Store Manager

Point-of-Sale For Windows

Version 4.5

Proxis Store Manager
Point-of-Sale For Windows

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CHAPTER ONE

GETTING STARTED

PROGRAM OVERVIEW

Store Manager Point-of-Sale for Windows transforms a PC into a powerful point-of-sale cash register for retail sales, service, and rental businesses. No limitations are placed on the number of products that can be stored in the system. **Store Manager Point-of-Sale** works with or without bar code equipment.

During the **basic transaction**, product codes are entered or scanned into the transaction and the screen instantly displays the quantity, price, and product description. When completed, the transaction is totaled, sales tax is applied, change is computed, the cash drawer is opened, a receipt is printed, and inventory and sales records are updated. Many options are available to the cashier during a transaction making **Store Manager POS** a complete and powerful point-of-sale system.

The system is divided into four functional areas:

- The **Store Manager POS Cash Register**, which is used as a cash register for day to day operations and sales.

- The **Store Manager Office**, which provides all support functions. Store Manager Office handles system setup options, accesses data stored by the system, provides sales and inventory reports, AR, POs, and many other functions.

- **Code Name:** *Zebra* **Bar Code Printing for Windows** which prints bar code labels to place on items not already coded.

- **Store Manager Data Integrator** which provides support & integration for portable data collector files and other external files.

SYSTEM REQUIREMENTS

Required

- A PC (with your Windows' version RAM requirement)
- Windows 95/98/Me/2000/xp
- A Pentium-Class processor (anything newer than a 486)
- Standard printer port, keyboard port (ps2), and serial ports for optional equipment

Optional Equipment

Important: Check the current list of supported/compatible equipment brands and models on our web site before purchasing any equipment from another dealer.

- Printer (for receipts and reports)
- Bar Code Reader (keyboard wedge type)
- Customer Pole Display
- Electronic Cash Drawer
- Magnetic Card Reader

Keyboard and/or Mouse Operation

The **Store Manager Cash Register** has been specially designed to allow for easy operation with or without a mouse. API has designed the **Store Manager Cash Register** to use the function keys, arrow keys, page keys, Escape key, and Enter key to make the **Cash Register** easy to operate even in a mouseless environment. For those who will be using a mouse, mouse operation is standard. You will find the special programming for operation of these keys greatly simplifies getting around in the **Store Manager Cash Register**--with or without a mouse.

SETUP/INSTALLATION

Windows 95/98/Me/2000/xp

To setup/install **Store Manager POS** to Windows:

- First, unload (stop) any programs that may be running on your computer.
- Insert the **Store Manager POS** CD-ROM Disk into the appropriate drive or double click the downloaded installation file.
- Click *Start*, then *Run*.
- Type **D:\SETUP** (where **D** is the letter representing your CD-ROM) and click *OK* or press *Enter*.
- Follow the installation program's instructions.

UP AND RUNNING IN 5 MINUTES

Store Manager POS was designed to be a complete and powerful system, but at the same time, very simple to operate. Follow these suggestions to get up and running right away:

- Learn the *basic transaction* first--this should not take more than five minutes. This will get you up and running and teach you to complete a transaction.

- Skim through the manual to become familiar with available features. Use the manual to learn those features you plan to use.

- Later go through the manual more thoroughly to acquaint yourself with all the features available.

- **Store Manager POS** is loaded with many more features than any single business will ever use. For this reason, we have designed the program so features that are not needed or not being used can be completely ignored. For example, **Store Manager POS** offers three levels of taxes. Ninety-nine percent of our customers use only a single sales tax and can completely ignore the other two levels. However, if you are a Canadian customer, you will be very interested in the available tax levels and will want to read about them in the manual.

The Quick Setup

Before going through our *basic transaction* example, you will first need to enter your tax rate and a test product.

- From the **Store Manager POS Office** menu select *SETUP, SALES TAX SETUP*.

- The **Sales Tax Utility Window** will appear. Select the *Tax One* tab, if not already selected.

- Change *Apply Tax One* to "*ON*", then enter your **Sales Tax Percent** (we will enter "7.25").

- Move down to *Display On Receipts* and enter "Sales Tax", or whatever you wish to call the tax on your receipts. Some like to enter the rate, such as "7.25% Sales Tax", it's up to you. Your choice will precede the sales tax on the screen and on your receipts. The choice is not permanent, you may return here and change it whenever you like.

- Select how you want your sales tax to round. We selected "Round .5 and above up".

- Select **OK** to save and return to the main **Store Manager POS Office** screen.

Sales Tax Setup

- Now select *UTILITIES, QUICK PRODUCT ADD/EDIT* from the **Store Manager POS Office** menu.

- Enter or scan a product code for a new item in the *Enter/Scan Product Code* entry box.

- We are entering the Universal Product Code (UPC) for Kleenex Facial Tissues, **03600027710**. You may enter/scan a product code of your own.

- Move down to *Description One* and enter your product's description, we are entering "Kleenex Facial Tissues".

- We are placing **10** into *Inventory Qty*.

- Move down to *Standard Price* and enter **1.49,** or your product's price.

- Press *F2* to save. The item is now included in your database, press *Cancel* to *Exit.*

Entering New Records

The Basic Transaction

We will now enter the most *basic transaction* into the *Cash Register*.

- Enter the **Store Manager POS Cash Register**.

- Enter, scan, or "Lookup" the product code: **03600027710**.

- The product appears (repeat above step to enter additional products).

- Press F8 (or click the *Tender* ICON) to total the transaction and bring up the **Tender Window**.

- Enter the cash tendered (or select the *Exact Cash* ICON).

- Press *Enter*, to record the transaction (and print a receipt, if the receipt printing has been setup).

There are many, many possible variations to this *basic transaction*, however, most transactions will be as simple as this to complete.

Importing Existing Databases

If you already have a list of your products in a spreadsheet, database, or another program, you should be able to import the products directly into **Store Manager POS**. Existing databases are often available from suppliers. Check with your suppliers, it could save you a lot of time. See IMPORTING PRODUCT/CUSTOMER RECORDS in the **Data Integrator, Chapter 6** of this manual for details on importing your products into **Store Manager POS**.

CHAPTER TWO

SETUP
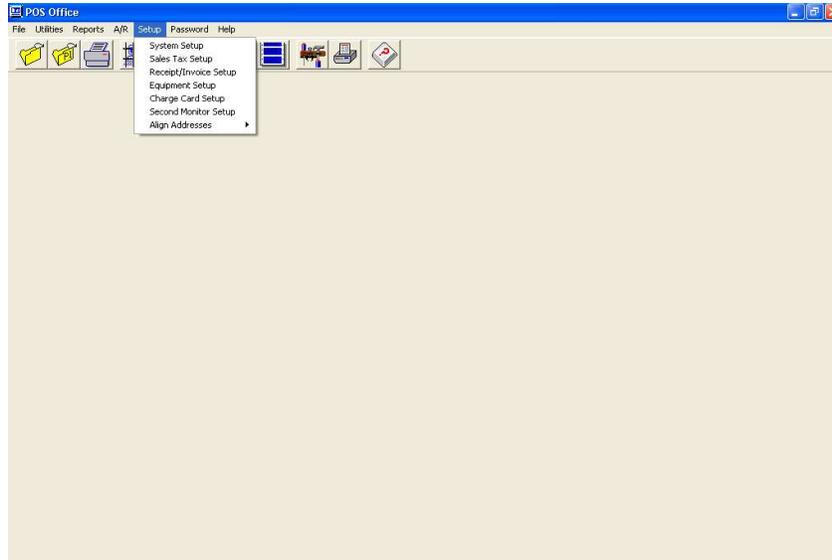
Store Manager POS Office

SYSTEM SETUP *(PREFERENCES)*

Default system preferences are accessible from the **Store Manager POS Office** *SETUP,* ***SYSTEM SETUP*** menu. These system preferences allow you to customize how you wish the **Store Manager POS Cash Register** to respond to different situations. You will probably wish to start with the default preferences (not checked). Then, when you are more familiar with the *Cash Register's* operation, come back and review the possibilities to customize you register.

Use Food Stamps. Check if you wish the system to handle food stamps.

Don't allow negative quantities. The system allows negative quantities for exchanges/returns within the same transaction as a sale. If you do not want your cashiers to have the capability to enter negative quantities, then check this box.

Don't show dollar signs. Many countries besides the US and Canada use this program and most do not use dollars for their currency. Check this box to remove dollar signs from the currency.
Don't prompt before deleting. The system will delete a product (in the Cash Register), without prompting the cashier for confirmation, when F5 is pressed or the delete ICON is clicked.

Need to press ENTER after EXACT CASH. Selecting the F3 function key (or clicking the *Exact Cash* ICON) in the **Tender Window** automatically fills in the exact cash amount needed to

complete the transaction. If this box is checked, the system will go directly to recording the transaction at this point. If the box is not checked, the system will pause and ask for confirmation prior to recording the transaction.

Need to press ENTER after EXACT CHECK. Selecting the F4 function key (or clicking the ***Exact Check*** ICON) in the **Tender Window** automatically fills in the exact check amount needed to complete the transaction. If this box is checked, the system will go directly into recording the transaction at this point. If the box is not checked, the system will pause and ask for confirmation prior to recording the transaction.

Notify when inventory quantity equals zero. If checked, the cashier will be notified if an item does not have enough inventory to complete the sale. Note that this low inventory warning assumes that all sales of identical items are entered on the same line.

Food stamps default to exact qualified. If you want the food stamp amount to default to exactly the food stamp qualified amount, then check this box (for food stamp card-type sales areas). If not checked, the amount will default to the next highest dollar (for regular food stamp sales).
Record detailed customer history info. Detailed customer history is very useful to some users, but stores large amounts of data in an active retail outlet. If the information is not used or needed, it is easier not to store the data than control the size of the customer ***History*** database table.

Don't record life sales data. Some foreign currencies may become to large to maintain a life sales total. If so, those totals can be suspended by checking this box._

Remove sales returns from commissions. Check this box to remove sales returns from employee commission totals._

Require cashier identification. If checked, requires cashiers to identify themselves when entering the cash register. The ID is used on receipts and for recording various information.

Note: If password protection is on, cashier identification will automatically be required, whether this box is checked or not.

Always select customer price. Always select customer price over best price. See **SYSTEM PRICE SELECTION** in Chapter 3 for a full discussion of this topic.

Zero for customer price if indicated. If above "***Always select customer price***" is checked and the customer price equals zero, then the system enters a price of zero into the transaction if this box is checked. If not checked, the system reverts to the ***best price*** rule.

Use customer credit limit option. Use customer credit limits when checked. The system will stop the cashier when a customer attempts to charge an amount above their in-house credit limit.

Nontaxable not changed by customer tax. If "***Auto Select Customer Tax***" is being used, and an item in the database is coded as "Nontaxable", it will be taxed as the auto tax rate indicates. If not checked, the item will remain "Nontaxable".

Record activity in audit log. The audit log provides valuable information for managers to track the activities of cashiers. If not interested in this information, then do not check this box. The audit log information can be read with your favorite word processor/text editor (including Windows Notepad, Write, or Wordpad). The audit log is stored at ***\posdata\auditlog.txt.***

Track consignment sales. Check if using consignment sales (See **CONSIGNMENT SALES** in Chapter 4).

Don't warn to close previous day's sales. The system automatically warns when the previous day's sales have not been cleared (Register Closed). If you don't want this warning, check this box.

Automatic lock between transactions. Locks the register between transactions, requiring the cashier to re-identify before gaining entrance. This can be useful for tracking cashier activity, but also slows down the cashiers considerably.

Don't require customer ID when tax exempt. Generally, the taxing institution requires information on the customer and sale when an item is sold as tax exempt. If you do not need such information, this box may be checked to avoid having the system require identification of the customer during a tax exempt sale.

Sort product info alphabetically. If you would prefer the **Product Info Window** to be sorted alphabetically, then check this box.

Include Month Totals on Sales Report. The system will print a "Master Sales Report" when the register is closed. The report includes daily and monthly sales totals. If you do not want the monthly totals printed, then check this box.

Don't Use Average Cost. Deactivates the Average Cost feature of Store Manager POS (see Chapter 4, Average Cost).

Open Drawer Only With Cash Transactions. If you are using a slotted cash drawer, you may want your drawer to open only with cash transactions.

Try SKU after not finding a Product Code. Cash Register will search the SKU field for a match if the item scanned is not found in the Product Code field. This allows scanning either the UPC bar code or the manufactures' bar code for a product.

Quickbooks Options. See Chapter 4, QuickBooks Interface.

Use Random Weight Bar Codes. Random Weight Bar Codes are special bar codes with the price built into the code. See Random Weight Bar Codes for specific information.

Allow Only Static Value Gift Cards. Allows selling only fixed value gift cards. See Gift Cards for detailed information.

Allow Giving Cash Back on Gift Cards. Changes system default from preventing cash back on gift cards, to allowing cash back on gift cards. See Gift Cards for detailed information.

Allow To View/Browse for Gift Cards. Changes system default from preventing cashier from seeing outstanding gift cards to allowing the cashier access to outstanding cards. See Gift Cards for detailed information.

Don't Record Product Sales History. Detailed product history is very useful to some users, but stores large amounts of data in an active retail outlet. If the information is not used or needed, it is easier not to store the data than to control the size of the ***Product History*** database table.

Don't Auto Backup During Close. The system automatically backs up data when closing the register(s). If you have another backup system in place, you may disable the automatic backup function here. **DO NOT DISABLE** this function without an alternate backup system in place.

Additional System Preferences ***(Page Two)*** are accessible from the **Store Manager POS Office SETUP, SYSTEM SETUP** menu, by pressing the ***More*** button.

System Preferences Page Two

Cleared Cash Drawer Cash. The system will automatically place a value in the cash drawer cash total when it is cleared.

New Customer Credit. The system can automatically place a credit limit on new customers.

Next Transaction Number. Change the next (and following) transaction numbers. The next transaction number can be from *1 to 999,999.*

Customer Open Caption. The **Customer Window** in the **Store Manager POS Cash Register** has two user defined (open) fields. The captions for those fields can be entered here.

User Defined Tender. The **Store Manager POS Cash Register's Tender Window** has three user defined tender fields. They are primarily intended for additional charge card types. Enter their captions here.

On-The-Fly Tax Code. The default tax code assigned to items entered "on-the-fly".

Default Product Lookup. Choose the default field that the product lookup feature will automatically sort by: **product code, description, SKU, or open indexed.**

Decimal Places In Quantity. Select the number of decimal places shown in the quantity fields: **0, 1, 2, or 1-3 Auto Receipt.** 1-3 Auto Receipt always shows 3 decimals on the screen, but expands from 1 to 3 on the receipt depending on the length of the decimal (this setting is primarily for use with random weight bar codes).

Identify Customer. Should identifying a customer be the *cashier's decision, always required, or always reminded?*

NOTE: This will not change the system requirements to identify a customer. For example, the system requires all customers placing an item on layaway to be identified.

Common City, State, Zip. Place the most common customer address into these fields and they can be entered with one keystroke.

Tender F11 & F12.   Optional Tender Icons/Function keys to allow entering common dollar amounts with one keystroke.

Show Charge Screen.   Select if you want the PC Charge Screen to display with the various User Defined tender types.

Quickbooks Options.   See Chapter 4, QuickBooks Interface.

SALES TAX SETUP

As more states and countries are trying to balance their budgets, sales taxes are becoming more and more complicated. At one time it was simply a matter of designating a product as taxable or nontaxable. Now it is not always that simple. There may be two, even three taxes applicable to certain products. Such changes have quickly made some cash registers obsolete. Fortunately, **Store Manager POS** can painlessly handle most any tax situation that may arise.

Store Manager POS will allow you to store and apply taxes at three separate rates. Every product can be set to have any combination of the three taxes or no tax applied at all, giving a total of eight possible combinations. These eight combinations are referred to as the TAX CODES.

TAX CODES

- Code 0 = Nontaxable Item
- Code 1 = Apply Tax 1 Only
- Code 2 = Apply Tax 2 Only
- Code 3 = Apply Tax 3 Only
- Code 4 = Apply Tax 1 & 2
- Code 5 = Apply Tax 1 & 3
- Code 6 = Apply Tax 2 & 3
- Code 7 = Apply Tax 1, 2, 3
- Code 8 = Tax Exempt Item

The appropriate tax code should be entered into the **Product1** database table and then the appropriate tax will be applied during the transaction. The cashier may also change the taxable status of a product during a transaction. Additionally, a customer may be specified with a special tax code which will override the tax code in the **Product1** database table. This would primarily be used for tax exempt customers, but can be used with any tax combinations if necessary.

Nontaxable VS Tax Exempt

Before continuing, a brief explanation on nontaxable items verses tax exempt items is necessary. A nontaxable item is an item that is not taxed by the taxing institution (often food and medicine are nontaxable). A tax exempt item is an item that is normally taxable, however, the customer is exempt for some reason (often customers purchasing for resale, charitable organizations, or governments are tax exempt). For tax reporting purposes, the program keeps track of sales made to tax exempt customers. For this reason, the program will require the cashier to identify the tax exempt customer prior to allowing a tax exempt item or tax exempt transaction to be

completed (a system preference allows recording of tax exempt customers to be turned off if desired). Tax exempt is a condition of the customer and not the product, thus all tax exempt sales are identified at the time of sale or by the customer "Auto Tax Selection" and not from a default tax code within the **Product1** database table.

The **Tax Exempt** database table stores various information on each tax exempt sale. This information may or may not be required by your taxing institution. To avoid accidentally erasing needed information, none of the close/clear utilities delete any of this database's records. How often you delete the file or its records is up to you. It will probably depend on how often you are required to file sales tax information. Use a *Delete UPDATE* query to rid the database table of unneeded records.

To delete all records:

> *DELETE FROM [Taxexempt]*

To delete all before Jan. 1, 2005:

> *DELETE FROM [Taxexempt] WHERE [Transaction Date] < #1/1/2005#*

Altering Taxes At The Time-Of-Sale

To change a single line item's default tax, access the **Product Window** (F7, or click the *Product* ICON). Enter the number of the new tax option in the tax code entry box. As the cashier moves the focus to the tax code entry box, a window with the different tax options will appear to help with the decision.

An entire transaction can also be identified as nontaxable or tax exempt. To do so, bring up the **Transaction Window** (F4, or click the *Transaction* ICON). Select *Nontaxable Transaction* or *Tax Exempt Transaction*.   Another window will appear allowing the cashier to select any combination of the three tax levels as either nontaxable or tax exempt. For all tax levels selected, the default tax will be overridden. If you are only using one tax level, the cashier may either select that one level, or all of them, it makes no difference, the unused ones are ignored by the program. To keep the cashier informed, the **Transaction Box** will show "NT" followed by the nontaxable tax levels (NT123) or "TE" followed by the tax exempt tax levels (TE123).

Any or all tax levels may also be entered manually. Select *Manual Tax OverRide* from the **Transaction Window** and another window will appear which allows the cashier to enter a manual tax for any of the three tax levels. Manual tax entries will override the default tax, charging the manual amount to the transaction. The **Transaction Box** will show "MT", followed by the tax levels entered manually (MT123).

Setting The Tax Rate

- To begin using one or all of the three sales tax levels available, you must first set the tax rate. To set the tax rate, select *SALES TAX SETUP* from the **Store Manager POS Office** *SETUP* Menu. If not already selected, choose the appropriate tab for the tax you will be working with (generally "Tax One").

- Change *Apply Tax One* to **"ON".**

- Enter your **S***ales Tax Percent* rate (7.25% is entered as 7.25).

- Some states/countries have a minimum sale before any tax is charged, typically about $0.15, but some areas have extremely high levels. Enter the correct amount, if any, in ***Minimum Taxed***.

- Move down to ***Display On Receipts*** and enter "Sales Tax", or whatever you wish to call the tax. Some like to enter the rate, such as "7.25% Sales Tax", it's up to you. Your choice will precede the sales tax on the screen and on your receipts. The choice is not permanent, you may return here and change it whenever you like.

- Select how you want your sales tax to round (see Determining The Rounding Method).

- Select **OK** to save and return to the main **Store Manager POS Office** screen.

Sales Tax Setup

Determining The Rounding Method

If ***Round Up*** is selected, the customer will be charged an entire cent for any portion of a cent owed. For example, if the tax rate is 6.5% and the customer's purchase is for $11.25, the tax owed would be $.73125 (73.125 cents). This would be rounded up by the program to $.74 (74 cents).
If ***Round Down*** is selected, the customer will not be charged until an entire cent is owed. For example, if the tax rate is 6.5% and the customer's purchase was for $11.50, the tax owed would be $.7475 (74.75 cents). This would be rounded down by the program to $.74 (74 cents).

If ***Round .5 And Above Up*** is selected, the tax owed will be rounded to the nearest cent. That is, any calculation showing the tax owed to be one half cent ($.005 or .50 cents) or above will be charged the entire cent. Any calculation showing the tax owed to be less than one half cent ($.0049 or .49 cents) will not be charged for the cent.

The rounding method you should select depends on the laws of your state. Call your appropriate state office to determine the correct method. You may have a little trouble finding someone who knows! So let's discuss an alternate method for determining how your state chooses to round. The method involves the use of the tax schedules that are published by the states to assist businesses in calculating sales tax applicable to taxable transactions.

As an example, we will use the "State of California 6% Sales Tax Reimbursement Schedule, Civil Code Section 1656.1", effective April 1, 1974, Appendix G to Regulation 1700. Any schedule will do, however.

Move down the table and multiply a few of the brackets breaking point by 6% (.06) and compare what 6% actually is to the amount of sales tax listed. Here is a good example from the schedule that shows both the upper and lower limits:

```
Transaction    Tax
-----------    ---
10.75-10.91    .65
```

So the State of California says to charge $.65 if the transaction falls within the range of $10.75 to $10.91. Multiply out the lower break point:

```
.06 X 10.75 = .645
```

Percent of 10.75 is only sixty-four and one half cents. However, the state schedules says to charge a full sixty-five cents. So we now know that the state either rounds everything up, or rounds .5 and above up (to the nearest penny). Let's check the upper break point and find out:

```
.06 X 10.91 = .6546
```

We can now clearly see that California does not round everything up, but rounds to the nearest penny. So we should select ROUND .5 AND ABOVE UP. All transactions will then result in sales tax charges identical to the amount that would be charged if we were using the State's 6% Tax Schedule.

Sales Tax and Item Discounts

State laws on how tax will, or will not, be applied to discounts vary widely. **Store Manager POS** attempts to satisfy the many possibilities by providing a versatile tax and discounts option.

If charging sales tax on discounts sounds a bit much, you are not alone. Hopefully, your state does not practice this type of behavior and you can skip this section. The system defaults to not charging sales tax on discounts.

To charge sales tax on discounts check the *Apply Tax One (or Two or Three) To Discounts* box.

You can then choose to apply any combination of taxes to the discounted part of a sale. Of course, selecting one of these options will not apply sales tax to the discounted portion of a nontaxable, or tax exempt item.

This gets a bit confusing so lets go through an example:

Your sales tax (level 1) rate is 5 percent. A customer purchases a $10 item that you have offered at a 20 percent discount. If you have not chosen to apply sales tax(1) to discounts, the transaction will be calculated as follows:

```
   Item          $8.00
taxable(1)        $8.00
   tax(1)         $0.40   (8.00  X  .05)
total due         $8.40
```

If you have chosen to apply sales tax(1) to discounts, the transaction will be calculated as follows:

```
   Item          $8.00
```

```
     taxable(1)        $10.00
         tax(1)         $0.50    (10.00  X  .05)
     total due          $8.50
```

<u>Sales Tax and Transaction Discounts</u>

The entire section <u>Sales Tax And Item Discounts</u> applies equally to transaction discounts. The system makes no distinction between item discounts or transaction discounts for tax purposes. However, there is one final tax consequence that must be considered when giving transaction discounts. It involves how sales tax will be charged when a transaction has both taxable and nontaxable items and a transaction discount is given. This gets pretty deep, so we will use an example to help explain.

A customer has purchased $10 of merchandise ($8 taxable and $2 nontaxable). You are giving a 30 percent or $3 transaction discount. Because the transaction is discounted and not the item, we don't know what was discounted by $3--taxable items, or nontaxable items. To keep the tax collector off your back, and ours, **Store Manager POS** will first consider the discount to be on the nontaxable items in the transaction and then on the taxable items. So in our example, the tax would be calculated by applying the tax rate to $7.

Another option is to always use item discounts when you have both taxable and nontaxable items. The tax would then be calculated individually (because the program knows which items are being discounted).

If you have combination of taxable, nontaxable, and transaction discounts, and this method of calculation does not fit your needs, you may wish to use the manual tax entry to override it.

RECEIPT/INVOICE SETUP

Note: Individual instruction sheets for supported printers are located on our web site along with the appropriate drivers for those printers.

Select ***RECEIPT/INVOICE SETUP*** from the **Store Manager POS Office** *SETUP* menu to setup or change the receipt settings (or click the Receipt Printer ICON on the tool bar).

A receipt is stored by **Store Manager POS** even when the user selects not to print a receipt and even when default receipt printing is turned off. These stored receipts can be printed (or reprinted) immediately following a transaction by selecting ***FILE, PRINT LAST RECEIPT (Cntrl P).*** They can also be printed later by selecting ***FILE, PRINT PAST RECEIPT*** (the system prompts the user to enter the past receipt's transaction number).

These stored receipts are saved in the user defined default receipt format. So if you will only be printing receipts occasionally, it is still a good idea to select the default receipt format that is right for your printer.

The **Store Manager POS** Receipt Setup utility divides receipt setup into four tabs--one universal settings and three categories based on the type of printer that is being used. The user may set up any or all of the three categories, as switching between printers and receipt types is allowed from within the **Store Manager POS Cash Register**. This is handy for operations that will generally print Tape-type receipts, but occasionally wish to print a full page invoice.

- **Universal Settings**. The settings on this tab apply to all three types of receipts.

- **POS (Tape) Printer**. Settings for POS (tape) printers. These are the 40-column receipt and charge card printers designed for POS systems. Paper is continuous with no perforations.

- **Tractor-Fed Printers (DMPs). Note: Tractor-Feb receipt printing options are provided only to maintain backward compatibility with older versions of Store Manager POS running on older versions of Windows (95, 98, or ME). Tractor-Fed receipt printing does not work with newer versions of Windows (2000 or XP).** Tractor-Fed dot-matrix printers. These receipts are designed for 80-column (8 1/2 Inch Width) paper. Receipt formats are available for 5 1/2", 7", 11", and continuous page lengths.

- **Laser/Ink Jet Printers**. Single sheet-fed printers. Primarily for laser and ink jet printers, but will work with some single sheet-fed dot-matrix printers.

Universal Settings

- **Default Receipt Type.** Select one of the three types of receipts explained above as the default receipt type.

- **Default = Print Receipt**. Check this box to print receipts for each sale by default. If not checked the system will default to not printing receipts. The cashier can change this selection manually at the time of sale.

- **Receipt Headings.** Every receipt can include a one to four line heading. Enter your heading in the spaces provided, flush to the left side. The system will center each line of the the heading automatically. Leading blanks are retained by the system when centering (except when proportional fonts are selected), so can be used to adjust the system's placement of the lines.

*The remainder of the Universal Settings are accessed by pressing the **More Settings** button.*

- **Receipt Bottom.** Every receipt can include a one or two line bottom remark ("Thank You For Shopping With Us", "Visit Us Again Soon!", etc.). Enter your remarks in the spaces provided, flush to the left side. The system will center each line automatically. For more information on the bottom of the receipts, see the ***Statement File*** explanations with each type of printer.

- **Work Order / Repair Order / Ticket**. A special line can be automatically printed on open transactions to indicate the purpose.

- **Default Invoice Lines.** Default invoice lines are used for recurring information on invoice-type receipts. These lines will be printed on receipts designated as "Invoice". The cashier can modify this default information at the time of sale (select the **RECEIPT** ICON (F6) from the **Tender Window**). Suggested uses are "Terms:", "PO Number", "Shipping Method", etc.

POS (Tape) Printer

There are eight standard 40 column receipt layouts to select from. The layouts are labeled 40a, 40b, 40c, 40d, 40e, 40f, 40g, and 40h.

Receipts 40a, 40b, 40c, 40g, and 40h are two line formats. With these formats, each item sold uses two lines on the receipt, while 40d and 40e use only one line per item. Receipts 40a and 40g will expand to three lines if the second description field is used.

For retail outlets that sell a large number of items during each transaction, the time it takes to print a receipt may become a consideration when selecting the receipt format. Depending on the number of items in the transaction, the one line receipt formats can reduce receipt printing time by one-third to one-half over the two line formats.

Receipts 40g and 40h are List Price/Your Price type receipts. Summaries showing how much the customer saved can also be printed on this type of receipt. See **List Price** in **Chapter 3** for a full discussion of the List Price/Your Price receipt.

Receipt 40a

LINE 1: Item Description
LINE 2: Quantity, unit, @, price per unit, total price

```
|                                                       |
|   Goldfish bowl, 1 gallon                             |
|       2.00 ea  @      8.98               17.96 |
|                                                       |
```

Receipt 40b

LINE 1: Product Code
LINE 2: Quantity, unit, @, price per unit, total price

```
|                                                       |
|   012345678901                                        |
|       2.00 ea  @      8.98               17.96 |
|                                                       |
```

Receipt 40c

LINE 1: Item Description, Product Code (left 13 digits only)
LINE 2: Quantity, unit, @, price per unit, total price

```
|                                                       |
|   Goldfish bowl, 1 gallon  012345678901   |
|       2.00 ea  @      8.98           17.96 |
|                                                       |
```

Receipt 40d

LINE 1: Item Description, total price

```
|                                                |
|   Goldfish bowl, 1 gallon          17.96 |
|                                                |
```

Receipt 40e

LINE 1: Product Code, total price

```
|                                                |
|   012345678901                     17.96 |
|                                                |
```

Receipt 40f

LINE 1: total price

```
 |                                         |
 |                             17.96 |
 |                                         |
```

Receipt 40g

LINE 1: Description
LINE 2: Quantity, unit, list price, your price

```
 |ITEM/QUANTITY        LIST PRICE YOUR PRICE|
 |------------------------------------------|
 |                                          |
 | Goldfish bowl, 1 gallon                  |
 |     2.00 ea            23.98     17.96 |
 |                                          |
```

Receipt 40h

LINE 1: Product Code
LINE 2: Quantity, unit, list price, your price

```
 |ITEM/QUANTITY        LIST PRICE YOUR PRICE|
 |------------------------------------------|
 |                                          |
 |  012345678901                            |
 |     2.00 ea            23.98     17.96 |
 |                                          |
```

Default Number of Receipts. Number of receipts to print.

Advance After Print. After a receipt has been printed, advance the paper this number of lines. Each POS printer is different. Generally 8 or more lines are necessary just to get the bottom of the receipt to the tear bar. Add additional lines if you wish the top and bottom to have equal amounts of blank space.

Printer Driver.   Select the printer driver you will be using from the available list.

Invoice-Type Receipts.   Select between *Amount Due* or *On Account* when an invoice-type receipt is printed.

Statement File. The system allows for one of 26 different text files to print a statement on the bottom of the receipts. To print one by default on all receipts, select a default text file from *A to Z, or None*. The default selection can be changed at the time of sale.

The statement file is used when a large amount of information needs to be placed on a receipt. Return policy and warranty information are common examples.

A statement file can be developed with any text editor/word processor/notepad/etc., that can save information in a standard ASCII (text) format. For the 40 column receipts, name the files *rcpt40a.txt* to *rcpt40z.txt*. Place the statement files in the *\posdata* subdirectory (folder).

The files will be printed exactly as entered in the text editor. Spaces will be retained for centering of text. Each line of the file should end with a carriage return/line feed and should not exceed 40 characters. There is no limit to the length of these statement files.

Printer Paper Cut Commands. If you are using an Epson POS printer with paper cutting capabilities, select the type of cut desired. **DO NOT** select this if you do not have an Epson with these capabilities or it may cause a printer error to occur.

More Settings. See More Settings later in this section for additional 40-column receipt preferences.

Tractor-Fed Receipts (DMPs)

Note: Tractor-Feb receipt printing is provided only to maintain backward compatibility with older versions of Store Manager POS running on older versions of Windows (95, 98, or ME). Tractor-Fed receipt printing does not work with newer versions of Windows (2000 or XP).

Receipt Format. Select a receipt format A, B, C, or D:

* **Format A** - Standard Format prints second description line if it exists.
* **Format B** - Standard Format does not print second description line.
* **Format C** - List Price/Your Price format. Prints second description line if it exists.
* **Format D** - List Price/Your Price format. Does not print second description line.

Default Number of Receipts. Number of receipts to print.

Advance After Print. After a receipt has been printed, advance the paper this number of lines

Then Reverse. Used with the above advance, allows the receipt to be removed, then reverses the paper by this number of lines. Because every printer is different, it may take a couple "trial and errors" to get it just how you want it. This feature also works with the form feed that is automatically inserted at the end of an 80 column receipt. That way the paper can be advanced to the perforation and removed, then reversed back to the top of the form to print the next receipt/invoice.

Note: Not all printers support a reverse command. Check your printer's manual. If the printer does not support reverse line feeds, sending them to the printer may cause a printer error.

Invoice-Type Receipts. Select between *Amount Due* and *On Account* when an invoice-type receipt is printed.

Statement File. The system allows for one of 26 different text files to print a statement on the bottom of the receipts. To print one by default on all receipts, select a default text file from *A to Z*, or *None*. The default selection can be changed at the time of sale.

The statement file is used when a large amount of information needs to be placed on a receipt. Return policy and warranty information are common examples.

A statement file can be developed with any text editor/word processor/notepad/etc., that can save information in a standard ASCII (text) format. For the 80 column receipts, name the files *rcpt80a.txt* to *rcpt80z.txt*. Place the statement files in the *\posdata* subdirectory (folder).

The files will be printed exactly as entered in the text editor. Spaces will be retained for centering of text. Each line of the file should end with a carriage return and should not exceed 80 characters. There is no limit to the length of these statement files.

Printer Paper. Select the length of receipt paper being used -- 5.5 inch, 7 inch, or full page 11 inch paper. You may also select if you desire extra blank lines to print at the perforation-one line before and one after.

More Settings. See **More Settings** in this section for additional *Tractor-Fed* preferences.

Laser/Ink Jet Receipts

Receipt Format. Select a receipt format A to D:

- **Format A** - Standard Format prints second description line if it exists.
- **Format B** - Standard Format does not print second description line.
- **Format C** - List Price/Your Price format. Prints second description line if it exists.
- **Format D** - List Price/Your Price format. Does not print second description line.

Default Number of Receipts. Number of receipts to print.

Line Format On Receipt. Some nongraphic single-sheet fed printers do not have the capability to print a solid line--if this is the case, or you prefer a broken line, you may select the broken line format.

Receipt Heading. Some nongraphic single-sheet fed printers will not have the capability to print proportional fonts. If this is the case, select standard fonts.

Note: Printing "past receipts" will always use the broken line and standard font formats.

Invoice-Type Receipts. Select between *Amount Due* and *On Account* when an invoice-type receipt is printed.

Statement File. The system allows for one of 26 different text files to print a statement on the bottom of the receipts. To print one by default on all receipts, select a default text file from *A to Z*, or *None*. The default selection can be changed at the time of sale.

The statement file is used when a large amount of information needs to be placed on a receipt. Return policy and warranty information are common examples.

A statement file can be developed with any text editor/word processor/notepad/etc., that can save information in a standard ASCII (text) format.   For the 80 column receipts, name the files *rcpt80a.txt* to *rcpt80z.txt*. Place the statement files in the *\posdata* subdirectory (folder).

The files will be printed exactly as entered in the text editor. Spaces will be retained for centering of text. Each line of the file should end with a carriage return and should not exceed 80 characters. There is no limit to the length of these statement files.

More Settings. See **More Settings** in this section for additional *Laser/Ink Jet* preferences.

More Settings

Each receipt type has a **More Settings** button. The more **Receipt Preferences Window** is identical for all three types of receipts (except "Logo on Receipt"). Although identical, each type of receipt keeps its own preference settings and all selections are valid only for that type of receipt.

With the exception of "Place Logo on Receipt" (explained in next section), the selections are self explanatory.

Logo On Receipts

NOTE: For logos on supported 40 column thermal printers see specific data sheet/instructions for using that printer with Store Manager POS.   The information is located on our web site.

If your laser or ink jet printer has graphics capabilities, you can place a bit mapped (.bmp) file containing your logo or other image or information on your receipt.

Place a logo on your receipt by placing a bit mapped file (named *logo.bmp*) containing your logo in the *\images* subdirectory (folder). Then select the *Place Logo On Receipt* check box from the *Laser/Ink Jet, More Settings, Receipt Preferences Window.*

The logo file begins printing at the left, top most position. So adjust the location of the image by leaving blank space in the BMP file. You can get creative by putting your entire heading in a BMP file. To do this, leave the four Universal heading lines blank. Then place your complete heading in the *logo.bmp* file.

BMP files can be created using the Windows Paint program.

Preprinted Receipts

To give your receipts/invoices an added professional appearance, you can have your local print shop print letterhead-type receipt paper. Confine your logo and address information to the top 1.25 inches.

Invoice-Type Receipts

Invoice-type receipts can be selected to always print (print by default), or may be selected just prior to printing the receipt (select the **Receipt Icon** (F6) from the **Tender Window**). Invoice receipts have the following characteristics:

- Invoices-type receipts print the word "**I N V O I C E**" on the receipt. (80-column only)

- Two additional lines are placed on invoice-type receipts for "Terms", "Shipping", sect. Two user defined default lines can be automatically placed on the invoice, or the lines may be edited prior to printing the receipt. To edit the invoice lines, select the Receipt Icon from the Tender Window. (80-column only)

- The normal "Change" line on invoice-type receipts is eliminated and the amount placed in the In-house Credit Category is shown as "Amount Due" or "On Account" (user's choice).

- If a transaction is tendered in which change is due (not a normal situation for an invoice-type transaction), then the Total/Tender section of the receipt will revert back to a standard-type receipt so the change can be shown.

Gift Receipts

Gift receipts are available after the transaction has been completed. Select *File*, then ***Print a Gift Receipt*** (or **Cntrl G**). The last transaction will be the default gift receipt. Change the transaction number to print a gift receipt from an earlier transaction.

EQUIPMENT

Note: Please see our supported equipment list to ensure compatibility with Store Manager POS . We cannot provide support for equipment that is not on our list.

Both the Cash Drawer and Pole Display settings are accessed through the **Store Manager POS Office** *SETUP, EQUIPMENT SETUP*, menu selections (or click the Equipment ICON on the tool bar).

Cash Drawer

The **Cash Drawer** Tab allows the user to select between different types of cash drawer interfaces.

- **Serial Cash Drawers** - If using a standard serial type of cash drawer (such as the MS EP-125KC), select ***Standard Serial Cash Drawer*** and the Serial Port (COM1, COM2, COM3, or COM4). Choose a baud rate of 300 unless the cash drawer instructions specify another rate.

- **Printer Driven Cash Drawers** – The instruction sheets (available on our web site) for installing supported receipt printers also provide the instructions for selecting the correct cash drawer setting.

- **Unique Cash Drawers** - There are many printers and cash drawers that require special signals to open. Select either ***Serial Port Select ASCII*** or ***Printer Driven Select ASCII*** (depending on your cash drawer type). Then enter the ASCII number (in decimal) required for your drawer, the number of times to send it, and (if serial) the desired baud rate and serial port.

Pole Display

See our Supported Equipment List before you purchase a pole display. There are many pole displays with many interfaces and they all behave differently. Even ones claiming compatibility with certain standards do not always follow those standards. We cannot provide programming support for every pole display that comes on the market, so contact us before purchasing or purchase a pole display on our supported equipment list.

Multiple Monitors

If you are using Windows 98 or above, your system supports *multiple monitors,* you can use a second monitor as a customer display and/or advertising slide show. Search on **Store Manager POS's** Help for Multiple Monitors for details.

Starting the Customer's Monitor (Second Monitor)

The customer transaction which will show on a Windows 98 second monitor has been designed to work with the second monitor using the 640 by 480 screen resolution.

If the customer's monitor will be facing so the cashier cannot see it, then the second monitor should be setup in the Windows 98 Control Panel as being to the left of the primary monitor. This will allow the cashier to move the customer's window to the second monitor, and maximize it, without having to see the monitor.

To start the customer's monitor, in the Cash Register select Preferences|Show Second Monitor, from the top line menu. The customer screen will display on the primary monitor. Drag (click and hold the title bar) the form more than half its width off the left side of the screen. Then click the Maximize button on the forms top right. It will maximize and fill the second monitor. Now click back somewhere on the Cash Register window to regain focus to the Cash Register.

Note: If the second monitor is set for other than 640 by 480 resolution, you will not wish to maximize the form.

Second Monitor Setup Options

The second monitor setup options are located in the Store Manager Office Menu's Setup|Second Monitor Setup. Remember, if the customer's screen is running when these setting are made or changed, the screen needs to be closed and reopened for the setting to take affect. The following options are available:

·   **Message Text** - Enter a message to scroll across the top of the screen during the transaction.

·   **Message Color** - Select color of message text.

·   **Text Color** - Select color of transaction text.

·   **Background Color** - Select background color.

·   **Slide show Interval** - If a slide show is used, select the time to display each slide.

·   **Scroll Message** - Check for the message to scroll across the screen.

·   **Only Show Slide Show** - Check if you want only to show a slide show and do not wish transactions to be displayed.

·   **Don't Total Food Stamp Transactions** - Check if you don't want the customer display to total during a food stamp transaction. This option is available only if the Use Food Stamps, a System Setup Option, has been selected.

Cash Register Menu Options

The following three options are available from the cash register's Preferences menu:

·   **Show Register Open** - Displays the bitmap file OPEN.BMP between transactions. Our default OPEN.BMP has been included with the program. You may replace it with one to your liking.

·   **Show Register Closed** - Displays the bitmap file CLOSED.BMP between transactions. Our default CLOSED.BMP has been included with the program. You may replace it with one to your liking.

·   **Show Slide Show** - Shows a slide show between transactions. Each slide should be a bitmap file named SLIDExxx.BMP and placed in the \IMAGES subdirectory/folder. You may have up to 999 slides. The slide show will show the slides consecutively (SLIDE1.BMP, SLIDE2.BMP... SLIDE999), then return to the first slide and begin again. You may have breaks of up to 10 slides, but any larger breaks will cause the program to recycle to the first slide. For example the following 4 slides would cycle without any problem SLIDE8.BMP, SLIDE18.BMP, SLIDE22.BMP, SLIDE31.BMP. If SLIDE45.BMP were included, it would not cycle because it is greater than ten slides away from the previous one (45-31=14).

Slides should be designed to fit the resolution of the screen, which if you are also showing customer transactions, should be 640 by 480.

Where to Place Bitmap Files

The bitmap files should be placed in the **\images** subfolder. For NETWORK versions the files must be placed on the local computer in the **\images** subfolder. This means that each computer on the net can show a different slide show. Note that this is not consistent with image files for products and logos, which only need to be placed in the server's \images folder.

Computer Speech (Item Descriptions)

You can instruct the Cash Register to send the Description One field to the clipboard as items are entered into the transaction. Text-to-Speech programs can then translate the description to words spoken on your computer's speakers. **Read Please Plus** is one of these Text-to-Speech programs. You can try it for 30 days, then it will cost you $49. It is available from ReadPlease Corp. and can be downloaded at www.readplease.com

In the POS Cash Register, Preferences (top line menu), select "Copy Item Descriptions to Clipboard". In ReadPlease Plus turn ON the Automatic Play Clipboard feature.

CHARGE CARD SETUP

Store Manager Point of Sale can process credit cards with MultiCharge or PC Charge Pro. See Appendix 2 for setup information.

Split Charges

If a customer wishes to charge a transaction to two or more different charge cards, or several tender categories, simply enter the amounts in the appropriate tender categories. The **Charge**

Card Processing Window will, print the charge slip, then clear and reappear for processing the next type card.

SECURITY/PASSWORD SETUP

Security

Security of the system is provided through the use of the cashier/employee's identification numbers, passwords, and authorization levels. The business owner or chief manager (the individual ultimately responsible for the store's funds) should assign the identification and passwords and make all authorization level decisions.

The owner or manager must be assigned an authorization level of 99 (the highest level) to prevent being denied access to any area. To prevent accidental lockout, the system comes with a fictitious employee who carries an authorization level of 99. The Employee ID is "Sysop", and Sysop's password is "*password*". Once the manager has an Employee ID and password of his/her own, Sysop should be deleted from the **Employee** database table.

As an example, we will assign James Smith as the Store Manager:

- Open **Store Manager POS Office** *FILE, OPEN DATABASE, Employee Database Table.*

- Enter an employee ID in the **Employee ID** field/column. A good choice is to use the employee's SSN last 4 digits, however any alphanumeric (16 character limit) can be used.

- Enter a password in the **Password** field/column (up to 8 characters).

- Enter 99 in the **Level** field/column for the highest authorization level.

- Enter the employee's name (James Smith) and any other information you wish to store about the employee.

- James Smith will need to remember both his employee ID and password.

- Close the **Employee** database table.

- Choose the *PASSWORD* menu selection, then the *More Password* button to go from the *Cash Register Passwords* to the *Store Manager POS Office Passwords.*

- Set both the *Access Employee DB* and *Modify Password Levels* to the highest level (99). Anything but the highest level for these two areas negates the whole process by allowing employees to access areas where the levels can be changed.

- From the two available screens, *Cash Register Passwords and Store Manager Office Passwords,* input the desired level of password protection (a good starting place is a level of 50--see below for a discussion of this topic). A level of 0 (zero) means the area is not protected at all, a level of 99 means it has the highest possible protection.

- Check the *Password Protection On/Off* box to turn on all password protection. This box can be checked on either the *Cash Register Passwords* screen or the *Store Manager POS Office Passwords* screen and will turn on all passwords selected on both screens.

Where to Start

Ninety-nine levels are many more than most businesses will need. The easiest method to start is to assign areas you wish to protect a level 50, then assign employees either an access level of 1 or 99. Password protection levels will be an ever changing and developing process. This starting method will put you right in the middle and give the maximum range for developing your security.

Database Password

Store Manager POS databases are protected with MS Access database password to prevent unauthorized access. If you will be using the databases with other programs, you will need this password to gain entrance. The password is available for anyone with a manager level password (level 99). In the Store Manager POS Office select the HELP drop down menu, then select DATABASE PASSWORD.

CHAPTER THREE

THE POS CASH REGISTER
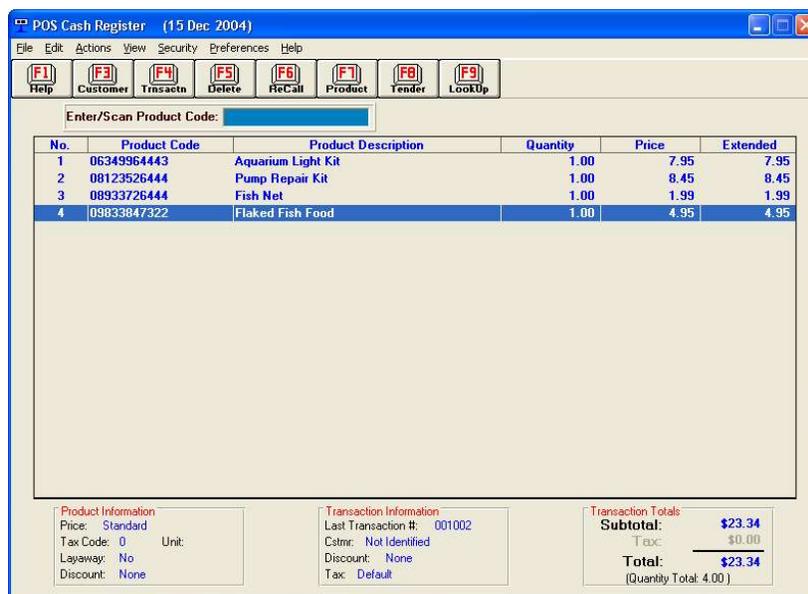
Main Cash Register Screen

The main cash register screen is divided into seven sections.

- **Top Line Menu** - The Top Line Menu can be accessed with the ALT key or mouse as with any standard Windows menu. Additionally, pressing the ALT key along with the underlined letter will bypass the menu and take you directly to the indicated function.

- **Tool Bar** - The Tool Bar provides quick access to the most commonly used areas during cash register operation. Each area can be accessed by clicking the tool bar or pressing the indicated function key.

- **Enter/Scan Line** - The Enter/Scan Line is the line that has the focus as items are entered/scanned into the transaction.

- **Center Screen** - The Center Screen displays the products selected for the current transaction. Move the highlight bar with the *Tab Key*, *Up/Down Arrow Keys*, *Page Up/Page Down*, or click with the mouse. You can change the order the products are listed in a transaction. Highlight the product line to move, then press and hold down the *Shift Key.* Then using the *Up/Down Arrow Keys*, move the line to the desired location and release the **Shift Key**.

- **Product Information Box** - The Product Box displays information relating to the one product that is highlighted with the center screen's indicator bar. Information for other products in the transaction can be seen by moving the highlighted bar to the desired product.

- **Transaction Information Box** - The Transaction Information Box displays information relating to the current transaction.

- **Transaction Totals Box** - The Transaction Totals Box displays the current transaction's subtotal, tax, and total.

Changing Quantities

There are three methods for changing item quantities during a transaction.

First, if not already there, place the highlight bar on the item to change.

- The quickest method is to simply enter the equal sign, the quantity, and press the *Enter* key (i.e., =5).

- Press the equal sign, then the *Enter* key. A window will appear requesting the quantity.

- Select the *Product* ICON (F7) to invoke the **Product Window**. This window has a field for changing quantities.

Note: If a zero is entered into the Product1 database table's "Standard Sales Qty" field, the quantity window will automatically appear when the item is entered or scanned. Use this technique to quickly bring up the quantity box for items that rarely have a consistent sales quantity.

Changing Prices

There are two methods for changing item prices during a transaction.

First, if not already there, place the highlight bar on the item to change.

- The quickest method is to simply enter the dollar sign, the price, and press the *Enter* key (i.e., $5.56).

- Select the *Product* ICON (F7) to invoke the Product Window. This window has a price field which will allow you to change the price.

Product Access Window

Product Access Window

The **Product Access Window** provides access to several of the product's fields that cashiers may need to adjust during a transaction. Changes made within the **Product Window** will change the one product line highlighted by the indicator bar for the current transaction. It does not permanently change the item's database information.   To call the window, first move the highlighted indicator bar to the product line you want to access, then select the ***Product*** ICON or press the **F7** function key.

The **Product Window** allows adjustments to the default ***sales tax code***, default ***price, unit,*** or ***item description***. Additionally, the product can be identified for an ***item discount*** (by dollar or percent) or marked for an item ***layaway*** (F9). (Note: If the Food Stamp option has been selected, this window will also allow an item to be specified as food stamp qualified.)

Transaction Options Window

Transaction Options Window

The **Transaction Options Window's** selections affect the entire transaction, rather than a single item within the transaction.

- Sales Return Transaction
- Layaway Transaction
- Nontaxable Transaction
- Tax Exempt Transaction
- Manual Tax OverRide

- Transaction Discount

For more information about the above selections see the individual topics (i.e. Sales Returns, Layaways, Sales Taxes, Discounts). To put individual items on layaway, or make individual items nontaxable or tax exempt, use the **Product Access Window** (F7).

TYPE CODES

Type codes tell the system what type of item has been entered into the transaction. The type codes are identified by a field (named *Type Code*) in the **Product1** database table. There are six type codes recognized by the system.

- *Type Code 0.* Products (default code)
- *Type Code 1.* Services
- *Type Code 2.* Rentals
- *Type Code 3.* Payments
- *Type Code 4.* Gift Certificates
- *Type Code 5.* Special Charges
- *Type Code 6.* Gift Cards

Unless you have a service-type or rental business, 99 percent of all type codes will be 0 (zero) for products. The system automatically defaults to zero, so Type Codes can usually be ignored.

Special Charges (Type Code 5)

Very similar to services, this *Type Code* can be used for shipping charges, bottle deposits, or any other items where inventory will not be reduced.

Anything entered into the transaction under this Type Code is calculated by the system as a sale and given its own sales category (*Sales - Special Charges*) in the *Sales Reports*. While the sales total for *Sales - Special Charges* is recorded as a sale, it will likely be eventually offset by an expense. For example, you may charge a customer $5 for shipping and handling, which would eventually be offset by the actual shipping cost charged to a shipping expense account.

TRANSACTION NUMBERS

Consecutive transaction numbers are automatically assigned by the system. The starting point for the numbers can be changed from S*ystem Preferences Page Two*, **Store Manager POS Office, SETUP, SYSTEM SETUP, More** button.

- *Sales Transaction.* Each sales transaction is assigned a unique transaction number.

- *Sales Return Transaction.* Each sales return transaction is assigned a unique transaction number.

- *Voided Transactions.* The sale and void share the same unique transaction number.

- *Void and Restore Last Transaction.* The original sale and void share a transaction number, the restored (new) transaction has a new transaction number.

- **Open Transaction.** The transaction number is assigned when opened, then flows through to the final sale (if ever reached).

SALES TAX ALTERNATIVES

See **Chapter 2's** *SALES TAX SETUP* for information on getting your sales tax properly set up for your system. The *SALES TAX SETUP* section contains valuable information on how your sales taxes work within **Store Manager POS**.

During a transaction, the cashier may change the default tax options for a single product or for the entire transaction.

- To change a single line item's default tax, bring up the **Product Access Window** (F7). A second window, listing the different tax options will appear on screen when the focus is on the *Tax Code* box. This list is used to help select the appropriate tax code.

- To identify the entire transaction as nontaxable or tax exempt, bring up the **Transaction Options Window** (F4). Select *Nontaxable Transaction* or *Tax Exempt Transaction*. Another window will appear allowing the cashier to select any combination of the three tax levels to be either nontaxable or tax exempt. For all tax levels selected, the default tax will be overridden. To keep the cashier informed, the **Transaction Information Box** will show "NT" followed by the nontaxable tax levels (NT123) or "TE" followed by the tax exempt tax levels (TE123). Any taxes you are not using (not turned on) will be subdued or not shown. Taxes turned on, but with the tax rate set to zero, will default to nontaxable, but can be manually overridden (see Manual Tax OverRide).

Manual Tax OverRide

Any or all tax levels may be entered manually. Select *Manual Tax OverRide* from the **Transaction Options Window** and another window will appear which will allow the cashier to enter a manual tax for any of the three tax levels. Manual tax will override the default tax and charge the manual amount to the transaction. The **Transaction Information Box** will show "MT" followed by the tax levels entered manually (MT123).

If you will need to occasionally or frequently use one of the tax levels to enter a manual amount, then turn the "Apply Tax" to "ON" and set the tax rate to zero in the **Store Manager POS Office** *Sales Tax Setup*. Then when you want to apply the tax, enter it as a *Manual Tax OverRide*.

Using the *Manual Tax OverRide* feature needs some careful consideration. With the *Manual Tax OverRide*, there is no accurate tracking of the actual taxable event. When you enter a tax manually, your total taxable amount, (the amount you report to your taxing institution) is no longer an accurate percentage of the tax collected. The system records the entire amount of the transaction as taxable when a manual tax is entered, which may or may not be the case. It is assumed that the taxable totals will not be needed for reporting total taxable receipts, possibly because tax is not applied as a percentage of sales, or some manual method is used to maintain or adjust the totals necessary for reporting to the taxing institution. Whatever the case, the decision to use the manual tax should be made with the understanding that tracking the taxable portion of the receipts must become the responsibility of the user.

Customer Auto Tax

Situations may arise where the taxability of the transaction is customer dependent rather than product dependent. The most obvious example is tax exempt customers (tax code 8). The system will allow any tax code to be assigned automatically to all products, services, and rentals within a transaction when a customer is identified.

To set the **Customer Auto Tax**, check the **Auto Select Tax Code** box and enter a valid tax code in the **Customer Form Window**. Then, whenever the customer is identified, that auto-selected tax will override any tax already assigned to any products existing in the transaction, and assign the tax to all new products (Type Codes: 0-product, 1-services, 2-rentals) entered into the transaction thereafter.

Any individual item's tax or the entire transaction taxes may be changed after identification of a customer with **Auto Select Tax Code** checked. If changed, these taxes will remain unless the customer is re-identified, in which case they will revert back to the auto-selected customer tax code.

If the **Auto Select Tax Code** is checked during the transaction, and the cashier turns it off during the same transaction (unchecks the box or releases the customer), the tax will revert back to the default **Product1** database table tax code for each item. If the cashier changes the customer's tax code during a transaction, all products will reflect the new tax code.

The **ACTION** menu's selection **RESET DEFAULT TAXES** will reset all items within the transaction to their database default values, however, as long as the customer's **Auto Select Tax Code** is checked, subsequent items entered into the transaction will continue to receive the tax indicated by the customer's selected tax code.

An option for assigning the customer auto tax is to a *System Setup Preference, **Match Auto Customer Tax to Nontaxable Items***. If this system option is selected, all items in the transaction will receive the auto tax code only if the product database does not have the tax code set to "0" for nontaxable. All nontaxable items will remain nontaxable.

EXCHANGES / TRADE-IN's and TAXES

An exchange is a return, and, unless dictated by your taxing institutions rules, the tax code should normally be the same as for the original sale. Using the same tax code will return the correct amount of tax back to the customer and adjust the system's taxable totals.

A trade-in should not normally be a taxable event. The tax code entered for the item being accepted should be zero (for nontaxable). The system will then not calculate a sales tax return.

SYSTEM PRICE SELECTION

The system determines the price charged for an item by examining several criteria.

Manual price override, manual item dollar or percent discounts, quantity pricing, customer pricing, standard price, and promotional price, can all influence how the price of a single item is determined.

Best Price - How the System Selects a Price

BEST PRICE - The best price means the most favorable price given to a customer based on an examination of all product and customer pricing criteria.

Generally, the system searches all pricing possibilities and provides the customer with the *BEST PRICE* based on the criteria of the sale. For example, suppose an item had a standard price of $1.25, a promotional price of $1.05 (*Promotional Price OverRide* is ON), and an over 10 quantity price of $1.10. If the customer buys a quantity of 15, the system would check each of these prices because they all fit the criteria for the sale, and then determine that the *BEST PRICE* is the promotional price of $1.05. If the promotional price OverRide had been *OFF*, then the system would have selected the quantity price of $1.10.

Additionally, if a customer is identified with the transaction, then customer pricing (if any customer pricing is used) will be considered when determining price. Options for the customer price can be set to always charge a certain price for a customer, or charge the customer price only when it is the *BEST PRICE.*

Standard Price

The standard price is the default "normal" price charged for an item when no other criteria such as promotional price, customer price, quantity price, list discounted price, apply to the item. The standard price for an item is entered or changed in the **Product1** database table (**Product1** database table, *Standard Price* field).

Promotional Price

The promotional price is a "sale" price that can be turned on or off (***Yes/No***) using the ***Promotional Price OverRide*** field (***Promotional O/R***) in the **Product1** database table. If ***Yes***, then the promotional price will be selected over the standard price. (The promotional price must be lower than the standard price or the **BEST PRICE** will be charged.)

Customer Pricing

Each item has 5 customer pricing levels and every customer can be assigned one of those 5 levels. By default, the customers' ***Price Code*** is "**S**" for standard. This means the standard (or best price) is used to determine the customers' prices and not the customer prices.

If you wish a customer to be charged at a different price for all or selected items, you may assign a price level from A to E in the **Customer** database table, ***Price Code*** field. Place the price to be charged for the item in the product's corresponding field (Customer A Price, Customer B Price, etc.) in the **Product** database table.

There are two methods the system can use to determine customer prices:

- **Method One** (default) will select the customer price as long as it is a smaller price than the ***Standard Price*** or ***Best Price***. If a customer has a price code identified, and the item does not have a price entered (price = zero), the price will revert to the Standard Price or Best Price.

- **Method Two** always selects the customer price unless a customer price does not exist for an item, in which case a second option is available (see below). Select this option from the ***SETUP, SYSTEM SETUP*** menu - ***Always Select Customer Price*** system preference.

If a customer price does not exist for an item (price = zero), then the price selection can be set to either revert to the **Standard Price** or **Best Price** (default), or entered into the transaction as a zero. Select this option from the **SETUP, SYSTEM SETUP** menu - **Zero For Customer Price if Indicated** system preference.

If a customer is identified during the transaction or at the end of the transaction, then it may, or may not, be desirable to go back and check each entered price to see if it should be updated to reflect the change. If updating of the prices is wanted, then select **Update Prices** or **Reset Prices** from the **ACTIONS** menu.   See Update Prices/Reset Prices in this section to explain the difference between Updating and Resetting prices.

Customer Pricing can also be a computed discount of the standard price or a computed increase of the current cost (cost plus). These computed costs can be mixed with fixed costs. For example, a product can have a $10 Customer Price A and a 20% off the Standard Price for Customer Price B.

To discount a standard price, enter the percent discount, as a negative, in the customer price field. For example:

    Customer A Price = -.05 for 5% off (.95 X Standard Price)
    Customer B Price = -.1 for 10% off (.9 X Standard Price)
    Customer C Price = -.15 for 15% off (.95 X Standard Price)
    etc.

To Cost Plus the Current Cost field, enter a negative 1 plus the percent over cost to charge. For example:

    Customer A Price = -1.05 for Cost + 5% (1.05 X Current Cost)
    Customer B Price = -1.1 for Cost + 10% (1.1 X Current Cost)
    Customer C Price = -1.15 for Cost + 15% (1.15 X Current Cost)
    etc.

A   -1 (negative one) for a customer price will charge the current cost for the item. This is useful for businesses that give employees merchandise at cost.

NOTE: If the Current Cost field is zero, the calculation will result in a zero price. The system will handle this is one of two ways. If the System Setup Option "Zero For Customer Price if Indicated" is checked, the cashier will be prompted for a price. If this option is not checked, the system will charge the Standard Price (or Promotional Sales Price/Quantity Pricing if applicable).

Dummy Customers

From time to time it may be desirable to give a customer special pricing, but the customer will not be identified with the transaction. This may be accomplished by setting up several dummy customers with different *Price Codes*. For example, enter five dummy customers with *Price Codes* A through E. Then when you wish to provide an unidentified customer one of these prices, just identify the corresponding dummy *Customer Code (e.g., da, db, dc, dd, or de)*.

Quantity Pricing

Quantity pricing is activated automatically by placing a value in the **Product** database table *Qty A-E Price* field and a quantity greater than one in the *Qty A*-E field.

Each level should exceed the previous level, for example:

```
              A-E Price        QTY A-E
Level A:      $  5.00                9
Level B:      $  4.75               99
Level C:      $  4.50              999
Level D:      $  4.25             9999
Level E:      $  0.00                0
```

The quantity pricing is selected when the purchased quantity exceeds the amount in the *QTY A-E* field. If a customer purchases 100 of the product in the example, they will be charged $4.50.

Additionally, the program always checks to see if a promotional sale override is on. If it is on, the customer will be charged the sale price only if it is more advantageous to the customer than the customer or quantity price.

Quantity pricing will not change any price that has been manually overridden or item discounted.

Note: For 3-For-A-Dollar type sales, extend the quantity price decimal by one, so the price will round up (i.e. 3 for $1 = .333 cents each, will round to $1)

Price OverRide

There are two methods to manually "OverRide" the system price.

- In the Product Code entry box enter a $ and the new price (for example, $1.99) and the currently highlighted item will receive that price.

- Press F7 for the Product Window and adjust the price for the item in that window.

Once the price for any item has been entered manually, no changes in quantity or changes to the customer *Price Code* will affect the *OverRide Price*. Override the price again to change a price. If you wish the system to reselect the price for one that has been overridden, it is necessary to either delete the item and reenter it, or return all prices to the system selected prices by selecting **RESET PRICES** from the **ACTIONS** menu.

Update Prices/Reset Prices

- *UPDATE PRICES* recalculates and replaces most prices within the transaction. It does not recalculate any item whose price has been entered manually OverRidden or any item that has received an Item Discount. This selection is primarily provided to update transaction prices that were entered prior to identifying a customer. By updating the prices, previously entered prices can be updated to reflect any customer pricing, without disrupting any prices that may have been manually provided.

- *RESET PRICES* recalculates and replaces all prices with the system selected default price. All manual (overridden or item discounted) prices are also replaced by the system selected price.

Note: The only difference between the two selections is the handling of "OverRide" and "Item Discount" prices. UPDATE PRICES does not replace "OverRidden" or "Item Discounts" and RESET PRICES does.

List Price/Your Price

The list price is used along with a special receipt that shows both a **"List Price"** and **"Your Price".** These types of receipts are frequently found in discount/warehouse stores. The only purpose of the list price is to show on the receipt. This type of receipt can also show a List Price/Your Price summary at the bottom. The summary shows the customer the total savings for the transaction (see Receipt/Invoice Setup to select this type of receipt).

It is important for the appearance of the receipt that the list price is above (or sometimes equal to) the price charged for the item. It would not look good if the receipt showed a list price of $9.99 and the customer was charged $12.99. To avoid such an embarrassing situation, the system makes sure that this does not occur by raising the list price to equal the price charged for an item.

For each product, the list price can be a standard fixed price taken from the *List Price* field in the **PRODUCT1** database table, or it can be a percentage of the standard price, calculated using the *List Discount* field in the **PRODUCT1** database table.

Remember, the only purpose for the list price is to show a comparison on the receipt, making the customer feel they have gotten a good/special price for the item.

How the System Calculates the List Price

- First, the *List Price* field is compared to the price calculated for the item. If the list price is larger, it is accepted and placed on the receipt.

- If the list price is smaller, or does not exist, the *List Discount* field is used to calculate the list price as follows:

    Standard Price/(1 - *List Discount*)=*List Price*

Note: The actual price charged may be the BEST PRICE.

- If a *List Discount* amount is not provided or the list price is still smaller than the price selected for this customer, then the price being charged is also placed in the receipt's list price column.

Note: When the system calculates a payment or the sale of a gift certificate into the transaction, the list price and list discount fields will be ignored. The same payment or gift certificate price will be shown under list price in order not to distort the "You Saved" total in the summary section.

How To Always Show A Fixed Percent Discount

Based on the above discussion, if you wish to show a 20% discounted price, you would leave the *List Price* set at zero and put *.2* into the *List Discount* field in the **PRODUCT1** database table. Then the customer will always be given a receipt showing a list price that is at least twenty percent above the standard price.

Use the following UPDATE Query to change or place a common percent for all products.

UPDATE [Product1] SET [List Discount] =.2 WHERE [Type Code]=0

The *List Price* is 20% above the standard price and not 20% above the *BEST PRICE* (actual price charged for the item). So if quantity, promotional sale, or customer pricing was used to determine the *BEST PRICE*, the customer may appear to get better than the 20% discount.

The important thing to remember about the *List Price/List Discount Receipt* is that it is all an illusion for the sole purpose of the List Price/Your Price type receipts. The *List Price* or *List*

Discount have nothing to do with the actual selection of the price charged to the customer. All prices are still selected based on the same criteria used for all transactions.

Discounts

Store Manager POS allows entire *Transaction Discounts*, individual *Item Discounts*, or a combination of both. Both *Transaction Discounts* and *Item Discounts* can be entered as either a percentage of the price or as a static dollar amount. The individual *Item Discount* is entered from within the **Product Access Window** (*Product ICON*, F7), while the *Transaction Discount* is entered from within the **Transaction Options Window** (*Transaction ICON*, F4).

The **Transaction Information Box** on the bottom section of the screen will indicate if a *Transaction Discount* has been initiated and the **Product Information Box** will show the percent discount for any *Item Discounts* (even those entered as static dollar values).

Note: The system does not allow a Transaction Discount in the same transaction with a negative quantity (exchange, trade-in).

LAYAWAYS

Placing Items On Layaway

The system allows the cashier to identify the entire transaction as a layaway or mark individual items within the transaction for layaway.

- To identify the entire transaction for layaway, select the *Transaction ICON* (F4) for the **Transaction Options Window** (F4). Then check the *Layaway Transaction* box. The same sequence of events will toggle a transaction layaway off.

- To identify an individual item (line item) as a layaway, move the highlighted indicator bar to the desired product line and bring up the **Product Access Window** (F7), then check the *Place Item on Layaway* box. The same sequence of events will toggle a layaway off

The **Product Information Box** *Layaway:* line will display either "No", "Item", or "Transaction", depending on the layaway status. If the cashier identifies an individual item for layaway, and then decides to make the entire transaction a layaway, there is no need to adjust the individual item. The program will recognize the conflicting entries and adjust accordingly.

As the transaction is totaled, by selecting the **Tender ICON** (F8), the system checks to make sure a customer has been identified. The system will require that a customer be identified if any layaways have been included in the transaction.

As a transaction with a layaway is completed, the cashier charges the unpaid balance to the *In-House Credit* tender category which sets up an account receivable for the customer. Tracking the customers' payments and charges for the layaways is accomplished through the accounts receivable function. Items can be added or removed from the customer's layaway inventory and the amounts paid and charged are recorded in the customer's account. If a receivable already exits for this customer, the layaway amount is added to it.

A customer's layaway can also be tracked separately from an ongoing account, or other ongoing layaways, by assigning the customer a second customer code.   See <u>Multiple Customer Accounts/Multiple Layaways</u> later in this section for additional information.

When the transaction is recorded, all items marked for layaway are removed from inventory, and placed in the **Layaway** database table. Only products are placed on layaway.   Any rentals, services, payments, or gift certificates included in a layaway transaction will not be put in the **Layaway** database table.   The transaction will process these items (types) normally.

Layaway Database Table
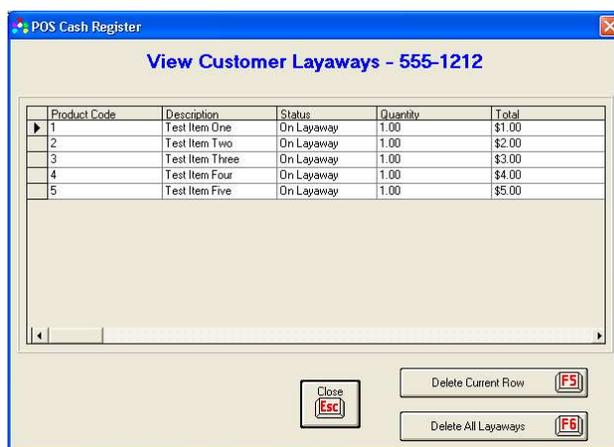
View Customer Layaways

The **Layaway** database table stores the information about items that have been placed on layaway.   Any currently identified customer's layaways can be accessed by selecting *VIEW, CUSTOMER LAYAWAYS* from the **Store Manager POS Cash Register** menu or the **Layaway ICON** from the **Customer Window**.   The entire **Layaway** database (all customers) can be accessed through the **Store Manager POS Office** *OPEN DATABASE, Layaway Database Table*.

Picked Up Layaways

When a customer picks up a layaway, they will generally make a final payment on the layaway. The cashier will check the accounts receivable balance as the customer is "IDed", this will determine the final payment amount (see <u>Payments on Layaways</u> later in this section).

Once the layaway has been picked up, the layaway should be deleted (or the pickup indicated) by bringing up the customer's **Layaway** database table.   To do so, select **VIEW, CUSTOMER LAYAWAYS,** then delete all or just the desired layaway items.

If you would rather maintain a record of past layaways than simply deleting them, replace **"On Layaway"** in the status column with **"Picked Up"** or whatever you desired to indicate a layaway has been picked up.   The date and names may also be changed to the individual who made final payment and/or picked up the items.

The same is true for a partial pick-up.   A single item can be deleted or **"Picked Up"** may be placed in its status field.

Returned/Canceled Layaways

The *Sales Return* function should always be used to cancel layaways. Using the *Sales Return* function to cancel a layaway allows the system to adjust sales totals, taxes, and accounts receivable to reflect the returned layaway.

Policies on canceling layaways vary widely. Customers sometimes wish to cancel some items while retaining others. If there is no clear company policy on canceling items on layaway, the cashiers will become quickly confused.

- Is money/fees kept for returned layaways, if so how much?
- Is money kept for partial returns?
- How much of the balance from partial returns is applied to the remaining layaways?
- Do you return the layaway fee?

We will use an example to help show some of the possibilities.

A customer has several items on layaway. They decide they no longer want one of the items.

First, the cashier would identify the customer, then look up the original price and tax code charged for the item from the **VIEW, CUSTOMER LAYAWAYS** menu selection.

In our example we will say the original price was $10. You're policy is to return 80% (you would also want to collect 20% down on layaways if the 80% policy is to be strictly enforced). A *Sales Return Transaction* is started the transaction is identified as a *Layaway Transaction*. The item being returned is entered into the transaction. The **Product Access Window** is called (F7). The return price for the item is changed from its current price to $8 (.8 X $10). Select the original tax code, if necessary, so the correct sales tax will also be returned. Then call the **Tender Window** (F8).

If the customer wished to apply the entire $8 to the remainder of the layaway, the cashier will apply the $8 to in-house credit (this would reduce the customer's account balance by the $8). The amount could also be split--say with $2 cash returned and $6 to in-house credit. Or the whole 8$ could be returned as cash.

As you can see, the amount to return and how to return it when dealing with layaways needs to be a matter of policy.

When a sales return is processed on a layaway transaction or a transaction with items marked for layaway, all items in the sales return transaction that are marked as layaways are returned to inventory (whether or not the items are listed in the customer's layaway database). Additionally, all layaways in the transaction will be entered as a negative in the customer's layaway database, and the "Status" column will show *"Canceled"*. The canceled layaways are meant to offset the original items placed on layaway, and provide a trail to document what has transpired. Once this layaway information is no longer needed, the original and offsetting layaways should be deleted from the **Layaway** database table (from the *VIEW, CUSTOMER LAYAWAYS* menu selection or the **Layaway ICON** (F9) in the **Customer Window**.)

Abandoned Layaways

Sometimes layaways will be abandoned. The procedures are similar to a canceled layaway. Obtain the A/R balance on the layaway from the customer's account. Process a return transaction for the item(s) on layaway. This is a bit tricky because you will want to get the amount returned plus the tax on the item(s) to exactly equal the amount in the account receivable. If you do not want to do the math, you can use the trial and error method. Enter the amount in the **Product Access Window**, exit the window, then check the amount in the **Transaction Totals**

Box. Return to the **Product Access Window** to re-adjust the amount. Repeat this until the total is equal to the customer's accounts receivable.

The formula for calculating the amount is:

> ***price = accounts receivable / (1 + tax rate).***

Now process the return charging the total amount to the ***In-House Credit Tender Category***. This will back the portion of the accounts receivable and sales taxes that were not collected from the abandon layaway out of your sales and sales tax totals. The portion that was collected will correctly remain included in the sales total.

Voided Layaways

When a layaway transaction or a transaction with layaways is voided, any layaways in the customer's **Layaway** database table associated with that transaction will be deleted. All items in the original transaction are returned to inventory (whether or not the items were still listed in the customer's layaway database).

Layaway Service Fees

If you charge a layaway service fee it can be entered as a service type code (type code 1) or a special type code (type code 5) in the product database. Enter the service fee in the same transaction with the layaway to get the service fee recorded up front. For example ***Product Code*** = LSF, ***Description*** = Layaway Service Fee, ***Type Code*** = 5, and ***Standard Price*** = 2.50.

Multiple Customer Accounts/Multiple Layaways

The layaway function uses the customer's account receivable to track the layaway. Because of this, if the customer also maintains an open account in the store, it will be necessary to record two instances of the customer's account--one for open accounts and one for the layaways. We suggest the same ***Customer Number*** be used for both, except follow the layaway customer account with dash L1 (-L1) for layaway one. If it is desirable to keep items placed on layaway at different times in separate accounts, the same concept can be continued with -L2, -L3, -L4, ... etc.

Payments To Layaway Accounts

A payment on a layaway is the same as a payment to an account receivable. See the next section on <u>Payment To Accounts And Layaways</u>.

PAYMENTS TO ACCOUNTS

AND LAYAWAYS

Payments To In-House Accounts

Making a payment to an account at the register is very simple. To the cashier, it looks and is handled just as a product or service sale. To the program, however, it is a payment to an account and is recorded as such.

Payments on accounts may also be made during a sales transaction. The customer's receipt will show that they made a payment along with their purchases.

The **Product1** database table comes setup with two payment records -- **PAY**, for "Payments on Account" and **LAY**, for "Payment on Layaway". You may add more or change these records if you desire. See Setting Up Additional Payment Records in this section.

If the cashier needs to know the customer's current account balance, that information can be accessed by either selecting *VIEW, CUSTOMER ACCOUNT* from the **Store Manager POS Cash Register** menu or selecting the **Account ICON** from the **Customer Window**.

To make a payment to account follow these steps:

- Identify the customer (the system will require this if forgotten).
- Enter the product code: **PAY**.
- Select the **Product ICON (F7),** the **Payment Window** will appear instead of the normal **Product Window.**
- Enter the payment amount and close the window.
- Identify any other items being sold (the order is not important).
- Total and tender the transaction normally.
- The receipt will reflect the payment along with any purchases.

The tender categories should reflect the currencies that were actually paid with--if they paid with Visa, then record the tender in the Visa tender category, etc.

The account receivable totals for the customer will be automatically recorded and adjusted to reflect the payment.

Payments To Layaways

A payment to a layaway is handled the same as a payment to any account receivable. To show on the receipt that it is a payment on a layaway, instead of "PAY", you enter the *Product Code* "LAY". The receipt will then show "Payment on Layaway" instead of "Payment on Account".

Setting Up Additional Payment Records

As mentioned, you may set up as many payment records as you desire. This is handy for using the receipt to explain the transaction to the customer. For example, when a final layaway is paid,

some merchants prefer the receipt to say "Final Payment on Layaway". We will use this as an example to set up a new payment record.

To set up a new payment record:

- Open the **Product1** database table in **Store Manager POS Office**.

- Enter a product code in the *Product Code* field/column. It may be anything you like. We will use "FINALLAY" for our example.

- Enter a description. This will print on the customer's receipt so make it descriptive. We will enter "Final Payment To Layaway".

- Enter the payment type code 3 in the *Type Code* field/column.

- Be sure to enter a zero as the tax code. You don't want to charge tax for a payment. The customer was already charged taxed at the time of sale.

  Note: The system automatically sees a payment as nontaxable even if their is another tax code in the database. However, the system will also allow the payment to be changed to a taxable item if for some reason that is necessary.

- Normally the standard price will be zero, because the payment amount will be entered at the time of sale. However, if standard payments are common ($5 , $10, $25, etc.), then they may be added to the payment records collection--there are no limits to the number that may be included.

- Return to the first step to make any additional payment records.

- Close and exit the **Product1** database table.   That's it, you may now enter *FINALLAY* as a *Product Code* during a transaction to make a payment.

SALES RETURNS, EXCHANGES,

AND

VOIDED TRANSACTIONS

The system automatically updates all sales and tax totals to account for returns and voids.

The primary difference between a void and a sales return is the handling of the amount tendered. In a void, the original tendered amounts are voided/removed from the sales totals. In a sales return, the cashier has control over the tender categories that will be returned to the customer.

Sales Returns

There are three methods for returning an item previously sold:

- ***Negative Quantities Method (Exchanges).*** An item can be entered into a transaction with a negative quantity. The item and any taxes associated with the item will be subtracted from the transaction total. If the transaction results in a negative (money is owed to the customer), the amount due to the customer is returned as cash through the "Change". The inventory will be updated to reflect the returned item(s). This method is generally used when one item is exchanged for another. (Allowing negative quantities is a system setup preference and can be turned on and off.)

- ***Manual Entry Method.*** A transaction can be identified as a **Sales Return Transaction** at any time prior to completing and tendering the transaction. All amounts for items and taxes within the transaction will be returned. Check the **Sales Return** box in the **Transaction Window** (F4) to identify the transaction as a **Sales Return Transaction**. Alternatively, a transaction can be identified as a sales return from the **ACTIONS, SALES RETURN** menu selections.

- ***Recall Transaction Method.*** This method allows the original transaction to be recalled and a sales return completed from that transaction. Once the original transaction is recalled, the sales return transaction reverts to the manual method described above, and any items can be added, removed, or changed before completing the return. Select the **Recall ICON** (F6), then **Sales Return from a Past Transaction** (F9), then, as prompted by the system, enter the transaction number of the original sale.

Completing a Sales Return

Sales Return Transactions are completed differently than negative quantity type returns.

- ***Sales Return Transaction***. The standard sales transaction **Tender Window**, will become the **Return Window** during a sales return transaction. Enter the currency type(s) being returned in the appropriate tender category. If a charge card is being credited, then enter the Visa, MC, etc. total. If the item was originally charged to in-house credit then that should be returned. If cash is being given, then enter the return amount in cash. A special sales return slip will print in place of the sales receipt.

    Note: When a Store Manager POS transaction is voided or a sales return is made, Store Manager POS does not automatically contact the credit card company with that information. You must separately process a refund/void using PC-Charge to remove the charge from the customer's account.

- ***Negative Quantity Transaction.*** This is a regular Sales Transaction with a negative quantity for one or more items in the transaction. The price and tax for the item(s) will automatically be subtracted from the total owed by the customer. If the total being returned to the customer is greater than the new sale/exchange, then the additional amount will be returned in the same manner as change is normally returned (from cash). If this is not acceptable, then a separate **Sales Return Transaction** should be used (where the cashier has full control over the returned currencies).

Voids

A Void returns a transaction and all sales totals back to the amounts that existed prior to the transaction. There are three methods to process a void. All are accessed from the **Recall ICON** (F6) on the tool bar.

- ***Void, Then Restore the Last Transaction (F5).*** Voids the last transaction, then restores the transaction to the way it was prior to totaling/tendering the transaction.

Used primarily for the customer who remembered another item they wished to purchase after the sale was completed.

- *Void the Last Transaction (F7).* Voids the last transaction.

- *Void a Past Transaction (F8).* Voids a past transaction. The system first prompts the cashier for the transaction number. After the void is complete the cashier will be prompted to identify if the current drawer totals should reflect the void.

Note: When a Store Manager POS transaction is voided or a sales return is made, Store Manager POS does not automatically contact the credit card company with that information. You must separately process a refund/void using PC-Charge to remove the charge from the customer's account.

Exchanges / Trade-In's And Taxes

An exchange is a return and, unless dictated by your taxing institution's rules, the tax code would normally be the same as the original sale. This will return the correct amount of tax back to the customer and adjust the system's taxable totals.

If using the exchange capability to conduct trade-ins, the trade-in should not normally be a taxable event. The tax code entered for the item being accepted should be zero (for nontaxable). The system will then not calculate a sales tax return.

Sales Returns and Gift Cards/Certificates

See GIFT CARDS/CERTIFICATES.

Sales Totals for Sales Returns & Voids

Sales Returns and Void **Last** Transactions reduce the day, month, year, and life sales totals as reported on the sales reports and printed on the Master Sales Report by the values being returned or voided.

Voiding a previous day's transaction should not be a common occurrence. We can think of few reasons why a previous day's transaction should be voided; however, we have provided this capability. When processing a void from a previous day, you will need to keep in mind that the current day's sales totals are adjusted along with all the other (month, year, life, etc.) sales totals. This is necessary to keep the records in balance. If you are processing a lot of these previous day's voids, you may want to do them separately at the end or beginning of the day, then *Close The Register*. This will keep the voids from being reflected in the current day's sales reports.

Drawer Totals for Sales Returns & Voids

Sales Returns and Void **Last** Transactions are always subtracted from the current drawer totals. For Void **Past** Transactions, the cashier is requested to determine if the drawer totals should be adjusted to reflect the void.

A void on an out-of-the-current-drawer-period transaction should not normally affect the drawer totals. Thus, drawer totals should not be updated.

Note: The Audit Log records the update decision along with the void.

Because sales returns are always assumed to be taken from the drawer, returns that are not actually taken from the drawer require special consideration. For example, if a check was issued for returned merchandise, the checks in the current drawer will be off by that amount. The same would be true if returned cash was taken from another source, such as a safe. This presents no problem except remembering why the drawer is off. If desired, the drawer total can be manually adjusted to reflect the return.

SERIAL NUMBERS

Store Manager POS allows assigning, or identifying, serial numbers as items are sold. Products whose serial numbers are to be tracked must be identified with a "***Yes***" in that product's ***Serial Number*** column/field (**Product1** database table). When an item is entered into a transaction, in which the ***Serial Number*** field is set to "***Yes***", these actions will occur:

- A **Serial Number Window** will appear requesting the serial number for the item being entered into the transaction.

- The transaction will require that the customer is identified.

- The product's serial number will be placed on the receipt.

- The item, along with sales information, will be stored in the **Serial Number** database table for future reference.

The **Serial Number** database table stores serial number information including the customer, date of sale, transaction number, purchase cost, etc. (See **Appendix 2** for complete database information.)

GIFT CARDS AND GIFT CERTIFICATES

Gift Card vs Gift Certificates

The Store Manager POS system has both a **gift card** function and a **gift certificate** function. The two functions are completely separate. You may use one, both, or neither. Gift certificates are being used less and less as gift cards gain popularity. Gift cards are much more versatile than gift certificates. Gift certificates are primarily used for one transaction, any amount left on the certificate is returned as change. Gift cards retain the balance and the card can be used until the balance has been depleted (additional value can also be added to cards).

Gift Cards

Getting Started With Gift Cards

Before you start using the system's gift card features, you customize the features using three available options:

1*) Do you want to sell only fixed amount gift cards (referred to as the "static value" option), or do you want to sell gift cards for any value (referred to as the "adjustable value" option)?*

Allowing the price of the gift card to be established at the time of sale (*adjustable value option*) makes the system very versatile. Cards many be issued for any amount and additional value can be added to the cards at any time. While not as versatile, the *static value option* considerably tightens controls over the gift cards (see Static vs Adjustable Value Gift Cards section for more information).

Adjustable Value is the default option. Change to the static option at *Office's Setup, System Setup "Allow only static value gift cards"*.

2) *Do you want to allow cash to be given back for remaining (or partial) value on a gift card?*

Not allowing cashiers to give cash back on gift cards tightens control over the cards and can increase store income. This option is password protected so can also be set to require a manager's permission (see the *Giving Cash Back From a Gift Card* section for additional information).

The *Office's Setup, System Setup "Allow giving cash back on gift cards"* controls your decision. The password option *"Override gift card cash back"* allows overriding when the system option is set to not allow giving cash back.

3) *Do you want cashiers to be able to browse for gift cards already in the system?*

Not allowing cashiers to view or browse for existing gift cards tightens controls by requiring the gift card to either be present or the gift card number known by the cashier.

The *Office's Setup, System Setup "Allow to view/browse for gift cards"* controls your decision. The password option *"Override view/browse for gift card"* allows overriding when the system option is set to not allow to view or browse for existing gift cards.

Where can I Get Custom Gift Cards?

Sources for gift cards can be found by entering "gift cards" into Internet search engines. Cards are available with magnetic stripes, bar codes, or both. You may use either with this system.

Why Are There No Transaction Fees With This System?

Most gift card systems are tied to your credit card processing company and work similar to purchasing with a credit card. When an item is purchased with a gift card, a running balance for the card is adjusted in the processor's database. The company charges you a fee for keeping track of this balance for you.

Our system keeps track of the balances internally.   This eliminates any transaction fees, uncomplicates and speeds up transactions, and makes reporting and tracking of outstanding gift cards much more versatile than with merchant processor controlled systems.

There is a popular misconception that gift card balances are stored on the magnetic stripe on the card itself. This is not true with any system. Just as with a credit card, control numbers identify the card to the systems.

Static Value vs Adjustable Value Gift Cards

The static value gift card option allows cashiers to sell only gift cards with pre-determined values (for example, $5, $10, $20, $25, $50, etc.). While the static value option limits the program's gift card features, it provides more control over the cards. When this static value option is selected, cashiers will not be able to add funds to existing cards or change the value of a new card at the time of sale. The system defaults to the adjustable value option. To switch to the static value option, in the *POS Office* select *Setup, System Setup*, then check the box next to *Allow Static Value Gift Cards Only.*

To make a static gift card available for sale, the gift card must first be entered into the product database. To do so select *Utilities*, in the POS Office, then select *Quick Product Add/Edit* off the drop down menu.

> 1) Enter a **Product Code** for the gift card such as **gc10** for a $10 gift card.
> 2) Enter a **Description** like "Gift Card".
> 2) Enter a **Standard Price**, $10 for this example.
> 3) Enter a **Type Code of 6** to tell the system that this is a gift card and not a regular

product.

You may enter as many gift cards as you wish (for example, gc5, gc10, gc20, gc25 etc.)

If you are using the adjustable value option (Static Value option is not checked), you will enter one code as just gc (you may use any code your wish, gc is just an example) and give it a zero for the **Standard Price**. You will then enter the value for the card at the time of sale. With the adjustable value option, you may also enter static value cards into the database as most sales will be for common amounts and this can speed up the transaction. Don't forget, every gift card entry gets a Type Code 6 whether static or adjustable.

Selling a Gift Card

Note: Transactions with gift cards are not limited to gift cards. You may sell any other item (or additional gift cards) within the same transaction.

To sell a gift card, enter the product code for the card (gc, gc10, gc20, etc.).

Enter, scan with a bar code scanner, magnetic stripe reader, or browse (if browsing is allowed) to enter the gift card's control number.

If you have the system options set to only allow static gift cards, the amount of the gift card will be filled in automatically with the standard price. If not, the amount of the gift card should be entered at this time.

All of the additional information is optional. If you want any or all of this detailed customer information recorded with the sale of the gift card, then you may enter it at this time.

If you have identified a customer with the ongoing transaction, you may click the icon or press F2 to automatically copy the purchaser's information from the identified customer.

Select OK, then complete the transaction normally.

Steps for Accepting a Gift Card During Tender

1) Click on the Gift Card icon or press F8 to bring up the gift card balance inquiry window.

2) Enter, scan with a bar code scanner or magnetic stripe reader, or browse (if browsing is allowed) to enter the Gift Card's Control Number. This process will determine the remaining balance on the card and enter that amount (or the total amount of the transaction, whichever is less) into the Gift Card line on the Tender Screen.

3) If the amount remaining on the gift card is not enough to cover the cost of the transaction, then a split tender can be used to supply the remainder of the transaction.

4) A split tender can also be used if the customer only wants to remove a certain amount from the gift card.

5) If the cashier increases the amount on the Gift Card tender line to an amount greater than the transaction, then cash value will be removed from the gift card and returned as change (see next section). This cannot be done if the system option (and/or password) is set to not allow

returning cash from a gift card. However, even if the system options are set to allow this, the cashier will be warned that they are giving cash back on the gift card.

6) The bottom of the receipt gives a recap of the gift card balance and activity for transaction whenever a gift card is used to purchase.

```
******* Gift Card Balance *******
Control Code: XYZ123456
Beginning Balance: $19.00
Used this Transaction: $2.00
Remaining Balance: $17.00
********************************
```

Adding Value to An Existing Card

Note: Your cannot add value to an existing card if the system options are set to allow only static value gift cards.

Add value to an existing card by processing a transaction just as you would for an original sale of a card. Scan, browse, or enter the card's control number and the system will automatically recognize that the card already exists. You will be shown the current balance, the date the card was originally sold, the last activity date, and any information previously entered about the card or purchaser. Enter the amount you are adding to the card in the *"Amount Adding to Card"* box, then finish the transaction as a normal sale.

Combining Two Gift Cards Into One

Note: Your cannot combine two cards if the system options are set to allow only static value gift cards.

To combine two cards into one you will add funds to the card you want to keep and pay for it with the balance on the card you wish to zero out. Before you start, check the balance on the card you want to zero out (*View, Credit Card Balance* from top line menu). Then, following the procedure for adding funds to a gift card above, identify the card that will receive the added funds. Add the total amount of the card that will be zeroed. When you get to the tender screen, pay for the transaction with the card card you are zeroing out.

You can also sell other items during this transaction and/or you can add more to the existing balance on the card than you are zeroing out using the split tender feature (for example, adding $15 to a card with $10 from another gift card and $5 in cash, VISA, etc).

Giving Cash Back From A Gift Card

Note: To give cash back on a gift card, system options must be set to allow giving cash back or the password level of the cashier must be high enough to override.

Giving cash back on a gift card is accomplished, if allowed by system options, by entering a gift card tender amount that is larger than the amount of the transaction. Cash is then returned as change owed to the customer.

The system has three (3) options for allowing cash to be returned for some or all of the remaining balance on a gift card.

Option 1: No one is allowed to give cash back on a gift card (this is the default setting)

Option 2: Giving cash back on a gift card is allowed for everyone. This is set by selecting "*Allow Giving Cash Back On Gift Cards"* option in the Office's System Setup.

Option 3: Giving cash back is tied to password level. If password protection is on and System Setup Option in NOT set to *"Allow Giving Cash Back On Gift Cards"*, then only cashiers with the authorized password level will be able override the system option and give cash back. Set the password level for this option in the Cash Registers password setup under *"Override Gift Card Cash Back"*.

Refunding the Remaining Value of a Gift Card

Note: Refunding the remaining value of a gift card cannot be accomplished if system options are set not to allow giving cash back and the cashier doesn't have a high enough password level to override.

To refund the remaining value of a card during purchase, enter the entire available balance of the card into the gift card tender field. The remaining value on the card will be returned as change. If you want to return the entire amount of the card and no purchase is being made, sell a pseudo item for zero dollars. You can use your Miscellaneous Item (M) for this if you wish. Then, identify the card and enter the entire amount into the Gift Card Tender field. The entire value of the card will then be returned as change.

Giving Store Credit For a Sales Return By Issuing a Gift Card

You cannot transfer the results of a sales return directly into a new or existing gift card. To issue a new card or add value to an existing card, for the amount of the sales return, follow these steps:

Step 1. Process the sales return as normal return.
Step 2. On the Return Tender screen, return the full amount to cash.
Step 3. Do not give the cash to the customer.
Step 4. Start a new transaction.
Step 5. Sell a new gift card or add funds to an existing card using the amount of the previous sales return as the amount for the new card or amount adding to an existing card.
Step 6. Tender the full amount to cash (this balances out the cash amount not returned to the customer in the previous return transaction).
Step 7. Give the customer their gift card.

Note: The customer is actually purchasing a gift card with the proceeds from the items they are returning.

The above procedure is not available if the Static Gift Card Option is set and cannot be overridden. However, you could sell a static gift card for a portion of the return amount and give cash for the remaining balance. For example if the return amount is $28.50 and you have a static $25 gift card in the product database:

Step 1. Process the sales return as normal.
Step 2. In the Return tender screen,return the full amount to cash.
Step 3. Do not give the cash to the customer.
Step 4. Start a new transaction.
Step 5. Sell a new static gift card for the amount closest to (but not over) the return amount. In this example $25.
Step 6. Tender the full amount of the return to cash ($28.50 in this example).
Step 7. Give the customer their gift card and change ($3.50 in this example).

Preventing the Sale of Gift Cards

To prevent the sale of gift cards, remove all gift cards from the product database (all items with a type code 6).

Discounting Gift Cards

The system will not allow discounting a gift card or a transaction containing a gift card.

Checking a Gift Card's Balance

To check the balance on a gift card, from the Cash Register's top line menu select *View, Credit Card Balance/History*. After entering/scanning the card number, you will get the following:
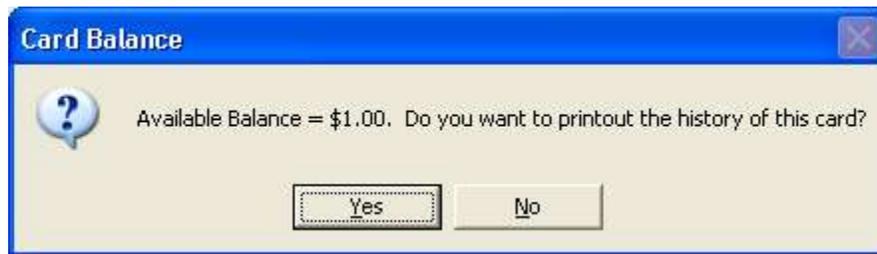
You can select to print out a history of the card for your customer. The history will print on the receipt printer as in this example:

```
        Gift Card Balance/History

    Date:  12-Dec-05
    Time:  08:07:39
    Card No.  XYZ123456
    Available Balance:  $12.50

    DATE    RECEIPT  AMOUNT  BALANCE
    1-Jun-05  #005123  $25.00   $25.00
    8-Sep-05  #006773  -$10.75   $14.25
    2-Nov-05  #007233  -$1.75    $12.50
```

Voiding a Transaction Where a Gift Card Was Sold

Voiding a transaction where a gift card was sold or where funds were added to a card will subtract the amount of the sale or added funds from the card. If voiding the original sale of the card (not added funds) then the card balance will be zero after the void. If voiding a transaction with added funds, the card balance will be the same as before the funds were added. If there was any additional activity on the card after the transaction that is being voided, you will get a message that subsequent activity on the card prevents the transaction from being voided.

Voiding a Transaction Where a Gift Card Was Used to Purchase

Voiding a transaction where a gift card was used to purchase will add back the amount subtracted from the card.

Returning a Transaction Where a Gift Card Was Sold

The system does not allow a return transaction in which a gift card was originally sold. To return the value of a gift card, you can sell a miscellaneous item for $0 and the value of the gift card will be returned as change. This is the same thing as giving cash back on a card, so it is subject to the cash back options selected for the system. Also see the section "*Refunding the Remaining Value of a Gift Card".*

Returning a Transaction Where a Gift Card Was Used to Purchase

See the section *"Giving Store Credit For a Sales Return by Issuing a Gift Card"*

Gift Card Database Tables

The gift card database has two tables. Both tables are accessible through the POS Office's top line menu *File, Open Database Table*.

--The Gift Card Balances table contains the current balance of each issued card and all related card-holder information that was optionally recorded at the time of sale.

--The Gift Card History table contains the history of all activity for each issued card.

As with all database tables, both of the above tables have full report query capabilities. Two pre-written queries include 1) Cards With a Zero Balance and 2) Cards Without a Zero Balance.

Deleting Old Gift Cards

You may delete old gift cards (generally you would not delete cards whose balances are not zero) just as you would any record in a database grid. In the Gift Card Balances table, highlight the record/card to delete by clicking on the left most box. Then select *Edit, Delete Marked Rows*. Any corresponding records in the Gift Card History database table will be deleted automatically.

Accounting for Gift Cards

When a gift card is sold, it becomes a liability of the company. Cash has been received for merchandise to be provided at a later date. A general journal entry for the sale of a gift certificate would be:

```
    Cash (debit)                $10.00
        Gift Card (credit)      $10.00
```

When partially redeemed, depending on the circumstances, the general journal entry might appear as follows:

```
    Gift Card (debit)   $7.78
        Sales (credit)                  $7.25
        Sales Tax Payable (credit)      $0.53
```

Following the above transaction there would be a $2.22 credit balance in the gift card account (assuming there were no other gift card balances in the account).

The above journal entries would be incorporated into the "Suggested General Journal Entries" on the "Master Sales Report".

Gift Certificates

Gift certificates can be sold, redeemed, and tracked through **Store Manager POS**. A **GIFT CERTIFICATE** database table maintains information on outstanding and redeemed gift certificates including serial number, sold-to customer (optional), redeemed-by customer (optional), face value, date sold, date redeemed, sold transaction number, and redeemed transaction number.

Selling Gift Certificates

A gift certificate record (*Type Code 4*) must be included in the **Product1** database table for a gift certificate to be entered into a transaction. **Store Manager POS** comes already setup with one gift certificate record in the **Product1** database table which can be used for all gift certificate sales. Gift certificates are identified to the system by the **Product1** database table *Type Code 4*. Users may add as many gift certificate records as they like. A different record can be added for different certificate face values, making entering the face value of the certificate during the transaction unnecessary.

To sale a gift certificate:

- Enter *GIFT* as a product code.

- The system will prompt the cashier for a serial number. If your gift certificates are not serial numbered, you will have to uniquely number the certificates. Write or stamp the numbers on the face of the certificates as they are sold, so they can be identified when redeemed.

- Set the price equal to the face value of the gift certificate (change prices as with any other product).

- Enter any other items into the transaction that the customer is purchasing in the same transaction (gift certificates can be entered before or after other items).

- Total and tender the transaction normally.

Serial Numbers and Gift Certificates

A serial number or control number is required for all gift certificates that are sold. This number is used to identify the certificate when redeemed and to identify the certificate in the **Gift Certificate** database table.

Gift certificates may also be tracked like any other serial numbered product. Set the *Serial Number* field/column in the **Product1** database table to "*Yes"*. If set to "*Yes"*, when a gift certificate is sold, the customer's name will be required before the transaction can be completed.

Then the item will be stored in the **Serial Number** database table along with the other serial numbered items.

Identifying the Customer

Identifying the purchaser or redeemer of a gift certificate is optional. If the customer is identified, the system will record that information. The system does not, however, require that either the purchaser or the redeemer be identified. The system can be forced to identify the sold-to customer by setting the Serial Number tracking option to "*Yes"* (as explained above).

Redeeming Gift Certificates

To redeem a gift certificate select the **Gift ICON** (F9) from the **Tender Window's** tool bar. The **Gift Certificate Lookup** will appear in serial number order. Select the serial number for the gift certificate being redeemed. Repeat this procedure for any additional gift certificates (when more than one gift certificate is being redeemed). A Gift Certificate tender category will appear in the **Tender Window**, adding the value of the certificates into the tender total.

Once a gift certificate has been redeemed, it will no longer be available for selection from the **Gift Certificate Lookup**.

Gift Certificate Lookup

Reselling Gift Certificates

Redeemed gift certificates cannot be resold (as identified by same serial number) unless the gift certificate is first removed (deleted) from the **GIFT** database table. Redeemed gift certificates can be deleted individually, or all redeemed gift certificates can be deleted with the following Update Query:

> **DELETE FROM [Gift] WHERE [Redeemed] = Yes**

Sales Taxes and Gift Certificates

Normally sales tax will not be charged on gift certificates. The sales tax will be charged on the merchandise when the gift certificates are redeemed. To prevent accidental charging of sales tax

for gift certificates, the system automatically defaults to nontaxable for the sale of gift certificates (even if the database has a different tax code). We have allowed for certificates to be changed back to a taxable item (through the **Product Access Window**), however, we are not aware of any circumstances where this would be used.

Discounts on Gift Certificates

In order to keep Gift Certificate dollars equal to real dollars, the system takes control of the face value of the gift certificate, making it equal to the actual selling price. By doing so, the system forces correct recording of gift certificate sales.

If you override this feature by giving the customer a discount (transaction discount) on the gift certificates, a special accounting situation arises that the system does not automatically handle. When the certificates are redeemed for merchandise, the merchandise is sold for discounted dollars. This will cause your sales to be inflated by the amount of the discount. If not properly accounted for, you will pay sales tax and income tax on the discounts that are not due.

If you plan on discounting gift certificates, be sure to notify your accountant so he can adjust sales for the discounted dollars redeemed.

Returning In-House Credit/Another Certificate

Some merchants have policies to give in-house credit instead of cash change for the remaining balances on gift certificates. If this is your policy, cashiers will need to complete the transaction, then perform another transaction with a payment to account equaling the amount of the change:

- After completing the transaction, note the amount of change due to the customer.

- Start a new transaction.

- Identify the customer.

- Enter the Product Code *PAY* (processing a payment will credit the customer's account).

- Select the **Product ICON (F7),** the **Payment Window** will appear instead of the normal **Product Window.**

- Enter the amount of change due to the customer from the previous transaction as the payment amount.

- Total/tender the transaction with Exact Cash.

Charging the payment to the *Cash* tender category will keep the drawer straight. The customer will receive a credit balance in their A/R account. Subsequent purchases charged to in-house credit will reduce this amount.

Returning another gift certificate for the remaining portion of a redeemed certificate will require a stock of gift certificates with the ability to write-in or change the face value. As with the above in-house credit, the first transaction must be completed first. Then perform another transaction selling a gift certificate for the amount of the change. Charge the sell to the *Cash* tender category.

Sales Returns and Gift Certificates

There is no direct method to issue a gift certificate during a sales return. If you wish to give gift certificates instead of cash/check for returned merchandise, or if the original sale involved a gift certificate and you wish to return it, then follow these steps:

- Complete the sales return first, using the return *Cash* category.

- Do not give the customer the cash.

- Complete a second transaction issuing (selling) the customer a gift certificate.

- The value of the gift certificate will be that of the cash in the previous sales return transaction.

- Charge the sell to the *Cash* tender category and give the customer the certificate.

Sales Return/Complete Refund for a Gift Certificate

If you wish to return a customer's money for a gift certificate that they are returning.

To completely refund a gift certificate:

- Select *SALES RETURN* from the **Store Manager POS *ACTIONS*** menu.

- Enter the product code for the gift certificate-*GIFT*.

- If the transaction has been identified as a sales return, the system will bring up the outstanding gift certificates in the **GIFT CERTIFICATE LOOKUP WINDOW**. Select the gift certificate being returned.

- Repeat for any additional gift certificates being returned.

- Close the sales return transaction normally.

Note: When a return on a gift certificate is completed, the cashier is likely to place the returned certificate into the drawer. This will make the returned certificate appear to be taken in as part of a regular transaction. Technically, the gift certificate should be returned to the gift certificate stock (as with any other return) and not to the drawer. To summarize, cash returned for a $20 gift certificate, will reduce the cash in the drawer by $20, but correctly will not increase the drawer's gift certificate total by $20.

Accounting for Gift Certificates

When a gift certificate is sold, it becomes a liability of the company. Cash has been received for merchandise to be provided at a later date. A general journal entry for the sale of a gift certificate would be:

```
Cash (debit)                $10.00
    Gift Certificate (credit)    $10.00
```

When redeemed, depending on the circumstances, the general journal entry might appear as follows:

```
Gift Certificate (debit)   $10.00
     Sales (credit)                 $7.50
     Sales Tax Payable (credit)     $0.38
     Cash (credit-for the change)   $2.12
```

The above journal entries would be incorporated into the "Suggested General Journal Entries" on the "Master Sales Report".

RENTALS

Rental items are identified to the system by placing a *"2"* in the *Type Code* field of the **Product1** database table.

Rentals have two inventory levels: IN and OUT (1 = in and 0 = out). When entering a rental item into the system (**Product1** database), set the inventory originally to 1, for in.

Store Manager POS's rental capabilities are designed for each rental item to have its own separate product code.

Rentals automatically require that the customer be identified at some point during the transaction.

For the Cash Register procedures, there is no difference within the transaction between renting an item and selling an item. The cashier follows the same procedures to rent an item out as they do to sell an item. The type code (2) signals they system that the item is a rental and handles it appropriately.

When a rental item is entered into a transaction, it is automatically placed in the Rental List along with the renting customers name, number, and the due date and time. This rental list may be accessed in the Store Manager Cash Register at *View, Rented List* or in the Store Manager Office at *File, Open Database Table, Rental.*
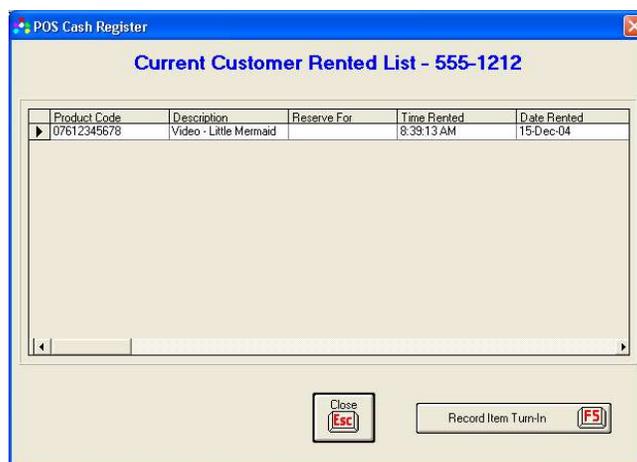
Current Rented List

Setting the Due Date/Time

The due date and time is automatically assigned to an item as it is rented. You may select how many days and the time that is automatically assigned at *Actions, Rental Due Date*. If you need to change the due date or time for an individual item, you will need to first complete the transaction. Then select, *View, Rented List* and change the date and time to the desired date and/or time.
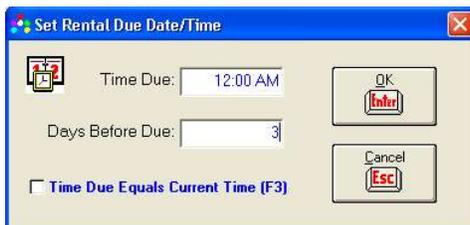
Renting An Item That is Recorded as Out

A common dilemma occurs when a rental item has been returned to stock, yet the records were not updated to show this. When the rental item shows up at the register, it is obviously available for rental. As the item is entered into the transaction, the clerk will receive a message that the item is recorded as rented. The cashier will then be given the opportunity to return the item to inventory and continue, or cancel the rental request. If the cashier chooses to rent the item, the customer records will be updated to return the rental for the customer who was currently charged out for the item and charge the item out to the new customer.

Confusion may result if this transaction happens to be subsequently voided. If this occurs, the item will be returned to inventory, removing the "rented to" customer, however, it will not charge the item back out to the customer who had been originally charged. This may or may not be a desirable condition. Because of this dilemma, the ability to rent an item whose records show has already been rented, can be password protected, thus leaving the on-duty manager or owner with the decision.

Returning Rental Items to Inventory
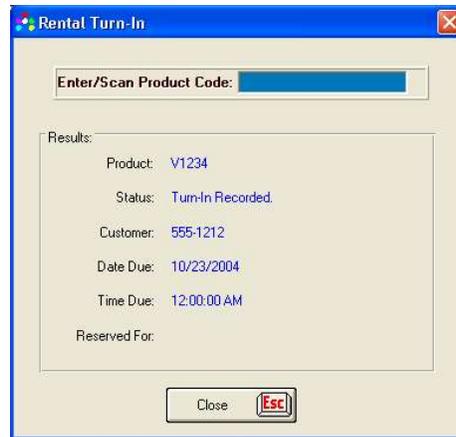
Rental Turn In

To return an item to inventory select *ACTIONS, RENTAL TURN-IN* from the **Store Manager POS Cash Register** menu. The **Rental Turn-In Window** will appear. Scan or enter the product code for the rented item.

After recording the turn-in, the system will automatically wait for the next item. This allows scanning multiple items consecutively, without any keyboard action being necessary.

Sales Returns For Rented Items

Sales returns can be made on rentals. The item will be returned to inventory and the customer will be removed from the "charged out" status. A sales return on a rental must be processed as a "Sales Return Transaction" and not as a negative quantity (exchange). If the item is recorded as "*IN*" the system will still allow the sales return to process, thereby allowing a sales return to process on an item that may have already been turned in.

QUANTITIES FOR RENTALS,

PAYMENTS, AND GIFT CERTIFICATES

The system processes one rental, payment, or gift certificate each time one is entered into the transaction. A quantity different than one may be used for effect or to adjust the total price, however, only one rental, payment, or gift certificate is actually recorded.

Rentals, payments, and gift certificates cannot receive zero or negative quantities. The system will stop the transaction when the cashier attempts to total/tender a transaction that has a zero or negative quantity for one of these items.

If you wish to record an item as rented, without charging the customer, then set the price to zero-- not the quantity.

CUSTOMER INFORMATION

Identifying the customer may or may not be necessary for your business or for the individual transaction. Identifying the customer is not a necessary part of most transactions, but is required for certain transactions.

Identifying the customer automatically records customer sales history (system setup option), allows you to generate mailing lists, and prints the customer's name and address on the receipt or invoice. In addition, identifying the customer is required to perform certain functions.

Identifying a Customer

The system can optionally require that a customer be identified for each transaction or it can just remind the cashier to identify the customer (system setup preference). When one or more of the following takes place in a transaction, the system will require that a customer be identified:

- A layaway occurs.
- A serial number tracked item is entered into the transaction.
- In-house credit is granted for the transaction.
- A payment on an in-house account is made.
- An item is rented.
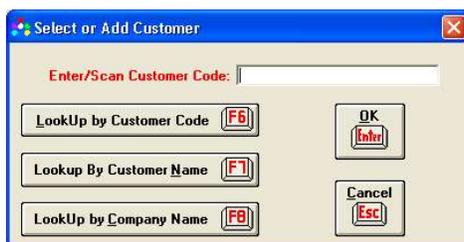
Select or Add Customer

To identify a customer into a transaction, select the **Customer** ICON (F3) and a prompt for the customer code will appear. Enter any one to sixteen-digit alphanumeric as a customer code, or use the handy lookup function to lookup the customer by **Customer Code** (F6), **Customer Name** (F7), or **Company Name** (F8).

If the customer already exists in the customer database, the customer's name, address, phone number and all customer information previously entered for that customer will be displayed. If the entered customer number is not in the database, the system assumes a new customer is being entered and an empty record appears. The new customer's name, address, phone number and any other desired information can then be entered.

Use the up and down arrow keys or the tab key to move around in the **Customer Window**. To exit the customer window, the cashier must either select **F2 or Escape**. **F2** will identify this customer with the transaction. **Escape** will exit without identifying a customer (or turn off a previously identified customer). The **Transaction Information Box** will display either the customer code or **"Not Identified"** indicating if a customer has, or has not been, identified for the transaction.

Customer Window

Using the Customer Window

The Customer Window has many functions. Many retail businesses will find they use only the most basic functions for storing their customer's names and customer history.

All fields that appear on the **Customer Window** can be accessed by opening the **Store Manager POS Office** *Customer* database table. Some of the not so obvious fields are explained as follows:

- *Message.* This message field is used to relay a special message to the cashier the next time the customer is identified (e.g. left hat in store, ordered merchandise is in, NO CHECKS, see manager, etc.).

- *Tax Nmbr.* Reseller number, if applicable.

- *Sort Code.* The sort code is used by Store Manager Office's customer address label function to identify customers for special mailings. (see Chapter 4, Customer Address Labels).

- *Open Text 1 and 2.* These fields are used for additional customer information for which no field was provided. For large amounts of additional information, use the *Notes* function.

- *Tax Code.* See **SALES TAX ALTERNATIVES, Customer Auto Tax**.

- *Price Code.* See **SYSTEM PRICE SELECTION, Customer Price.**

- *Credit Limit.* Used with *System Preference*, *"Use credit limits"* (**Store Manager Office, SETUP, SYSTEM SETUP** menu selections). If selected, the system will halt a tender in process if the tender will cause the customer's account to exceed the amount in the customer's Credit Limit field. If the cashier's password level allows it (or the manager overrides it), the customer's credit limit may be raised and the transaction completed. Credit limits may be different for every customer. A default credit limit amount can be assigned to all new customers from *System Preferences Page Two*, (**Store Manager Office, *SETUP, SYSTEM SETUP, More* selections).

    Note: To assign everyone a credit limit of $500 you could use the following Update Query:

UPDATE [Customer] SET [Credit Limit] = 500

Then lower or raise the customers that you want to have more or less credit. Place customer's you don't want to have any credit at zero.

- **Customer History.** The customer's past sales history is shown in the **Customer History Box.** The *Month-To-Date* sales, *Year-To-Date* sales, and *Year Returns* do not include any sales taxes that may have been charged. The *Month and Year-To-Date* totals have been adjusted to reflect sales returns. A password level higher than the cashier's for **"Show Customer History"** will keep this information from appearing on the screen.

The customer's account, layaway, and rental information is available from the **Customer Window** tool bar. The same information is available from the **Cash Register's** *VIEW* menu once the customer has been identified.

Notes

The **Notes** Icon brings up the **Customer Notes Window** which provides a scratch pad area to maintain note-type information about customers.   The convenient **Date Stamp** button automatically inserts the date and time into the note at the insertion point.

FOOD STAMPS

Two **System Preferences** (**Store Manager POS Office,** *SETUP, SYSTEM SETUP* menu selections) are used with food stamps:

- **Use Food Stamps.**   Check if you wish the system to handle food stamps.

- **Food Stamps default to exact qualified.**   If you want the food stamp amount to default to be exactly the food stamp qualified amount, then check this box (for food stamp card-type sales areas). If not checked, the amount will default to the next highest dollar (for regular food stamp sales).

The Food Stamp Window

Using Food Stamp Features

All qualified food stamp items must have their **Product1** database table *Food Stamp* field/column set to *"Yes"* so the system will recognize them as food stamp qualified items*.*
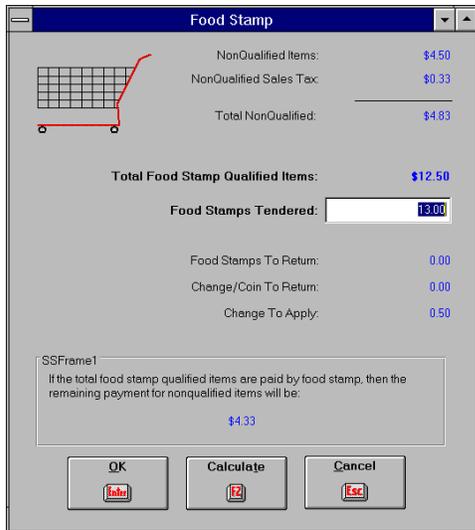
When food stamps are tendered for a sale, the cashier selects the Food Stamp ICON (F10) from the **Food Stamp Window**. Depending on the default selection "*Food Stamps default to exact amount*", the window will automatically enter an expected food stamp tender amount based on the total food stamp qualified items. If this is not the amount tendered, the cashier enters the actual amount.

The window shows the breakdown between food stamp qualified and nonqualified items. The window will also calculate and show how much food stamp change will be applied to any other nonqualified items. This information is primarily provided for the cashier to offer explanations to the customer, as the system automatically handles this situation.

When the **Food Stamp Window** is closed (OK selected), the information in the **Tender Window** will reflect the food stamp totals. The cashier will be shown how much change and how many food stamps to return to the customer.

If nonqualified items are also in the transaction, the cashier will then enter the amount of cash or other currency offered for payment of those items.

Food Stamp Limitations

Because allocating correctly between food stamp qualified and nonqualified items becomes obscure in certain situations, the system does limit certain features when food stamps are involved. You do not need to memorize these, as the program will notify the cashier if they attempt to perform one of these procedures:

- Food stamps cannot be used with a transaction discount. Use item discounts so the system will know if the discounted item was food stamp qualified or nonqualified.

- Food stamps cannot be used with manual taxes.

- Food stamps cannot be used with a negative quantity in the same transaction (return/exchange/trade-in).

- A return which involves returning food stamps must be done separately from nonqualified items.

Special Food Stamp Tax Exempt Tax Category

Special **Food Stamp Tax Exempt** sales tax categories (day, month, and year) have been included in the **Sales Totals** database table to account for a special situation.

The **Food Stamp Tax Exempt** sales tax categories are for only those items that were originally taxable, but became tax exempt because they were purchased with food stamps (in most states, these tax categories' totals will remain at zero because the items are taxed the same as nontaxable items). All items that were already nontaxable (regardless of it being a food stamp sale) will remain totaled in the **Nontaxable** sales tax category.

BULK BREAKDOWNS

Bulk breakdown is the process of transferring between identical sales items that have been packaged in different standard sales units. The best example of this is the transfer of sodas between case, six pack, and single cans. The bulk breakdown feature allows inventory to be managed at a higher level, leaving the system to automatically take care of the lower level inventories.

Each product has two fields that manage the breakdowns: the **Bulk Product Code** field, and the **Bulk Brkdwn Qty** field. Both fields are located in the **Product1** database table.

When an item reaches zero, the system will automatically go to the **Bulk Product Code** item and remove 1 from its inventory. It will then increase the product being sold by the number in its **Bulk Brkdwn Qty** field.

Items can have bulk breakdowns for up to 2 levels. For example a case of soda can break down to six packs of soda, which can break down to single cans. While an actual case of soda might never be sold, the product's inventory can still be controlled at that level (the case level), greatly simplifying the inventory process.

Examples:

Product Code	Description	Bulk Product Code	Bulk Brkdown Qty
08888811111	Soda, Single Can	08888822222	6
08888822222	Soda, 6-pack	08888833333	4
08888833333	Soda, Case	N/A	N/A
09999911111	Cigarettes, Pack	09999922222	10
09999922222	Cigarettes, Carton	N/A	N/A

The above soda is an example of a two-level breakdown and the cigarette example is a one-level breakdown.

The items are not actually transferred by the system until a sale is made in which the inventory would drop below zero. Here is an example of how the soda inventory might look before and after the sale of a SINGLE CAN of soda:

```
                              Before Sale      After Sale

    Soda, Single can              0                5
    Soda, 6-Pack                  0                3
    Soda, Case                    8                7
```

A problem arises with the transferring of bulk products when inventory is off (incorrect) in the negative direction. This is a rare condition, as most incorrect inventories show more on hand than actually is in stock (a result of pilferage, theft, etc.). During a transfer from any level, if the on-hand inventory has gone into a negative status, the transfers will be suspended and inventory will be removed from the primary item (into a negative quantity). Periodically, you may wish to run an inventory report of all products showing a quantity less than zero. Those products should be inventoried and quantities replaced with corrected numbers.

The query to identify negative inventories is:

SELECT FROM [Product1] WHERE [Inventory Qty] < 0

Bulk Breakdowns with Voids and Returns

When a return/void is processed for an item with a bulk breakdown, all items will transfer back to the inventories from which they were originally broken down.

Bulk Breakdowns and Purchase Orders

It is generally desirable to keep the lower items (single cans or six-packs of soda) from showing up on Purchase Orders and Reorder Reports. To keep them from being considered an orderable product, place a negative number (-1) in **Reorder Point** field.

KITS AND CARRY ALONGS

Kits

The **Kitting** feature allows combining products into a "Kit", to be sold as a single item at its own price. The system then adjusts the inventory for each item sold within that kit. The items within a kit can be shown on the receipt, or optionally excluded from the receipt.

To illustrate, we are going to use a 5-Gallon Aquarium Kit as an example.

To create a kit, first open the **Product1** database table in **Store Manager POS Office** (**FILE, OPEN DATABASE, Product1 Database Table** menu selections), then enter all information to create a new product:

- Product Code, **FAKIT001**
- Description, **5-Gallon Aquarium Kit**
- Standard Price, **19.95**

- Tax Code, *1* (taxable*)*
- Type Code, *0* (product type code)
- Kitted/Carry Along, *K* (K for kitted, C for Carry Along)
- Close the Product1 database table

Now open the **Kit** database table in **Store Manager POS Office** (*FILE, OPEN DATABASE, Kits Database Table* menu selections) and enter the items in the kit:

- Product Code, *FAKIT001*
- Show, *Yes* (Yes to show kitted items on receipt)
- Product 1, **01698962005** (product code for aquarium)
- Product 2, *02749894455* (product code for air pump)
- Product 3, *02957843344* (product code for rocks)
- Product 4, *02644327843* (product code for lid)
- Product 5, *02723844477* (product code for light bulb)
- Product 6, *02229899954* (product code for filter)
- Qty 1, *1* (Enter the quantity in the kit for each item)
- Qty 2, *1*
- Qty 3, *2*
- Qty 4, *1*
- Qty 5, *1*
- Qty 6, *1*

When the kit product code is entered into the transaction, the inventory for each item in the kit will be reduced by the amount in the field/column.

In some situations (depending on how you want sales recorded and inventory controlled), it may be more desirable to use the closely related *Carry Along* feature, than the *Kitting* feature.

Additional kitting information:

- Deleted, erroneous, or nonexistent product codes are ignored by the kitting process.

- Each kit can contain up to thirty-two items.

- The only database field within the product database that is updated for a kitted item is the inventory. All database sales are recorded under the primary item, and not under both the primary and kitted item. If both were recorded, then the double counting would make cost and profit reports inaccurate. If you are using the profit reports to report gross profits, you will want to place the total cost of all the individual kitted items in the cost field of the primary item.

- The inventory is reduced only for the items in the kit and not for the kit itself. The kit itself should always have an inventory of zero. This will prevent the inventory from being counted twice (once for the kit and once for the items in the kit).

- Kitted items are standard products and can also be sold (or not sold) as individual items without any special requirements or consideration.

- A kit will not kit. Only one level of kitting is allowed by the system. You cannot kit within another kit.

- Any product may be kitted as many times as desired.

- You may kit (and mix) services and products. For example, a primary item might be a TUNE UP and kitted items might include oil (a product), oil filter (a product), change oil (a service), check air filter (a service), and so on. As with a standard sale, the product inventories will be adjusted, the services will not. The primary service (TUNE UP) will record the sale, the kitted products will have their inventories reduced, however the kitted services will have no change within the record at all. The primary purpose of kitting services is to show the work on the receipt.

- You may wish to "add-back" or exchange an item while kitting. This is accomplished by entering a negative number for the quantity.

    For example, API sells a $549 special. One of the kitted items is the T-300 HP Wand. An available upgrade is the SD-530 CCD Bar Code Reader which replaces the T-300 Wand. The original Special Kit subtracts 1 T-300 wand that needs to be put back in inventory if a customer wishes to upgrade to the SD-530 CCD. So our upgrade is a separate product that kits both the T-300 wand (with quantity of -1 to put the Wand back in inventory) and the SD-530 CCD (with a quantity of 1 to remove it from inventory). Of course, we do not select the upgrade's kitted items to show on the receipt. The primary item's description explains the item "UPGRADE: T-300 TO SD-530".

- The system does not stop and notify the cashier when individual kitted item's inventories fall below zero.

- If no record exists for a product specified in a kit, it will not prevent the sale of the kit. The item is simply ignored (inventory is not updated because it does not exist and no description for the item is placed on the receipt).

- Bulk breakdowns are properly controlled during kitting.

- Rentals, payments, and gift certificates cannot be kitted or included as part of another kit. If these types of transactions are marked as kitted, the system will ignore the kit and process the item normally without any kitting taking place. If an item in a kit is a rental, payment, or gift certificate, the kit will process normally and the item within the kit will be ignored.

- Individual items within a kit will not allow for serial number tracking. If an item within a kit is one that needs serial number tracking, then either the entire kit should be tracked or the item will need to be separated from the kit.

Carry Alongs

Carry alongs (also known as Tag Alongs) allow related products to be entered into a transaction automatically whenever a primary product is entered. The best example of this is a soda as the primary product with the bottle deposit as the carry along.

Carry alongs behave just as if the cashier had entered the two (or more) items individually. Up to 16 items can be carried with any primary product.

To create a carry along, first open the **Product1** database table in **Store Manager POS Office** (*FILE, OPEN DATABASE, Product1 Database Table* menu selections), then enter a "*C*" in the **Kit/Carry Along** field/column for the primary item to notify the system that a carry along is associated with this product.

Now open the **Kit** database table in **Store Manager POS Office** (*FILE, OPEN DATABASE, Kits Database Table* menu selections) and enter the items to carry along into the appropriate fields/columns:

- Product Code, *010223123456* (soda's product code*)*
- Show, *Yes* (Yes or No--all Carry alongs show on receipts)
- Product 1, **DEPOSIT001** (product code for carry along item)
- Qty 1, *1* (quantity to carry along)

EMPLOYEE COMMISSIONS

If commissions are not used for your business, then completely ignore this section. The system will automatically default to not calculating commissions.

Store Manager POS will maintain separate commission totals for products, services, and rentals. This makes it easy to allow for different commission rates for each category. Commission rates can also be different for each employee.

Store Manager POS Office will calculate and print a pay period commission report. This report automatically calculates employee commissions due for the pay period. See **Store Manager POS Office**, EMPLOYEE COMMISSIONS, Pay Period Commission Reports.

Commission totals are kept separately for pay period, day, month, and year. Day, month, and year totals are cleared with their respective close function. The pay period is cleared separately to coincide with the payroll.

Commissions are controlled through the *Commission Code* field and *Employee ID* field in the **Product1** database table. Every product has three possible codes:

- *Commission Code 0:* No employee commission total is updated for this product, service, or rental (default).

- *Commission Code 1:* The currently identified cashier receives the commission for this product, service, or rental. To ensure employee commission records are being updated, make sure the cashier is always identified by checking the *System Preference, "Require Cashier Identification"* in the **Store Manager POS Office** *SETUP, SYSTEM SETUP.* If an employee is not identified, then no commission total will be updated.

- *Commission Code 2:* The employee in the **Product1** database table *Employee ID* field receives the commission for this product, service, or rental. Note: If the employee identified in the *Employee ID* field is not a valid employee (does not match an Employee ID in the **Employee** database table), then no commission total will be updated for this item.

Note: A single transaction can have any combination of the above three types of commissions.

Returns/Voids and Commissions

Voids are always removed from the employees' commission totals.

The system allows two choices for handling returns and commissions. Returns can be removed from commission totals or not removed. To remove returns from commissions check the *System Preference, "Remove returns from commissions"* in the **Store Manager POS Office** *SETUP, SYSTEM SETUP.*

If returns are to be removed from commission totals the system must know which employee's commission the return should be subtracted from.

- If the sales return originates from the original sale (by selecting the **Recall ICON**, then *Sales Return From A Past Transaction),* then the original employee's ID is carried into the return automatically.

- If the return is started without identifying the original sales transaction, then the original cashier will have to be re-identified for Commission Code 1 commissions (cashier commissions) to be properly returned. Once a sales return transaction has been identified, the menu selection **ACTIONS, RETURN COMMISSION ID** can be selected. Enter the employee ID of the employee who is to receive the commission adjustment. If the employee is not identified, a reminder will pop up when the transaction is totaled/tendered. If you cannot trust certain employees to return a commission to the correct employee, then password protect those employees from making sales returns.

No commissions will be updated for trade-ins/exchanges or returns made by using a negative quantity instead of a return transaction. So if you need to update commissions on a return, use a separate sales return transaction.

CASH DRAWER TOTALS

Cash Drawer Totals

A cash drawer total is kept for each tender category. The totals are cleared (zeroed) when the register is closed. To access the Cash Drawer Totals, select *VIEW, DRAWER TOTALS* from the **Store Manager POS Cash Register** menu.

To automatically place a standard cash amount into the cleared cash drawer, place the amount desired into the, *Cleared Cash Drawer Cash*, from the **Store Manager POS Office** *SETUP, SYSTEM SETUP, More* button menu selections*.*

Note: A total for Cash Paid Out is provided. However, the cash total has already been adjusted to reflect any cash paid out.

OPEN TRANSACTIONS

Store Manager POS keeps track of "Open Transactions" so they may be tracked and later recalled. Open Transactions are generally used for **Work Orders, Repair Orders, Quotes, Claim Tickets**, but may also be used for saving an uncompleted transaction or keeping several transactions going simultaneously (primarily for **bars and restaurants**).

Storing an Open Transaction

To store an open transaction, enter items into the transaction as in a normal sales transaction, then select the **Tender Window** (F8). From the **Tender Window** tool bar select the **Store Trns ICON** (F7). As the transaction is stored, an option is available to also print out the work order, quote, or claim ticket. If additional information is required on the work order/quote/ticket to be printed, the cashier may edit the work order prior to printing.
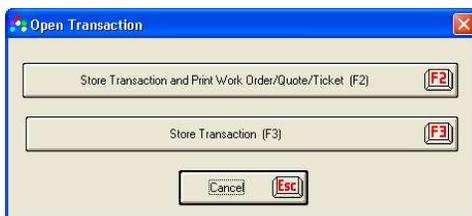
Storing an Open Transaction

The work order/quote/claim ticket number is stored under the current transaction number.

Retrieving an Open Transaction

To retrieve an open transaction, select the **Recall ICON** button (F6) from the **Store Manager POS Cash Register** tool bar. Then select the *Recall an Open Transaction* (F2) from the **Recall Past Transactions Window**. The standard **Lookup Window** will appear. Select the open transaction number from the list.

After the transaction is retrieved, changes or additions can be made just as in any transaction. The open transaction can be saved again reflecting any additions or changes, or the transaction may be completed.

When an open transaction is completed (tendered normally), the transaction will be automatically closed (removed from the list of open transactions). The transaction number will be the same number that the original open transaction was saved under.

PRODUCT INFORMATION

Product information, available from the *VIEW* menu selection, allows the cashier to obtain information about any product without placing the item into the transaction. The large amount of information available for each product makes this feature useful for many situations.   After obtaining the information, the user has the option to enter the product into the transaction, or close without entering the product.   The user also has the opportunity to switch to the primary or secondary alternate product information.
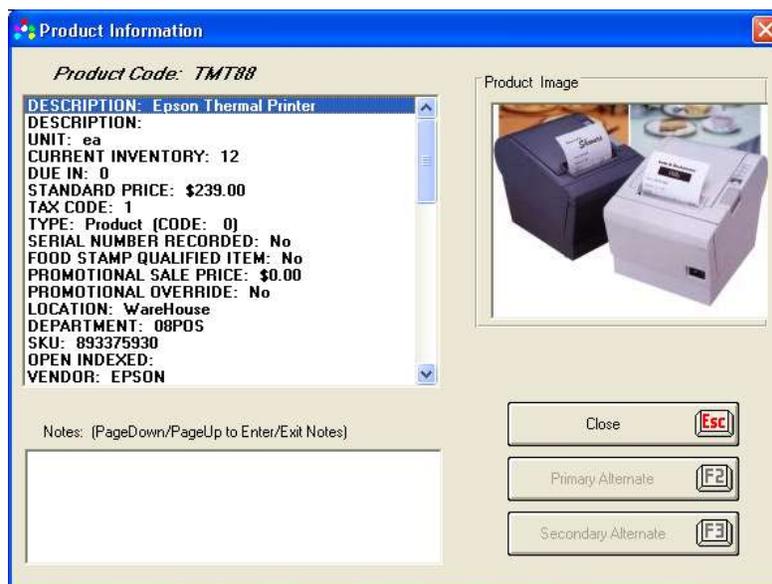
Product Information Window

Product Information (Current, Next, or Always)

The **Cash Register's** *VIEW* menu gives the cashier three choices for retrieving product information.   The user may check *PRODUCT INFORMATION (CURRENT), PRODUCT INFORMATION (NEXT),* or *PRODUCT INFORMATION (ALWAYS).* If *Next* is checked, the next, and only next product entered, scanned, or looked up, will come up in the **Product Information Window**. If *Always* is checked, every product entered into the transaction will first pass through the **Product Information Window**. A shortcut to seeing the next product is pressing the *Cntrl+N* keys prior to entering the product code.

Product Information (Current)

Selecting *Product Information (Current)* brings up the product information screen for an item that has already been entered into the transaction. Move the highlight bar to the desired item and press *Cntrl+I* or select from the *VIEW* menu.

Alternates

The user has the opportunity to switch to alternate products as assigned in the **Product** database table. If a primary or alternate product has not been entered or does not exist in the product database, the control button will be disabled (subdued). The user can enter the alternate into the transaction, close the window, or switch to another alternate.

Product Notes

If any changes are made within the Notes area, the program will prompt the user to determine if the changes should be permanent.

Product Image

A product image will display if available. To make an image available, the picture must be stored as a bitmap file (.bmp or .dib) or as a metafile (.wmf) in the subdirectory *\images*. Bitmaps larger than 160h X 200w pixels will be chopped to that size for displaying. Take this into consideration during the original construction of the image files. Bitmap files can be created by numerous programs including the Paintbrush program included with Microsoft Windows.

After the file is completed and placed in the *\images* directory, place the complete name of the file (e.g. *example.bmp*) in the **Product** database table *Product Image* field/column. The image will then automatically display whenever the **Product Information Window** is called.

INVENTORY QUANTITY LOOKUP

The cashier can view the inventory quantity of any item by selecting *VIEW, INVENTORY QUANTITY* (Cntrl+Q) from the **Store Manager POS Cash Register** menu. This inventory request reveals the inventory for the selected item (the item with the highlighted bar), plus any breakdown inventories for two levels above the item. This is different from the way inventory is reported in the **Product Information Window**; which shows inventory as reflected in the database without consideration for the breakdown inventory quantities.

Inventory requests on items that are not products (not Type Code 0) are reported as not applicable (N/A).

ADDING ON-THE-FLY

Adding on-the-fly means adding a product, service, rental, gift certificate, or payment during a transaction. A product added on-the-fly will only require the minimal amount of information needed to complete the transaction. Therefore it will be necessary to later add any other information that may be wanted or needed. To aid in identifying the products added on-the-fly, the new products are placed into a common department aptly named *"on-the-fly"*. Once updated, they can be changed to the department in which they belong (if departments are being used).

To add a product on-the-fly, simply enter or scan the product number. The system will recognize that the number does not exist in the product database and ask the user if they wish to add it. If the cashier chooses to add, the **On-The-Fly Window** will appear. The information needed to add the product into the database and into the transaction can then be entered.

On-The-Fly

CASHIER IDENTIFICATION

The **System Preference** (*SETUP, SYSTEM SETUP* menu, *Require Cashier Identification*) requires the cashier to always identify himself or herself by entering their ID and password when the **Cash Register** is started. While the system does not require identifying the cashier, several functions must have this information to be used or used to the fullest. These functions include password protected areas, credit authorization, commissions, receipt name, and **Audit Log** information. In addition, certain reports and databases store the cashier associated with a sale. We suggest that all but sole owner-operated businesses (where there is one and only one person using the register) use this *Require Cashier Identification* option.

SECURITY

Password Access Window

To Setup and turn on password protection for the system, *see PASSWORD SETUP* in **Chapter 2**.

Once the password protection has been setup and implemented (turned on), password protection becomes active. When an employee attempts to use a functional area that has a higher authorization level than they have been assigned they will receive an "ACCESS DENIED" message from the system. Someone with a higher access level will be needed to gain access to that area (see *Manager OverRide* below).

Store Manager POS's *SECURITY* menu provides the following options:

- *Lock Register.* Brings up the **Password Access Window**. The system is locked and cannot be opened until a valid ID and password are entered.

- *Identify Cashier.* For use by establishments that do not require cashier ID (using the "*Require Cashier Id*" System Preference) and do not have password protection turned on, but may want to identify the cashier to place on their receipts.

- *Switch Cashier.* Used to change the system recognition of current cashier without exiting the register. May be used when switching cashiers or when two or more cashiers are using the same register. If two or more cashiers are using the same register, you may also wish to use the "*Auto-Lock Between Transactions*" System Preference. This insures the correct cashier is identified with each transaction. If you plan on using this feature, keep ID numbers and passwords as short as possible to minimize delays.

- *Manager Override.* Used to increase the authorization level to that of the manager or whoever enters their ID and password. The purpose of this option is to let the manager override the cashier's password level and gain access to a protected area. After the current transaction, the system reverts back to the previous level prior to the override. The audit log reflects that the password level was overridden.

OPENING CASH DRAWERS

If you have identified a cash drawer to be opened by the system (*SETUP, EQUIPMENT* menu), the open signal sent by the system must be respected.

- The cash drawer signal precedes the receipt printing. If your printer is turned off you will get a printer error. Waiting for the printer error for a printer that is turned off can take 15 or more seconds. If your system appears to freeze up, the first thing you should think about is the printer.

- Sending an open cash drawer signal to a printer that is not designed to open cash drawers will cause varied results. Ejecting a blank sheet of paper prior to printing the receipt is a common occurrence for lasers and ink jets.

- If switching back and forth between two types of receipts, it will be necessary to use a cash drawer opened by the serial port rather than one opened by a printer. Cash drawers opened by printers must be connected to the current receipt printer. Thus, if printing to two different printers, the cash drawer would only be able to open when printing to the one it is connected to. To overcome this, use a serial-type cash drawer when printing receipts to two different printers.

CASH REGISTER RECEIPT OPTIONS

Select Printer

When the **Store Manager POS Cash Register** is started, all printing is assigned by default to the Window's default printer. This can be changed with any *Select Printer* button. *Select Printer* buttons are available on most *Cash Register* windows which also provide a print function. *Select Printer* is also available from the *Cash Register's FILE* menu.

The Select Printer feature provides a list of current Windows printers and drivers. It allows the user to change the current printer by selecting a new printer from this list.

Once changed using *Select Printer,* all printing will default to the newly selected printer until another is selected or the **Cash Register** is exited. The exception to this is charge slip printing, which always defaults to the printer selected in PC Charge Setup.

If a default printer has not been selected in Windows, then the *Select Printer Window* will show "*Printer Not Selected".* A printer must be selected from your list of installed drivers. Printing receipts without a printer being selected will cause unexpected results.

View or Print Past Receipts

Printing Past Receipts is available from the **Recall ICON** (F6). When *View or Print Past Receipt* is selected, a prompt requesting the transaction number of the past receipt will appear.

Upon entry of a valid past transaction number, the **Receipt Preview Window** will display. If not password protected, the receipt can be altered prior to printing. Any alterations made to receipts will not be permanent. The next time the same receipt is recalled, it will be the original.

If the past receipt type is not the same as the current type, then it will be necessary to identify the original printer and type of receipt.
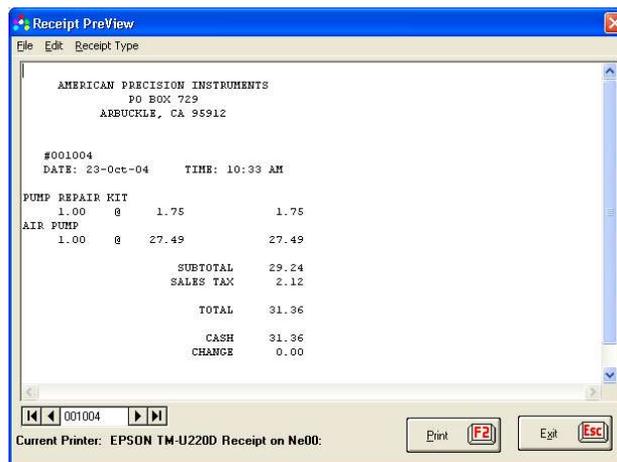
Receipt Preview Window

Print Last Receipt

Print Last Receipt is available from the **Recall ICON** (F6), the **Cash Register's** *FILE* menu, or using the *Cntl+P* keys. The last receipt did not have to be printed in order to reprint it.

Modifying Receipt Options

How a receipt will print is primarily determined by the *Receipt/Invoice Setup* in **Store Manager POS Office**. However, changes to these options can be made prior to printing the receipt. Select the **Receipt ICON** (F6) from the **Tender Window's tool bar.** The **Modify Receipt Window** will appear. This window allows the users to turn receipt printing on/off, change the type of receipt and/or the printer to print to, change between standard and invoice formats, change the number of copies to print, and change or select a receipt statement.

The cashier can select to **Reset Defaults after Current Transaction,** so the next receipt will revert back to the default receipt options.

Note: If you change printers for just one receipt, you will need to change it back before printing the next receipt. The Reset Defaults after Current Transaction, will not re-select the printer.

Modify Receipt Window

TENDERING THE TRANSACTION

The Tender Window

Once all items to be sold are entered into the transaction, the cashier selects the *Tender* **ICON** (F8) from the **Cash Register's tool bar** to bring up the **Tender Window**.

From the **Tender Window**, the cashier enters types and amount of currency tendered. The cashier may also modify the default receipt settings at this time. The cashier may *Cancel* at any time and return back to the **Cash Register Window** to enter or change items within the current transaction.

The *Amount Tendered* area at the left side of the screen is used to enter the amounts tendered. The cashier may combine amounts from any, or all, of the ten tender categories (split tender) plus gift certificates to arrive at the total amount tendered. The *Tendered:* and *Due:* lines at the bottom automatically do the calculations for the cashier.

The tool bar ICONS function as follows:

- *Balance (F2).* Calculates and places an amount equal to the remaining balance in the current (focused) tender category.

- *Exact Cash (F3).* Empties any tender category with an amount in it, then fills the cash tender category with the exact amount of the transaction. Note: A system preferences (**Store Manager POS Office,** *System Setup*) will allow this selection to go automatically into recording the transaction without selecting the OK button.

- *Exact Check (F4).* Empties any tender category with an amount in it, then fills the check tender category with the exact amount of the transaction. Note: A system preferences (Store Manager POS Office, System Setup) will allow this selection to go automatically into recording the transaction without selecting the OK button.

- *Receipt (F6).* Calls the **Modify Receipt Window** (see Cash Register Receipt Options).

- *Store Trns (F7)* Stores/prints open transactions (see Open Transactions).

- *Gift Certificates (F9).* Calls the **Gift Certificate Lookup Window**. Selected when a customer presents a gift certificate for tender (see Gift Certificates).

- *Food Stamps (F10).* If the Food Stamp Option is *ON*, calls the **Food Stamp Window** (see Food Stamps).

Comments

Comment boxes, adjacent to the tender boxes can be used to place a comment on the receipt. Common usage is for check or credit card number, but may be used for anything. This feature is not available in the Touch Screen Version.

CLOSING THE REGISTER

Closing the Register is the process of returning all daily sales totals to zero.

The user can optionally print drawer totals and a **Master Sales Report** during the close process (see Print Master Sales Report).

The drawer is also reset (totals returned to zero) when the register is closed.

The drawer may also be cleared independently of closing the register. Often the drawer is reset after every shift while the register is closed daily.

For most operations closing the register daily is standard, however, there are operations that will prefer to close more or less often (both at the end of each shift and once a week are common examples). This does not make any difference to the system. Daily sales reports will then reflect shift or weekly totals rather than daily totals. Also see **Closing the Month and Year** in the **Store Manager POS Office** section.

The system will automatically detect and notify the cashier when the **Cash Register** has started on a new day and has not been closed. This warning can be shut off by selecting **"Don't warn to close previous day's sales**" in the **Store Manager POS Office System Preferences** (**SETUP, SYSTEM SETUP** menu selections). Additionally, if you don't want your employees to be able to continue without closing the register (after receiving a Close Warning), then set the password option **"Bypass Close Register Warning"** to the desired level.

After closing of the register, the system will initiate an automatic backup (see Backup, Backup, Backup!, Chapter 4).

Close Register Window

Print Master Sales Report

Use the password controls to prevent employees from printing these reports if you do not want them to see sales totals. Frequently, employers will want the daily, or daily and monthly totals printed, but not want the employee to see monthly or monthly and annual totals.

- **40-Column Report.** Formatted to print on 40-column printers, but the report can print to any printer. Depending on the System Preference (SYSTEM SETUP) setting for **"Include Month Totals on Sales Report".** This report will print either a Daily or Daily and Monthly Sales Report.

- **80-Column Report.** Requires an 80 column printer. This selection prints out the standard Master Sales Report containing daily, monthly, and annual figures. This same sales report is

available from the *REPORTS, PRINT MASTER SALES REPORT* menu selections, in **Store Manager POS Office**.

- *Print Drawer Totals.* Prints the current drawer totals prior to resetting the totals to zero.

- *Clear Product Database Daily Sales Totals.* Daily sales totals stored in the product database are used by operations who need a daily listing of everything that sold. If you are not using this type of information, then not checking this box, will speed up the closing process by not clearing the **Product1** database table's daily sales fields.

Note: The system automatically stores a copy of the Master Sales Report when the register is closed. The text file is named dmsr.txt and is located in the \posdata directory (folder). It holds reports for one year and is deleted annually with the closing of the year. Use Windows Notepad, Write, or Wordpad to view or print any of these past reports.

Cash Paid Out

Cash Paid Out

The cash paid out feature is generally used for paying vendors from the cash register drawer. The payout should not have anything to do with the sale of merchandise to a customer, but will probably be a business expense or a purchase (cost of goods sold item).

From the Cash Register menu, select *ACTION, CASH PAID OUT*, then fill in a dollar amount and explanation for the payout. The explanation should be complete enough so your accountant or bookkeeper can determine the expense category the payout will be charged to.

Each payout is recorded in the Paid Out database table (see **Appendix 2**). Print a report from this database table so your accountant or bookkeeper can charge the expenses to the appropriate categories.

Discuss with your accountant or bookkeeper how often they will want a copy of the report.

Use the following Update Query to delete all the paid out records:

> *DELETE FROM [PaidOut]*

To delete all records prior to January 1, 1998:

> *DELETE FROM [PaidOut] WHERE [Date] < #1/1/1998#*

CHAPTER FOUR

THE Store Manager POS OFFICE

Store Manager Office provides the support functions for the Store Manager POS Point-of-Sale System.   Database access, data entry, sales reports, accounts receivable, consignments, employee commissions, purchase orders, system preferences, sales tax setup, equipment setup, receipt/invoice preferences, address labels, and password /security are some of these support areas.
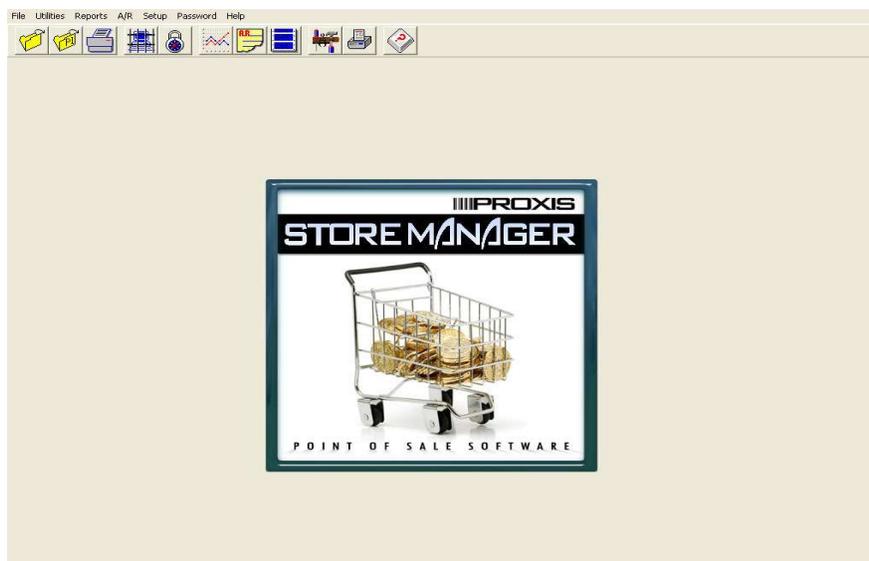
Store Manager Office

BACKUP, BACKUP, BACKUP!

A Backup Plan

Your data files are an asset of your company. Protecting this asset is as important as protecting your merchandise. Stop and think, how much would it cost to replace your data? How long did it take you to input your files originally? Would you really want to do it again? Can you risk losing your accounts receivable records?

Determine exactly what losing your data would do to your time and business, then develop backup procedures based on that risk. There is no need for any business to loose any data they are not willing to put at risk.

Backup procedures should include these considerations:

- Rotate through at least 3 backups. Disks are fairly cheap. You may wish to have separate backups for each day of the week.

- While we don't like to think about it, fires, floods, disgruntled employees, and other types of disasters do happen. Consider adding off site storage to your plan.

- Busy businesses may want to back up more often than daily.

- While backing up to another directory on the same hard disk is better than no backup at all, it does little to protect from a total disk crash.

- Network systems may easily backup to another hard drive on the same network.

How to Back Up (Manual Backup)/What to Back Up

If you use Store Manager's manual backup procedure (***Cash Register, File, Backup***), this procedure will back up all the necessary files. To use this function, in the Store Manager Cash Register ***select file***, then ***Backup***. Identify the drive to backup to, next identify the folder to place the files being backed up in, then click the ***Backup*** button.

To backup to another drive on a network, you can map the drive that you want to be able to backup up to. This mapped drive will then show in the list of available drives in the manual backup utility.

If you use another method to backup, all Store Manager POS databases are located in the subdirectory named "***\posdata***". Backup the entire "***\posdata"*** subdirectory daily.

Automatic Backup

Starting with Version 4.5, the system automatically backs up data as the Cash Register is closed (Cash Register's Close Register(s)). The automatic backup feature copies the \posdata databases and configuration files to the \posbakup\current\dayX (X=1 to 31) folder on the machine that is designated as the server (does not have to be a server). Each of the last 31 days and the last day for each of the last 12 months (provided the register was closed at least once between the 26th and 31th of the month) are stored.

For network installations, the POS Cash Registers must first be exited on **ALL** machines on the network--except the machine where the close register is being initiated. If the Cash Register is active on any of the other machines, at least two important files will not be backed up—the products.mdb and the pos.mdb. The system will tell you these files were not backed up if you have failed to first exit all instances of the Cash Register.

Manual backups can be made at the Cash Register's *File* (top line menu), *Backup (See How to Backup* above). *F*or network installations, you can manually backup to the same group of \posbakup folders located on the station. By doing so, your stored files will be located on two separate hard drives—offering the additional protection from a hard drive crash.

For single user systems, and for off-site storage on network systems, it is a good idea to frequently do a manual backup using removable media such as a CD-RW or USB Flash Drive.

If you have another backup procedure in place, you can turn off the automatic backup feature in the *POS Office's, Setup, System Setup* section. **DO NOT DO THIS** without another reliable backup procedure in place.

MICROSOFT ACCESS

For most users, the database capabilities within **Store Manager POS** are more than they will ever want or need. However, if more database control is desired, the easy solution is Microsoft Access.

Store Manager POS uses the Microsoft Access Jet Engine to update and store information in its databases. Because of this, **Store Manager POS's** databases are compatible with the Microsoft Access database program.

You may use Microsoft Access as an alternative to our **"Open Database Table"** functions to edit, query, sort, and report your data. Microsoft has spent millions of dollars developing this program and the inputting, querying, and reporting possibilities are almost endless. The program even includes a version of the BASIC programming language which will allow you to write your own routines to interact with your data. You will need MS Access 2000 or above to access the Store Manager POS databases. For security, an Access database password is needed to enter a Store Manager POS database using MS Access (or any other program except Store Manager POS). The password is shown on the Store Manager Office's **Help** drop down menu. If Store Manager POS password protection is on, you will need a level 99 (highest level) to view this password.

OPEN DATABASE TABLE—THE GRID

"Open Database Table" is the heart of Store Manager POS Office. It provides access to all database tables maintained by the Store Manager POS System.

FILE, OPEN DATABASE TABLE gives the user full edit, query, sort, and reporting capabilities for the database tables maintained by the **Store Manager POS System**. The row/column "spreadsheet style" grid layout provides quick access to database information.

- Records are displayed in a scrollable grid table.
- Columns may be moved and resized with the mouse.
- Columns may be individually totaled.
- Records may be sorted or viewed by any field order.
- Ability to select multiple records for deletion.
- Report layouts may be saved and reopened using select queries.
- Print preview and reports.

The Database Table Window

Navigating in the Database Tables

The current cell on the grid is identified by the current "selected" Windows color scheme, or, if not selected, by the flashing cursor in the cell. The column containing that cell is also current for any column commands (Round Column, Column Heading, Hide Column, Add Column, etc.). Make another cell/column current by clicking on it, or using the keypad navigation keys.

To scroll the contents of the grid up or down, use the vertical scroll bar or the numeric keypad navigation keys (arrow keys). To scroll the contents of the grid left or right, use the horizontal scroll bar.

Resizing and Moving Columns

To resize a column, grab the vertical line at the column's right edge and drag it to the desired location. Columns have a minimum width of one character or may be removed altogether.

To move a column, mark the column by clicking on the heading. Then grab its heading (the cell in which its field name is displayed) by depressing and holding the left mouse button and dragging the column to the desired location.

Marking Multiple Records

Position the mouse at the far left of the record/row you want to select. The mouse pointer should change to an arrow pointing towards the row. At this point, simply click the left mouse button and the row should highlight in a different color. You can select as many rows/records as you want by holding down the **Control Key** as you click the desired rows. To de-select a row, repeat the same procedure. To mark inclusive rows, hold down the **Shift Key**, then mark the first and last record. Marking multiple records is used in combination with the **EDIT, DELETE MARKED ROW(S)** menu commands for deleting multiple records.

Color and Font Size

Change font size, change or eliminate colors on the grid for both the screen and for printing from the top line menu's Preferences selection.

Print Preview and Print

The left-most 6 to 10 columns (depending on the column widths and type of printer) of *opened database tables* can be printed. Use the *Print Preview* to see how the columns will be printed.
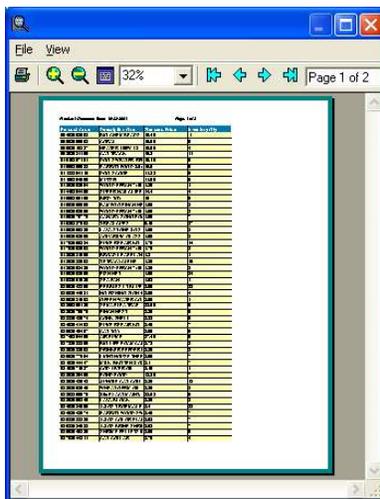
Print Preview

Designing Reports

To quickly design a report:

- First sort the data by the column desired to get the data in the correct order. Place the cursor in the column you wish to sort by, then select *RECORDS, QUICK SORT*.

- Use the *HIDE CURRENT COLUMN, HIDE ALL ON RIGHT,* and/or the *MOVE* feature to display the columns/fields wanted and the desired position on the left side of the *opened database table.* Drag (see note below) the columns you want in the report to the left side of the screen, placing them in the order you want. Click in the last column you want to keep (DO NOT highlight this column, that is only for moving columns-put the cursor in the column on any record). Select **FORMAT**, then **HIDE ALL ON RIGHT** off the top line menu.

- If desired, add a title to the printed report by selecting *FORMAT, REPORT TITLE*.

- Check the layout of the report with *PRINT PREVIEW*, then *PRINT* the report.

- If you will use this report format again, save the report layout by saving the current query (see the next section, *Saving the Report Layout*).

Note: to MOVE (drag) a column, click on the title of the column—the column will change colors (highlight). Then click the title again, this time holding the mouse button down.

You can then drag the column to a new location and release it by letting the mouse button go.

Saving the Report Layout

Report formats can be saved with the *SAVE CURRENT REPORT QUERY* and later recalled with the *VIEW/LOAD SAVED REPORT* command on the menu's *REPORT QUERIES* selection.

Reset Menu Command

Removes all find and sort criteria from the database, thereby returning all records to their original order.

Close/Exit Menu Command

Closes the current database table and exits back to **Store Manager POS Office's** Main Menu. Any changes made to the data is saved.

Round Column Menu Command

Used to round numbers to a selected number of decimal places. This will not be necessary under very many circumstances, however, here is an example where it might be:

> A decision is made to set the standard price of dog food to 35 percent above its cost. The standard price is calculated with the following UPDATE query:
>
> *UPDATE [Product1] SET [Standard Price] = [Cost] * 1.35 WHERE [Department] = "Dog Food"*
>
> If the cost of a dog food had been $2.85, then the resulting standard price from the above query will equal $3.8475.

To round the price to $3.85, round the column to two decimal places.

Note: Rounding a column rounds only those records in the current select query. To round the entire database table, you may wish to first RESET (FILE menu) the database table.

Hide Column Menu Command

FORMAT, HIDE COLUMN menu selections removes the current column from both the on-screen report and printed reports.

Hide All on Right Menu Command

FORMAT, HIDE ALL ON RIGHT menu selections removes all columns to the right of the current column from both the on-screen report and printed reports.

To hide all on right, click in the last column you want to keep (DO NOT highlight this column, that is only for moving columns-put the cursor in the column on any record). Select **FORMAT**, then **HIDE ALL ON RIGHT** off the top line menu. All columns to the right of the cursor column will be removed from view.

Unhide All Columns

Select the *FILE, RESET* menu commands to restore all hidden columns.

ADDING RECORDS TO DATABASES

There are two methods to add new records to a database table.

- Select *RECORDS, ADD NEW RECORD*, which will take you to the end of the database table where new records may be added. For adding multiple new items, it is best to use the Quick Product Add/Edit utility explained next.

- For adding new products, there is a **QUICK PRODUCT ADD/EDIT** utility available from **Store Manager Office's** main menu, **UTILITIES** menu. This form greatly simplifies new product entry and is the method of choice for adding new products to your database.

CHANGING / UPDATING RECORDS

There are two methods to change/update records in a database table:

- Simply click on the row and field/column you wish to change, then edit the data (see Editing Data in the Grid).

- For editing products, there is a **QUICK PRODUCT ADD/EDIT** utility available from **Store Manager Office's** main menu, **UTILITIES** menu. This form is actually designed for entering new product and it is usually is easier to use the Grid method.

Editing Data in the Grid

To edit the contents of a cell, first make the cell current by clicking anywhere within the desired cell's boundaries. The cell will be highlighted, and an edit cursor will appear at the beginning of the cell's text. Use the left and right arrow keys to position the cursor within the cell. Typed characters are inserted at the current cursor position.

To get out of edit-mode, click on another cell or press the up or down arrow key. Any changes made to the edited cell will be committed (saved) to the database table.

Changes made to your data in this manner automatically updates your database as you move off the current row or close/exit the database table. If you do not want to be able to change data within the database, then uncheck the *ALLOW EDITING* menu command on the *RECORDS* menu.

QUERYING YOUR DATA

Types of Queries

There are two types of queries available to the user--the **SELECT** query and the **UPDATE** query.

- *Select Queries* (also referred to as Report Queries) return a subset of the original database table in a selected order based on the specific criteria in the query. No data is actually changed only the arrangement of the data is changed temporarily.

- *Update Queries* permanently changes (updates) the data in the database tables to meet the queries' request. A special type of **Update Query** is the **Delete Query**.

When using both **Select Queries** and **Update Queries**, you will want to run the **Update Queries** first. The database is reset during **Update Queries** and any arrangement from the **Select Query** will be lost.

Viewing, Saving, Loading, and Building Report Queries

Select Queries create reports based on customized design criteria. Saving these queries allows you to view the reports, created by the queries, without having to redesign them each time. Access to the queries functions is located on the grid's top line menu under **Report Queries.**

- **View SQL for Current Report**

   Select **VIEW SQL FOR CURRENT REPORT** from the **REPORT QUERIES** menu to see how the current database table appears as a query.

- **Save Current Report Query**

   Save the current query by selecting **SAVE CURRENT REPORT QUERY** from the **REPORT QUERIES** menu. Then provide a title for the query as prompted. This query can then be recalled under that title by selecting the **LOAD/VIEW SAVED REPORTS** menu selection.

- **Make Current Query Startup Query**

   This will make current any query automatically display when first entering a database table. This is useful if one report format is used most of the time. To bring back all columns select **FILE, RESET**. To bring back all columns when entering the database table, first select **FILE, RESET**, then select, **MAKE CURRENT QUERY STARTUP QUERY.**

- **View/Load Saved Reports**

   Previously saved queries are available by selecting **VIEW/LOAD SAVED REPORTS** from the **REPORT QUERIES** menu.

- **Build New Report Query**

Select **BUILD NEW REPORT QUERY** to bring up the handy **Query Builder Window**. This window does most of the work of building a query for you. You simply point and click the fields and operators and the system builds the query for you.

Select Query Builder

SELECT QUERIES (Report Queries)

Quote Marks in Queries

In a query, any text field comparisons must be enclosed in double quotes "text information" while numeric information is not enclosed.

Upper and Lower Case

Upper and lower is ignored during the sorting and comparing of database fields. So the query:

SELECT * FROM [Product 1] ORDER BY [Description One]

would return:

Description One
anchovies
Art
BOOKS
bulls

Similarly, the query,

Select * FROM [Product 1] WHERE [Vendor]="ABC Company"

will return all or any of the following:

ABC Company
abc company
ABC COMPANY
aBc ComPany

Selecting

SELECT and **FROM** identify the database table and the fields desired. The asterisk "*****" returns all fields.

SELECT *[list field names or asterisk]* FROM *[database table name]*

- *SELECT * FROM [Product1]*
returns the entire "Product1" database table.

- *SELECT [Product Code], [Description One], [Inventory Qty] FROM [Product 1] WHERE [Inventory Qty]<0*
returns just the Product Code, Description One, and Inventory Qty fields from the **Product1** database table which have an inventory quantity less than zero.

Where Clause

WHERE is the conditional part of the query. It is generally used with one of the comparison operators equal to, less than, or greater than:

- *SELECT * FROM [Product1] WHERE [Standard Price] > 10*
Simples select query selecting all records where the Standard Price is greater than 10.

- *SELECT * FROM [Product1] WHERE [Vendor Code] = "ABC Company"*
Select all records where the vendor is the "ABC Company".

- *SELECT * FROM [Product1] WHERE [Inventory Qty] > 10 AND [Standard Price] > 100*
Selects all records where the inventory quantity is greater than 10 and the standard price is greater than $100.

- *SELECT * FROM [Product1] WHERE LEFT([Product Code],2) = "V2"*
Selects all records from Product1 where the left two characters of the Product Code field equal "V2".

- *SELECT * FROM [Product1] WHERE RIGHT([Product Code],4) = "Inch"*
Selects all records from Product1 where the last four characters of the Product Code field equal "Inch".

- *SELECT * FROM [Product1] WHERE MID([Product Code],2,3) = "xyz"*
Selects all records from Product1 where the three characters starting at the second position of the Product Code field are equal to "xyz".

- *SELECT * FROM [Product1] WHERE LEFT([Vendor Code],3) = "ABC"*
Selects all records from Product1 where the first three characters of the Vendor field equal "ABC".

- *SELECT * FROM [Product1] WHERE [Serial Number] = Yes*
For Yes/No Field (Boolean) quotes are not used around the Yes or No as with a text field.

Sort Order

The ORDER BY clause is to specify the sort order.

- *SELECT * FROM [Product 1] ORDER BY [Description One]*
Selects all from Product1 and sorts by the Description One field.

- *SELECT * FROM [Product 1] ORDER BY [Description One] DESC*
Selects all from "Product1" and sorts by the Description One field (descending order).

- *SELECT * FROM [Product1] ORDER BY [Vendor], [Department]*
A double sort query--first sorted by vendor, then by department.

- *SELECT * FROM [Product1] ORDER BY [Description One], [Description Two], [Product Code]*
A triple sort query, sorting by both description fields, then by Product Code.

Update Queries

Update queries are extremely powerful database tools. They allow for making global changes to your data and can save you hours of time punching in new or changing existing data.

Because the data is changed rapidly and completely, always make a backup (Store Manager Cash Register, File, Backup) of the data prior to executing an update query. That way, any mistakes or unexpected results, can be reversed.

Open Text and Open Number fields are included is some database tables. These open fields can be used for obtaining the results of calculations or for temporarily holding information.

Select **UPDATE QUERY** from the **REPORT QUERIES** menu to bring up the **Update Query Window**. The program will check to see if you wish to backup before entering the **Update Query Window**. *Update Queries* cannot be saved and recalled as *Select Queries* can.

Here are some sample Update queries that may be useful when designing your own:

- *UPDATE [Product1] SET [List Price] = [Standard Price] * 1.25*
Updates the Product1 database table's List Price field to equal 1.25 times the Standard Price field.

- *UPDATE [Product1] SET [List Price] = [Standard Price] * 1.25 WHERE [Department] = "Dog Food"*
Same query as above but updates only those records where the department is equal to "dog food".

- *UPDATE [Product1] SET [Open Number 1] = [Year Sales] - ([Cost] * [Year Qty]) WHERE [Year Qty] > 1*
This query will place the profit, by line item for year-to-date, into the Open Number 1 field. Add (sum) the Open Number 1 column for total annual profit.

- *UPDATE [Product1] SET [Open Number 1] = [Month Sales] - ([Cost] * [Month Qty]) Where [Month Qty] > 1*
This query will place the profit, by line item for the month-to-date, into the Open Number 1 field. Add the Open Number 1 column for total profit for the month.

- *UPDATE [Product1] SET [Open Number 1] = [Day Sales] - ([Cost] * [Day Qty]) Where [Day Qty] > 1*
This query will place the profit, by line item for the day, into the Open Number 1 field. Add (sum) the Open Number 1 column for total profits for the day.

- *UPDATE [Product1] SET [Open Number 1] = 0*
Zero the open number 1 field.

- *UPDATE [Product1] SET [Open Text 1] = ""*

Empty the open text field.

- *UPDATE [Product1] SET [Tax Code] = 1*

Turn on Tax Code 1 for all products.

- *DELETE FROM [Customer]*

Deletes the entire Customer database table--see how easy? This is why you backup before using update queries.

- *DELETE FROM [Product1] WHERE [Vendor Code] = "XYZ Company"*

An update query that deletes all records for "XYZ Company".

- *DELETE FROM [Receive] WHERE [Customer Code] = "4870019" AND [Transaction Date] < #2/1/2004#*

An update query that deletes all A/R transactions prior to February 1, 2004 for customer "4870019" (Note how dates are enclosed in #'s).

- *DELETE FROM [Gift] WHERE [Redeemed] = Yes*

Deletes all redeemed gift certificates from the Gift database table. Notice the Yes/No is treated as a numeric with no quotes.

- *DELETE * FROM [Receive] WHERE [Transaction Date] < #2/1/2004#*

An update query that deletes all A/R transactions prior to February 1, 2004 (Note how dates are enclosed in #'s).

PURCHASE ORDERS

Purchase Order

The **Store Manager POS Point-of-Sale** system has been designed to automatically calculate and print purchase orders. Once the order is filled, the system can then update inventory, costs, and due-in quantities. In order for the system to work properly, the following **Product1** database table fields must be correctly filled with the indicated information:

- *Inventory Qty* - once the correct inventory is placed in this field, the system will keep inventory balance current.

- *Reorder Point* - when the inventory quantity (plus any due in quantity) fall below this amount, the **Create PO** process will order additional items.

- *Order Up To* - when the *Inventory Qty* falls below the *Reorder Point*, this is the quantity you want to bring the inventory back up to.

- *ReOrder In Qty Of* - is used when a supplier requires that certain items be ordered in specific quantities (possibly because the item comes packaged in those quantities). It may also be used when ordering in specific quantities provides a price break. Normally, this field will be 1.

- *SKU* - if the SKU is used for ordering rather than the Product Code, then the SKU fields need to be filled in.

- *Open Indexed* - Open Indexed can be used for the suppliers' order number instead of the Product Code or SKU for ordering. If using suppliers' order numbers, this field needs to be filled--at least for the suppliers that you order from with their unique order numbers.

- *Cost* - the current cost field is used to calculate the cost of the PO. However, if you prefer not to print the cost of the items on the PO, check the box *Don't Show Item Cost On PO.*

To see how these fields are used to calculate the Purchase Order quantities, see How The Number Of Items To Order Is Calculated.

Steps to Create and Print a System Calculated PO

- Open the **Product1** database table.

- From the *POs* menu, select *CALCULATE POs ORDER QUANTITIES.* As requested, enter the vendor code (or *all*) to establish the vendor(s) for which the quantities will be calculated.

- From the *POs* menu, select *CREATE PURCHASE ORDER* and, as requested, supply the vendor code and a purchase order number (or use the system selected PO number).

- *CLOSE/EXIT* the **Product1** database table and *OPEN* the **Purchase Orders** database table.

- If you want to edit the *PO*s prior to printing, then from the *POs* menu choose *SELECT PO.* Make any changes to any of the quantities, descriptions, costs, comment line, etc. You may also delete any items the system selected that you do not want to order.

- Select *Print PO* from the *POs* menu. Choose the desired *PO* template, to order by either Product Code, SKU, or Open Indexed. After printing, the system will automatically update the due-in quantities. Select to either replace due-in quantities with the quantities ordered or to recalculate due-in quantities (add the existing due-in to the quantities ordered in this PO).

Print Purchase Order

Using the PO to Update the Inventory (Receive Merchandise)

After merchandise associated with a PO is received, follow these steps to update the inventory.

- Open the **Purchase Orders** database table, select *POs* from the menu, then choose *SELECT PO*.

- Enter the original PO number (as requested) to get just the records associated with the PO you are working with. Edit the *Quantity Received* field/column to reflect the quantities actually received. To simplify the process, the system automatically placed the quantities ordered into the *Quantities Received* column, so if there is no difference, no changes will be needed. Edit the *Cost* field if necessary.

- Select *RECEIVE MERCHANDISE* from the *POs* menu. In the **Receive Merchandise Window**, select if the items are back ordered (will the vendor be sending the items in another shipment when available) and if the *Cost* fields should be updated. If the items are back ordered, the due in quantities will be recalculated to account for partial shipments *(due-in = due-in - quantity received).* If back ordered is not selected, the *Due In* field/column will be returned to the quantity it was before the purchase order was created *(due-in = due-in - quantity ordered).* Select **OK** to update the *Inventory, Due In,* and *Cost*.

Note: Any items on the purchase order that do not exist as a product in the Product1 database table will be ignored. So any new products should be added to the Product1 database table prior to "Receive Merchandise" if you wish the inventory to be updated by the process.

Receive Merchandise

What Happens to the Purchase Order After the Inventory Has Been Updated?

If *Not Back Ordered* was selected during the *Receive Merchandise* updating process, then the entire purchase order will be deleted after the inventory has been updated.

If *Back Ordered* was selected, only those line items in the purchase order that were completely filled will be eliminated *(Quantity Ordered = Quantity Received).* For partial line item shipments, the *Quantity Ordered* will be reduced by the actual quantity received (to allow the PO to be used to update again after receiving the next back order shipment). Where the entire line item has been received, that line item will be eliminated from the PO.

When a back order arrives, follow the *Receive Merchandise* steps to again update the inventory.

How The Number Of Items To Order Is Calculated

The system calculates the order quantity for purchase orders as follows:

- For all items where the *Reorder Point <= Inventory Qty + Due In* (for the Vendor Selected), then:

    - If the *Order In Qty Of* field is equal to 1 then the following formula is used to determine the items to order:

        Quantity Ordered = Order Up To - (Inventory Qty + Due In)

    - If the *Order in Qty Of* field is greater than 1 then the *Order Quantity* is the same as above, but the quantity is calculated to the nearest increment of the *Order In Qty Of* field.

- The quantity is then placed into the *Order Qty* field. When *CREATE PURCHASE ORDER* is selected, the system will transfer all items (for the selected vendor) with a quantity greater than zero, in the *Order Qty* field, to the **Purchase Orders** database table.

Manually Creating a Purchase Order

A purchase order can be manually constructed by directly entering the quantities to order as follows:

- Open the **Product1** database table.

- Zero the quantities in the Order Qty field using the following Update Query:

    UPDATE [Product1] SET [Order Qty] = 0

- To limit the items and columns you may select just the vendor and columns desired with a select query such as:

    Select [Product Code], [Description One], [Order Qty] From [Product1] Where [Vendor Code] = "xyz Company"

- Manually enter the number you want to order in the *Order Qty* field/column.

- From the POs menu select *CREATE PURCHASE ORDER* and, as requested, supply the *vendor code* and a *purchase order number* (or use the system selected *PO number*).

- *CLOSE/EXIT* the **Product1** database table and *Open* the **Purchase Orders** database table.

- If you wish to edit the *PO*s prior to printing, then from the *POs* menu choose *SELECT PO.* Make any changes to any of the quantities, descriptions, costs, comment line, etc. You may also delete any items that you do not want to order.

- Select *Print PO* from the *POs* menu. After printing, the system will automatically update the due-in quantities. Select to either replace due-in quantities with the quantities ordered or to recalculate due-in quantities (add the existing due-in to the quantities ordered in this PO).

Customizing A Purchase Order

The purchase order prints the Vendor's address (located for windowed envelopes), the PO number, and the date.

Additionally, there are 10 lines available following a "SHIP TO:" line. This is called the PO Heading and is identified by a *Heading Code* field in the **Vendor** database table which is matched with the *Heading Code* field in the **Company Info** database table.

For the first (and possibly only) heading in the Purchase Orders, use the *Heading Code* "*PO*". In the **Company Info** database table *Heading Code* field, place *PO.* Now for each vendor in the **Vendor** database table, a matching *PO* must also be placed in the *Heading Code* field.

Fill in the 10 available lines in the **Company Info** database table with any information you want in the heading. The first of these will be filled with your shipping address and the remainder can hold any additional information needed (phone, fax, need by date, ship by info, contact, etc.). Each line can contain up to forty characters. The field names are labeled "Line 1, Line 2, ... Line 10". Empty fields will print blank lines and empty spaces will print blank spaces, so both can be used for formatting.

> **SHIP TO:**
> **XYZ Corp**
> **963 Quince Drive**
> **San Jacinto, CA 95912**
>
> **Phone: (909) 555-0195**

Fax: (909) 555-9276

Ship By: UPS Ground

If different headings are wanted for different vendors, (for example, if shipping instructions are different for vendors) then match the "Heading Code" field in the Vendor database with the "Heading Code" field in the Company Info database. The default for purchase orders is "PO". For additional purchase order headings you could use "PO2, PO3, etc.". The Company Info database also stores headings for Accounts Receivable Statements and Consignment Reports.

Additionally, individual lines can be customized by including a comment (from the **PO** database table's **Comment** field/column) on the line immediately following it. The comment can be up to 25 characters and will be placed in the description column. If a comment is not included, the line is suppressed. Comments can include information such as "**Do Not Backorder this Item**" or "**Ship this item UPS Next Day**". If large amounts of information are needed, the field can serve as a code field with an accompanying legion. For Example: "**See Codes A, G, and L**". Don't forget to include a separate sheet with the legion explaining the codes with each PO.

When **PRINT PO** is selected off the **PO** menu, the user is provided with a choice between Purchase Order templates. These templates will order by either the Product Code, SKU, or Open Indexed field.

Reprinting Purchase Orders

You may reprint purchase orders as many times as necessary. If you are updating the due-in quantity by adding to the existing due-in quantities (rather than replacing the existing quantity), be careful not to add them more than once (select "**Do Not Update Due-In Quantities**" on the Print PO Window when reprinting POs).

Entering Merchandise Received Without A PO

Of course, any inventory quantity can be updated by simply changing the **Inventory Qty** field in the **Product1** database table. However, an easier method, where you don't have to do the addition, is as follows:

- Zero the **Product1** database table's **Open Number 1** field with the following update query:

  UPDATE [Product1] SET [Open Number 1] = 0

- Enter the inventory adjustment (the amount received) into the Open Number 1 field for the merchandise received.

- Then use the following update query to update the inventory:

  UPDATE [Product1] SET [Inventory Qty] = [Inventory Qty] + [Open Number 1]

Other Purchase Order Menu Selections

- *Select PO* - asks for a PO number, then clears the screen of all records relating to other POs.

- *Delete PO -* asks for a PO number, then deletes any records associated with that PO.

- *Calculate PO Cost* - asks for a PO number, then returns the cost of that PO.

- **Reset PO Number** - the system automatically assigns PO numbers. The number on the PO is constructed as YYMMDDxxx. This selection allows resetting the xxx portion of the number. This numbering scheme will provide up to 999 unique PO numbers per day.

CONSIGNMENT SALES

Store Manager POS has the capability to track consignment sales, relieving merchants of the massive chore of tracking consignors' products. The system collects the necessary sales data, then calculates consignor payments and prints a consignment report.

To use the consignment features follow these steps:

- Notify the system that you will be tracking consignment sales by entering **SETUP, SYSTEM SETUP**, then check the box **"Track Consignment Sales"** on the **System Preferences Window.**

- Assign each consignor an individual "**Consignor Code**" (can be any combination of letters or numbers up to 16 characters).

- In the **Product1** database table, assign a regular **Product Code** to each item the consignor offers. Each item can have its own **Product Code**, or like items, can use the same **Product Code.**

- Assign all necessary product information such as price, description, tax code, etc.

- For each product, place the unique **Consignor Code** in the product's **Department** field. This will identify the cosigner associated with the product.

For each new consignor:

- Open the **Consignor** database table. Fill in the **Consignor Code**, name, address, etc. The address will be printed on the consignment report (can use windowed envelopes).

- Fill in the flat fee and/or percentage that the consignor will be charged (different consignors may be charge different rates -- see <u>Consignment Fees</u> for a full discussion of available options).

- Place "CS" in the "Heading Code" column to identify the default consignment report template.

- Enter the Consignment Report Heading and other information into the **Company Info** database table as explained in the next section <u>Customizing the Consignment Report</u>.

Customizing the Consignment Report

As with Purchase Orders and A/R Statements, there are 10 lines available for standard information on the Consignment Report. One major difference between customizing Consignment Reports and customizing Purchase Orders and A/R Statements is that line 1 is used as the **Consignment Report Heading.** This allows you to call the Consignment Reports anything you wish.

For the first (and possibly only) heading used in the Consignment Reports use the **Heading Code** "**CS**". In the **Company Info** database table **Heading Code** field, place **CS.** Now for each consignor in the **Consignor** database table, a matching **CS** must also be placed in the **Heading Code** field.

Place the Report Title in **Line 1**. The remaining 9 lines in the **Company Info** database table can hold any additional information needed (address, phone, fax, need by date, ship by info, contact, etc.). Each line can contain up to forty characters. The field names are labeled **"Line 1. Line 2, ... Line 10".** Empty fields will print blank lines and empty spaces will print blank spaces, so both can be used for formatting. For example:

Title Line 1

Crafty Corner	**(line 2)**
963 Quince Drive	**(line 3)**
San Jacinto, CA 95912	**(line 4)**
	(line 5)
Sales For February 1997	**(line 6)**
	(line 7)
Phone: (909) 555-0195	**(line 8)**
Fax: (909) 555-9276	**(line 9)**

If different headings are wanted for different consignors, then match the **Heading Code** field in the **Consignor** database table with the **Heading Code** field in the **Company Info** database table. The default for Consignment Reports is "CS". For additional headings you could use "CS2, CS3, etc.".

Consignment Fees

The merchant may charge a flat fee, a percentage of the gross sale, or both. Also available is a feature that allows one or both of these amounts to be reduced if gross sales reach a defined level.

Six Consignor database fields are used to control these consignor charges:

- *Flat Fee* - enter the flat fee amount to be subtracted from the consignors gross sales.

- *Percent* - enter the percent of gross sales to be subtracted (15% should be entered as *.15,* etc.).

- *Flat Fee Break Amount* - if used, enter the level, when reached, the flat fee will change to the amount in the *Flat Fee If Break Reached* column.

- *Flat Fee If Break Reached* - enter the new flat fee to use if the gross sales meet or exceed the **Flat Fee Break Amount**.

- *Percent Break Amount* - enter the level, when reached, the percent will change to the amount in the "Percent If Break Reached" column.

- **Percent If Break Reached** - enter the new percent to use if the gross sales meet or exceed "Flat Fee Break Amount". The percent is applied to the full amount, not just the amount exceeded.

Printing Consignment Reports

Consignment Report

Consignment Reports will normally be printed at the end of each month, however, this is not a requirement. Consignment reports can be for whatever period desired and will restart whenever the consignment totals are cleared.

When the end of the month (or other consignment period) is reached, it is time to print the consignment reports. Select **CONSIGNMENT REPORT** from the **UTILITIES** menu to print a consignment report. The program will first request the Consignor Code (each consignor's report must be printed separately), a preview of the report will then be shown. Select the printer icon to print the report.

The **Consignment Report** calculates and prints every product sold, for the selected consignor, from the last time the consignment totals were cleared.

The reporting process calculates the amount to pay to consignors, then prints a report showing each item that was sold and the flat fee and/or percent charged.

Note: The system keeps no accounting records for these payments, so a copy of the consignment reports should be retained for you records.

Clearing the Consignment Totals

Once all consignment reports have been printed, the consignment totals should be cleared (*UTILITIES* menu, *CLEAR CONSIGNMENT TOTALS*). The user is given the choice to clear a

single consignor's totals or all consignor's totals. The new consignment period begins after the clearing (zeroing) of the consignment totals is complete.

ACCOUNTS RECEIVABLE

Manually Posting/Entering/Changing A/R Transaction Records

Any customer's A/R account and statement can be manually adjusted by entering the A/R Transactions database table. To get just the customer's records you are interested in, run a select query such as:

*SELECT * FROM [Receive] WHERE [Customer Code] = "xyz customer" ORDER BY [Transaction Date]*

Change "xyz customer" to your customer.

Note: For the same results, you could also select Query, Find Form, then enter "xyz customer" in the customer code box and exit. Then choose Records, Quick Sort, and sort the Transaction Date column.

Any field and any value can be changed. A reference placed in the **Reference** column will print on the statement. For example, if you wished to charge interest or an over due charge, you would enter a new record, including **Customer Code, Transaction Date, Charge**, and something like "*Over Due Charge*" in the **Reference** column. The charge will be then added into the customer's statement.

Note: you could also charge this transaction directly from the register by setting up a product record (Type Code=5) with a "Over Due Charge" as the product description. Identify the customer, enter the product code, change the price to the amount of the over due charge, then tender using the In-house credit category.

Recording Payments to Accounts

Recording payments to accounts can be accomplished through the **Cash Register** (see Payments To In-House Accounts in **Chapter 3**) or posted manually. If you are using the suggested general journal entries to update A/R accounting information, then you will always want to use the **Cash Register** to record payments, manual posting does not update the accounts receivable payments.

If customers pay A/R by mail, you can simply open the register, record payments then **Close The Register** which will clear the drawer totals.

To post a payment manually, you will:

- Open the **A/R Transactions** database table.

- Enter a new record including **Customer Code, Transaction Date, and Payment** amount.

- Any additional information can be placed in the **Reference** field/column.

- Close/Exit the table.

A/R Maintenance

Accounts Receivable Window

If used, the A/R Maintenance functions should be run before printing any customer statements.

- **Delete Voided Transactions**

    When a transaction with an in-house charge is voided, the system places a negative charge into the customer's A/R Transaction database table to offset the original charge. The word *"Voided"* is placed in the offset record's **Reference** column/field. Because these records cancel each other out, they serve little or no purpose on the statement and it is generally desirable to remove them prior to printing A/R statements. To remove the original charge and the offsetting void from the customer statements, check the **Delete Voided Transactions** and run the A/R Maintenance.

    This A/R maintenance function searches the **A/R Transactions** database table and deletes any records containing *"Voided"* in the **Reference** column/field. When found, any records containing the same transaction number, as the one where "Voided" was found, are deleted (voided transactions have the same transaction number as the original).

- **Delete All A/R Records Where Customer's Current Balance Equals Zero**

    If this procedure is not run prior to printing multiple statements, then customer's with a zero balance and any transaction records in the **A/R Transaction** database table will receive printed statements.

    If you wish to send statements to customers with a zero balance (who showed activity for the period) then you would run this maintenance after printing statements. If you do not wish to send statements to zero balance customers, then run this prior to printing statements.

- ***Combine All A/R Records to a "Balance Forward" When Dated On Or Before***

    This A/R Maintenance function reduces the number of old transactions printed on the statements. It combines all records prior to an identified date into a single balance forward. The balance forward date is selected by the user.

    If the balance forward adds to zero, then no balance forward entry will be made and all transaction records prior to the selected date will simply be deleted.

    Note: To avoid having any transactions in the Balance Forward matched with an offsetting "Voided" transaction outside the Balance Forward date, the Delete Voided Records A/R Maintenance function is automatically ran with this maintenance selection (if selected or not).

Accounts Receivable Summary Report

The Accounts Receivable Summary Report lists the customer and A/R balance for all customers with activity in their ***A/R Transaction*** database table.

Printing Customer Statements

One statement or multiple statements may be printed. When a user selects the ***"Print Multiple Statements"*** box, the ***"Customer"*** selection changes to ***"Start With Customer".***

When printing multiple statements, the user can further define the printing range by using the print dialog box that will appear on screen just prior to printing. This dialog box allows selecting a range of pages.

Customizing the A/R Statements

As with Purchase Orders and Consignment Reports, there are 10 lines available for standard information on the Statement. This is called the "**Statement Heading**".

For the first (and possibly only) heading on A/R statements, use the ***Heading Code*** "*AR*". In the **Company Info** database table ***Heading Code*** field, place ***AR.*** Now for each customer (who may receive statements) in the **Customer** database table, place a matching ***AR*** in the ***Heading Code*** field.

Fill in the 10 available lines in the **Company Info database** table with any information you want in the heading. The ten lines can hold address, phone, fax, remit by, due date, contact, etc. Each line can contain up to forty characters. The field names are "Line 1, Line 2,... Line 10". Empty fields will print blank lines and empty spaces will print blank spaces, so both can be used for formatting. For example:

   REMIT TO:
     Pet Center, Inc.
     963 Quince Drive
     San Jacinto, CA 95912
     Phone: (909) 555-0195

   Due Date: July 15, 2004

   Please make checks payable to:

PET CENTER, INC.

If different headings are wanted for different customers, then match the "Heading Code" field in the **Customer** database table with the "Heading Code" field in the **Company Info** database. The default for A/R Statements is "AR". For additional headings you could use AR1, AR2, etc.

Statement Numbers

A statement number is automatically placed on statements as they are printed. The statement number is a combination of the customer number and the current date (customernumberyymmdd).

REPORTS

Along with the ability to design endless reports from any **"Opened"** database table grid, **Store Manager POS** has many predefined, commonly used reports. These reports are accessible from the **Store Manager POS Office's** *REPORTS* menu.

THE SALES REPORTS AND THE SALES DATABASE TABLE

To produce the Sales Reports, **Store Manager POS** maintains a database table (**Sales Totals** database table) of one hundred and eighteen running totals of sales and sales taxes. Most of these totals are classified as either daily, monthly, or annual. For every daily total, there is a corresponding monthly and annual total.

The user has complete access to all sales totals. Sales totals may be cleared/closed using the **Store Manager POS Office's** Close Utilities, adjusted by opening the *Sales Totals* database table, or viewed by either **Opening** the *Sales Totals* database table, or with the Sales Reports shown in this section.

Sales Reports

The Sales Reports discussed here are constructed using the *Sales Totals* database table. They are generally used for tax reporting, reconciliations, accounting, bookkeeping, and other record keeping as necessary. Sales history for employees, customers, or individual or groups of products, can be constructed using the reporting features available with "**Opened**" database tables.

To access the Sales Reports, choose *SALES REPORTS* from the Office's *REPORTS* menu. There are five sales reports and a *Master Sales Report* (hard copy report) which is a combination of all five reports. Most of the reports are self-explanatory, we will discuss the more involved reports in the following sections.

Sales Report

Tax Report

Miscellaneous Sales Information

Suggested General Journal Entries

Suggested General Journal Entry

The sales report **Suggested General Journal Entry** can be used to carry sales balances to your accounting records. It is most practical to post the entry to your accounting general journal on a monthly basis. The format appears below. The report separates the totals for daily, monthly, and annual entries into separate columns.

```
                                         Debit    Credit
Cash(including checks)                   200.00
Charge Card Receivables                  300.00
Accounts Receivable                       50.00
User Defined Receivables                   0.00
Gift Certificates (Redeemed)               0.00
Gift Cards (Redeemed)                      0.00
Food Stamps                                0.00
      Sales(Products)                               350.00
      Sales(Services)                                75.00
      Sales(Rental)                                   0.00
      Sales(Special Charges)                          0.00
      Sales Taxes Payable                            25.00
      Gift Certificates (Issued)                      0.00
      Gift Cards (Issued)                             0.00
      Accounts Receivable                           100.00
```

The suggested entry in the General Journal correlate to the other totals on the Master Sales Report as follows:

- **Cash** (including checks) is the cash and check tender totals for the time period.

- **Charge Card Receivables** are the total VISA, MC, AM Exp, and Discover/NOVUS.

- **Accounts Receivable** (debit balance) indicates In-House "charges" at the cash register. Taken from the In-house credit total.

- **User Defined Receivables** is the total of User Defined 1 to 3 tender categories. If separate totals are needed for these categories they can be obtained from the "Tender Type Totals" report.

- **Gift Certificates/Cards (Redeemed)** is the total of the gift certificates redeemed (see Gift Certificates/Cards in **Chapter 3** for additional information on accounting for gift certificates/cards).

- **Food Stamps** is the total amount of food stamps taken in.

- **Sales (Products)** is the product sales total for the period.

- **Sales (Services)** is service fees collected for the period.

- **Sales (Rentals)** is rental fees collected for the period.

- **Sales (Special Charges)** is the total special charges for the period.

- **Sales Taxes Payable** are the sales taxes collected which are now a liability--money you owe to the state or other taxing institution. (Sales taxes payable are listed separately as tax 1, tax 2, & tax 3).

- **Accounts Receivable** (credit balance) signifies payments to customer accounts from tender category "Payments to Accounts".

Note that cash is not necessarily all the cash tendered, as it is used as change when other tender categories exceed the sale. For example, an individual transaction sale's journal entry may look like this:

```
Gift Certificate                  10.00
    Sales                                 9.00
    Sales Tax 1 Payable                    .45
    Cash                                   .55
```

The credit to cash of 55 cents represents the change given to the customer.

Totals by Tender Accounts

Totals by Tender Accounts are totals which are stored by the system primarily to calculate the "Suggested General Journal Entries". They hold the account totals (such as the cash account), or the debit totals (as in the A/R and Gift Certificates Accounts). They are provided because the individual totals may be needed. Please note however, that the sum total of all these tender categories does not represent total sales or any other useful figure. Also, Cash Paid Out does not affect the cash total (see Cash Paid Out).

Totals by Tender Accounts

If no manual changes were made the following will be equal:

```
        Total Sales
      + Total Sales Tax Collected
      + Register Payments to Accounts
      + Gift Certificates Issued
      + Gift Cards Issued
    -----------------------------------
           TOTAL HERE WILL EQUAL
           Cash
         + Checks
         + VISA
         + MasterCard
         +  Express
         + Discover/Novus
         + User Defined Totals
         + In-house Credit (A/R)
         + Gift Certificates Redeemed
           Gift Cards Redeemed
         + Food Stamps
      ------------------------
           TOTAL HERE
```

Master Sales Report

The Master Sales Report is a hard copy (printed) report only. The report is a consolidation of all five of the previously mentioned sales reports. Daily versions of the Master Sales Report can be printed automatically when closing the register (see Print Master Sales Report in **Chapter 3**).

Select *PRINT MASTER SALES REPORT* from the **Store Manager POS Office** *REPORTS* menu to print a copy of the full daily, monthly, and annual report.

The Sales Totals Database Table

Sales totals are kept and adjusted by the program and should normally not require any further adjustment by the user. However, if necessary, any of the sales totals may be directly adjusted by opening the **Sales Totals** database table. Do not change the structure of this database, as the program expects all 118 records to be in the appropriate location. To prevent any accidental changing of this database table, it is the only database table that is set to "Read Only" on entry (the menu selection *RECORDS, ALLOW EDITING* is unchecked). The user must select *ALLOW EDITING* from the *RECORDS* menu before changes can be made.

The first column (field) in each record contains the record number (0-117). The second column contains the record description, and the third column contains the current sales total. The remaining 12 columns contain the archive months. The current totals are moved to these columns when the corresponding month is closed.

Sales Returns and Sales Reports

The system automatically adjusts sales totals and sales tax totals to account for sales returns. All sales reports show sales figures that are net after sales returns. In other words, sales returns are subtracted from sales totals (and taxes from tax totals) providing reduced amounts which already account for sales returns.

The total sales returns are provided in *the Miscellaneous Information Sales Report* for your information. But remember that it is not necessary to subtract these returns from sales to arrive at your net sales.

MANAGEMENT REPORTS

The Management Reports are two separate reports; the *Sales, Cost, and Profit Report* and the *Inventory Value Report.* These reports work with departments 1 through 99 (see **Departments** later in this Chapter) to provide information by department, or by the total inventory. The data for these reports are taken from the **Product1** database tables. Each record must be read before the various report totals can be calculated. For this reason, there is a brief waiting period (varies according to size of database) while calling either of these reports.

Note: These two reports should not be used instead of the Sales Reports for recording your accounting data. The Sales Reports contain the penny-accurate totals. These two reports are constructed from the individual item totals and are not running sales totals. Items deleted from the database, taxes, and transaction discounts are not included in these report's totals. However, the reports do provide a sound approximation of the stores activity on which to base management decisions.

Sales, Cost, and Profit Report

This report provides sales, cost, and profits for the entire inventory, for those items in departments 1 through 99, and individually by departments.

The report combines product sales, services, rentals, and special charges (type codes 0, 1, 2, and 5) into one sales total. Separate totals by Day, Month (month-to-date), and Year (year-to-date) are provided.

The profit column will only be accurate if the cost fields for the items are complete. If the cost fields will not be kept accurate for all products, but you wish to keep track of the profitability for some items, then place those products you wish to track accurately into their own department.

Sales, Cost, and Profit Report

Inventory Value Report

This report provides both the cost and retail value of the inventory. The report only calculates items with a product *type code* (*type code 0*). If using average costs (see next section), then the report first uses the **average cost** field to calculate the cost, if no value is present, the **current**

cost field is used to calculate the cost. Additionally, any negative inventory quantities are ignored in the calculations. Totals are provided for all departments, for those products in departments 1 through 99, and individually by departments.

Hint: To get the Inventory value for your rental items use this select query on the **Product1** database table:

*SELECT * FROM [Product1] WHERE [Type Code] = 2*

Then sum the *Current Cost* field/column. (Of course the *current cost* field/column must contain the cost of the rental item for this process to be accurate.)

Average Cost

Store Manager POS will maintain both the Average Cost and the Current Cost (last cost). The average cost and current cost fields will be automatically updated from both the Purchase Order's *Receive Merchandise* function and the Cash Register's *Quick Inventory Adjustments* function.

An example of the average cost before and after a purchase follows:

     Before Purchase:

          Inventory Qty: 10
          Current Cost: Not Relevant
          Average Cost: $100
          Inventory Value: $1000 ($100 X 10)

     Purchase:

          Number Purchased: 10
          Purchase cost: $200 each

     After Purchase:

          Inventory Qty: 20
          Current Cost: $200
          Average Cost: $150
          Inventory Value: $3000 ($150 X 20)

If you do not want to use the average cost method, Store Manager Office's System Setup *Don't Use Average Cost* can be checked to turn off the averaging function.

DEPARTMENTS

Departments are used by those who wish to obtain data broken into separate areas. The reasons for breaking information into separate areas vary widely.

If you have no need for information on a department level, then don't spend the time assigning products to departments just for the sake of having departments--it' not worth the bother.

There are two methods for assigning departments. Choose the method that best fits your needs:

•**Method One** - Assign any alphanumeric combination (up to 16 characters) to a product's **Department** field and that product, along with any other products with an identical field, will be assigned to the same department. There are no limits to the number of departments that can be created. All products within a certain department can be then be called up using select queries. For example, if you were designing a report or working with records only from a department named "ABC", the query would be:

SELECT * FROM [Product1] WHERE [Department] = "ABC"

After running the above query, you could see how monthly sales were doing in this department by summing the **Month Sales** column.

•**Method Two** - The above method allows an infinite number of departments to be assigned. This is absolutely necessary for some businesses, but to design comparison reports and compare data between departments, a more finite set of departments is necessary. **Method Two** allows you to use our pre-designed Management Reports to gain information on individual departments (available from the **Store Manager POS Office**, *REPORTS* menu). To use this method, each product should be assigned to a department between 1 and 99.

You can also use a combination of the department number and a department name. This allows an unlimited number of sub-departments to be created, but still allows use of the Management Reports. The reports will key on the first two characters of a department name, so you can use a name with the number if desired (01Hardware, 02Office Supplies, 23Snacks, etc.)

Note that 01Hammers, 01Nails, and 01Screws, would all be grouped together in the departmental reports under department 1, and could also be called separately using **Method One** techniques. For departments 1 through 9 be sure to use the leading zero (if there is no name with the department you may simply use the 1-digit number--1 instead of 01, but 01Hammers and not 1Hammers.).

You may use any combination of the first method and second method that fit your needs.

NOTE: Departments also have a special function when tracking consignment sales. See CONSIGNMENT SALES for additional information.

EMPLOYEE COMMISSIONS

The system maintains separate commission totals for products, services, and rentals. Different commission rates can be assigned for each employee. Also see EMPLOYEE COMMISSIONS in **Store Manager POS Cash Register**, *Chapter 3.*

Commission totals are kept separately by pay period, day, month, and year. Day, month, and year totals are cleared with their respective close function. The pay period is cleared separately to coincide with the payroll.

Commissions are controlled through the **Commission Code** field and **Employee ID** field in the **Product1** database table. Every product has three possible commission codes:

- ***Commission Code 0:*** No employee commission total is updated for this product, service, or rental (default).

- ***Commission Code 1:*** The currently identified cashier receives the commission for this product, service, or rental. To ensure employee commission records are being updated, make sure the cashier is always identified by checking the *System Preference,* ***Require Cashier Identification*** in the **Store Manager POS Office** *SETUP, SYSTEM SETUP.*

- ***Commission Code 2:*** The employee in the **Product1** database table ***Employee ID*** field receives the commission for this product, service, or rental. Note: IF the employee identified in the ***Employee ID*** field is not a valid employee (does not match a Employee ID in the **Employee** database table), then no commission total will be updated for this item.

Note: A single transaction can have any combination of the above three types of commissions.

Employee Database Table and Commissions

As commissionable sales are made, the **Employee** database table stores the total commissionable sales for each employee by products, services, and rentals.

In the **Employee** database table, assign a commission percent to each type of commissionable sale (product, service, and rental). Each employee can have their own commission percentages. These percentages will be used to calculate the Pay Period Commission Report.

Pay Period Commission Report

Pay Period Commission Report

The Pay Period Commission Report multiplies every employee's commission able product sales, services, and rentals, for the pay period, by the percentages specified.

Print a copy of this report for payroll at the end of each pay period, then *ZERO PAY PERIOD COMMISSIONS TOTALS* to clear the employee's commission able sales for the next pay period.

A current commissions total can be viewed at any time from the heading of the Pay Period Commission Report.

CLOSING THE MONTH AND YEAR

The month and year are closed from the Store Manager POS Office *UTILITIES* menu.

Close Month

The system requires the register be closed before closing the month (the system will notify if the register has not been closed).

Every month, the month sales totals should be closed to bring those totals back to zero. Before zeroing the sales, the system stores (archives) the previous month's total for future reference.

Closing the month clears (zeros) daily and monthly running sales totals in the **Sales Totals** database table, **Product1** database table, **Customer** database table, and **Employee** database table. It also clears the drawer totals.

The month sales totals are *"archived"* by saving the totals under their respective month's column in the **Sales Totals** database table. When closing the month, the user will identify the month being closed so the system can identify where to place the *"archived"* data.

Past months sales totals are then available by selecting the month from the *Sales Reports'* menu or directly within the *Sales Totals* database table.

Close Year

The system requires that the register be closed prior to closing the year (the user will be notified if the register has not been closed). The month should also be closed prior to closing the year. While not absolutely necessary or required, this will move the month totals from the current column to the December column (or the last month of your fiscal year), prior to *"archiving"* the year's **Sales Totals** database table.

Closing the year clears (zeros) daily, monthly, and annual running sales totals in the *Sales Totals* database table, *Product1* database table, *Customer* database table, and *Employee* database table. It also clears the drawer totals.

As the system closes the year, it saves the old sales database table (*sales.mdb*) for future reference. The user will be prompted to enter a file name for the Archived (saved) database. The default name is 'sales0x.mdb'. If this is acceptable the user would change the "0x" to the year being saved. The archived data is stored in the *\archives* subdirectory (folder).

Both the file containing copies of past Master Sales Reports *(dmsr.txt)* and the Audit Log *(auditlog.txt)* file are deleted when the year is closed. If you wish to retain these files, they

should be copied from their subdirectory ***posdata*** to another directory or disk prior to closing the year.

LIQUOR/CONVEINENCE STORES

For liquor stores and food stores where customer ID is required. Place a "?1" (question mark and a one) in the Matrix Code field for any product requiring proof of age. As the cashier selects the Tender Screen, a reminder that the customer's ID is required will display. Additionally, pole displays, second monitors, and the on screen customer display will show "ID Required".

CUSTOMER ADDRESS LABELS

Select ***CUSTOMER ADDRESS LABELS*** from the **Store Manager POS Office *UTILITIES*** menu to print mailing labels for your customers. You can print labels for all customers or identify just the labels needed using the ***Sort Code***.

Printers often print in different locations. This causes adjustments to be necessary to the starting print location on labels. If your addresses do not print on the label as expected, adjustments can be made by changing the Alignment. Select the ***Align Labels*** button to make these adjustments.
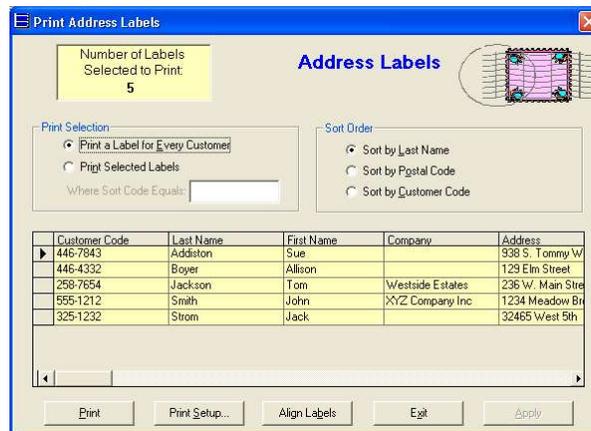
Customer Address Labels

Sort Code

The **Customer** database table ***Sort Code*** is an alphanumeric field used to easily identify certain customers. For example, a combination pet store and pet grooming service might want to notify only grooming customers of an upcoming grooming special. If all grooming service customers have a special identification code (can be as simple as G), a mailing list can be quickly constructed. The codes can be as simple or complex as desired.

The printed labels can be sorted by name, postal code (get special rates at the Post Office for sorting by ZIP CODE), or by customer code.

COMPACTING AND REPAIRING DATABASES

Compacting and repairing databases, are selected from the **Store Manager POS Office**, *FILE* menu.

Compacting Databases

When you make changes to a database, such as adding and deleting records, it can become fragmented and use disk space in a manner that is less than optimal. Periodically, you should compact your database in order to defragment the file. The compacted database file usually becomes considerably smaller.

Repairing Databases

If Store Manager POS shuts down unexpectedly, such as in a power failure, your database can be left damaged. Depending on the type of damage, the system may or may not recognize and report the damage. It is possible for a database to be corrupted in such a way that the system will not be able to detect the damage. In such cases, unpredictable database behavior may occur. You can still repair a damaged database, even if the system does not detect that it is corrupted.

This *Repair Database* feature should not be considered a substitute for backing up your data. The repair feature cannot repair badly damaged databases. Backup! Backup! Backup!

CLEAR PAST RECEIPTS
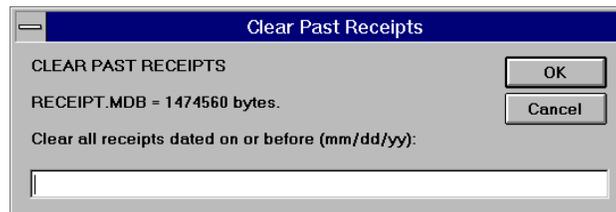
Clear Past Receipts

CLEAR PAST RECEIPTS from the **Store Manager POS Office** *UTILITIES* menu. **Store Manager POS** stores copies of the last 1 million receipts generated by the system (whether printed or not). These copies are used for reprinting if additional copies of receipts are needed. It requires a lot of disk space to store this many receipts. This clear feature allows you to trim the number of receipts by clearing unneeded receipts.

The feature also shows the current size of the file containing the receipts. After clearing the receipts, the system automatically compacts the database to reduce it to it smallest possible size.

QUICKBOOKS INTERFACE

Store Manager POS will automatically update your Quickbooks accounts by creating Quickbooks Import files.

HOW TO BEGIN

STEP 1: To use the Quickbooks import feature, you must first select the option in the SETUP| SYSTEM SETUP section of Store Manager POS Office Record Data for Quickbooks Import Files (check this box). Once this selection has been made, Store Manager POS will begin writing Quickbooks information to the QBImport.mdb database. Each time the Register is closed, the Quickbooks information will be automatically updated.

STEP 2: Add a Customer named POS to the Quickbooks Customer:Job List.

STEP 3: Add a Vendor to the Quickbooks Vendor List for each sales tax account. Often this is just the state name, or simply "STATE". Then match that name in the SETUP|SYSTEM SETUP| MORE selection in the Store Manager POS Office under the QB Tax1 Vendor. Repeat the process if you use TAX2 and/or TAX3 to record other sales taxing agencies.

STEP 4: You will need to add/change any Quickbooks accounts that do not already exist to match those listed below:

 ACCOUNT -- TYPE ACCOUNT
       1. Sales -- Income
       2. Services Income -- Income (if used)
       2. Rental Income -- Income (if used)
       3. Special Charges -- Income or Liability-see note 1
       4. Sales Tax Payable -- Other Current Liability
       5. Gift Certificates Payable -- Other Current Liability (if used)
       6. Gift Cards Payable -- Other Current Liability (if used)
       7. Accounts Receivable -- Accounts Receivable
       8. Food Stamps -- Bank (if used)
       9. Cash -- Bank

If the Store Manager POS Office SETUP|SYSTEM SETUP option Separate tender accounts in Quickbooks is selected, then the following accounts also need to be added to the Quickbooks list of accounts. If it is not selected, then the below account totals will be included in your Quickbooks' cash account.

       10. Checks -- Bank
       11. Visa -- Bank
       12. MasterCard -- Bank
       13. AMEX -- Bank
       14. Novus -- Bank
       15. User defined -- Bank (see note 2)
       16. Debit Cards - Bank

Note 1: Special Charges may be either an income or liability account depending on how it is use. For example, if it is used to collect bottle or can redemptions, it would be a liability account -- State Redemption's Payable. If it is used to collect Shipping and Handling, it would be and Income

account, offset by Shipping Expense. If it is used as a liability account, it will need a corresponding Vendor in the Quickbooks Vendor List.

Note 2: User defined tender account names must be the same name given those accounts (i.e. Diner's Club, Carte Blanc, etc.). These names are located in the SETUP|SYSTEM SETUP|MORE button selections in the Store Manager POS Office. By default this field will go to an account called User defined.

Creating a Quickbooks Import File

QuickBooks import files use the extension .iif, apparently standing for "Intuit import file". To create a import file, open Store Manager POS Office and select Create Quickbooks Import File from the Utilities drop down menu. A Windows' Save As dialog box will appear allowing you to name and place the file wherever you wish. By default the file will be named using the current date--qbmmddyy.iif, but it may be changed to whatever you like.

Importing to Quickbooks

To import to Quickbooks, select Import from the Quickbooks' File menu selection, then identify the file created above. Be careful not to import the file more than once, or Quickbooks will double the account quantities. It might be best to delete the import file, after importing, to prevent accidentally importing it twice.

How Often Should You Import to Quickbooks?

There is no requirement to export at any specific time. The correct dates are part of the import data, so you can perform the export/import procedure whenever you want up-to-date Quickbooks reports.

One thing to be careful with, the date the register is closed is the date Quickbooks will use. Normally, this will make little or no difference. However, if you close the previous days sales the next morning, there is one situation you will need to watch. If you close the registers the morning of Jan 1st, for the previous day's totals, they will be recorded as Jan 1st, so will go into the next accounting, period. To avoid this you can either close out the register before the 1st day of the next year, or go into the QBImport.mdb database (FILE|OPEN DATABASE TABLE| QUICKBOOKS IMPORT DATA) and manually change the date (change the record dated 01/01/01 back to 12/31/00). It will not mater that there will be two records showing 12/31/00.

The above reference to the end of the year would apply equally if you want accurate monthly or quarterly reports.

The QBImport.mdb Database

To directly access the QBImport.mdb database, select FILE|OPEN DATABASE TABLE in the Store Manager POS Office, then Select Quickbooks Import Data. After the file has been created, Store Manager POS places an "E" in the Exported Fields to identify that the records have been used to create an Import File. Once imported, the records are no longer needed and they may be deleted by selecting RECORDS|DELETE EXPORTED RECORDS from the top line menu.

Random Weight Bar Codes

The Uniform Code Councils UCC-12 (UPC) Guideline #11 lays out the standards for random weight products. These products are generally sold by the pound rather than by the unit. Scales with bar code printers produce a bar coded tag. At the register, the cashier simply scans the bar code and the correct price and quantity are automatically entered into the transaction. The UCC has set aside number system "2" for identifying random weight items.

Setup for Random Weight Codes within Store Manager POS

You will need Store Manager POS Version 4.01h or later to use the Random Weight Bar Code features.

1) In Store Manager POS Office select SETUP, then SYSTEM SETUP.

2) Check the box next to "Use Random Weight Bar Codes".

3) Click OK/Save.

Entering Product Codes

In the Product1 database table, use the first "6" digits of the bar code as the PRODUCT CODE. This product code will always start with a "2". The remaining 5 digits are the digits programmed with your scale. Follow your scales instructions for entering item codes and prices.

Price

Enter the price per pound (if using lbs) in the STANDARD PRICE field of the Product1 database table. Make sure the exact same price is entered into your scale and the Product database. The system calculates the quantity based on the price. If there is a difference in price between your database and scales, the inventory quantity will not report accurately.

Quantity

Place a "1" in the STANDARD SALES QTY field of the Product1 database table. As mentioned previously the system calculates the quantity based on the price of the item. Decimal places on the screen will automatically change to 3 places once the "Use Random Weight Bar Codes" box has been checked. Receipts will print either 1 decimal place, or expand to 3 depending on the quantity of the item being sold.

Bar Code Scanner Considerations

Some bar code scanners can be programmed to enter and extra zero (most US products start with "0", random weight bar codes start with "2") at the front of the code. This is usually done to simulate an EAN-13 Code and usually completely unnecessary. Doing this will turn a UPC from 074175001810 to 0074175001810. Unless the scanner is really, really smart, it will also put a zero in front of a Random Weight bar code. This will cause the system not to see a "0" instead of the "2" and it will not to function as a random weight item when scanned.

CHAPTER 5

Code Name: *Zebra*

Bar Code Printing For Windows

Contents

1. Bar Code Symbologies
2. Printer
3. Print Media
4. Printer Options
5. Code 39
6. Default Quantity
7. 30/80 Labels Per Sheet
8. The POS Database Connection
9. Full Page Any Coordinates

CODE NAME: ZEBRA PRINTS BAR CODES ON STANDARD LASER AND INK JET PRINTERS USING STANDARD LABELS. NO SPECIAL BAR CODE PRINTER IS REQUIRED.

If there is not an Icon for Code Name: Zebra on your desktop, you may start the program by selecting **Window's Start, Programs, Store Manager Point-Of-Sale, CNZebra Bar Code Labels**.

1. Bar Code Symbologies

There are many different Bar Code symbologies, i.e. Code 39, UPC, I 2 of 5, Code 128, etc. Different codes are often used by different industries. Most bar code readers can distinguish between these different bar codes and decode the bars to the underlying code. This is known as autodiscrimination in the bar code industry.

For this reason, it generally does not matter which bar code symbology you use as your bar code scanner will correctly decode the bars to the appropriate characters.

You may even mix codes. For example you could have a bar code for A123456 in Code 39 and the same in Code 128. When the bar code is scanned the scanner will decode the bars to the same A123456.

2. Printer

All bar code printing is directed to the Window's default printer. Select File, Printers to change the desired printer.

3. Print Media

Code Name: Zebra prints bar codes on two common labels--the 30 per page standard 1" by 2 5/8" address labels or the 80 per page standard ½" by 1 ¾" return address labels.

Additionally, Code Name: Zebra can print bar codes at any location, and in any direction, on a full page. The user sets the coordinates for the bar code to be printed. As many bar codes as desired may be printed on a single page. With this versatile feature, bar codes can be printed on a special size label, a sheet of paper, preprinted forms, or whatever the user's special needs might be.

4. Printer Options (Adjustments)

Printers do not always print in exactly the same location. Even the same model laser printers will print in slightly different locations. To make it easy to adjust for these differences, Code Name: Zebra allows micro printer adjustments under the File, Printer Options, menu selections.

To adjust for variations in print location, assign a twip value to the vertical and/or horizontal printing locations in the boxes specified for that purpose. There are 1440 twips to an inch. Negative twips move printing up and to the left, while positive twips move the printing down and to the right.

Maximum adjustments are -1440 (minus 1 inch) to 2880 (2 inches). The minus adjustment is also limited by your printer's capabilities and the printing location on the page. The printer's limits must be observed or it can cause unexpected printing to occur as in the following example:

You set the horizontal adjustment to -1440 and are printing on 30-labels per page stock. The limitation of the printer might bring the starting location of the first label back only 1/2 inch, however, the second label will not have this left margin limitation and would be adjusted by the full inch, and the same for the third label.

The system retains all adjustments until reset or disabled (set to zero) by the user, even after the program has terminated.

5. Code 39

Code Name: Zebra prints standard Code 3 of 9 bar codes (also known as Code 39). The Code 39 symbology is not protected by any copyrights and may be printed and used free of charge. Virtually every bar code scanner reads this code by default. With Code 39, you may use all 26 letters (Upper Case), any digits, and minus, period, dollar sign, forward slash, plus, and percent sign. You may use any combination, of these numbers, letters, and characters in a bar code. For example, the following are valid codes:

WT0-99LB 88
123456789
ABCDEFGHIJK
MICKEY MOUSE
1-45/NOGO
G
1
87-0123BT

6. Default Quantity

When printing from The Product database table, the quantity is determined by the number specified in the bar code labels field. The remainder of this section discusses how printing quantities are determined when not connected to a database.

The program provides two methods to change the number of labels being printed. The default quantity for all printing can be changed, or the quantity for a single label being printed can be changed.

Normally, the default quantity would be set to one, however, you may set it for any number from 1 to 30 by selecting Default Quantity from the Configure menu.

With the default quantity set to one, the system will add one label for each one entered. If you desire more than one copy for an individual label, you may change the quantity before adding the label to the page. Simply reset the quantity in the on screen quantity box. After the labels have been added to the page, the quantity will revert back to the default quantity.

7. 30/80 Labels Per Sheet

The Labels

The 30 labels per sheet format uses Avery 5160 or equivalent labels. These labels are 2 and 5/8 inches wide by 1 inch high. The 80 labels per sheet format uses Avery 5167 or equivalent labels. These labels are 1 and 3/4 inches wide by 1/2 inch high. Sources for quantity purchases of these labels are available. They generally provide considerable savings over those purchased over-the-counter.

File Mode Format

The 30/80 label per sheet can be used two ways--in File Mode, or not in File Mode. If you are printing some labels with no need to print the same or similar labels in the future, then you can ignore the file features. Just enter the labels and print them out.

Frequently, however, the same labels may be needed in the future and you will want to save your labels to disk. Code Name: Zebra provides full capabilities to save label pages and then recall them from disk. We call this working in File Mode and it works very similar to working with a document in a word processing program, or with a spreadsheet in a spreadsheet program.

When working in File Mode, the Windows Title Bar will show the name of the current label page file, or "(untitled)" if it has not yet been named.

File Menu selections for New Label Page, Open Label Page, Save Label Page, Save Label Page As..., and Close Label Page are available.

New Label Page: While you don't have to select a new label page, doing so notifies the program of your intent to work with files (enters File Mode), then will remind you if you fail to save the page. An icon on the tool bar is also available for New Label Pages.

Open Label Page: Open Label Page brings up the standard Windows Open File Dialog Box so you may select a previously saved label page. The program uses the extension ".cnz" for the 30 per sheet labels and ".z80" for the 80 per sheet labels to identify the label files. An icon on the tool bar is also available to Open Label Pages.

Save Label Page: If the label page is already named or identified, this function will automatically save and return to the current label page. If the document has not been identified, it will automatically bring up the Save Label Page As... Dialog Box. Saving a label page automatically places the user into File Mode if not already working there. An icon on the tool bar is also available to Save Label Pages.

Save Label Page As...: Brings up the standard Windows Save As... Dialog Box to allow you to name the file. The program will automatically add the .cnz/.z80 extensions.

Close Label Page: Closes the opened label page and leaves File Mode. The user may Select New Label Page to reenter File Mode or work outside of the File Mode.

Entering, Adding, and Editing Labels

The 30/80 labels per page top line, Editing Label Number:, identifies the label number that will be added or changed when the Add Label(s) command button is clicked.

Once a label has bar code information, the label number will appear on the page layout.

The program automatically places the information bar code information into the label and move sequentially to the next label on the page when the Add Label(s) command button is clicked. Alternatively, the user may click on the next label to edit on the label page. The bar code information will be entered for the last label and the Editing Label Number: will change to the label that was clicked.

Any time the label quantity is changed from one, the labels sequentially following the selected label will be filled or overwritten with the same bar card information, up to the 30th or 80th label. Labels are page specific and will not transcend to the next page.

8. The POS Database Connection

The POS Database Connection offers two type of printing from the database. 1) The automatic printing prints the number of labels identified in a specific Bar Code Labels field in the database. 2) The Manual printing searches for a specific scanned bar code and brings in the description and/or price for that item.

Automatic Printing

To print labels using the information from The Product Database Tables, select Database from the top line menu and then select POS Database Automatic Printing. Database Printing prints a specified number of labels directly from either the Product1 Database Table or the PO Database Table.

The Automatic Printing prints labels using the quantity of labels as specified in one of the following three fields/columns:

1) Bar Code Labels (Product1t Database Table)
2) Quantity Ordered (Purchase Order Database Table)
3) Quantity Received (Purchase Order Database Table)

To print the labels, select Database, then POS Database Automatic Printing from the top line menu. Now check Connect to Databases Tables. Select either the Product Database Table or the Purchase Order Database Table. The bar code information will be the Product Code. Select

if you also wish the Description and/or Price to appear on the labels along with the bar code information. Click the Print button to start printing.

If the last page (or only page) does not come out to exactly 30/80 labels, the program will place the remaining labels on the current label page. This will prevent wasting a whole sheet of labels. You may then decide to add labels to the page, save the partial page, or print it out as is.

To select labels to print from the Product1 Database Table, you simply enter the quantity of labels you desire into the Bar Code Labels field/column. A special bar codes report is included that allows only the Product Code, Description, and Bar Code Labels fields to display. The Report makes it easier to enter the codes because you don't have to deal with the other fields. You may use this report or design one more to your liking. Ours is called Bar Code Labels and can be found in Report Queries, View/Load Saved Reports menu selections for the Product1 Database Table. Before you begin, you may wish to empty all records of any quantities that may already exist is the Bar Code Labels field. To do so, select Format, Zero Bar Code Labels from the Edit menu.

Manual Database Printing

The Manual printing searches the database for a specific scanned bar code and retrieves the description and/or price for that item. The item(s) are then added to the page by selecting the Add Labels to Page button and the next code can be scanned. When the page is filled, it may be printed or saved.

9. Full Page (any coordinates)

The full page selection will print a bar code at any location on the page and in any direction. Make sure you leave enough room for the entire bar code. You may not be able to tell if you run the bar code past the end of the page.

You may print as many bar codes on a page as needed. Select the location, the direction, and then Place On Page. After placing the bar codes on the page, select Print Page to print your bar code(s).

Chapter Six

Store Manager Data Integrator

Contents

Introduction

The Store Manager Data Integrator is a selection of utility programs for integrating data from external sources with the Store Manager POS Point-of-Sale system. These external sources generally come from portable data collectors, vendor supplied product listings, and vendor supplied cost or price updates.

The utility programs can provide inventory comparison reports, update inventory quantities, update product prices, update products costs, and import/merge new products into the Product database table.

External data files used with the Store Manager Data Integrator must be ASCII Comma Delimited files. Many programs can convert other file formats to this standard format (see Working With ASCII Comma Delimited Files). Several utility programs are included with the Store Manager Data Integrator to test and manipulate ASCII files.

Backup

As you enter the Store Manager Data Integrator, it will request that you make a backup of the PRODUCTS.MDB. If you should ever need to replace the PRODUCTS.MDB database with the backup copy, it is located in the same directory as the PRODUCTS.MDB (normally c:\winpos40\posdata).   First RENAME the existing database from PRODUCTS.MDB TO PRODUCTS.OLD.   Then RENAME the backup copy from PRODUCTS.BAK to PRODUCTS.MDB.

Working with ASCII Comma Delimited Files

ASCII (Standard Code for Information Exchange) Comma Delimited files are also sometimes referred to as text files or comma separated values. These files often have extensions of .asc, .csv, or .txt.

Smaller (less than 64k) files can be viewed and changed in Windows Notepad, larger files can be viewed or changed in Windows Wordpad.

Comma Delimited Record Format

In the comma delimited format, a comma separates each field within a record. The entire record will end with a carriage return and line feed (not visible in most programs).

field 1, field 2, field 3, field 4, field 5<CR><LF>

An example of a file might look like this:

```
089976533, Blueberry Jelly, 3.24, 8, T788
098393992, Strawberry Jelly, 2.38, 6, T738
099338483, Grape Jelly, 197, 9, T745
```

Sometimes alphanumeric fields are enclosed in quotes. This method is used so commas can be distinguished within a field (i.e. "Memphis, TN"). Both methods function the same within the Store Manager Data Integrator. The above file would look like this:

```
"089976533", "Blueberry Jelly", 3.24, 8, "T788"
"098393992", "Strawberry Jelly", 2.38, 6, "T738"
"099338483", "Grape Jelly", 1.97, 9, "T745"
```

Sometimes the first record in an ASCII file will contain the field names. For example:

```
Item Number, Description, Price, Inventory, Location
089976533, Blueberry Jelly, 3.24, 8, T788
098393992, Strawberry Jelly, 2.38, 6, T738
099338483, Grape Jelly, 197, 9, T745
```

It is usually necessary to tell the program that will be using the ASCII file that the first record contains the field names. With the Store Manager Data Integrator utilities, there is a check box to identify this situation.

Testing ASCII Comma Delimited Files

This utility tests ASCII comma delimited files for the correct number of fields in each record. When an error (incorrect number of fields) occurs, the program will stop, identifying the record number where the error was found. Any identified record should be examined for extra commas, unmatched or out-of-place quote marks, and the correct number of fields.

This procedure should be repeated until it can get through the entire file without encountering an error.

1. Select *Utilities* from the top line menu.

2. Select *Test ASCII File* from the drop down menu.

3. Identify the path/file to test (or open it with the Browse button.)

NOTE: TO SPEED UP THE PROCESS, COPY THE FILE YOU ARE TESTING TO YOUR HARD DRIVE, IT TAKES ALMOST 100 TIMES LONGER TO RUN THE PROCESS IF THE FILE BEING TESTED IS ON A FLOPPY DRIVE.

Combining ASCII Files

You can combine (concatenate) two or more ASCII files into one complete ASCII file using the DOS COPY command. If you specify more than one source, separating entries with a plus sign (+), COPY combines the files, creating a single file. For Example:

```
>COPY SOURCE1.CSV+SOURCE2.CSV+SOURCE3.CSV RESULTS.CSV
```

If you use wild cards in source but specify a single filename in destination, COPY combines all files matching the filename in source and creates a single file with the filename specified in destination:

```
        >COPY SOURCE*.* RESULTS.CSV
```

After combining the files, open the file (with Notepad or Wordpad) and check to make sure there were no extra lines added between the files. Extra <CR><LF>'s at the end of a file will create problems.

For example two files with the following information:

File #1:

```
00871993393, 5
00432229949, 2
```

File #2:

```
02122343456, 3
00871993393, 5
```

should appear as follows after combining:

```
00871993393, 5
00432229949, 2
02122343456, 3
00871993393, 5
```

and not like this:

```
00871993393, 5
00432229949, 2

02122343456, 3
00871993393, 5
```

Delete any blank lines. Deleting blank lines at the end of the file before using the COPY command can prevent these lines from occurring within the file.

INVENTORY

Compare/Report Inventories

Before you begin, you may want to create quantity fields, combine duplicate records, or combine ASCII files. (See the **ASCII File Utilities** section for additional information.)

Compare Inventory Quantities compares quantities for inventories taken with portable data collectors against the inventory in your Product database table. Versatile report options should provide you with the exact type of information needed from the comparison.

1. Select **Inventory** from the top line menu.

2. Select **Compare Inventory Quantities** from the drop down menu.

3. Select **Open External File**. Using the Open dialog box, open the ASCII file/database.

4. Identify the Product Code (or SKU) field position and the quantity field position.

5. Select **Report Options**. Make selections for the type of report desired (see **Report Options**).

6. Select **Make Report**.

7. The finished report is written to the text file INVREPRT.TXT. The file is located in the directory with the PRODUCTS.MDB file (normally c:\winpos40\posdata). The report can be opened in Windows Notepad or, if larger than 64K, Windows Wordpad. The information can then be viewed and/or printed as desired. After the report has completed, the program will allow you to select to automatically take you to Notepad or Wordpad.

Report Options
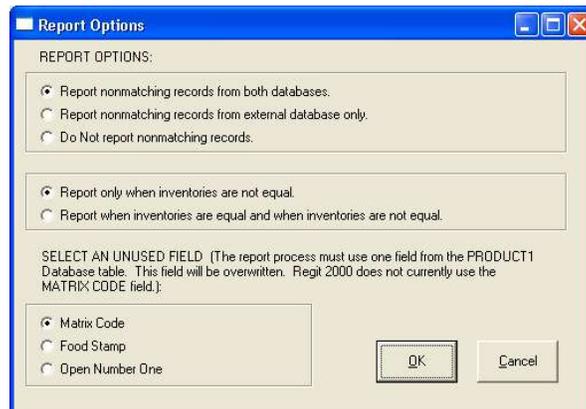
The first set of report options allows you to select if nonmatching records are found:

1. **Report nonmatching records from both databases**. This option will set up two report sections, one showing all items in the external database that have no matching record in the Product database. The other section will show all items in the Product database that have no matching record in the external database.

2. **Report nonmatching records from external database only**. This option will set up a section in the report showing all items in the external database that have no matching record in the Product database.

3. **Do Not Report nonmatching records**. Nonmatching records will not be reported.

The second set of report options selects how the compared inventories are reported:

1. **Report Only When Inventories are Not Equal**. The report will show the Product Code (or SKU), the Product database Inventory, and the external inventory for all matching records where the quantities are not equal.

2. ***Report when inventories are equal and when inventories are not equal***. The report will show the Product Code (or SKU), the Product database inventory, and the external inventory for all matching records.

The third options section identifies an unused field in the Product database. The report function needs to use one field of the Product database table to track totals. The default field is the MATRIX field as the Store Manager POS program does not currently use it. However, another field may be selected if desired.

Duplicate Product Codes

Multiple instances of products will not combine. For example, if your ASCII file contained the following entries:

00871993454, 5
00871993454, 5

and you have 10 as the Inventory Qty in the Product database, you will get two lines in the exception report showing the inventory is off by 5. To prevent this, first use the ASCII File Utility, ***Combine Duplicate Records***, which will combine duplicate records into one (see ASCII File Utilities--***Combine Duplicate Records***).

Replace Inventory Quantities

This utility replaces the Product database inventory quantities with those found in an external ASCII file.

As with all utility programs in the Store Manager Data Integrator, the external database must be in an ASCII comma delimited format.

1. Select ***Inventory***, then ***Replace Inventory Quantities***.

2. Select ***Open External File***, then identify the ASCII file with the replacement inventory quantities.

3. The first three records will display.

4. Identify the field position for the matching product code (you can also select to match by SKU) and the field location for the quantities adding or subtracting from inventory. If the quantity fields are not part of the record, first use the ***Create Quantity Fields*** utility to create these fields.

5. Be sure to check the appropriate box if the first record contains the field names.

6. Select ***Begin Update***.

If you have more than one instance of a product in the external file, the last occurrence will replace any earlier occurrences. To combine all instances into a single quantity, first use the ASCII File Utility, ***Combine Duplicate Records***. This utility will combine duplicate records into one (see ASCII File Utilities--***Combine Duplicate Records***).

The Store Manager Data Integrator creates the INVLOG.TXT showing the records that were updated. Records are considered updated even if the inventory quantity did not change (all records found have the inventory quantity replaced with the new one). This text file can be viewed and printed with Windows Notepad or Wordpad. It is located in the directory with the PRODUCTS.MDB file (normally c:\winpos40\posdata).

Add/Subtract Inventory Quantities

This utility is primarily used to update incoming or outgoing inventories as recorded by a portable data collector.

As with all utility programs in the Store Manager Data Integrator, the external database must be in an ASCII comma delimited format.

1. Select Inventory, then either **Add to Inventory Quantities** or **Subtract From Inventory Quantities**.

2. Select **Open External File**, then identify the ASCII file with the inventory adjustments.

3. The first three records will display.

4. Identify the field position for the matching product code (you can also select to match by SKU) and the field location for the quantities adding or subtracting from inventory. If the quantity fields are not part of the record, first use the **Create Quantity Fields** utility to create these fields.

5. Be sure to check the appropriate box if the first record contains the field names.

6. Select **Begin Update**.

You may have more than one instance of a product code in an ASCII file. For example:

00871993393, 5
00432229949, 2
02122343456, 3
00871993393, 5

After adding an ASCII file containing the above data, the inventory quantity for 00871993393 will have increase by 10 (5 + 5). If using the Subtract Inventory, there would be 10 less in the inventory.
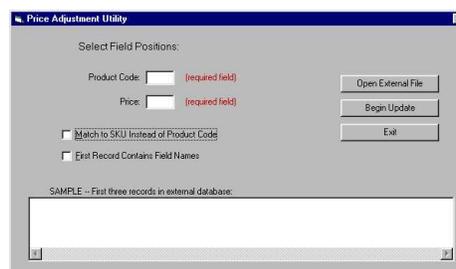
If you want to see the changes made to your Product database table, adding and subtracting create the ADDLOG.TXT and SUBLOG.TXT files respectfully. They may be viewed in Windows Notepad or Wordpad. They are located in the same directory/folder with the PRODUCTS.MDB file (normally c:\winpos40\posdata).

Price/Cost Updates

Some vendors can supply updated prices, updated costs, or both. Use the **Price Updates** and **Cost Updates** to automatically adjust the prices and cost in the Product database table.

As with all utility programs in the Store Manager Data Integrator, the vendors database must be in an ASCII comma delimited format.

1. Select *Price Update* or *Cost Update* (if both fields will be updated you will run this procedure twice--once for price updates and once for cost updates).

2. Select *Open External File*, then identify the ASCII file with the new prices/costs.

3. The first three records will display.

4. Identify the field position for the matching product code (you can also select to match by SKU) and the field location for the price or cost.

5. Be sure to check the appropriate box if the first record contains the field names.

6. Select *Begin Update*.

The Store Manager Data Integrator creates the PRICELOG.TXT and COSTLOG.TXT showing records that were updated. The report considers records updated even if the cost or price did not change (all records found have the price or cost replaced with the new one). These text files can be viewed and printed with Windows Notepad or Wordpad. They are located in the same directory/folder with the PRODUCTS.MDB file (normally c:\winpos40\posdata).

ASCII File Utilities

Create Quantity Fields

The *Create Quantity Fields* ASCII Utility scans an ASCII comma delimited database and creates a second comma delimited database with a quantity field that represents the number of times the Product Code (or SKU) appears in the original database.

This utility is useful for inventories taken with a portable data collector where quantities are assumed to be "1" for each bar code scanned. In other words the inventory was conducted by scanning all merchandise one time. Running this utility will then combine all like items and create a single quantity field. The resulting data can then be used to compare to the Store Manager POS Product database.

EXAMPLE:

Original Data

12345
98765
12345
98765
12345
76543

Resulting Data

"12345", 3
"76543", 1
"98765", 2

Combine Duplicate Records

The **Combine Duplicate Records** ASCII Utility scans an ASCII comma delimited database and creates a second database combining any repeated Product Codes (or SKUs) into one record with one total quantity field.

This utility is useful for inventories taken with a portable data collector where the quantities are also entered into the data collector. Sometimes scattered inventories may have additional items in another location and the operator will make two separate entries for the same item. Some portable scanners automatically adjust for this and some do not. The resulting data can then be used to compare to the Store Manager POS Product database table.

Original Data

12345, 5
98765, 2
12345, 3
98765, 3
12345, 1
76543, 4

Resulting Data

"12345", 9
"76543", 4
"98765", 5

Export Customer Addresses

To export your customer addresses to an ASCII comma delimited file:

1. Select **Export Addresses** from the top line menu.

2. In the Save As dialog box identify the path/file name of the new export file.

The **Export Addresses** feature exports the following 9 fields per record in the order listed:

Customer Code, First Name, Last Name, Company (or Address Line 1), Address Line 2, City, State, Postal Code, Sort Code

Importing Product/Customer Records

(Note: The discussion in this section focuses primarily on the product database, however, the **customer database** will have identical or similar characteristics.)

Store Manager POS can import an existing database into its Product database table.   The imported records can replace an existing database, fill an empty database, or merge with an existing database.

The database being imported must be in ASCII comma delimited format. This format can be "Saved As" with most of the common spreadsheet and database programs (EXCEL, ACCESS, PARADOX, LOTUS, etc.).   This type of file can be referred to as a text file, comma separated ASCII, comma separated values, and sometimes uses file extensions such as .asc, .txt, and .csv. Sometimes alphanumeric characters are enclosed in double quotes "xxxxxx" and sometimes they are not. A sample record might look like this:

 "09823338432","9-Digit Calculator",8,"XYZ Inc.",0,1,7,12.95,6.50

The above record has a total of 9 fields (number of commas plus one). This record could also appear without the quotes as:

 09823338932,9-Digit Calculator,8,XYZ Inc.,0,1,7,12.95,6.50

and it would make no difference to the importing routine.

The import function allows importing the 10 most commonly imported fields. Most other fields will not be relevant to the Store Manager POS database (see *Entering Other Fields*).

We will use our example record to explain the import process:

1. Before importing the ASCII file, first run the ASCII test utility on the file to make sure each record is the correct length (see *Testing ASCII Comma Delimited Files* in this section under *Working With ASCII Comma Delimited Files*.)

2. Click on the *Open Import File* button and identify the file to import from the Open Dialog Box.

3. Enter the field location next to the import field it represents. In the example database, 5 of the 9 fields will be imported. The first field is the product code, so a 1 is placed in that box, next is the description so a 2 is placed next to the description box, the price field is the eighth field so an 8 is placed in the price box, the cost is the ninth field so a 9 is place is the cost box, the last field being imported in this example is the vendor field. The vendor field is located in position four so a 4 is placed in the vendor code box. All other boxes are left blank.

4. Select the "Type of Import". Replace existing data (or an empty database), or merge with existing data.

5. Be sure to check if the first record contains the field headings.

6. Click on the "Begin Import" button.

Description Field

If the description being imported exceeds 25 characters, the second 25 characters (or remaining characters) will be placed in the Description Two field. You may want to edit these descriptions and break them at a more natural separation point.

Entering Other Fields

If a field that is not listed is available for importing, it can be placed in an open field and then transferred to the appropriate field with an UPDATE Query. For example, suppose an importing files list price was available and you wished to place it in the Store Manager POS Product1 database tables List Price field. First identify this field during import as the Open Number 1 field, then use this UPDATE Query to place it in the appropriate field:

UPDATE [Product1] SET [List Price] = [Open Number 1]

Common Importing Problems

Importing must be accomplished perfectly. Unfortunately, even an expert may have to do it several times before getting it right. Some of the common (but by no means the only) problems are:

•   Identifying the fields in the incorrect order.

•   Double quotation (") marks existed somewhere in your product descriptions or product codes. The double quotation mark is used by ASCII to specify an alphanumeric field. If it comes across one in the product description (many times they are used to indicate inches), it will think that is the end of the field. From that point on, your database will be incorrect. Use a text editor to search for stray double quote marks. Also the ASCII Test Utility will identify this problem.

•   Incorrect number of fields in a record. Again, use the ASCII Test Utility to identify the offending record.

•   Header information if included in the file, in front of the first record. Be sure to check if the first record contains the field names.

•   If you edit the file with Wordpad, make sure to save it as "text only" and not in the Wordpad format. (Notepad always saves in the correct format, however, it is limited to smaller files, approximately 64K.)

APPENDIX ONE

Store Manager FOR WINDOWS 95/98/Me/2000/xp NETWORKS
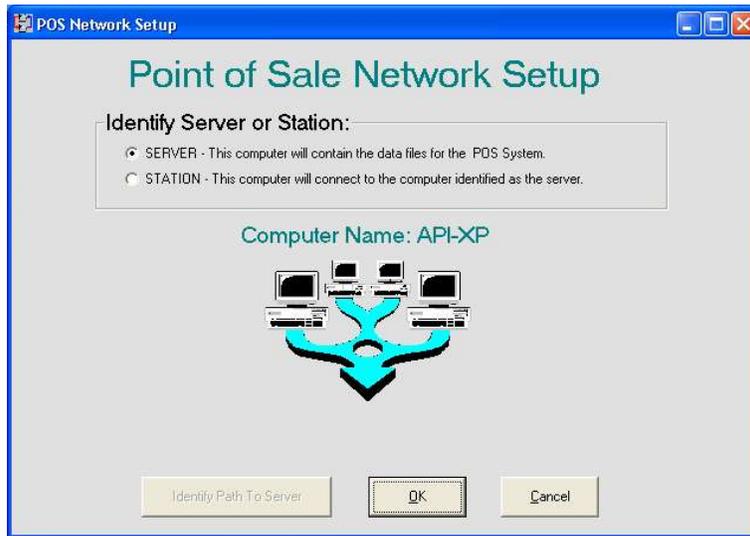
Figure 1

Network Setup

A Window's server is not required to run Store Manager POS as a network system, Store Manager will run on a peer-to-peer Widow's network. One computer is designated as the "server" and that computer will hold the Store Manager POS database files.   The "stations" will update those files on a real time bases across the network.
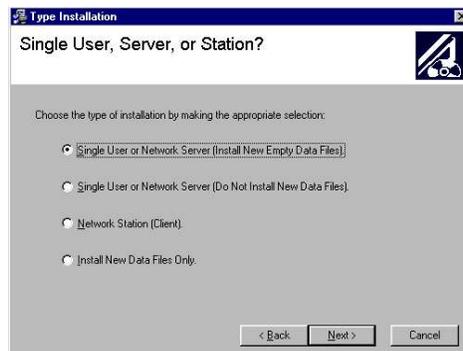
Figure 2

Server Installation

We will refer to the networked computer which stores the Store Manager POS data files as the server although it can be any computer on your network.

During the Store Manager POS installation, select Single User or Network Server (Install new empty data files). See Figure 2.

In addition to storing Store Manager POS's database files, the server can also be used as a cash register or back office machine.

Be sure to share the server's drive or folder where the Store Manager POS data files are located (\winpos40 by default). In My Computer, highlight (single click) the drive or folder to share, then select File|Sharing|Shared As. Provide a share name (we will use C_Drive, for drive c, as the share name in our examples). Access type must be *"Full" (see Figure 3).*
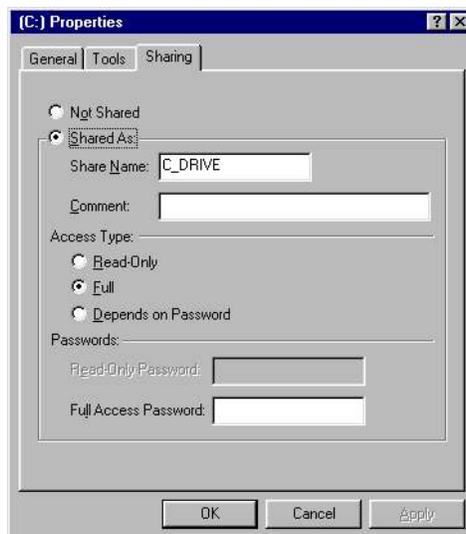
Figure 3

Sharing with Windows XP

In My Computer, highlight (single click) the drive or folder to share, then select *File|Sharing and Security*. Click the *Sharing* tab. Check the two boxes under *Network Sharing and Security* (as shown below). Provide a share name for the drive. Click *Apply* and *OK*.

Note: Windows will give you a warning that other users on the network will be able to access your files.

Figure 3a

Station Installation

We will refer to all computers that will connect with the server's data files as Stations.

Install Store Manager POS on each computer in the network that will be used as a station. The server must be installed before any station's setup can be completed.

During the installation select the **Network Station (Client)** option (see Figure 2).

To establish the path to the Store Manager POS data files, select the Network Setup Icon in the Store Manager POS Group (Windows START, PROGRAMS, Store Manager POS, NETWORK SETUP). Select the **STATION** option (see Figure 1). Click the **Identify Path to Server** button. In the Open Dialog box which appears click the down arrow and select Network Neighborhood (or My Computer Places) off the tree, then drill down to the Server's \winpos40\posdata folder. If the default installation was used and the server computer's name is XXX and the share name is c_drive, then the path will be **\\Xxx\C_drive\winpos40\posdata**. Open the file named **Net.id**. The correct path to the server will then be displayed on the screen. Click **OK.**

Transaction Numbers and the Network

In the network environment, new transaction numbers are sequentially assigned as the cashier moves from the main Cash Register Screen to the Tender Window. The first computer to enter the Tender Window receives the next available transaction number.

The Cash Register's Transaction Box displays the last transaction number processed on the station (except in the case of a recalled open transaction). The **Void Last Transaction and Print Last Receip**t refer to the last transaction made on the specific computer and not on the overall network. The Menu's **Edit|Refresh Transaction Number** selection will refresh the Transaction

Box to display the last transaction number assigned on the network. The next computer to enter the tender window will be assigned the next consecutive number.

Date/Time and Transaction Numbers

When a transaction is recorded in the Transaction Log, the date and time are taken from the Station's computer time. Because of this, each computer's time should be kept as accurate as possible.

The Transaction Log may record the time in a different order than the transaction numbers. To explain, consider this example:

Two stations are running--computer name AAA and computer name BBB. Station AAA enters the Tender Window and is assigned transaction number 1701, station BBB enters immediately after and is assigned transaction number 1702. However, station AAA is conversing with the customer, and station BBB records the transaction before station AAA does. Station BBB would have recorded an earlier time than station AAA even though station AAA has an earlier transaction number.

Unused Transaction Numbers

A transaction number can become unused (shown in the transaction log as (Unused)) as follows:

Station AAA enters the Tender Window and is assigned transaction 1701. Station BBB immediately follows and is assigned 1702.

Station AAA cancels the tender and returns to the transaction to add another item the customer had forgot. When the transaction number is assigned it will assign 1703. Transaction 1701 will be recorded as "Unused".

If Station BBB had not entered into the Tender Window, the transaction number would have remained at 1701, even with the cancel. The transaction only becomes unused if another user is assigned a transaction number before the tender is canceled.

APPENDIX TWO

CHARGE CARD SOFTWARE SETUP

Store Manager Point of Sale can process credit cards with MultiCharge or PC Charge Pro. You may also use your standalone credit card processing equipment instead of charge card processing software.

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On CD

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Report Printer
Receipt Printer

SETTING THE PATH TO PROCESSOR
Single User
Network Server
Network Stations

STARTING MULTICHARGE
Automatic Startup

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Batch Tab
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MULTICHARGE NETWORK SETUP/INSTALLATION
Processor/Server Setup Steps

Station Steps

SETTINGS IN Store Manager POINT OF SALE
On a Store Manager Server or Stand Alone
On a Store Manager Station

MULTICHARGE SETUP INSTRUCTIONS

GENERAL SETUP STEPS

1. Install Modem hardware and drivers per manufactures instructions
2. Install MultiCharge
3. Identify Receipt Printer and Report Printer
4. Set Path to Processor (necessary on network stations only).
5. Enter modem information including initialization string and phone numbers.
6. Enter bank number, terminal ID, and merchant number.
7. Set any other program options (i.e. password, decimal placements, etc.)

INSTALLING MULTICHARGE

Downloaded…

You can find the setup file, mcsetup.exe with Window's Search or Find Feature. If you know where the setup file was downloaded, locate it with Windows Explorer, My Computer, or Run, Browse. Double click the file to begin the installation program.

On CD…

Insert the CD into the CD-ROM drive of your computer. Select, **Start, Run** and enter **D:\mcsetup.exe**, then click **OK** (where D: is the drive letter corresponding to your CD-ROM drive.)

The installation program will start, generally you will select all the default options. If this is a network station, you will select the **Network Station** option on the **Type Installation** window during this installation (see below).
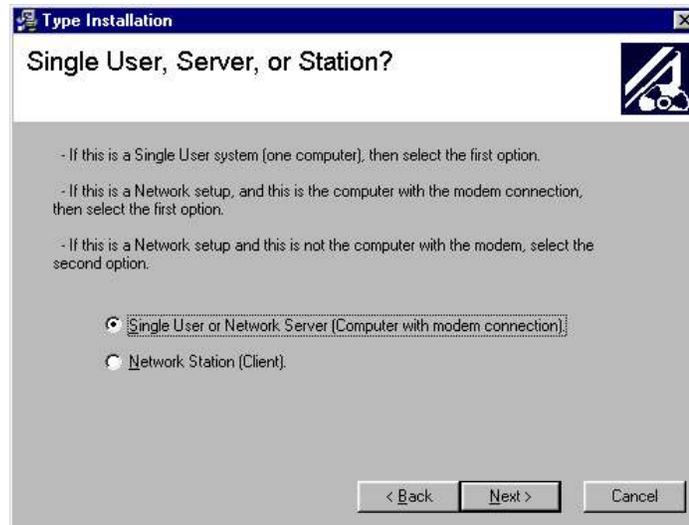
PRINTERS

Report Printer

To print reports with MultiCharge you will need a full-page printer (ink jet or laser printer). Set the Windows default printer to this printer. Do not set your receipt printer as the Windows default printer.

Note: Even if you don't have a laser or ink jet printer connected to your computer, you should still set the Windows default printer to one of these types of printers. Then MultiCharge's report printing capabilities (and many other programs) will be able to correctly format and display printable (WYSIWYG) information on your screen. If you don't have a printer driver installed, use Windows' ADD PRINTER WIZARD to install one of the drivers included with Windows. Any HP Laser is a good choice.

Receipt Printer

As explained above, don't set the receipt printer as the Windows default printer or MultiCharge's reporting capabilities won't be able to format a full page report (see Report Printers above). MultiCharge will remember the printer you select as the receipt printer without setting it to the Windows default printer.

To set your receipt printer to print charge slips with MultiCharge, select **Setup, Charge Slip Setup,** and then identify the receipt printer from the drop down list. Enter a charge slip heading and select from the available options.

Note To Store Manager POS Users: Normally, Store Manager Point of Sale will be controlling the printing of your charge slips. However, you should still set MultiCharge to print to your receipt printer as you may occasionally have a reason to print directly from MultiCharge. (For example, printing a past charge slip. Store Manager can reprint the last charge slip, but if you want one further back you will need to go directly to MultiCharge).

SETTING THE PATH TO PROCESSOR

MultiCharge is actually two programs--(1) the MultiCharge Interface, and (2) the MultiCharge Processor.

(1) The **MultiCharge Interface** is the user interface where credit cards are swiped, reports are constructed/viewed/printed, and program settings are made. Often third party software (such as Store Manager Point of Sale) will perform many of the same functions of the MultiCharge Interface.

(2) The **MultiCharge Processor** runs invisibly in the background (and only on the server for network installations). The Processor dials the modem, connects with your credit card processing company, exchanges credit card data, then passes the data back to the Interface.

In order for the MultiCharge Interface to pass and receive data from the MultiCharge Processor, it must know where the Processor is located (the path to the processor).

Setting the Path to Processor on a Single User System

On a Single User System, the path to the processor will set automatically.

Single User paths will normally be the default path: c:\MCharge.

If for some reason you need to change the settings, then you may enter the alternate path within the MultiCharge Interface by selecting *Settings, Path To Processor*.

Setting the Path to Processor on a Network Server

On a Network Server, the path to the processor will be set automatically.

Network server paths will normally be the default path: c:\MCharge.

If for some reason you need to change the default settings, then you may enter the alternate path within the MultiCharge Interface on the server by selecting *Settings, Path To Processor*.

Setting the Path to Processor on Network Station

For network stations, the path to the processor should reflect the network path to the MultiCharge directory/folder on the server. An example where the server or computer name with MultiCharge and modem installed is MainComp, and the shared drive where MultiCharge is installed is C_Drive, the path to the processor would be: \\MainComp\C_Drive\MCharge

To set or change this path, use the MultiCharge Interface on the station and select *Settings, Path To Processor .*

STARTING MULTICHARGE

As explained previously, MultiCharge is actually two programs--(1) the *MultiCharge Interface*, and (2) the *MultiCharge Processor*. The *MultiCharge Interface* is where credit cards are swiped, reports are constructed, and settings are made. The *MultiCharge Processor* dials the modem, exchanges data with the host, then passes the data back to the Interface. The Processor runs invisibly in the background and only on the server for network installations. The *MultiCharge Processor* must be running to process credit cards.

The *MultiCharge Interface* runs on the server and any station where credit cards are to be processed. The Interface does not have to be running to process credit cards using third party software. Third party software (such as Store Manager Point of Sale) also have interfaces that communicate directly with the *MultiCharge Processor*

To start the *MultiCharge Processor*, simply start the *MultiCharge Interface* by clicking the Lightning Bolt Icon on the Windows desktop (do this on the server for network installations). Both the Interface and Processor will load. You may close (Exit) the *MultiCharge Interface* screen if you will be using another software to communicate with the Processor. The Processor will remain running as can be seen by the Yellow Lightning Bolt in the System Tray.

The *MultiCharge Processor* can be closed/unloaded by selecting **File,** then **Exit and Unload Processor** in the *MultiCharge Interface*. It is not necessary to unload the Processor as it will be unloaded when your computer is shut down.

Automatic Startup

Note: Remember, it is not necessary to run the MultiCharge Processor on the network stations.

To load/run the MultiCharge Processor each time Windows starts:

1. Click **Start**, point to **Settings**, and then click **Taskbar & Start Menu**.
2. Click the **Start Menu Programs** tab.
3. Click **Add**, and then click **Browse**.
4. Locate the MultiCharge Processor (C:\MCharge\mcp.exe) and then click it.
5. Click **Next**, and then double-click the **StartUp** folder.
6. Type the name that you want to see on the StartUp menu, and then click **Finish**.
7. If Windows prompts you to choose an icon, click one, and then click **Finish**.

MODEM SETUP

Note: Modem settings are made only on the server for network systems.

Select **Setup, Modem Setup.** Select an initialization string for your modem, the communication port (serial port), and enter the primary and alternate phone numbers.

SYSTEM SETUP

Access to the System Setup Options is from the **Setup** menu, **System Setup** selection.

AVS Tab

If you will be using the Address Verification System, select the verification type you will be using.

Entry Tab

 - If you will be using Electronic Commerce or Pre-Authorization transactions check the box to place those options on your sales screen.   (Note: Electronic Commerce transactions may require NOVA Information Systems, Inc. approval.)

- When **Don't Automatically Place Amount's Decimal** is selected, MultiCharge will insert a decimal point between the second and third digit from the right. For example, if you enter 859, the amount becomes 8.59. When not selected, MultiCharge places the decimal point at the end. For example, if you enter 859, the amount becomes 859.00.

- You may set the system to alert you if an amount is higher or lower than your normal sale.

Processor Tab

- **Prompt For More Time After nn Seconds**. If the transaction has not complete after this many seconds, the system will prompt for additional time or to cancel.

- **Redial Attempts**. A "1" will dial the original plus one more attempt.

- **Dial Connect Timeout**. If the modem cannot make a connection and cannot disconnect itself, the system will disconnect it after this many seconds.

Batch Tab

Shows the current batch number and the last transaction number. These should not be changed unless you become "Out of Sync" with the host.

Password Tab

If you wish to password protect MultiCharge from unauthorized use, enter a password here. Passwords must be at least 6 characters. To turn off password protection, enter a blank as a new password.

Term ID Tab

Enter your bank number, terminal ID, and merchant number given to you by your processing company. These unique numbers identify you to the host.

MULTICHARGE NETWORK SETUP/INSTALLATION

Running MultiCharge on a network requires only one modem. This modem will normally reside on the computer selected as the server. This computer does not actually have to be a server; the system will function on a Windows peer to peer network. The computer you choose to act as the server must be installed with the "Single User or Network Server" option during the MultiCharge Installation. All other computers on the network will be installed with the "Station" option during installation.

Processor/Server Setup Steps

1. Select one computer to act as the processing computer.
2. This computer will also have the modem to be used with MultiCharge.
3. Install MultiCharge using the "Single User or Network Server" installation option.
4. Share the computer's path to MultiCharge.
5. Sharing the path varies slightly with different versions of Windows. On a Win95/98/Me machine, open My Computer, highlight the C drive, select *File*, then *Sharing...*
6. In the sharing window give the C drive a name like C_Drive, access type should be FULL, and no password.

7. Set/change any MultiCharge Options following the instructions in the System Setup section.

Station Steps

1. Install MultiCharge using the "Station" option during the MultiCharge installation.
2. Set the Path To Processor to point to the server/processor (see Setting Path To Processor).
3. Set/change any MultiCharge Options following the instructions in System Setup section.

SETTINGS IN Store Manager POINT OF SALE

On a Store Manager Server or Stand Alone

1. In Store Manager Office select Setup, then Charge Card Setup.
2. Choose the MultiCharge Selection.
3. Select the Path to Charge Program (normally default path C:\MCharge\).
4. Select the Charge Slip Printer (normally Default to Receipt Printer).
5. The charge slip will use the heading entered in the Store Manager Receipt/Invoice Setup.
6. Select the More Button to choose between additional available options.
7. Select OK/Save. The Store Manager Cash Register must be restarted to pick up these new settings.

On a Store Manager Station

(Each station has separate charge-card setting and must be set individually.)

1. In the station's Store Manager Office select Setup, then Charge Card Setup.
2. Choose the MultiCharge Selection.
3. Select the Path to Charge Program. This will be the same network path identified in "Path to Processor" (see Setting Path to Processor).
4. Select the Charge Slip Printer (normally Default to Receipt Printer).
5. The charge slip will use the heading entered in the Store Manager Receipt/Invoice Setup (a network-wide setting).
6. Select the More Button to choose between additional available options.
7. Select OK/Save. The Store Manager Cash Register must be restarted to pick up these new settings.

PC-Charge Pro Setup Instructions

Set Up **PC-Charge** according to **PC-Charge's** installation manual and instructions. Be sure you can run transactions directly with **PC-Charge** before trying to use the interface within **Store Manager POS**. If you cannot complete a credit card transaction directly from within **PC-Charge**, you will not be able to complete one from within **Store Manager POS**.

PC Charge Setup In Store Manager POS

To process charge cards with **PC-Charge** through **Store Manager POS**, you must first select *PC-CHARGE SETUP* from the **Store Manager POS Office** *SETUP* menu.

- Select the printer you will print charge slips to. Note: If you select "Default to Receipt Printer" the system will pause after a charge slip has been printed, allowing the charge slip to be removed prior to printing the receipt. If any other printer is selected, there will be no pause between printing a charge slip and printing a receipt.

- Enter the path to the **PC-Charge** program (generally *c:\pccw*).

- Select the Credit Card Processing Company. This must match the processing company selected within **PC-Charge**. If the company is not listed, enter the abbreviation from the PC Charge Setup/Credit Card Company. It abbreviation will be enclosed in parenthesis (XXX).

- Check *PC-Charge Installed*. This toggles the system and will cause any entry in the charge cards or user defined tender categories to automatically invoke the charge card processing screen.

- Select the *More* button.

- Enter any comments to be printed on the bottom of the charge slip.

- Enter the number or copies of charge slips to print (a zero suppresses charge slip printing).

- Enter the merchant number. This number must match the number list as "Credit Card Company Number" in the **PC-Charge** *Credit Card Company Setup* Screen. This number is case sensitive.

- Place **User1** in the **PC-Charge User** box.

- See **Appendix One** for special Network Setup instructions.

Using PC Charge With Store Manager POS

Charge Card Window

To use PC Charge from within **Store Manager POS**, PC Charge must be running prior to starting the **Store Manager POS Cash Register**.

Any entry into a charge card or user defined tender category automatically pops up the charge card processing screen.

To "swipe" a charge card, the focus must be on the Credit Card Number input box (automatically defaults to this location). Once the card is read, all fields will be filled in automatically.

The information can also be entered manually. Generally, the only information actually required is the Card Number, expiration date, and amount. However, processing companies have different requirements for information sent to them. Always use the card if available. Some companies charge additional and/or require the Address Verification System (AVS) information if the card is not swiped. They know if the card is swiped because the information on track two is not sent to them (because it is not available) when the card is entered manually.

Store Manager POS links to **PC-Charge** for sales only. Because **PC-Charge** is already running, it is a simple matter to enter that program to use the many features available. Check guarantee, settlements, voids, pre-authorization and post authorization, reports, reprint past charge slips, are a few of the many useful features available in **PC-Charge**.

Keep this in mind concerning *voids and returns*. When a **Store Manager POS** transaction is voided or a sales return is made, **Store Manager POS** does not automatically contact the credit card company with that information. You must separately process a refund/void using **PC-Charge** to remove the charge from the customer's account.

Address Verification System (AVS)

Some processing companies require zip code and street numbers for verification of mail order or other manually entered card numbers. If this is the case, select the *AVS* button to display the zip and street boxes.   The zip code should be entered as a 5 digit or 9 digit number. Enter as either 92582 or 925823885. The street number should be entered per instructions from your processing company.

PC-Charge -- Charge Slips

The charge slip printer can be the same printer or a different printer than the receipt printer. **Store Manager POS** will automatically switch between the two printers. Select the charge slip printer from within the *PC-Charge Setup*.

The charge slip assumes a 40-column tape-type POS printer for printing charge slips. The charge slip takes the receipt heading and lines to advance after printing from the *Receipt Setup Universal Settings* and *POS (Tape) Printer.*

Other information, number of charge slips to print, additional comment lines at bottom of charge slip, come directly from the **Store Manager POS's PC-Charge** setup. This separate setup allows for a different number of charge slips than receipts to be printed if necessary.

Past charge slips may be reprinted directly from within PC Charge.

PC Charge and Networks

PC Charge and the modem can reside on any computer on the network. All computers on the network can process a credit card using the single-user version of PC Charge. However, only one computer at a time may process a charge. All processing must be completed before another computer can begin.

To process two or more transactions at the same time, additional users must be purchased from Go Software Inc (www.gosoftinc.com).

PC Charge Network Setup

PC Charge Network Setup is the same as the single user setup with the following exceptions:

- Each computer on the network that will be processing credit cards must complete both PC Charge Setup screens (see Figures 4 & 5). Enter PC Charge Setup from Store Manager Office's Setup menu.

- The path to PC Charge must reflect the network path. For example, if the computer name is XXX and the share name is C_Drive and PC charge resides is the default installation directory, then the path would be:

\\Xxx\C_Drive\Progra~1\Pccw

Note: In the above example the entire drive is shared. If you have previously only shared the winpos40 folder, you will have to re-share the entire drive before this setup will work.

- The path to PC charge on XXX, the computer with PC Charge and the modem, would use the local path to PC Charge (see Figure 4):

C:\Progra~1\Pccw\
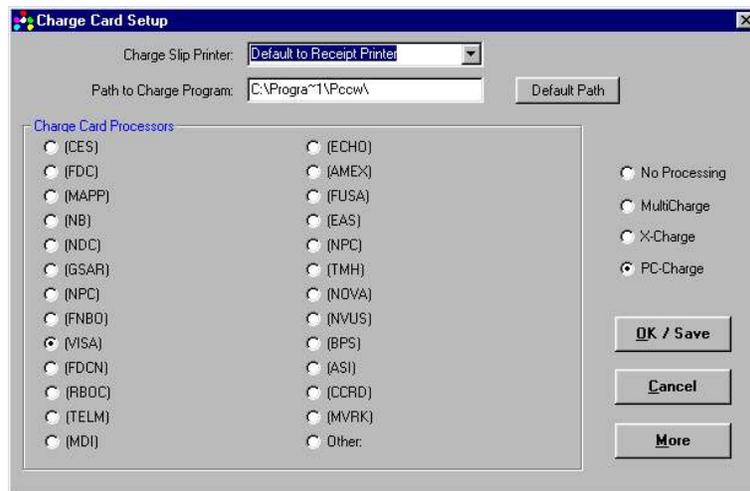
Figure 4

- If you are using a single-user version of PC Charge, you must use the default user name "User1" (see Figure 5). IF you have purchased additional users from Go Software Inc., the PC Charge User in Store Manager POS's PC Charge Setup must match a user name as assigned in PC Charge's Setup|Users.

Figure 5

APPENDIX THREE

Instructions for Store Manager Touch Screen Version

Standard Version and Touch Version Compatibility

Store Manager Touch Version and the Store Manager Standard Version are completely compatible. You may switch between the two versions without any changes to your data files.

Network users may use either or both versions within the same network.

Touch, Keyboard, or Mouse

It is not necessary to have a touch screen monitor to use the Touch Screen Version of Store Manager. Additionally, having a touch screen monitor does not mean you can't use your mouse or keyboard together with the touch capabilities.

Businesses without touch screen monitors may still prefer to use the Touch Screen Version of Store Manager due to the Programmable Menu functions available.

Some businesses may want to use just touch screen while others may want to use both touch and keyboard and still others may want to use touch, keyboard, and mouse.

Use whichever combination you find best suits your business.

Installation

Both the Standard Version and Touch Version are installed during the normal installation. Select either the Standard Store Manager Icon or the Store Manager Touch Screen Icon to start the Cash Register.

Touch Screen Version Control Keys

In additions to the obvious letter and number keys available on the screen, there are few differences between the Standard Version and Touch Version control keys.

On the main cash register screen there are three keys not on the Standard Version. The first is in the F2 position and is labeled Menu. This key brings down a touch version of the top line menu. The second key is the Enter key, used when you would normally use the Enter Key. (e.g. to manually enter typed-in items into a transaction. A manually typed-in item can also be entered by simply touching the input box.)

The third key is the Keys . . . button. The Keys... button toggles the screen between a numbers only touch screen, a numbers and letters touch screen, and a programmable touch screen.
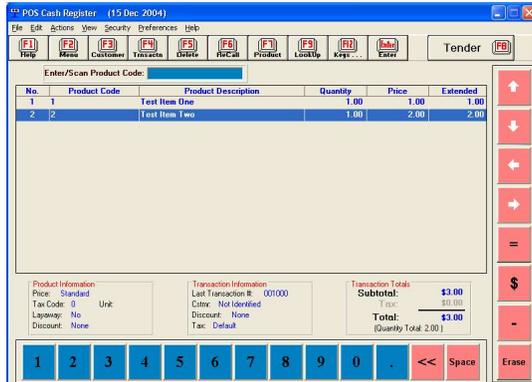
<u>Touch Key Options</u>
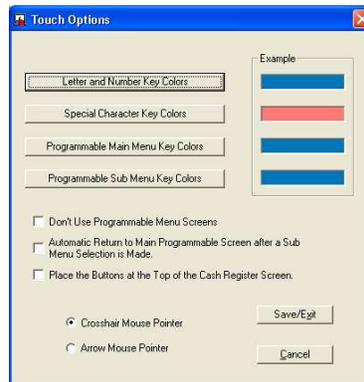
To get to the Touch Screen Options window. Select the Menu key, then Preferences, then Touch Screen Options.

Four color options are available for the touch controls:

(1) Letter and Number Keys
(2) Special Character Keys
(3) Primary Menu Programmable Keys (level one)
(4) Submenu Programmable Keys (level two)

The Touch Screen Options window also provides two selections that control the Programmable Keys Menu feature:

(1) You may select to not use the programmable menu option. If you make this selection, the programmable menu keys will not display when you toggle the Keys... button.

(2) You may also select to automatically return to the Primary Programmable Menu (level one) after a Submenu (level two) selection is made. The next section will fully explain what this means.

The Programmable Touch Menu

The programmable touch menu allows up to 579 items to be quickly entered into a transaction by touching a key. Each individual key can display its own icon and/or a text label.

There is one primary menu screen with 24 submenu keys (and 3 direct keys), and 24 submenu screens with 24 keys each.

Submenus would normally be arranged by types of items, but don't have to be. The same item can also be included on as many submenus as desired.

A business that primarily sales the same items, and occasionally a different item will probably want the Auto Return to Primary Menu function turned Off. That way the menu they primarily use would be available for one-touch operation (not having to first go from the Primary to the SubMenu). A business with a large variety of sales may wish to use the Auto Return function (On) so they don't have to press the Up key. It is easy to change between the two methods and you will instinctively know which way is best for you within a few minutes. The main thing is to know

that there are two ways to use this menu and that you can easily select the one that is best for you.

Programming the Key Matrix

Setting up or changing keys on the menus is very easy. The information for the programmable touch screen is kept in a pre-designed database table. To get to the database table, enter the Store Manager Office, select File, Open Database Table, then select Touch Programmable Keys.

The Programmable Keys Matrix database table has been pre-designed for you. All you need to do is enter a Key Label and the Product Code for the keys you want to use. You may also enter icon names for any keys you wish to show icons on. There are thousands and thousands of free icons on the web. Additionally, there are many free icon designing programs available. Search for "ICONS" on your favorite search engine. Icons can help greatly with key recognition for new cashiers. Remember, an icon is helpful even if it is not an exact representation of the item.

Store any icons used in the IMAGES folder.   The path will normally be c:\winpos40\images\xxxx.ico (where xxxx.ico is the name of the icon file).

To make the matrix easy to visualize we have assigned a letter of the alphabet to each screen. The Primary Menu uses letter A (and B), while the submenus are assigned letters C through Z We have put sample data in the Primary Menu and Submenu C to more clearly show how the keys are laid out. Change or remove this data when designing your menus.

On the Primary Screen, the top row (A1 thru A8) correspond to submenus C thru J, the second row (A9 thru A16) correspond to submenus K thru R, and the bottom row (A17 thru A24) correspond to submenus S thru Z Keys B1, B2, and B3 are direct entry keys on the Primary Menu (the 3 small keys located at the end of each row). When a primary key is touched, it will bring up the submenu (except for the 3 direct B keys). Because the A keys bring up a submenu, any information placed in the Product Code field for the A Keys will be ignored.

For the submenus simply enter a Key Label and/or Icon file name for any keys you wish to use. Then enter the Product Code for the item to be entered into the transaction. Note that if the Product Code does not exist is the Product1 database table, you will get the "Enter On-The-Fly" choice the first time the key is touched. Using Submenu C as an example, Keys C1 thru C8 are on the top row, C9 thru C16 are on the second row, and C17 thru C24 are the bottom row keys.

$10 and $20 Tender Screen Keys

Ten and twenty dollar touch keys have been placed on the tender screen. The System Preference for the "Need to Press Enter after Exact Cash" also controls these two keys. By default, the transaction will automatically be tendered when one of these keys are pressed. If the above system preference is checked, you will need to press ENTER to complete the transaction.

Notes to Network Users

To prevent slow menus, the programmable key matrix database is kept locally on each machine running a touch version. If you have more than one touch machine and wish them to have identical menus, you may program one machine, then copy the database file and any referenced icons to each of the touch machines.

The database path normally will be c:\winpos40\posdata\pkeys.mdb. Any icons used will be kept in the images folder so the path will be c:\winpos40\images\xxxx.ico.

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