for the report date range based on the transfer out date. Units assigned to 'to-store' but have not yet been received. After received, they will show up as a transfer in. \$TrIR. The formula is: $\text{transit units} * \text{current retail price}$.

TrI Transfer In - Number of units transferred in.

\$TrIC Transfer In Cost - Number of units transferred in at average cost. The formula is: $TrI * \text{Average Cost Price}$.

\$TrILC Transfer In Landed - Number of units transferred in at landed cost. The formula is: $TrI * \text{Landed Cost}$.

\$TrIR Transfer In Retail - Number of units transferred in at retail dollars. The formula is: $TrI * \text{Retail Price}$.

TrInT Units in transit at time of report (this number is only good when the report is run). When a transfer takes place, the product is on the truck, the From store does not have this product. It will not show up on its OH or EI, nor is it found in the destination store's OH or EI. The formula is: QTY_INTRANSIT from the active inventory table.

\$TrITC \$ Transfer In Transit At Cost - Units at cost in transit at the time of the report. (This is not accurate for historical dates). When a transfer takes place, the product is considered "on the truck." The From store does not have this product. It will not show up on its OH or EI, nor is it found in the destination store's OH or EI. The formula is: $\text{Quantity In Transit} * \text{Average Cost}$. Both come from the active_inv table.

\$TrITR \$ Transfer In Transit at Retail - Units at retail in transit at the time of the report. (This is not accurate for historical dates). When a transfer takes place, the product is considered "on the truck." The From store does not have this product. It will not show up on its OH or EI, nor is it found in the destination store's OH or EI. The formula is: Quantity In Transit * Retail Price (active_inv and product_size table).

TrO Transfer Out - Number of units transferred out.

\$TrOC Number of units transferred out at average cost. The formula is: TrO * Average Cost Price.

\$TrOLC Number of units transferred out at landed cost. The formula is: TrO * Landed Cost.

\$TrOR Number of units transferred out at retail dollars. The formula is: TrO * Retail Price.

%T\$\$ Percent of Total Dollars Sold - This column tells you what percentage of the group's (as defined by your group by selection) sales this particular line of the LOD represents. It is calculated by dividing the LOD's \$\$Sold by the total \$\$Sold of the group. The formula is: \$\$Sold of LOD / \$\$Sold of Group.

U

UPC_Alias Customer-supported alias UPC, assigned by the system. You cannot change this value. Represents a unique vendor, style, size, color, and optional width.

V

Voids Sales Voided - Number of transactions voided at POS for the date range. This is only good at the store level (select no other LOD's). This is how many receipts were completely voided out, not how many voids were done on a single receipt. Use this to see if there are abnormal amounts of voids in the system.

Y

YTD Year to Date Sold - Total units sold year-to-date.

YTD\$\$Sold YTD Total \$ Sold - Total retail \$ sold year-to-date. "Date" means calendar year of the report end date.

Z

Zip_E Zip code for the Employee.

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