Microsoft®

User's Guide

Microsoft Dynamics™
Retail Management System
Store Operations

Contents

Introduction

Welcome to Microsoft Dynamics™ Retail Management System Store Operations. Whether you have a single store or multi-store operation, you can use Store Operations to automate all your point-of-sale (POS) and back-office tasks.

Store Operations gives you the only total software solution that handles today's POS and management challenge...then grows as big as your goals expand. Store Operations resolves the complexities of multi-channel retailing, providing a common system to manage sales through physical stores, catalogs, phone orders, and the Web.

Store Operations manages every aspect of your store with complete security and absolute control. The software flexes to the way you sell, learns how you manage, equips you with the same tools that retail giants use, and gives detailed, blazing fast reports on exactly what's happening in every department, for every item.

When you expand to the Web, Store Operations has already paved the road. Manage all your sales, inventory, customers, and records in one easy package. As you expand, keep the same database, the same interface. Both will scale up seamlessly. You and your staff keep the same powerful Store Operations tools with no retraining.

- **Store Operations Manager** - Automates back-office operations, including purchase order creation, receiving inventory and printing price tags/labels, customer database maintenance, and report generation. Beyond basic inventory control features, its advanced capabilities promote optimum inventory levels, control costs, set pricing, and export to popular accounting programs.

- **Store Operations POS** - Provides the graphical user interface and handles all the point-of-sale functions at the checkout terminals. The cashier can ring up sales, perform data lookup, accept tenders, and generate work orders, back orders, and quotes. It supports multiple POS devices (i.e., scanners, printers, pole displays, etc.)

- **Store Operations Administrator** - Use Administrator to connect to the database server, create databases, import databases, upgrade the database, back up data, and configure your database for each of the point-of-sale registers.

Getting started

Using Store Operations for the first time

If you are using Store Operations for the first time, there are some important things you should know.

- For Store Operations to operate properly, you must activate the software. Activation is necessary on each computer (register) where you intend to run Store Operations POS. You can run Store Operations Manager without activation. Copy protection devices ("dongles") are no longer required.

- When installing the software, Store Operations creates a default cashier with the ID number "1" and password "password". Use this combination to initially log onto Store Operations Manager. You should then change the password.

- When Store Operations is first installed, a sample database is provided to allow the software to run immediately. This database contains basic sample information for a fictitious store. You can use this database to learn about Store Operations, or as a starting point for your own store's information. For instructions on how to load the sample database, see Store Operations Administrator Online Help or the *Getting Started Guide*.

- Before you can process sales at the register, you need to set up and/or modify the Store Operations database. For more information, see "Database key points."

Starting and exiting Store Operations

Starting Store Operations

1   On the Windows **Start** menu, point to **Programs**, point to **Microsoft Dynamics RMS**, and then click either **Store Operations Manager** or **Store Operations POS**.

2   Type the user ID and password provided to you by your Store Operations administrator.

The user ID will be used by the system to validate the password and to determine your rights for accessing the information in the database. To start Manager, you must log on with a user account that has been granted manager rights.

Note   When a Store Operations database is created, a default user account is automatically set up to allow you to log in and perform initial database setup. The user ID for this account is "1" and its password is "password". After you set up your database, change the password for this account.

Exiting Store Operations POS

1   Tender or cancel the current transaction (if any).

2   Press **Esc**, and then click **Yes** to confirm that you really want to close Store Operations POS.

Note   Only cashiers who have the privilege to exit Store Operations POS will be able to complete this procedure.

Exiting Store Operations Manager

•   On the **File** menu, click **Exit**.

Setting up your Store Operations database

Database key points

- This section assumes you have successfully created your Store Operations database using Store Operations Administrator. For more information, see "Deployment Guide" in the *Getting Started Guide*.

- This section will show you how to set up your database with the basic inventory, tax, cashier, payment type, and register information.

- If you imported an existing QuickSell 2000 database or are using a sample database, you do not need to set up the database from scratch. Just use the Manager program to modify the existing database information as needed.

- If you have never used Store Operations, you need to set up the database from scratch. To do this, collect basic information about your store (such as items, taxes, registers, cashiers, and so on) and then use Manager to enter all the data into the Store Operations database.

- Setting up your database for the first time is probably the most time-consuming part of using the software. However, after you set up your database, you will find that using Store Operations is very quick, easy, and efficient. For step-by-step instructions on how to enter this information, see the next topic, "Collecting Basic Information," below.

Collecting basic information

Your Store Operations database should contain all the items in your store. The following material represents a recommended course of actions. It does not represent the only way to set up your database; however Microsoft's years of experience combined with customer feedback have contributed to formulating this sequence of steps.

The following steps are described in detail below.

Step 1   Set basic store-wide parameters

Step 2   Define departments and categories

Step 3   Enter suppliers information

Step 4   Define sales tax

Step 5   Define item tax

Step 6   Set up pole display messages

Step 7   Enter receipt format information

Step 8   Set up POS register configuration

Step 9   Enter tender types

Step 10   Set up cashiers

Step 11   Define item messages

Step 12   Enter each item

Step 13   Define shipping carriers

Step 14   Create account types

Step 15   Enter customer accounts

Step 1 Set basic store–wide parameters

1 On the **File** menu, click **Configuration** to set up the basic store-wide parameters. Include all pertinent store information, such as the store name, address, phone number, layaway and store account policies, inventory methods, etc.

2 Use the **Store** tab to enter your store name and address information.

3 If you allow layaways, work orders, back orders, and/or quotes, enter the applicable expiration limit, minimum deposit, and due date information on the **Ordering** tab.

4 Store Operations will update the cost of received items and calculate the price based on the information entered on the **Inventory** tab.

5 In the **Customer Fields** tab, enter any additional information you may wish to track.

6 Review the list of options provided on the **Options** tab and select the ones that match your store policies and operating procedures. Keep in mind that the selected options will affect all POS registers in the store.

7 Store Operations will use the information entered on the **Accounts** tab to process customer statements and assign the default account type.

Tip   Before you use this tab, use the **Account Types** command on the **Database** menu to set up all the applicable account types.

8 Use the **Sales Tax** tab to select the sales tax method and tax schedule basis.

Step 2 Define departments and categories

Although it is not required, we suggest using the Departments & Categories command on the Database menu to group inventory items into departments and categories. This way, you can use the extensive reporting features in Store Operations to monitor activities in the various sections of the store, to review each department's contribution to the overall profit, and to adjust pricing based on departmental grouping.

Step 3 Enter supplier information

Use the Suppliers command on the Database menu to enter supplier information. Although you can do this at any time, it is a good idea to enter the supplier information prior to entering item information. This way, the item record contains fields for supplier information.

Tip   If your business will accept different foreign currencies, use the Currencies command to set up all your currencies and exchange rates before you enter the suppliers.

Step 4 Define sales tax

The Sales Taxes command on the Database menu provides flexibility in computing sales taxes. Each item in inventory may be associated with an item tax. The item tax is computed based on one or more sales tax tables. This scheme allows Store Operations to apply the correct tax in even the most demanding retail environments. Because the item tax requires sales tax tables to be defined, perform this step prior to defining the item tax.

Step 5 Define item tax

Use the Item Taxes (or Customer Taxes) command on the Database menu to gather and sort all tax breaks (sales taxes) defined in the previous step into separate tax codes. The tax codes created during this step are the tax definitions that are actually applied to an item.

Note   If you used the Sales Tax tab in the Configuration dialog box to assign tax schedules on a per customer basis (used mainly for mail order), Store Operations automatically changes the Items Taxes command to the Customer Taxes command.

Step 6 Set up pole display messages

If a pole display is connected to a register, use the Pole Display Messages command on the Database menu to configure different messages to display. The selected message will continually display whenever a sale is not in progress and the register is idle.

Step 7 Enter receipt format information

Use the Receipt Formats command on the Database menu to customize the information that will print in the header of receipts. Using multiple configurations, you can apply different header types. You can also choose (and preview) receipt template-styles for each transaction type.

Step 8 Set up POS register configuration

The Database menu's Registers command informs Store Operations what types of POS equipment are installed at each register. By using the tab method of configuration, you can easily change the parameter of any register to reflect its current configuration.

Step 9 Enter tender types

You can probably anticipate what types of tender your customers are likely to present and what types you want to accept. By using the Tender Types command on the Database menu to set up the various types, such as cash, checks, credit cards, vouchers, etc., you facilitate how the cashier will conduct each transaction at the point-of-sale.

Tip	If your business will accept different foreign currencies, use the Currencies command to set up all your currencies and exchange rates before you enter the tender types.

Step 10 Set up cashiers

Use the Cashiers command on the Database menu to specify exactly what rights and limitations each cashier has. For example, a "head" cashier might be allowed to open the cash drawer when there is no transaction in progress. If you plan to use the advanced security system in Store Operations, it is a good idea to set up the security levels and then assign them to cashiers. For instructions, see "Setting up security structure."

Note In order create, modify, or delete cashiers, you must have Administrator rights. The very first time you log onto Manager, you are given Administrator Rights. You then create your cashiers and assign them the access privileges you want.

Step 11 Define item messages

Use the Item Messages command on the Database menu to display a message to the cashier whenever a particular item is added to a transaction. Use this command to remind the cashier of important information regarding an item; for example, to check a customer's identification for a purchase with a minimum age requirement.

Step 12 Enter each item

When you use the Items command on the Database menu to enter items in the Store Operations database, you should include the pertinent details for each item. This item information is readily accessible, virtually at the cashier's fingertips, at the point-of-sale. You can also use the New Item Wizard to quickly enter items into the database.

Tip If you install more than one POS station, configure each one prior to entering the items. This way you can use more than one register to enter the item information at the same time, whereby reducing the time needed to enter all the items into the database. If a barcode scanner is present, use it to scan the item lookup code into the database. This way, no numbers will be missed.

Step 13 Define shipping carriers

If your store allows shipping, you can use the Shipping Carriers command on the Database menu to set up shipping carriers (i.e. FedEx, UPS) and services (2nd Day Air). You can then go to the File menu, click Configuration, and then click the Shipping tab to define the default shipping carrier and service.

Step 14 Create account types

If your store allows customer charge accounts, use the Account Types command on the Database menu to set up accounts (i.e. revolving charge account). You can then go to the File menu, click Configuration, and then click the Accounts tab to define the default account type for new customers. By setting up the account types before you enter customer information, you save time and effort.

Step 15 Enter customer accounts

Use the Customers command on the Database menu to create customer accounts. Set up the customers' billing information, shipping address, options, etc. so that this information will be available to cashiers at the point-of-sale.

After you enter all your inventory and customer account information, define all the additional Store Operations features your store will use, such as custom POS buttons, net display channels, etc.

Administrator program

Overview

Store Operations Administrator is an interactive, graphical tool that allows a database administrator to connect to the database server, create databases, import existing QuickSell 2000 databases, upgrade the database, back up data, and configure the Store Operations database for each of the point-of-sale registers.

Use Store Operations Administrator to set up and configure the Store Operations database. You can also back up and restore your database.

Although Store Operations Administrator was primarily developed to help the database administrator get Store Operations up and running, the program does offer features that let the administrator troubleshoot possible database errors and issue query statements. However, these features should be used only by experienced users in SQL Server and database programming.

For more information, see the *Store Operations Getting Started Guide*.

Manager program

Overview

Store Operations Manager acts as your own personal administrative assistant. Use Manager's many features to perform all of your back-office activities. These include:

- **Setting up security structure** - Set up security levels to grant certain access privileges for both the Manager and POS programs.

- **Working with your database** - Enter and modify the data (i.e., items, suppliers, register information) that keeps the store running smoothly.

- **Controlling pricing, sales, and promotions** - Change item prices and costs, in addition to defining level pricing and price limits.

- **Tracking inventory** - Handle all aspects of the inventory, including receiving inventory and working with purchase orders and inventory transfer orders.

- **Tracking sales** - Track the goods and services you sell to your customers.

- **Managing customers** - Create and maintain your customer database.

- **Managing employees** - Manage cashier and sales rep data, including security controls, access privileges, cashier attendance, and sales commissions.

- **Generating reports** - View and print many reports. Customize the report directly on the print preview screen.

- **Using labels** - Design your own label templates and then use the Label Wizard to specify filter criteria.

- **Processing receipts and journals** - Work with register log activity reports. Options include the ability to view journals, create receipt formats and assign them to registers, and post closed journals to external accounting programs.

Navigating through Manager

The main Manager window

After you log onto Store Operations Manager, the main user interface greets you.
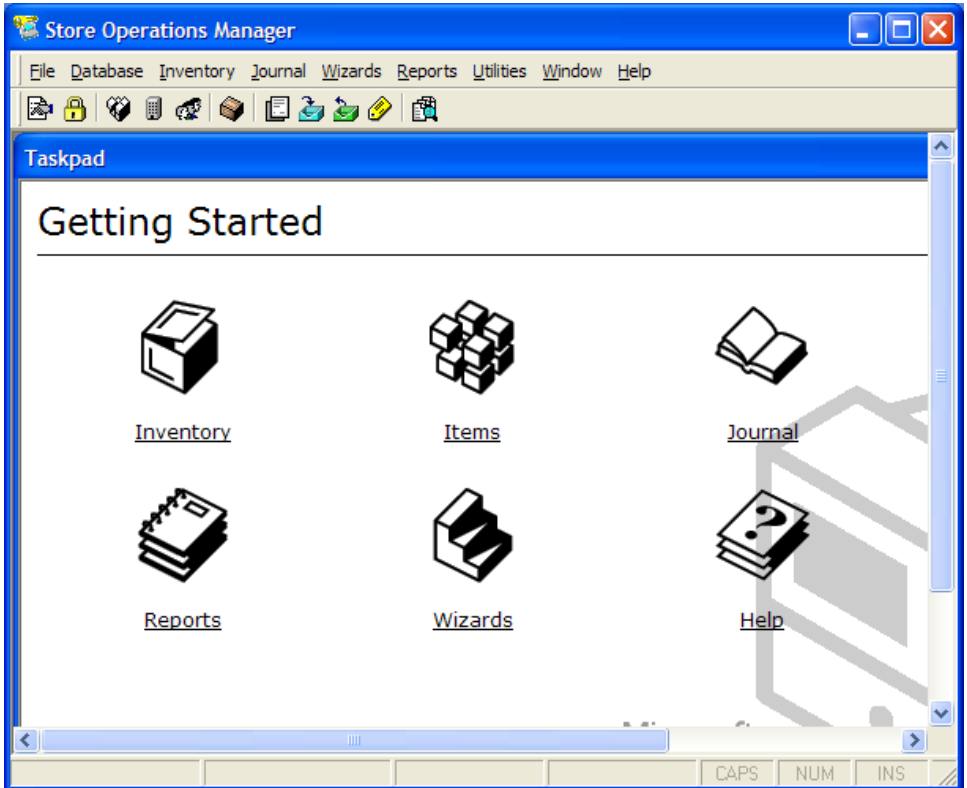
Menu bar

The menu bar appears directly below the title bar (the colored bar that displays "Store Operations Manager") and contains a number of menus from which you can select commands to perform tasks.

The available menus will be consistent throughout Store Operations. You can open a menu either by clicking the menu name or using a keyboard equivalent. To open a menu using the keyboard, hold down the ALT key and type the underlined character in the menu name. To close an open menu, click any area outside the menu or press the ESC key.

Toolbar

The Store Operations toolbar is located directly beneath the menu bar. Each toolbar button is a shortcut for a commonly used command. To rearrange the toolbar, click-and-drag the toolbar to the desired position.

Button	Purpose
	Set up and configure the Store Operations database.
	Define security levels to grant employees certain access privileges.
	Edit item attribute information, such as barcode, price, profit margins, etc.
	Create, edit, and maintain your suppliers' account information.
	View and edit customer accounts.
	Automatically update item prices, costs, reorder information, sales tax assignment, and put groups of selected items on promotion.
	Generate purchase orders and receive items into your database.
	Add items to your database without using a purchase order.
	Remove items from your inventory and record the process. This function is used mainly for multi-store operations.
	Print labels for selected items using a particular label style.
	Locate and view any journal from any register in your preferred format.

Getting Started Task Pad

The Getting Started Taskpad appears directly below the toolbar in the main work area. The taskpad contains additional shortcuts for commonly performed tasks: Inventory, Items, Journal, Reports, Wizards, and Help. For example, click Inventory to display commonly used commands for managing your inventory.

Navigation tools

Store Operations has the tools you need to change and organize your on-screen information.

Store Operations dialog boxes and tabs

Store Operations presents information (i.e., item properties, store properties) in dialog boxes. Controls that are disabled are shaded gray and cannot be edited.

Many dialog boxes feature tabs. Similar to dividers in a file folder, tabs separate sections of the dialog box into logical groups. They keep information organized so that you can quickly access a specific task. To access a tab, simply click its name. If you are not using a mouse, select a tab by pressing the Alt key and the underlined character in the tab's name.

Resizing and sorting columns

In most cases, columns in Store Operations are resizable. To resize a column, place the mouse pointer on the vertical line. Once the mouse cursor changes to a double-headed arrow, click-and-drag the mouse in either direction and release the mouse button when the column is the size you want.

Also, you can sort columns in either ascending or descending order. To sort a column, click its heading. Each time you click, sorting will toggle between ascending and descending order.

Using the mouse

When you use Store Operations Manager, you will find that using a mouse (or other pointing device) is the most efficient way to take advantage of the system's capabilities. With a few clicks of the mouse you can modify information in your database quickly and easily. For example, use the mouse to view detailed information in reports or in the Inventory Wizard Workpad. Also, you can click to enlarge or reduce (zoom in or out) the print preview for journals and receipts.

In many places in Manager, you can right-click to choose from commands on a pop-up menu. The available commands vary depending on what you click.

Command	Description
Copy	Copies selected text to the Clipboard.
Copy as Table	Copies all entries in a list to the Clipboard. You can then paste the information into another program.
Paste	Pastes information from the Clipboard.
Paste to All Rows	Pastes information from the Clipboard to all rows in a single column. For example, with a price copied to the Clipboard, right-click in a column of data, and then select Paste to All Rows. Store Operations will paste the price in all the rows of the selected column.
Formula	Performs mark-ups, mark-downs, and bulk changes to an entire column. You can assign a mathematical formula to either a single row or all the rows. For example, you can create a formula that will set the price equal to cost + 10%.
Hide/Unhide Columns	Hides or shows the selected columns. This command is especially useful for reports.
Insert Row	Adds a row to a column.
Delete Row	Deletes the row you clicked.
Import	Copies information from a text file and into the database.
Export	Exports information to a text file for use in other programs.
Print	Sends the information you selected or the window you clicked to the printer.

Setting up security structure

Overview

You can protect every control on every Manager or POS dialog box or window based on the employee's security level. Use the Set Security command on the File menu to switch to Security mode. In this mode, you can define controls as hidden, view-only, or editable. This way, you define exactly what controls employees can use and how they use them.

You can also set security for the Manager program's menus and commands.

After you set up security levels, you assign them to employees.

Note   When you first install Store Operations, the program has all of its commands and controls enabled. You should define your security levels as part of setting up the program for you particular store. To set up security levels, you must have Administrator rights.

Setting up security levels

With Administrator rights, use the following procedure to set up your security levels for the Manager program. If desired, you can also set up security levels for the POS program.

After you define the security levels, you can assign them to your employees.

To set up security levels in Manager

1   On the **File** menu, click **Security**, and then click **Set Security**.

2   The **Security Mode** window informs you that the system is now in security mode. Click **OK**. You will see the Security Mode icon at the bottom of your screen.

3   There are two different ways to define security.

   - To set the security for an entire menu or a menu command, press **CTRL**+**ALT**+**S**. After Store Operations informs you that the system is now in the menu security mode, click **OK**. Select the desired menu or command, and then right-click to define the security behavior. Note that after you press **CTRL**+**ALT**+**S**, left-clicking your mouse does not drill down to specific windows. When you right-click, you can disable the menu or command for a security level. When you disable a command, its corresponding toolbar button will automatically be disabled. Pressing **CTRL**+**ALT**+**S** will toggle the security mode.

   - To set security for individual controls, complete the remaining steps.

   Note   First ensure that the menu names are not highlighted in blue. If they are, press **CTRL**+**ALT**+**S** to exit from menu security mode.

4   Open a dialog box or window. For this example, on the **Database** menu, click **Items**, and then click **Item Messages**.

5   Press **CTRL**+**S**. Each control will be highlighted in either blue (control currently as no access restrictions) or red (control currently has some type of access restriction). As you move the cursor over the controls, Store Operations highlights the selected control in yellow.

6   If you do not want certain employees to be able to remove an item message from the database, you could restrict access to the Delete button. To do this, click the **Delete** button. You will see the Security window.

7   In the **Access Rights** table, position the cursor on the applicable security level and either select or clear the **Disable Change** check box. If you select the check box, the cashier assigned to this security level will not be able to delete an item message. In security mode, this option will be highlighted in red, showing that the control has some type of restriction.

8   Click **OK**.

9   In the **Item Messages** window, continue to set the security access for the other controls.

10 When you finish, press **CTRL**+**S**. You can then display another window and press **CTRL**+**S** again to assign security access privileges. Repeatedly pressing **CTRL**+**S** switches from assigning security behavior to displaying other windows.

11 After you set up your security structure, you can exit security mode by clicking **Set Security** again and then clicking **OK** in the **Security Mode** window.

When you click **Set Security** on the **File** menu, you will see the **Security Mode** window, which tells you that the system is now in security mode.

In Security mode, you can select any menu or window and define the security privileges.

To set security for a menu

1   Enter Security Mode, and then click **Ctrl-Alt-S**.

2   When Store Operations tells you that the system is now in menu security mode, click **OK**.

3   Select the menu or menu option you want, and then right-click to define the security behavior.

Note   If you disable a menu option (i.e., Quick Assist), Store Operations will automatically disable the associated button on the main interface's toolbar.

To set security for individual window controls

1 Open the dialog box or window, and then press **Ctrl-S**.

2 Click the applicable control to display the **Security** window.
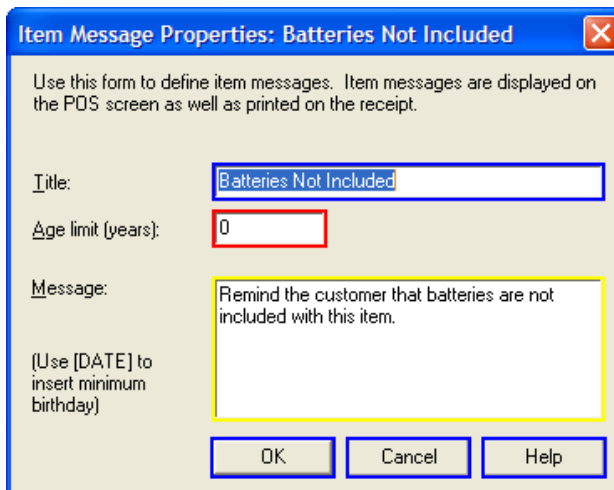
   For detailed instructions on how to set up a security level, see "Setting Up a Security Level".

   Depending on which window is displayed, Store Operations will highlight each control with the applicable color. The colors are as follows:

   Blue = Control can be both viewed *and* modified.

   Red = Control has some type of access restriction.

   Yellow = Control is currently selected.

After you assign the access privilege to a particular control, you will see the control type listed in the Security Manager window. You can access the Security Manager by going to the **File** menu, clicking **Security**, and then clicking **View**.

Note If you do not have Administrator Rights, you cannot set up security levels.

To set up security levels in POS

1   On the transaction screen, click on the blank field located to the left of the **F7: Set Customer** function key. You should see the Security Mode icon displayed both on the field that was just clicked and at the top of the transaction screen.

2   Select the window whose security controls you want to define. For this example, press F2 to display the **Items** window.

3   Press **CTRL**+**S**. Each control will be highlighted in either blue (control currently as no access restrictions) or red (control currently has some type of access restriction). As you move the cursor over the controls, Store Operations highlights the selected control in yellow.

4   If you do not want certain cashiers to be able to delete an item at the point-of-sale, you could restrict access to the Delete button. To do this, click the **Delete** button. You will see the Security window.

5   In the **Access Rights** table, position the cursor on the applicable security level and either select or clear the **Disable Change** check box. If you select the check box, the cashier assigned to this security level will not be able to delete an item.

6   Click **OK**.

7   In the Items window, you can set the security access for the applicable controls.

8   When you finish, press **CTRL**+**S**. You can then display another window and press **CTRL**+**S** again to assign the security access privileges. Repeatedly pressing **CTRL**+**S** switches from assigning security behavior to displaying other windows.

9   After you set up your security structure, click the Security Mode icon located in the bottom left corner of the transaction screen to exit security mode.

Assigning security level to employee

After you set up your security levels, you can now assign them to employees.

To assign a security level to an employee

1   On the **Database** menu, click **Cashiers**.

2   Select a cashier from the Cashiers list, and then click **Properties**. The **Cashier Properties** window appears and displays the selected cashier's security information.

3   In the **Security Level** box, select a security level.

Working with your database

Overview

The key to successfully managing your inventory is to maintain an up-to-date, comprehensive database. As you adjust your inventory, you should continually update your database.

The topics in this section describe how to:

- Add and delete items and make items inactive

- Create item assemblies, matrix items, and lot matrix items

- Handle kit and serialized items

- Use gift vouchers

- Edit departments and categories, sales taxes, item taxes, and tender types

- Use aliases and substitutes

- Manage supplier information

- Set up item messages, currencies, custom POS buttons, reason codes, and net display channels

Adding new items

Whenever you receive new inventory items, you should enter all of the item properties into the Store Operations database. This way, you can easily change the item's barcodes, prices, or other information. You can either manually add items to your database or use the New Item Wizard.

The New Item Wizard is especially useful when you are creating Assembly or Lot Matrix items. For example, rather than manually entering each component of a lot matrix item, you can use the New Item Wizard to automatically create the components all at once.

To create a new item

1   On the **Database** menu, click **Items**, and then click **New**.

2   Choose the type of item you want to create: **Standard**, **Matrix**, **Lot Matrix**, or **Assembly**. Choose Standard to create a serialized, kit, gasoline, weighted, voucher, (gift-card or certificate), or non-inventory item.

3   Use the various tabs in the Item Properties window to enter all the item's properties (i.e., item lookup code, description, quantity, pricing).

4   When you finish entering all the item information, click OK to save the information.

To create a standard item using the New Item Wizard

1   On the **Wizards** menu, click **New Item Wizard**.

2   Click **Next** to define the item's properties.

3   Use the **Item Type** drop-down list box to select **Standard**.

4   Using the available fields, enter the item's lookup code, description, quantity, price, cost, department, category, supplier, item tax, barcode, and bin location, and then click **Next**.

5   To add this item to the database, click **Finish**.

Note   If you assigned the item a type other than **Standard**, the steps above may vary.

Deleting items and making items inactive

You can delete items from a database or make them inactive.

Note   Generally, you should not delete items after they are associated with sales transactions. Deleting items will invalidate data associated with the items. You should be fully aware of its consequences.

You can make items inactive rather than deleting them. This preserves sales data associated with the items while excluding them from the item list and reports.

Inactive items can be sold, ordered, and will appear in assembly, matrix, and lot matrix items.

You can also prevent the sale or ordering of inactive items.

To delete an item

1 On the **Database** menu, click **Items**. The **Items** window appears.

2 Select the item you want to remove, and then click **Delete**. Store Operations displays a reminder that deleting the selected item can *not* be undone.

3 To delete the item, click **Yes**. To cancel and return to the Items window, click **No**.

To make an item inactive

1 On the **Database** menu, click **Items**.

2 Select the item you want to make inactive, and then click **Properties**.

3 On the **Options** tab, under **Options**, select the **Item is inactive** check box.

4 If you want to block the sale of the inactive item, select the **Block the sales of this item** check box.

   If you want to block the sale for a specific period of time or according to a schedule, select the appropriate option.

5 If you want to prevent the ordering of this inactive item, select the **May not be placed on purchase order** check box.

To make an inactive item active

1 On the **Wizards** menu, click **Inventory Wizard**, and then click **Next**.

2 In the **Inventory tasks** box, click **Task 200: Make Items Active**, and then click **Next**.

3 Select the item you want to make active, click **Next**, and then click **Finish**.

Using assembly items

There are two ways to create assembly items. Use the Items command to create and edit an assembly item. Or, use the New Item Wizard, which is a quick and easy way to enter the assembly item's components and quantities.

After you've created assembly items, you can organize them in the items list and modify them.

To create an assembly item using the Items command

1   On the **Database** menu, click **Items**, and then click **New**.

2   Click **Assembly Item**, and then click **OK**.

3   In the **Item Assembly Properties** dialog box, enter the **Assembly Lookup Code** and **Description**.

4   To define the assembly's component prices, select the **Use component price** check box. You can then enter a price that differs from the standard item price in the database. For example, you may want to discount the prices for the components if the customer buys the entire assembly.

5   To add a component to this assembly item, click **Add**.

6   In the **Items** dialog box, select an item and then click **OK**. You will see that item in the **Components** table.

7   Use the **Name**, **Quantity**, and **Price** columns to specify the name of the component, how many of that particular item are included in the assembly, and the component's price.

Note   The price column appears only when you select the **Use component price** check box.

8   Continue to add the components you want.

9   When you finish entering all the information for the assembly item, click **OK**.

To create an assembly item using the New Item Wizard

1 On the **Wizards** menu, click **New Item Wizard**.

2 Click **Next** to define the item's properties.

3 In the **Type** box, select **Assembly** and then enter the item lookup code, description, and other information, such as quantity, price, cost, department, category, supplier, item tax, bar code and bin location.

4 Click **Next** to add the assembly's components.

5 In the **Component Name** column, enter the description of the assembly component and then enter a quantity in the **Quantity** column. When you finish entering the components, click **Next** to continue.

6 In the **Components** table, enter a description, price, and quantity for each component. You can also modify the item lookup codes.

7 Click **Next** to continue.

8 On the final wizard window, click **Finish** to add the item to the database. Or click **Cancel** to cancel the operation.

To manage and modify assembly items

On the **Database** menu, click **Items**, and then click the **Item Type** column to group all of your assembly items together in the list. Assemby items are identified by an **A** in the **Item Type** column.

2 Select an assembly item and click **Properties**.

3 In the **Item Assembly Properties** dialog box, edit the **Name**, **Quantity**, and **Price** columns and click **Attributes** to view or modify the attribute information for selected individual components.

Using matrix items

A *matrix item* is a group of component items that are essentially the same item but with unique characteristics. Matrix items have *dimensions* that represent these unique characteristics. For example, a t-shirt might come in four sizes (small, medium, large, and extra large) and three colors (white, green, and blue), but it is essentially the same item. For our t-shirt, the dimensions are Size and Color, leading to this list of component items:

small white	small green	small blue
medium white	medium green	medium blue
large white	large green	large blue
extra-large white	extra-large green	extra-large blue

You can quickly create a matrix item and all of its component items. A matrix item can have up to three dimensions. Each dimension can have several *attributes*, which are the specific characteristics within each dimension, such as red, small, long-sleeved, king size, VHS, 26", merlot, and so on.

If your matrix items often have the same dimensions and attributes, you can create dimension sets that can be loaded into a new matrix item.

To create a matrix item

1   On the **Database** menu, click **Items**, and then click **New**.

2   Click **Matrix Item**, and then click **OK**.

3   On the **General** tab, enter information that will apply (at least initially) to all component items in the matrix. If you want, you can change the properties of individual component items later, such as by marking a higher price on extra-large clothing. For more information about the settings on the **General** tab, click the **Help** button on the tab.

4   On the **Component Items** tab:

   • Type the name for the matrix item's first dimension (such as Size) into the Dimension 1 box, and then type each of the attributes of the dimension

(such as Small, Medium, Large, and Extra-large) into the table. You must also enter a short code (such as SM, MD, LG, XL) for each attribute.

- If the matrix has more dimensions, enter the information for those dimensions into the **Dimension 2** and **Dimension 3** boxes.

- If you want to save any of the dimension and attribute information as a dimension set to use with other matrix items, click the diskette button next to the dimension name. To load a dimension set that already exists in the store database, click the magnifying glass button next to the appropriate dimension box.

- When you have entered the dimensions and attributes that you want, click **Create Components** to create and display the list of component items for the matrix item.

- In the **Component items** list, change any item properties that should be different for certain component items. To view additional properties in the list, click **Choose Columns**. To delete an extra item from the list, select the item, and then click **Remove**. To add an item to the matrix, click **Add Items**. To filter the item list so that only some of the component items are visible, click **Filter**.

  For more information about the settings on the **Component Items** tab, click the **Help** button on the tab.

5 you are done entering information about the matrix item, click **OK**.

To create a matrix item using the New Item Wizard

1 On the **Wizards** menu, click **New Item Wizard**.

2 Click **Next** to define the item's properties.

3 Set the **Type** to **Matrix**. The **Item Matrix Properties** window will appear. Enter information as described in the procedure above, and then click **OK**.

When you go to the **Database** menu and click **Items**, you can click the **Item Type** column to group all of your matrix items (type M) together in the list. You can modify a matrix item by clicking it and then clicking **Properties**.

Using lot matrix items

There are two ways to create a lot matrix item. Use the Items command or use the New Item Wizard, which is a quick and easy way to create the lot matrix item and all its individual components at the same time.

After you've created lot matrix items, you can organize them in the items list and modify them.

To create a lot matrix item using the Items command

1. On the **Database** menu, click **Items**, and then click **New**.

2. Click **Lot Matrix Item**, and then click **OK**.

3. In the **Item Lot Matrices Properties** dialog box, enter the **Lot Matrix Lookup Code** and **Description** (i.e., Beverage, Cola).

4. To add a component, click **Add**.

5. In the Items list, select an item and then click **OK**. You will see that item in the **Components** table.

6. In the **Name** box, enter the name of the component (i.e., six pack).

7. Continue to add the components you want.

8. When you finish entering all the lot matrix information, click **OK** to save the information.

To create a lot matrix item using the New Item Wizard

1. On the **Wizards** menu, click **New Item Wizard**.

2. Click **Next** to define the item's properties.

3. In the **Type** box, select **Lot Matrix**, and then enter the item lookup code, description, and other applicable information, such as quantity, price, cost, department, category, supplier, item tax, and bin location.

4. Click **Next**.

5. In the **Lot Matrix Properties** table, define the applicable elements (i.e., title, lot price, and lot quantity).

6. Click **Next**.

7. In the **Components** table, enter or modify the item lookup code, description, price and/or quantity for each component, and then click Next. You can also select which components you want to include within the lot matrix item.

8. To add these items and their quantities to the database, click **Finish**. To modify the information, click **Back**. To cancel the process, click **Cancel**.

9. When you click Finish, Store Operations asks to confirm creating the item. To proceed, click **Yes**.

10. Store Operations will confirm that you have successfully added the item to your database.

To manage and modify lot matrix items

On the **Database** menu, click **Items**, and then click the **Item Type** column to group all of your lot matrix items together in the list. Lot matrix items are identified by an **LM** in the **Item Type** column.

2. Select a lot matrix item and click **Properties**.

3. In the **Item Lot Matrix Properties** dialog box, edit the information you want. Click **Attributes** to view or modify the attribute information for selected individual components.

Using kit items

A kit item (i.e., first aid kit) is an item that contains other inventory items but is to be sold as one item. When you build or break a kit item, the quantities of the kit's components will decrease or increase, respectively. When you sell a kit item, the number of components will not increase or decrease; it is only the number of kit items that will.

There are two ways to create a kit item. Use the Items command or use the New Item Wizard, which is a quick and easy way to create the kit item and all its individual components at the same time.

After you create a kit item, you can build the kits and Store Operations will adjust quantities for the kits and their components.

Note You can leave a kit item's quantity at zero and Store Operations will automatically build the kits when they're sold.

To define a kit item and build kits using the Items command

1   On the **Database** menu, click **Items**, and then click **New**.

2   Click **Standard**, click **OK**, and then on the **General** tab, enter the **Item Lookup Code**.

3   In the **Item type** box, select **Kit**.

4   Enter other item information (description, bar code, etc.), and then click the **Kit** tab.

5   To add a component to the kit, click **Add**.

6   Select the item, and then click **OK**.

7   Enter the quantity in the **Quantity** column.

8   When you finish defining the kit components, click **Build** to build the kits.

9   In the **Enter number to build** box, enter the number of kits you want to build, and then click **OK**.

Use the other tabs to enter other information about the kit.

To create a kit item using the New Item Wizard

1   On the **Wizards** menu, click **New Item Wizard**.

2   Click **Next** to define the item's properties. In the **Type** box, select **Kit** and then enter the item lookup code, description, and other applicable information, such as quantity, price, cost, department, category, supplier, item tax, and bin location.

3   Click **Next** to add the kit's components.

4   In the **Component name** column, enter the descriptions of the component items and then enter the quantities of these items that you want in the kit. Click **Next** to continue.

5   In the **Components** table, enter or modify the item lookup code, description, price, and quantity for each kit component.

6   Click **Next** to continue.

7   On the final wizard page, click **Finish** to add the kit item to the database. Or click **Cancel** to cancel the operation.

To break a kit item into its components

1   On the **Database** menu, click **Items**.

2   Select the kit you want to break, and then click **Properties**.

3   Click the **Kit** tab, and then click **Breakout**.

4   In the **Enter number to breakout** box, enter the number of kits you want to break into their components.

Store Operations decreases the number of kit items you specified and increases the number of component items in the database.

To manage and modify kit items

On the **Database** menu, click **Items**, and then click the **Item Type** column to group all of your kit items together in the list. Kit items are identified by an **K** in the **Item Type** column.

2 Select a kit item and click **Properties**.

3 In the **Item Properties** dialog box, edit the information you want. Click other tabs to view or modify additional information.

Using serialized items

Serial numbers are unique codes that identify individual units for an inventory item. You can assign up to three serial numbers to an item.

For example, a cellular phone might have a serial number for the phone, a number for the SIM card, and a telephone number. Store Operations can track and maintain these numbers. The first serial number is the primary serial number and should be unique. The second and third numbers are supplemental numbers.

There are two ways to create a serialized item. Use the Items command or use the New Item Wizard, which is a quick and easy way to create the serialized item and all its properties.

After you've created serialized items, you can organize them in the items list and modify them.

To create a serialized item using the Items command

1. On the **Database** menu, click **Items**, and then click **New**.

2. Click **Standard**, and then click **OK**.

3. in the **Item Properties** dialog box, click the **General** tab and enter the item information you want.

4. In the **Item type** box, select **Serialized**.

5. Click the **Serial** tab.

6. Select the **Serial number count** you want (**1**, **2**, or **3 serial numbers**), and then click **Add**.

7. In the **Serial Number Properties** dialog box, enter the serial numbers in the **Serial number 1**, **2**, or **3** boxes, and then click **OK**.

Tip   To quickly add multiple serial numbers, select the **Automatically generate serial numbers** check box, and then, in the **Number to create** box, enter the number of serial numbers you want to create.

You can also specify a starting serial number in the **Start S/N 1 with** box and a serial number prefix in the **Serial 1 Prefix** box. (The **Serial number 1** box changes to the **Serial 1 Prefix** box when you select the **Start S/N 1 with** check box.)

8. When you finish entering all the serial numbers, use the other tabs to enter additional information.

Note   To automatically update the item's quantity every time a serial number is added, on the **File** menu, click **Configuration**, click the **Options** tab, click **Serial Number options**, and then select the **Synchronize quantity with serial numbers** check box.

To create a serialized item using the New Item Wizard

1. On the **Wizards** menu, click **New Item Wizard**.

2. Click **Next** to define the item's properties. In the **Type** box, select **Serialized**, and then enter the item lookup code, description, and other applicable information, such as quantity, price, cost, department, category, supplier, item tax, and bin location.

3. Click **Next** to continue.

4. On the final wizard page, click **Finish** to add the item to the database. Or click **Cancel** to cancel the operation.

5. Because you are creating a serialized item, you need to assign the serial numbers. On the **Database** menu, click **Items**.

6. Select the item you just created, and then click **Properties**.

7. Click the **Serial** tab.

8. Select the **Serial number count** you want (**1**, **2**, or **3 serial numbers**), and then click **Add**.

9. In the **Serial Number Properties** dialog box, enter the serial numbers you want, as described in step 7 in the previous procedure.

To manage and modify serialized items

1. On the **Database** menu, click **Items**, and then click the **Item Type** column to group all of your serialized items together in the list. Serialized items are identified by an **S/N** in the **Item Type** column.

2. Select a serialized item and click **Properties**.

3. In the **Item Properties** dialog box, edit the information you want. Click other tabs to view or modify additional information.

Using vouchers

Vouchers can include gift certificates and gift cards. The voucher holder can spend any amount up to the voucher's limit.

A gift card is like a debit card. Customers pre-pay an amount towards the gift card. When the customer uses the gift card, the purchase amount is deducted from the card. Gift cards can be renewed with an additional pre-payment.

Before you can sell vouchers at the point-of-sale, you need to create both the voucher *item* and the voucher *tender type*. This way, you can track them as items you sell and when they are redeemed. If a customer loses a voucher, the cashier can also transfer credit from the existing voucher to a new one.

Note To define the expiration date for vouchers, on the **Configuration** option in the **File** menu, click the **Tender** tab, and then enter the number of days the customer has until the voucher expires.

To create a voucher item

1   Open the **Manager** program.

2   On the **Database** menu, click **Items**, and then click **New**.

3   Click **Standard**, and then click **OK**.

4   On the **General** tab, enter the **Item Lookup Code** and **Description** (e.g., "Gift Card").

5   In the **Item Type** box, select **Voucher**.

6   Click the **Serial** tab. Use this tab to enter the voucher (serial) numbers.

7   Under **Serial number count**, select **1 serial number**, and then click **Add**.

8   In the **Serial Number Properties** dialog box, enter the voucher number in the **Serial number 1** box, and then click **OK**.

Tip   To quickly add multiple voucher numbers, select the **Automatically generate serial numbers** check box, and then, in the **Number to create** box, enter the number of voucher numbers you want to create.

You can also specify a starting voucher number in the **Start S/N 1 with** box and a voucher number prefix in the **Serial 1 Prefix** box. (The **Serial number 1** box changes to the **Serial 1 Prefix** box when you select the **Start S/N 1 with** check box.)

9   Click the **Pricing** tab.

10 If you are selling vouchers that have pre-defined amounts ($25.00, $50.00), you can enter an amount in the **Price** field. You must create a new voucher item for each pre-defined amount.

If you are not selling vouchers with pre-defined amounts and want to enter the amount at the point-of-sale, set the **Price** to $0.00. Also, select the **Must enter price at the POS** check box on the **Options** tab. Store Operations will then require the cashier to enter a price for each voucher sold.

11 Click the **Inventory** tab, and either confirm or modify the quantity you have in stock.

Before customers can redeem vouchers, you must create a voucher tender type.

To create a voucher tender type

1   On the **Database** menu, click **Tender Types**. The **Tender Types** dialog box appears.

2   Click **New**.

3   In the **Description** box, enter a name (i.e., Gift Card).

4   In the **Tender code** box, enter a unique code (i.e. GC).

5   In the **Tender type** box, select **Voucher**.

You can now sell and redeem vouchers at the point-of-sale.

Using departments and categories

Store Operations enables you to organize your inventory into departments and categories, which will facilitate cleaner report output. You can modify your departments and categories on one window and see all your data right in front of you.

To add a department or category

1 On the **Database** menu, click **Departments & Categories**.

2 To add a department, click **New** under the **Departments** list. To add a category, select a department in the **Departments** list and then click **New** under the **Categories** list.

3 In the **Department** or **Category Properties** dialog box, type a name and code. If you are adding a category, select a department in the **Department** box by clicking the Browse button .

To modify a department or category

1 On the **Database** menu, click **Departments & Categories**.

2 Select the department or category that you want to edit, and then click **Properties** (or press ENTER).

Note   To view categories, you must first select a department.

3 In the **Department** or **Category Properties** dialog box, edit the information you want.

To delete a department or category

1 On the **Database** menu, click **Departments & Categories**.

2 In the **Department & Category List** dialog box, select the department or category you want to remove, and then click **Delete**. Store Operations asks to confirm the deletion.

Note   To view categories, you must first select a department.

Using sales taxes

You can define sales tax codes and enter details regarding any sales taxes you want to apply at your store. After you create the sales taxes, you can then assign the appropriate sales tax to each item. You can also use the Inventory Wizard to automatically assign the sales taxes to selected items.

To add a new sales tax

1   On the **Database** menu, click **Sales Taxes**. The **Sales Taxes** dialog box appears.

2   Click **New** to create a new sales tax, or select an existing tax and click **Copy** to create a new tax similar to the existing one.

3   In the **Sales Tax Properties** dialog box, enter the properties (i.e. description, code, maximum taxable amount, sales tax rate, etc.) you want.

Note   Once you create a sales tax, you need to assign the tax to the items that are taxable. See "To assign a sales tax to multiple items", below.

To delete a sales tax

1   On the **Database** menu, click **Sales Taxes**.

2   Select a sales tax, and then click **Delete**.

3   Then modify, as applicable, the item tax that used the sales tax. See "Using item taxes."

To modify a sales tax

1   On the **Database** menu, click **Sales Taxes**.

2   Select the sales tax you want to modify, and then click **Properties**.

3   Change the properties you want.

4   Then modify, as applicable, the item tax that used the sales tax. See "Using item taxes."

To assign a sales tax to multiple items

1   On the **Wizards** menu, click **Inventory Wizard**.

2   Click **Next** to display the **Select Inventory Task** page.

3   In the **Inventory tasks** box, select **Task 170: Assign Item Sales Tax**, and
    then click **Next**.

4   Select the items whose sales tax you want to assign, and then click **Next**.

5   Click **Finish** to display the **Inventory Wizard Workpad**.

6   If all the information is correct, click **Commit** to apply the changes to your
    database. To cancel the changes, click **Cancel**.

Using item taxes and customer taxes

When you first set up your database, you should define the sales tax that will be
applied to each item. See "Using sales taxes." You can then add, modify, or delete
an item tax at any time.

> Note Instead of assigning sales taxes to items, you can assign taxes to
> customers. On the **File** menu, click **Configuration**, click the **Sales Tax**
> tab, and then select **Assign tax schedules on a per customer basis**.
> Store Operations will automatically change the **Item Taxes** command on
> the **Database** menu to the **Customer Taxes** command. The procedures
> for each are similar.

To add a new tax

1   On the **Database** menu, click **Item Taxes**. The **Item Taxes** dialog box
    appears.

2   Click **New**.

3   Enter a description and code for the item tax.

4   Using the **Sales Tax Selection** boxes, select the applicable sales tax.

5   Select or clear the **Compute tax on {Price - Cost} instead of Price** check
    box.

To edit an existing item tax

1   On the **Database** menu, click **Item Taxes**.

2   In the **Item Taxes** dialog box, select the appropriate item tax, and then click **Properties**.

3   Modify the properties you want.

Note   For this change to take effect, you must Z-out and restart each register.

To delete an item tax

1   On the **Database** menu, click **Item Taxes**.

2   In the **Item Taxes** dialog box, select the item tax you want to remove, and then click **Delete**. Store Operations asks to confirm the deletion.

Using tender types

You can add, modify, and remove the types of tender (i.e., cash, check, credit card) that you will accept at your store. Some tender types include additional settings to select. You should add/modify tender types after you have closed out all registers.

Note   If you add, modify, or remove a tender type while the registers are running, the new tender type will not appear at the registers until you close each register by performing a Z report and restart Store Operations.

To add a new tender type

1   On the **Database** menu, click **Tender Types**.

2   Click **New**.

3   On the **General** tab, type a description and code, and then select a tender type and currency.

4   In the **Display order** box, you can specify the order in which tender types appear at the register.

5   Click the **Verification** tab and enter the applicable information.

To modify an existing tender type

1   On the **Database** menu, click **Tender Types**.

2   In the **Tender Types** dialog box, select a tender type, and then click **Properties**.

3   Modify the properties you want.

To delete a tender type

1   On the **Database** menu, click **Tender Types**.

2   In the **Tender Types** dialog box, select the tender type you want to remove, and then click **Delete**. Store Operations asks to confirm the deletion.

Masking credit card numbers

For security, Store Operations automatically masks credit cards numbers in the database and on all receipts, as in the example below.

Example:

Original credit card number 1111 2222 3333 4444

Masked credit card number XXXX XXXX XXXX 4444

If you have upgraded from an earlier version of Store Operations, previously unmasked credit card numbers were masked during installation of this version.

Using an alias

Aliases are useful when you want to ring up an item using a short or alternative item lookup code. In a way, aliases are like nicknames. In Manager, you can create or delete an alias. You can also generate an Alias report that displays all your aliases.

To create an alias

1   On the **Database** menu, click **Items**.

2   Select the item that you want to create an alias for, and then click **Properties**.

3   Click the **Aliases** tab. Store Operations displays a list of existing aliases.

4   Click **Add**.

5   Type the alias.

To delete an alias

1   On the **Database** menu, click **Items**.

2   Select the item whose alias you want to delete, and then click **Properties**.

3   Click the **Aliases** tab. Store Operations displays a list of existing aliases.

5   Select the alias you want to delete, and then click **Delete**. Store Operations asks to confirm the deletion.

Using substitute items

There might be times when your store temporarily runs out of an item that a customer wants to purchase. You can create substitutes (alternate options) for an item. For example, if you run out of a particular brand, you can offer the customer a similar item of another brand.

You can define and delete substitutes. You can also generate a substitute report that displays all your substitute items.

To create a substitute

1   On the **Database** menu, click **Items**.

2   Select the item to which you want to assign a substitute, and then click **Properties**.

3   Click the **Substitutes** tab. Store Operations displays a list of existing substitutes.

4   Click **Add**.

5   Select an item, and then click **OK**. Store Operations adds the item to the list of substitutes.

To delete a substitute

1   On the **Database** menu, click **Items**.

2   Select the item whose substitute you want to delete, and then click **Properties**.

3   Click the **Substitutes** tab. Store Operations displays a list of existing substitutes.

5   Select the substitute you want to delete, and then click **Delete**. Store Operations asks to confirm the deletion.

Managing suppliers

It is important to keep your suppliers' contact and item information up-to-date to help ensure that your purchase orders are accurate and arrive at the right place at the right time.

To add a supplier

1   On the **Database** menu, click **Suppliers**, and then click **New**.

2   On the **General** tab, enter information about the supplier. A name and code are required.

3   On the **Items Supplied** tab, click **Add** to add all the items that pertain to the supplier. (After you select the item from the **Items** dialog box, click **OK** to include it on the **Items Supplied** tab.)

Tip   To quickly display detailed item information, double-click the item's **Item Lookup Code** on the **Items Supplied** tab.

4   If you defined custom fields for additional supplier information, click the **Additional** tab and enter the information.

5   If you want to add notes about the supplier, click the **Notes** tab and enter them. These notes do not appear in reports or on purchase orders.

To modify a supplier

1   On the **Database** menu, click **Suppliers**.

2   Select a supplier, and then click **Properties**.

3   On the **General**, **Additional**, **Items Supplied**, or **Notes** tabs, modify the information you want.

To delete a supplier

1   On the **Database** menu, click **Suppliers**.

2   Select the supplier you want to delete, and then click **Delete**. Store Operations asks to confirm the deletion.

Setting up item messages

You can to set up messages that your cashiers will see on the POS transaction screen when certain items are purchased. First, you create the message, then you assign it to an item. You can have as many item messages as you like.

Note If more than one of the same item is entered on the POS screen, the associated message will display only for the first item.

To create a message

1   On the **Database** menu, click **Item Messages**, and then click **New**.

2   In the **Title** box, type a title for the message.

3   If you want the cashier to verify an age limit, type the age limit in years, and then type the characters "[DATE]" in the message text.

    For example, if you enter "21", Store Operations will calculate 21 years back from the current date and display that date wherever "[DATE]" appears in the message, so the cashier can easily verify birth dates.

Note The characters "[DATE]" (excluding the quotation marks) must appear in the message wherever the date is to appear).

4   In the **Message** box, type the text of the message.

To assign a message to an item

1   On the **Database** menu, click **Items**.

2   Select the item you want, and then click **Properties**.

3   On the **Special** tab, in the Item message box, click the Browse button and select the message you want.

To delete a message

1   On the **Database** menu, click **Item Messages**.

2   Select the message you want to delete, and then click **Delete**. Store Operations asks to confirm the deletion.

Setting up currencies

After you set up Store Operations to use multiple foreign currencies, you can assign them to suppliers for use in handling purchase orders and inventory transfers. You can also select currencies to use at the point-of-sale.

To set up a foreign currency

1   On the **Database** menu, click **Currencies**, and then click **New**.

3   In the **Description** box, enter the name of the currency (e.g., Canadian Dollar).

4   In the **Code** box, enter a code for the currency (e.g., CD).

5   In the **Exchange rate** box, enter the current rate of exchange (e.g., 1.25).

6   In the **Locale** box, select the place that uses the currency as a standard (e.g., English - Canada).

To assign a currency to a supplier

1   On the **Database** menu, click **Suppliers**.

2   Select a supplier, and then click **Properties**.

3   On the **General** tab, in the **Accepted Currency** box, select the currency associated with this supplier. For example, if your supplier is in Germany, you could select the Euro currency.

     Whenever you use this supplier for ordering, Store Operations will automatically calculate the cost in the appropriate currency.

To assign a currency to a tender type

1   On the **Database** menu, click **Tender Types**.

2   Select a tender type, and then click **Properties**.

3   On the **General** tab, in the **Currency** box, select a currency that you want associated with this tender type.

Using reason codes

You can create reason codes that will help you track information regarding customer discounts, inventory manual adjustments, inventory transfers, returns, no sales, etc. You can also specify start and end dates for a reason code to be in effect.

After you create the reason codes, you can specify that Store Operations prompt or require the employee to enter the appropriate code for a particular action (i.e., performing a No Sale).

To create a reason code

1   On the **Database** menu, click **Reason Codes**.

2   Click **New**.

3   In the **Code** box, enter a code.

4   In the **Description** box, describe the reason for this reason code (i.e., Damaged).

5   In the **Type** box, select the type of reason code (i.e., customer discount, inventory adjustment, no sale, return to main inventory, etc.)

6   If you want the reason code to be in effect for a certain amount of time, select or clear the **Start date** and **End Date** check boxes, and then specify the dates.

To prompt for or require reason codes

1   On the **File** menu, click **Configuration**.

2   On the **Options** tab, click **Reason Code options**.

3   Select the check boxes for the actions that you want to prompt for or require reason codes.

Setting up Net Display channels

You can connect a separate monitor (a net display) to the register to show receipts, Web pages, advertisements, or videos to customers.

There are many ways you can use the net display. It can substitute for a pole display by showing customer receipts in real-time. You could program greetings and reminders that motivate and entertain your customers as they wait in line.

Or, you could display information about your store and the types of products you sell. For example, if your company sells ski equipment, you could show hourly ski reports or display pictures of your products. You could also generate revenue by displaying advertisements for other businesses.

In fact, you can rotate a display of any Web sites, advertisements, or videos that you want.

To use the net display, you need to satisfy the following requirements:

- You must have two monitors at the point of sale.

- Your computer must be configured to display two monitors.

- If you want to display Web sites, the computer must have access to the Internet.

- Advertisements and videos must be in HTML files.

At the point of sale, you can turn the net display on and off and adjust its size and position. This is also where you choose whether to display the receipt in real-time or not.

Before you can use the net display at the point of sale, you need to set up your net display channels in Manager. For detailed information about defining net display channels, see "Registers – Net Display Channels command."

You also need to enable the net display for the particular register. For more information, see "Registers - Register List command, Net Display tab."

To define net display channels

1   On the **Database** menu, point to **Registers**, and then click **Net Display Channels**.

2   Click **New**.

3   In the **Channel name** box, enter a name for the net display channel.

4   Click **Add**, and then enter the URL address ("http://... ") or local path ("C:\Documents and Settings\... ") and the time duration (in seconds). The default time is 60 seconds.

5   When you finish defining net display channels, click **Move Up** and **Move Down** to change their display order at the POS. You can also select a channel and click **Preview** to confirm the address.

To use the net display channels at the POS

1   In the POS program, press CTRL+F6.

2   In the **Display Properties** dialog box, select the **Show Net Display** check box.

3   If you want to display receipts on the net display, click **Show receipt on Net Display**, and then specify a position for the receipt and a percentage of the net display's area that you want to use to display the receipt.

4   In the **Filename** box, select the receipt template you want to use for displaying the receipts.

Tip   You can also edit the standard template provided with Store Operations by modifying the HTML file.

5   Under **Window**, click the **Window** button to define the size and position of the net display, and whether or not to display its resizable border.

6   When you finish defining the net display options, click **OK**. Store Operations will display the net display channel.

Using custom POS buttons

You can access Web sites, other software programs, and add-in tools directly from the point-of-sale screen. These buttons appear on the right side of the point-of-sale screen. First, you define custom buttons in Manager.

At the point-of-sale station, you can display these buttons by pressing the Ctrl-F6 function key. Store Operations POS will display the Display Properties window, allowing you to select the Display custom buttons on right side box. You can also specify the width of the buttons. These buttons can be activated by a mouse click or by pressing both the Ctrl key and the associated number from 0 to 9.

To add a custom POS button

1   On the **Database** menu, point to **Registers**, click **Custom POS Buttons**, and then click **New**.

2   Specify the button's number, style, caption, command, and description.

3   To use a picture on the button, click **Load**, and then select a picture. Store Operations displays the picture in the **Image** box.

Using touch-screen keyboards

If you have a touch-screen monitor, you can obtain inventory, sales, and customer information literally at your fingertips. You can define various touch-screen keyboards with specialized function keys, captions, and colors that will be displayed at the POS. For example, you can define function keys and buttons that point to specific items, departments, categories, and suppliers.

After you define the keyboards, you enable and select the particular keyboard you want for a particular register.

Then, at the POS, you can turn the touch-screen keyboard on or off and define its size on the screen.

To define a touch-screen keyboard

1   On the **Database** menu, point to **Registers**, click **Keyboards**, and then click **New**.

2   In the **Keyboard name** box, type a name for the keyboard.

3   Click **Add** to add a key to the **List of keys to display**, or click **Functions** to add all the available function keys, if you plan to configure many keys.

4   Select a key in the list, and then click **Properties** to specify the key's style, function, caption, and colors.

To enable a keyboard for a register

1   On the **Database** menu, point to **Registers**, click **Register List**.

2   Select the register you want, and then click **Properties**.

3   Click the **Touch Screen** tab, select the **Touch screen is enabled for this register** check box, and then click the Browse button to select the touch-screen keyboard you want to use at this register.

To use a keyboard at the POS

•   To display and size a touch-screen keyboard at the POS, press CTRL+F6.

Controlling pricing, sales, and promotions

Adjusting item cost and pricing

You may have already set up your initial pricing structure. However, as you continually add to your inventory, you should define the item price and cost at the same time you add the item. See "Adding new items."

You can adjust item pricing a couple of ways. If you want to change the pricing of one item, you can find it in the database and manually modify its pricing.

Another way is to use the Inventory Wizard, which automatically updates prices and costs of multiple items all at once.

To change the cost of a single item

1   On the **Database** menu, click **Items**.

2   Select the item whose cost you want to change, and then click **Properties**.

3   On the **Pricing** tab, in the **Cost** box, enter the item's cost.

> Note   If the **Cost** box is disabled and you cannot edit it, you may not have the necessary access rights.

To change the price of a single item

1   On the **Database** menu, click **Items**.

2   Select the item whose price you want to change, and then click **Properties**.

3   On the **Pricing** tab, in the **Price** box, enter the item's price.

To change the prices of multiple items

1   On the **Wizards** menu, click **Inventory Wizard**.

2   Click **Next** to display the **Select Inventory Task** page.

3   In the **Inventory tasks** box, select **Task 110: Change Item Prices**, and then click **Next**.

4   Select the items you want to update. For example, you can update items by departments, categories, or suppliers. Or, you can add the items manually. Click **Next**.

5   Select the item price change method (i.e., discount from regular cost, markup from cost), the price to be changed (i.e., Regular, Level A), enter the desired percentage, and then click **Next**.

Note   If you selected **Add Items Manually** on the previous wizard page, some of the controls on this page may be disabled.

6   If you want to round your updated prices to retail values, select the **Perform Price Rounding** check box, and then define the rounding rules. If you have never defined rounding rules, click the corresponding check box under **Rounding Rules** to set up the rounding structure. To continue, click **Next**.

7   Click **Finish** to display the **Inventory Wizard Workpad**.

8   If all the information is correct, click **Commit** to apply the changes to your database. If you selected the **Add Items Manually** option, you need to enter the applicable items before you can commit them. If you edit the information, either enter the data in the appropriate box or right-click your mouse to use additional commands. To cancel all the changes, click **Cancel**.

Defining weekly sales schedules

You can set up weekly schedules for sales prices to be effective for desired items. You can also create a schedule that would block the sale of items for specific days or times.

Note After you create a weekly schedule, click **Items** on the **Database** menu, and then use the **Pricing** tab and/or **Options** tab to assign the schedule to the items.

To define a weekly schedule

1   On the **Database** menu, click **Schedules**.

2   Click **New**.

3   In the **Description** box, enter a name for the schedule (i.e., "Happy Hour"; Lunch Special, etc.)

4   In the **Time Increments** box, select an increment of 15 minutes, 30 minutes, or 1 hour. The grid will vary depending on the selected increment.

5   On the schedule grid, click or drag to select the time periods you want to schedule. For example, if you want a sale price to be in effect from 10:00 A.M. to 6:00 P.M. on Mondays, drag to select the periods in the rows from **10:00 AM – 11:00 AM** to **5:00 PM - 6:00 PM** in the **Monday** column.

Tip To select all the periods for an entire column or row, click or drag the column or row headings.

6   Click **Set**. Store Operations will highlight the periods in red to show that they are part of the weekly schedule.

Note To clear a time, select it and click **Clear**.

7   When you finish defining the weekly schedule, click **OK** to save the changes.

8   On the **Database** menu, click **Items**, and then use the **Pricing** tab and/or **Options** tab to assign the schedule to the items. For more information, see "Putting Items on Sale."

Putting items on sale

You may be getting ready to promote your grand opening or holiday sale, and you want to set up all your sale prices days in advance. When you put items on sale, you should specify the sale's start date and end date, as well as the sale prices of the items. When customers purchase an item on sale, they pay the sale price unless they have a discount that specifies a lower price. At the end of the sale, the sale price returns to its normal price.

You can change the price at the point-of-sale, provided that the cashier has access rights to override the price. To ensure that the cashier does not sell an item below its lowest price, you can define a price range for the item. Store Operations displays a message when the cashier changes the item's price to below its lowest allowable price.

To put multiple items on sale, use the Inventory Wizard to save time and effort.

To put a single item on sale

1   On the **Database** menu, click **Items**.

2   Select the item whose sale price you want to define. Then click **Properties**.

3   On the **Pricing** tab, under **Sale Pricing**, select the **This item is on sale** check box.

4   In the **Sale Price** box, enter the sale price.

5   Select either **This sale is in effect for a specific period** or **This sale is in effect according to a schedule**., and then define the start and end dates or select a schedule.

> **Note**   For more information about schedules, see "Defining weekly sale schedules."

To put multiple items on sale

1   On the **Wizards** menu, click **Inventory Wizard**.

2   Click **Next** to display the **Select Inventory Task** page.

3   In the **Inventory tasks** box, select **Task 110: Change Item Prices**, and then
    click **Next**.

4   Select the items you want to put on sale, and then click **Next**.

5   Select the price change method and price to be changed. In the **Start date**
    and **End date** boxes, select the start and end dates, and then click **Next**.

Note   If you selected **Add Items Manually** on the previous wizard page,
       some of the controls on this page may be disabled.

6   If you want to round your updated prices to retail values, select the **Perform
    Price Rounding** check box, and then define the rounding rules. If you have
    never defined rounding rules, click the corresponding check box under
    Rounding Rules to set up the rounding structure. To continue, click **Next**.

7   Click **Finish** to display the **Inventory Wizard Workpad**.

8   If all the information is correct, click **Commit** to apply the changes to your
    database. If you selected the **Add Items Manually** option, you need to enter
    the applicable items before you can commit them. If you edit the
    information, either enter the data in the appropriate box or right-click your
    mouse to use additional commands. To cancel all the changes, click **Cancel**.

Setting up discount schedules

Store Operations provides two types of discounts:

- Mix and Match – customers receive a discount when they buy a quantity of similar items.

- Buy X, Get Y for Z – customers receive a number of items free or at a discounted price when they buy a certain quantity of those items at the regular price.

When a discount is assigned to an item, the item's price is automatically discounted when that item is added to a sales transaction and the conditions of the discount are met. For example, if you set up a Buy 2, Get 1 Free discount and assign it to an item, the price of the third such item added to the transaction will automatically be set to zero.

To define a discount

1   On the **Database** menu, click **Discounts**.

2   Click **New**.

3   In the **Description** box, enter a name for the discount.

4   Select the type of discount.

5   Set up the discount pricing schedule or enter the discount settings. For more information, click **Help** in the **Discount** window.

6   Click **OK**.

To assign a discount to an item

1   On the **Database** menu, click **Items**.

2   Select the item you want to discount, and then click **Properties**.

3   Click the **Discounts** tab.

4   Select the type of discount, and then select the discount in the **Discount scheme** box.

5   Click **OK**.

Providing a gift with purchase

You can assign a promotional or gift item, called a "tag along" item, to items in your database. This way, when customers purchase a particular item, Store Operations automatically includes the gift item in the sale. You can also designate the quantity of the gift item you want to give away with the purchase.

Before you can provide a gift with purchase, you must first create the gift item and then assign it as a tag along item to the desired items in your database.

For example, assume that you want to give away a football whenever a customer purchases an item whose price is more than $50.00. You would then need to assign the football as a tag along item to each item whose price is higher than $50.00.

Note   If desired, the cashier can delete the gift item at the POS.

To create a gift/promotional item

1   On the **Database** menu, click **Items**.

2   Click **New**, click **Standard**, and then click **OK**.

3   On the **General** tab, enter the item information, including the item lookup code, description, and department and category.

4   In the **Item Type** box, select an item type. If you want to track this promotional item, select **Standard**. If you do not want to track the item, select **Non-Inventory**.

5   Use the other available tabs to enter the other information you want.

6   Click the **Pricing** tab.

7   Because you plan to give away this item at no cost to the customer, confirm that there is zero ($0.00) in the **Price** box.

8   Follow the procedure below to assign this gift item to the appropriate items.

To assign the gift item to an item

1   On the **Database** menu, click **Items**.

2   Select the item you want to assign the gift to, and then click **Properties**.

3   Click the **Special** tab.

4   In the **Tag along item** box, click the Browse button to select the gift item. Store Operations will display the gift item's lookup code in the **Tag along item** box.

    To clear the **Tag along item** box, click the Delete button .

5   In the **Quantity** box, enter the number of gift items you want to include with the item.

    Now, every time a customer purchases this item, Store Operations automatically includes the gift item in the sale.

Tracking inventory

Overview

You can manage and track your inventory by continually recording changes to increases or decreases in your on-hand quantities. You can perform physical counts in your store, compare the counts to the Store Operations database, and then update the database. You can also generate purchase orders and inventory transfers, track offline inventory (items not for sale), and process online shipping.

The topics in this section describe how to:

- Identify what you have in stock

- Work with your offline inventory

- Define shipping carriers and services

- Generate and process purchase orders

- Use inventory transfer in and transfer out orders for single store and multi-store operations

Identifying what you have in stock

You can track your item quantities several ways.

You can lookup the item quantities directly.

You can generate an Item Quantity List report, which displays detailed quantity information for all your items.

You can perform a physical inventory in your store, compare the count to the Store Operations database, create a report on the differences, and then update the database.

You can also perform a physical inventory with a hand-held device that can export a text file, and then import that file into Store Operations.

Note You can also track inventory offline. For more information, see "Working with offline inventory."

To look up item quantities

1 On the **Database** menu, click **Items**.

  The **Items** dialog box organizes items according to item lookup code, item type, description, available quantity, and price.

2 Select the item you want. The item's stock on hand appears in the **Available Qty** column.

3 Click **Properties**, and then click the **Inventory** tab to view the selected item's detailed quantity information. This includes the on-hand quantity, committed quantity, reorder point, and restock level.

  You can also view the date that the item was last received and the last date the item was sold.

To generate an Item Quantity List report

1 On the **Reports** menu, click **Items**, and then click **Quantity List**.

2 Specify the filter criteria you want, and then click **OK**. Store Operations displays the entire item list with all the available quantities.

3 If desired, you can sort the data.

Tip   To quickly display the properties for a specific item, double-click the item's lookup code directly on the report preview screen.

To perform a physical inventory

1   On the **Inventory** menu, click **Physical Inventory**.

2   Click **New**.

3   Select **Create a new blank physical inventory count for manual entry**, and then click **OK**.

4   Enter a **Reference number** and **Description** for your physical inventory, and then do one of the following to create a list of items to count.

    •   Click **Add** to manually add items.

    •   Click **Quick Scan** to scan bar code items.

    •   Click **Import** to import a text or XML file with inventory information from a hand-held device or another program.

5   Enter the quantity for each item.

Tip   Click Print to display a list of the items to count, and then click the Print icon in the toolbar to print the list to use it for a manual count.

6   Click **Calculate** to compare the physical inventory to the Store Operations database.

Working with offline inventory

You can store and track inventory offline (items not for sale). This is especially useful for managing items that are damaged and have been returned, as well as items that you do not yet stock on shelves, plan to transfer out of the store (for example, to a supplier for repair), or want to keep separate from your main inventory.

To add an item to offline inventory

1   On the **Inventory** menu, click **Manage Offline Inventory**.

2   Click **Add**.

3   Select the item you want to add to offline inventory, and then click **OK**.

    Store Operations displays the **New Offline Inventory Entry** dialog box.

4   In the **Reason Code** box, click the Browse button ![icon] or press F2 to display a list of reason codes, and then select a reason code.

> **Note**   If your store does not use reason codes, leave this box blank.

5   In the **Comment** box, you can enter an explanation why the item will be a part of offline inventory.

6   In the **Quantity** box, enter the number of items to move to offline inventory. For example, if 12 out of 35 bicycle helmets were damaged, you could enter "12" in this box.

> **Note**   If you are adding a serialized item, the **Quantity** box will be disabled. Click **Add**, and then click the serial number (or drag to select multiple serial numbers). When you click **OK**, Store Operations will update the Quantity box and display the serial numbers.

7   Click **OK**.

    Store Operations displays the item in the **List of offline inventory** with the quantity you specified in the **Offline Qty** column.

To transfer an item from offline inventory out of the store

1   On the **Inventory** menu, click **Manage Offline Inventory**.

2   Select the item you want to transfer, and then click **Transfer Out**.

Note   To transfer all the items in the list, click **Select All** and then right-click the highlighted rows and click **Transfer Out**.

Store Operations creates and opens an inventory transfer out order.

On the **Contents** tab, notice that the number of items you have in offline inventory has been filled in automatically in the **Qty Ord** column.

3   Complete the transfer order as necessary, and then click **OK**. For more information, see "Transferring inventory out."

4   Store Operations displays the order number in the **Transfer #** column. You can double-click a row in this column to display the transfer order.

To transfer an item to your main inventory

1   On the **Inventory** menu, click **Manage Offline Inventory**.

2   Select the item you want to send to your main inventory, and then click **To Main**.

Store Operations asks to confirm the transfer and then transfers the offline quantity of that item to your main inventory.

Defining shipping carriers

With an Internet connection, Store Operations can use UPS and FedEx Websites to fill in shipping manifest, generate shipping labels, and track deliveries. Customers can track shipments on-line at UPS or FedEx Web sites.

After you define your shipping carriers and services, use the Register List command on the Registers menu to set up your default shipping carrier and/or service for each register. This is especially useful if you dedicate one register to do your shipping.

To define shipping carriers and services

1   On the **Database** menu, click **Shipping Carriers**.

2   Click **New**.

3   On the **General** tab, enter the name of the shipping carrier (for example, Federal Express).

4   Under **Internet Addresses**, enter the shipping carrier's Web site addresses for its home page, shipping page, and tracking page.

5   To add the shipping carrier services your company will use, click the **Services** tab.

6   Click the **Add** button.

7   In the **Service name** box, enter the name of the service (for example, Priority Overnight).

8   Under **Schedule of Charges**, specify the method by which Store Operations will calculate the shipping charge.

9   In the grid, enter the appropriate charges. For example, if you selected **Weight**, you could enter "1" in the **Weight** column and the corresponding price of "$15.00" in the **Charge** column.

10 Select or clear the **Interpolate Schedule** check box.

Purchase orders

Overview

Purchase orders enable you to effectively track and control your inventory. A purchase order is a document that contains a list of items or services you want to buy from a supplier. It provides details on the quantity ordered and cost, so you can track the items you have ordered, but not yet received.

Whenever you need to order items, you can create a purchase order, edit it, print it out, and send it to the supplier. Then, when you receive the shipment, you can receive the purchase order to enter the quantities you received and add them to your database.

By creating organized purchase orders, you can better determine what is ordered and what is received.

The topics in this section describe how to:

- Create a purchase order
- Edit a purchase order
- Print, e-mail, or save a purchase order as a file
- Receive a purchase order

Creating a purchase order

Whenever you want to order items from a supplier, you can create a purchase order.

After you create a purchase order, you can modify information on your order before it is sent to your supplier. For example, you might have to add an item to the order or change the quantity you ordered.

You can then issue the purchase order by e-mailing it to the supplier or by printing it and sending it by fax or mail.

When your shipment arrives, you can receive the order and commit the inventory to your database.

To create a new purchase order

1 On the **Inventory** menu, click **Purchase Orders**.

2 Click **New**.

3 Under **Generation Selection**, specify how you want to select items to include in the purchase order. You can select items manually, include items in a group (such as certain departments or suppliers), include items based on re-order information, or based on items sold during a certain period of time.

4 Under **Group Selection**, specify the grouping method by which you will select the items.

5 Under **Supplier Selection**, which supplier you want to order from.

6 Click **OK**.

   If you chose to select items manually, Store Operations will display the purchase order so you can add items and complete the order. See "Editing a purchase order."

   If you selected one of the other options, Store Operations will create the purchase orders and add them to the list in the **Purchase Orders** dialog box. You can then edit, print, or e-mail them.

Editing a purchase order

Sometimes you will need to modify information on your purchase order before it is sent to your supplier. For example, you may need to add items or change the quantities.

To edit a purchase order

1   On the **Inventory** menu, click **Purchase Orders**.

2   Select the purchase order you want to edit, and then click **Edit**.

3   On the **Contents** tab, edit the item information you want, such as item description, order number, and quantity ordered.

    If you want to add an item to the order, click **Add Item** and then select the item from the list. You can also click **Quick Scan** and scan the item's bar code.

Tip	As you move the mouse over the rows in the Item Lookup Code column, the mouse pointer becomes a magnifying glass. Double-click an item lookup code to display detailed information about that item.

4   On the **Header** tab, edit the information you want.

5   When you're ready to issue the purchase order, select **Order has been placed**, in the **Placement status** box. You can then print, e-mail, or export the order. For more information, see "Printing, e-mailing, and exporting a purchase order."

Printing, e–mailing, and exporting a purchase order

After you create your purchase order, you can print it to send to your suppliers, either by mail or fax.

You can also e-mail the purchase order, export the purchase order as a file in HTML or XML format, or export the purchase order directly into another program.

To print a purchase order

1   On the **Inventory** menu, click **Purchase Orders**.

2   Select the purchase order you want to print, and then click **Edit**.

3   Click **Print**.

4   Store Operations displays a preview of the printed purchase order.

5   On the **Print Preview** toolbar, click the **Print** button.

To export or e–mail a purchase order

1   On the **Inventory** menu, click **Purchase Orders**.

2   Select the purchase order you want to e-mail, and then click **Edit**.

3   Click **Export Document**.

6   In the **Destination** box, select **Email**, **Application**, **File**, or a specific program.

7   In the **File Format** box (if available), select the format of the file you will export or include in an e-mail message.

8   In the **Stylesheet** box (if available), select a file that supplies the format for an order exported to Microsoft Excel, Microsoft Word, or your Internet browser.

Receiving a purchase order

Whenever you receive your purchase order shipment, you can record the items and add them to your database.

To receive a purchase order

1 On the **Inventory** menu, click **Purchase Orders**.

2 Select the purchase order to receive, and then click **Receive**.

3 Click the **Contents** tab.

4 In the **Qty Rcv** column, enter the quantity of each item you received. If you received the entire purchase order, click **Receive All**, which will automatically set the quantity received to the quantity ordered.

> Note If you are receiving serialized items, click in the **Qty Rcv** column, and then click the Details button ⊡. In the **Serialized Item Detail** dialog box, click **Add** to enter the serial numbers.

5 After you enter the quantities received, click **Commit** to add the quantities to your database.

> Note To save the quantities received without changing the quantities in the database, click OK instead of Commit.

6 If you only partially received the items, Store Operations will ask if you want to close the purchase order.

If you click **Yes**, Store Operations will set the **Qty Ord** (Quantity Ordered) equal to the **Qty RTD** (Quantity Received to Date).

If you click **No**, the purchase order will remain "open" until you receive all the items or close the order.

Inventory transfers

Overview

You can use inventory transfers whenever you need to add or remove items from your inventory without actually transferring money. This way, you can keep a record of all items added or removed from your database.

- **Transfer inventory in** - Enter items received from your suppliers (or items transferred from other stores) without generating a purchase order. You can add items to your database without affecting your costs. The process for receiving transfer inventory orders is very similar to that of purchase orders. Whether you have a single store or multi-store operation, you can use this feature to receive items into your inventory database.

- **Transfer inventory out** - Transfer items to other stores or remove items from your inventory, and also record the process. Used mainly for multi-store operations, you can also use it to record items taken out from your inventory that do not affect your overall costs.

Transferring inventory in

There may be times when you receive items from a supplier that do not involve the transfer of money. For example, if you send an item to the supplier for repairs, you need to account for the temporary change in inventory.

Create an inventory transfer in order when you know you will be receiving or adding to your inventory. When the items arrive, you receive the order.

You can also modify information on your orders before you receive the items. For example, you might have to add an item to the order or change the quantity you expect to receive.

To create a transfer inventory in order

1   On the **Inventory** menu, click **Transfer Inventory In**.

2   Click **New**.

3   Under **Generation Selection**, specify how you want to select items to include in the inventory transfer in order. You can select items manually, include items in a group (such as certain departments or suppliers), include items based on re-order information, or based on items sold during a certain period of time.

4   Depending on your choice in the previous step, you may need to select an option under **Group Selection**. For example, you can generate transfer orders for items in selected departments and categories.

5   Click **OK**.

If you chose to select items manually, Store Operations will display the inventory transfer in order so you can add items and complete the order.

If you selected one of the other options, Store Operations will create the inventory transfer in order and add it to the list.

6   After you create the inventory transfer in order, you can modify the information. (If the order is not displayed, select it in the **Inventory Transfer In** dialog box, and then click **Edit**.)

7   On the **Header** tab, edit the information you want, including the **Number**, **Title**, **Transfer from**, etc.

8   On the **Contents** tab, edit the item information you want, such as item description and order number.

In the **Qty Ord** field, enter the quantity you expect to receive.

If you want to add an item to the order, click **Add Item** and then select the item from the list. You can also click **Quick Scan** and scan the item's bar code. Select or clear the **Use Supplier MPQ** (Master Pack Quantity) option.

9   When you're ready to issue the inventory transfer in order, select **Order has been placed** in the **Placement status** box.

To receive an inventory transfer in order

1 On the **Inventory** menu, click **Transfer Inventory In**.

2 Select the order you want, and then click **Receive**.

Tip The **Status** column displays icons to indicate the status of the orders. A document icon indicates that all items have been received. An exclamation mark on the icon indicates the entire order has not yet been received.

3 Click the **Contents** tab.

4 If you received all the items, click **Receive All**. If, however, you received a partial amount, enter the amount in the **Qty Rcv** column.

5 If the items are serialized items, specify which serial numbers you are receiving. Click in the **Qty Rcv** column, and then click the Details button .

In the **Serialized Item Detail** dialog box, click **Add**. In the **Serial Number** field, enter the serial number of the item you received.

If you received more than one of the serialized item, click **Add** again to enter the second serial number.

6 Click **OK**. Store Operations displays the quantity in the **Qty Rcv** column.

7 When all the items have been received, click **Commit** to apply the changes to the database.

10 If you only partially received the items, Store Operations asks if you want to close the transfer order.

If you click **Yes**, Store Operations will set the **Qty Ord** (Quantity Ordered) equal to the **Qty RTD** (Quantity Received-to-Date).

If you click **No**, the transfer order remains "open" until you receive all the items or close the order.

11 If you want to print the inventory transfer order for your records, click **Print**.

Transferring inventory out

There may be times when you transfer items out of your store that do not involve the transfer of money. For example, if you send an item to a supplier for repairs, you need to account for the temporary change in inventory. Or, in a multi-store business, you can transfer items between stores.

Note The procedures for transferring serialized items vary slightly.

To create a transfer inventory out order

1 On the **Inventory** menu, click **Transfer Inventory Out**.

2 Click **New**.

3 On the **Header** tab, edit the information you want, including the **Number**, **Title**, **Transfer from**, etc.

4 Click the **Contents** tab.

5 Click **Add Item** and select the item you want to transfer from the list.

You can also click **Quick Scan** and scan the item's bar code. Select or clear the **Use Supplier MPQ** (Master Pack Quantity) option.

The **Qty OH** column displays the on-hand quantity for each item. In the **Qty Ord** column, enter the quantity you want to transfer out of your store.

Tip As you move the mouse over the rows in the Item Lookup Code column, the mouse pointer becomes a magnifying glass. Double-click an item lookup code to display detailed information about that item.

6 When you have finished adding items to the order, click **OK**. Store Operations will add the order to the list.

7   Select the order you just created, and then click **Issue**.

Tip   The **Status** column displays icons to indicate the status of the orders. A document icon indicates that all items have been transferred. An exclamation mark on the icon indicates the entire order has not yet been transferred.

8   Click the **Contents** tab.

9   To send the entire order, click **Issue All**. If you want to send only a partial quantity, enter that number in the **Qty Iss** box.

10 Click **Commit** to subtract the quantities from the database.

11 If you transferred only a partial quantity, Store Operations asks if you want to close the transfer order.

If you click **Yes**, Store Operations will set the **Qty Ord** (Quantity Ordered) equal to the **Qty RTD** (Quantity Received-to-Date).

If you click **No**, the transfer order remains "open" until you transfer all the items or close the order.

12 If you want to print the inventory transfer order for your records or as shipping paper, click **Print**. If you want to export the order to another program, to a file, or to an e-mail message, click **Export Document**.

Tracking sales

Viewing and analyzing sales data

To help you keep on top of your sales figures and inventory needs, Store Operations tracks the goods and services you sell. One of the best ways to view and analyze your data is to use Store Operations Active Reports. There are a number of reports you can use to view your sales data. On the report preview screen, you can sort and filter the report data as desired.

Note After you click a report on the Reports menu, you might first see the Report Filter dialog box. You can simply click OK to accept the default settings or you can specify different filter criteria.

Summary Sales (Daily) reports

See a quick summary of your daily sales. View sales data by sales rep, cashier, supplier, register, category, and department for the current date, week-to-date, month-to-date, and/or year-to-date.

- On the **Reports** menu, point to **Sales**, point to **Summary Sales (Daily)**, and then click the sales report you want.

Summary Tax Collected (Daily) report

Quickly calculate how much tax you need to pay. You can see the sales tax rate (%) for each type of tax (i.e., county tax, local tax, partial dollar). You can also view the sales tax total for the current date, week-to-date, month-to-date, and year-to-date.

- On to the **Reports** menu, point to **Sales**, and then click **Summary Tax Collected (Daily)**.

Detailed Sales report

See all your pertinent sales information. The report displays everything from supplier and item information to quantity and price levels.

- On the **Reports** menu, point to **Sales**, and then click **Detailed Sales**.

Detailed Tax Collected report

View and calculate your sales taxes. You can analyze all your key sales tax information, including tax description, sales tax rate (%), batch and register numbers, opening and closing dates, and total tax collected.

- On the **Reports** menu, point to **Sales**, and then click **Detailed Tax Collected**.

Top Performers reports

Immediately know who or what is performing the best in your store. You can choose from a number of different reports that show you the top performers in a particular category. For example, use the Top Items report to quickly identify your fastest moving items. Or, use the Top Cashiers report to know which cashiers are selling the most items during a particular time period.

- On the **Reports** menu, point to **Sales**, and then click **Top Performers**.

Regional Sales report

Use the Regional Sales report to track customer demographics. Store Operations organizes the sales data by customers' zip codes. The report also displays the city, state, date, sales, and profit margin information, enabling you to identify which zip codes (regions) are the strongest and weakest. This way, you can adjust your advertising and marketing efforts to focus on those specific regions that will improve your overall sales totals.

- On the **Reports** menu, point to **Sales**, and then click **Regional Sales**.

Department Cost/Sales report

If you organized your items into departments and categories, you can generate the Department Sales Report to view the total sales, cost, and profit margin information for each department.

- On the **Reports** menu, point to **Sales**, and then click **Department Cost/Sales**.

Sales Commission report

You can see the commission totals for each sales representative.

- On the **Reports** menu, point to **Sales**, and then click **Commission**.

Tip   After you generate a report, you can view detailed information directly from the report preview screen. Move the mouse pointer over the report, and whenever the pointer becomes a magnifying glass, double-click. You will then see that selected entry's detailed information.

Tracking quotes, orders, and layaways

Generating reports gives you an overall view of your quotes, orders, and layaways. Once you generate a report, sort and filter the report data as desired.

Tip   After you generate a report, you can view detailed information directly from the report preview screen. Move the mouse pointer over the report, and whenever the pointer becomes a magnifying glass, double-click. You will then see that selected entry's detailed information.

Sales quotes reports

On the **Reports** menu, point to **Quotes/Orders**, and then click **Quotes-Detailed** or **Quotes-Summary**.

- **Quotes Detailed report** - Lists sales quotes and their associated customer account, reference number, generation date, and price information.
- **Quotes Summary report** - Summarizes the sales quotes to provide invoice number, date, customer account information, total amount, and deposit.

Back order reports

On the **Reports** menu, point to **Quotes/Orders**, and then click **Backorders-Detailed** or **Backorders-Summary**.

- **Back Orders Detailed report** - Lists items on each back order that matches the selection criteria.

- **Back Orders Summary report** - Provides a summary of back orders that match selection criteria.

Work order reports

On the **Reports** menu, point to **Quotes/Orders**, and then click **Work Orders-Detailed** or **Work Orders-Summary**.

- **Work Orders Detailed report** - Displays past work orders and their associated customer accounts, reference numbers, dates, item information, quantities, and prices.

- **Work Orders Summary report** - Summarizes past work orders and their associated reference numbers, dates, cashier information, item comments, sales totals, and deposit amounts.

Layaway reports

On the **Reports** menu, point to **Layaway**, and then click **Layaways Summary** or **Layaways Detailed**.

- **Layaways Summary report** - Lists layaways and their associated status. Provides summary information, including customer accounts, expiration date, sub-total, tax, order total, deposit amount, and reference number.

- **Layaways Detailed report** - Lists layaways and their associated detailed information, including customer name and account number, expiration date, item lookup code and description, quantity ordered, pricing information, quantity received, quantity on layaway, etc.

Managing customers

Overview

You can create and maintain a detailed database of your customers in Store Operations.

Whenever you create a local customer account, you can track the customer's detailed information, including billing and credit information, shipping address, purchase history, and account record.

If you have several stores using Store Operations, a customer can have an account at each location. However, Store Operations will not consolidate purchases and payments from all the stores.

The topics in this section describe how to:

- Set up local customer accounts

- Recall a specific customer invoice

- Adjust customer accounts

- Close current billing cycle and print statements

- Reprint account statements

- Generate customer reports

Setting up local customer accounts

You can view, create, and maintain a detailed and up-to-date customer list. Many retailers find this information essential for contacting customers and for gathering useful information at the point-of-sale. If you use store-credit accounts, you will use customer information frequently. If you have the necessary access privileges, you can create and edit customer information either in the Manager program or at the POS screen.

To add a customer to the database

1   On the **Database** menu, click **Customers**.

2   Click **New**. You can also select an existing customer and click **Copy** to copy information from the existing customer.

3   Use the tabs on the **Customer Properties** dialog box to enter the customer information you want.

To look up customer information

1   On the **Database** menu, click **Customers**.

2   Select the customer you want, and then click **Properties**.

Store Operations displays the **Customer Properties** dialog box, which displays the customer billing information, purchase history, account history, shipping address, and other information.

To modify customer information

1   On the **Database** menu, click **Customers**.

2   Select the customer you want, and then click **Properties**.

3   Edit the information you want.

To remove a customer from the database

1   On the **Database** menu, click **Customers**.

2   Select the customer you want to remove, and then click **Delete**.

Recalling a customer invoice

For various reasons (for example, settling a payment dispute), you might need to recall a receipt regarding a particular customer invoice.

To recall a specific invoice

1 On the **Database** menu, click **Customers**.

2 Select the customer you want, and then click **Properties**.

3 The **Account Information** tab displays the customer's detailed account information, including account type, existing balance, and available credit.

4 Click **Activity/Receivables** to display either the customer's account history and running balance or the individual account receivables and the balance due for each invoice.

• Click **Activity**, select the invoice you want, and then click **Receipt**.

Store Operations displays the receipt in the **Journal Viewer**, where you can identify the register, batch, and receipt numbers, as well as the cashier, date, and time.

To print the receipt, click **Print**. To print the word "DUPLICATE" on the receipt, select the **Mark as duplicate receipt** check box.

To close the Journal Viewer, click **Close**.

• Click **Receivables**, select the receivable you want, and then click **Details**.

Store Operations displays the **Accounts Receivable Details** dialog box.

Adjusting customer accounts

In addition to viewing a selected customer's individual invoices, you can adjust the customer's account information by modifying the debit or credit transaction amounts.

Note   The adjustments are permanent and cannot be undone. The only way to cancel an adjustment is to make another adjustment. Also note that whenever you make an adjustment to the account, the adjustment will not transfer through the General Ledger to accounting.

To adjust a customer's account

1   On the **Database** menu, click **Customers**.

2   Select the customer you want, and then click **Properties**.

3   On the **Account Information** tab, select the invoice you want, and then click **Adjust**.

4   In the **Adjust Customer Account** dialog box, modify the information you want, and then click **OK**.

Note   Adjustments cannot be undone. To cancel an adjustment, you must make another adjustment.

Closing current billing cycle and printing statements

Before you can print customer account statements, you must first close the billing cycle. This calculates all the purchases on account, payments, account adjustments, and finance charges between the last closing date and the current closing date.

Before you can close the billing cycle, you first set a closing date. When you close the billing cycle, you can print statements to send to your customers.

Notes

- Before you close the billing cycle, make sure you have set up customer charge accounts and finance charges for your store.

- You can close your billing cycle any day AFTER your monthly closing date.

To set your closing date

1   On the **File** menu, click **Configuration**.

2   On the **Accounts** tab, enter the day of the month that accounts will be closed on.

   For example, if you want your billing cycle to end on the last day of the month, enter "31", and Store Operations will use the last day regardless of the number of days in the month.

To close the billing cycle

1   On the **Journal** menu, click **Close Billing Cycle**.

2   Under **Options**, select **Close billing cycle for all customers**.

3   Select or clear the **Print statements** chcek box.

4   Select or clear the **Print statements with a balance of $0.00 and no activity** check box.

5   Under **Period**, confirm the **Closing Date**.

6   Click **Generate**.

Reprinting account statements

You can reprint statements for all your customers with charge accounts or for a selected customer. The customer statements display detailed account information, including the payment due date, balance, minimum payment, credit limit, credit available, previous balance, and new charges. When you reprint statements, use the opening and closing date fields to specify the time period.

To reprint an account statement

1   On the **Journal** menu, click **Close Billing Cycle**.

2   Select **Reprint a customer statement**.

3   Accept the **<all customers>** default setting, or click the Browse button to select a specific customer.

4   Select or clear the **Print statements with a balance of $0.00 and no activity** check box. If you want to print statements for only those accounts that have an actual balance, clear this check box.

5   Under **Period**, use the **Opening Date** and **Closing Date** boxes to define the time period for which you want to generate the statements.

6   Click **Generate**.

7   When Store Operations asks to confirm that you want to continue, click **Yes**.

    Store Operations will tell you how many statements were generated.

Generating customer reports

You can generate a number of reports about your customers that can help you communicate with customers and gather useful information at the point-of-sale. For detailed information about how to sort, filter, and export report data, see "Generating Reports."

Customer List Report

This report provides a detailed list of your customers that you can use to develop your mailing list. It displays all your customers and their account information, including account number, company, phone and fax numbers, credit limit, etc.

- On the **Reports** menu, point to **Customer**, and then click **List**.

  On the report preview screen, double-click any of the account numbers to display the customer's detailed information.

Tip   To generate customer mailing labels and customer lists, on the Utilities menu, click **Crystal Reports**.

Accounts Receivable Reports

This report is a complete list of all your customers and their account numbers, as well as their detailed account information, including activity (i.e., charge), invoice number and date, and total balance owed. Sort and filter the report data as desired.

If you want to view a customer's detailed account information (purchase history), double-click on the account number to display the customer record.

- On the **Reports** menu, point to **Customer**, and then click **Accounts Receivable Summary** or **Account Receivable Detailed**.

Top Customers Report

The Top Customers report displays which customers are bringing in the most sales. The report includes information such as quantity sold per customer, total sales per customer, and total profit per customer.

- On the **Reports** menu, point to **Sales**, point to **Top Performers**, and then click **Top Customers**.

Regional Sales Report

This report is a useful way to track customer demographics. For example, the report organizes sales data by the customers' zip codes. The report also displays the city, state, date, sales, and profit margin information, so you can identify your strongest and weakest demographics. You can then adjust your advertising efforts (i.e., direct mail) to focus on selected regions.

- On the **Reports** menu, point to **Sales**, and then click **Regional Sales**.

Managing employees

Overview

After you set up the basic employee information (i.e., cashiers, sales reps, etc.), you can continue to modify the data as needed. You can also assign each employee certain access privileges and control what they view or change in the Manager program.

The topics in this section describe how to:

- Manage cashier information
- Send a message to cashiers
- Track cashier attendance
- Edit the time card
- Generate a Cashier Log report
- Manage sales rep information

Managing cashier information

You can add, modify, and delete cashier names and information, in addition to assigning their access privileges. You can also generate different reports that display pertinent information about your employees' performance.

Note In order create, modify and/or delete cashiers, you must have Administrator Rights. The very first time you log onto the Manager program, you are given Administrator Rights. You could then create your cashiers and assign them with the applicable access privileges.

To add a cashier to the database

1   On the **Database** menu, click **Cashiers**.

2   Click **New**. You can also select a cashier, and then click **Copy** to copy an existing cashier.

3   Under **Cashier properties**, enter the information you want.

4   Under **Register properties**, enter the applicable register information.

5   Under **Security**, select or clear the appropriate cashier rights. If you do not want the cashier to have **Manager Rights** or **Administrator Rights**, make sure you clear those check boxes.

6   Under **Over/Short Limits**, define the over/short error limit amount or percent allowed for the cashier when the batch is closed.

7   If you have defined security levels, select the level in the **Security level** box.

8   Click **OK**. Store Operations lists the new cashier in the Cashiers list.

To modify cashier information

1   On the **Database** menu, click **Cashiers**.

2   Select the cashier you want, and then click **Properties**.

3   Modify the information you want.

To remove a cashier from the database

1   On the **Database** menu, click **Cashiers**.

2   Select the cashier you want to remove, and then click **Delete**.

Sending a message

At any time, use the Manager program to send a message to one or more of your cashiers. If the cashier is currently logged on at a register, the message will appear on the POS screen shortly after sending. If the cashier is not logged on, the message will appear after the cashier logs on at any register at the bottom of the POS screen.

To send a message

1   On the **Utilities** menu, click **Messages**.

2   Click **New**.

3   Click **To** and select the cashier who will receive the message. When you have entered the cashier, press the TAB key.

4   In the **Subject** box, enter a subject heading.

5   In the **Message** box, enter the text of the message.

6   Click **Send**.

Tracking cashier attendance and payroll

You can use the Time Card report to track cashiers' attendance to identify how many hours each cashier worked.

If you want this report to display the correct data, make sure your employees are using Store Operations to punch in and punch out in the POS program. For more information, see "How to clock in and out."

To generate the time card report

1   On the **Utilities** menu, click **Crystal Reports**.

2   Double-click the **Crystal Reports** folder. Store Operations displays a list of reports in the **Reports** box.

3   Select the **Timecard Report**, and then click **OK**.

4   On the **Sort By** tab, select the sort level you want(i.e., **Cashier ID**, **Cashier Name**).

5   On the **Additional Details** tab, select or clear the **List timecard activities** chech box.

6   On the **Criteria** tab, specify the filtering criteria you want.

7   Click **Generate**.

Editing time clock entries

The time clock provides detailed information about your employees' attendance, including the date and clock in/clock out times.

You can edit time clock entries in the Manager program, which is especially useful whenever a cashier logs on under a different name or forgets to clock in or clock out.

If you do not want a particular employee to edit time clock entries, you can easily restrict the employee's access to the time clock.

Tip   To generate a Timecard Report, click **Crystal Reports** on the **Utilities** menu. You will find the **Timecard Report** listed in the **Crystal Reports** folder.

To edit a time clock entry

1   On the **Database** menu, click **Time Clock**.

2   Select the cashier whose entry who you like to edit, and then click **Properties**.

3   Edit the date and time information you want.

Note   You cannot change the cashier name.

To restrict employee access to the time clock

1   On the **Database** menu, click **Cashiers**.

2   Select the cashier whose access privilege you want to restrict, and then click **Properties**.

3   Under **Security**, clear the **Allowed to edit Time Clock entries** and **Allowed to view others' Time Clock entries** check boxes.

Generating a Cashier Log report

To quickly see your cashiers' activity, generate the Cashier Log report. This report displays the cashier number and name, register, log in and out times, and activity hours.

To generate a Cashier Log report

1   On the **Reports** menu, point to **Miscellaneous**, and then click **Cashier Log**.

2   Sort and filter the data you want.

Managing sales rep information

In addition to setting up the commission structure for sales reps, you can track their sales commissions and modify their contact information as needed. You can also generate different reports that display pertinent information about your sales reps' performance.

For example, the Commission report displays detailed information, including sales rep name and account number; the date the items were purchased; item pricing and quantity information; and the commission total for each item.

To add a sales representative to the database

1   On the **Database** menu, click **Sales Reps**.

2   Click **New**.

3   Enter the sales rep's name, ID number, and phone number.

4   Under **Commission**, enter the **Fixed amount, Percent of sale (%)**, and **Percent of profit (%)** amounts.

To modify sales rep information

1   On the **Database** menu, click **Sales Reps**.

2   Select the sales rep you want, and then click **Properties**.

3   Modify the information you want.

To delete a sales rep from the database

1   On the **Database** menu, click **Sales Reps**.

2   Select the sales rep you want to delete, and then click **Delete**.

Store Operations asks to confirm the deletion.

To track sales commissions

1   On the **Reports** menu, point to **Sales**, and then click **Commission**.

2   Sort and filter the data you want.

Generating reports

Overview

You can use Store Operations to generate active reports to display any type of information you need about the operation of your store.

The topics in this section describe how to:

- Generate a report
- Sort a report
- Filter report data
- Adjust the header and columns
- Add a logo
- Access detailed information directly from report preview screen
- Refresh report data
- Memorize report settings
- Export a report

Generating a report

The Manager program groups reports in categories so they are easy to find. Using the report sorting and filtering tools, you can create virtually hundreds of custom reports.

To create a report

1   On the **Reports** menu, point to the category (i.e., **Customer**, **Sales**, **Items**) you want, and then click a specific report.

2   Store Operations displays the **Report Filter** dialog box where you can define filter criteria. Be sure to click **Add** after each criterion you define.

3   To generate the report, click **OK**.

    Store Operations displays the report.

4   Sort the report data you want.

Sorting a report

After you generate a report, you can sort the data directly on the report preview screen.

Dragging columns

Use your mouse to adjust the columns. For example, assume you just generated the Customer List report. You see that the report is sorted by customer account number. However, you want the report organized by customer name, not account number.

You can organize the report by customer name. Just drag the Name column to the Account # column. When you release the mouse button, the Name column should be comfortably resting in the first column position.

Grouping data

You can also group the report data in any way you want. After you generate the report, click the Select Columns to Group button ▤ ▾ on the report toolbar. Use the drop-down list box to specify the columns whose data you want to group. Choose from grouping no data to grouping several columns.

Expanding or collapsing data

You may not want to see all the categories for a particular department. However, you may still want the same report to display specific information for another department. You can use the advanced reporting tools in Store Operations enables to pick and choose whatever data you want your reports to show.

There are two ways you can expand (show) or collapse (hide) report data:

- **Using the toolbar** - Use toolbar buttons to quickly expand and collapse all the report data at once. Click the **Expand All** button ▤ to display all the report data, or click the **Collapse All** button ▤ to hide detailed report data.

- **Individually adjusting each group of items** - Expand or collapse individual components. Each column contains groups of data. In front of each group is a plus sign (+). To expand the group and see the data, click the plus sign (+). The plus sign becomes a minus sign (-). If you want to contract the grouping, click the minus sign (-).

Village Sports

Department Sales Report
Generated On 11/19/99

Department	Category	Date	Sales	Cost	Profit
Accessories	Locks and P	11/5/99	$39.98	$22.400	$17.58
⊞ **Bicycles**			**$4,863.50**	**$2,950.000**	**$1,913.50**
⊟ **Cycling Apparel**			**$633.83**	**$284.600**	**$349.23**
Cycling Apparel	Cap/Headge	10/11/99	$47.99	$23.000	$24.99
Cycling Apparel	Cap/Headge	10/28/99	$47.99	$23.000	$24.99
Cycling Apparel	Cap/Headge	10/26/99	$47.99	$23.000	$24.99
Cycling Apparel	Shirts	10/11/99	$34.99	$15.400	$19.59
Cycling Apparel	Shirts	10/15/99	$34.99	$15.400	$19.59
Cycling Apparel	Shirts	10/22/99	$34.99	$15.400	$19.59
Cycling Apparel	Shirts	10/28/99	$69.98	$30.800	$39.18
Cycling Apparel	Shirts	11/5/99	$34.99	$15.400	$19.59
Cycling Apparel	Shirts	10/21/99	$34.99	$15.400	$19.59
Cycling Apparel	Shirts	10/25/99	$34.99	$15.400	$19.59
Cycling Apparel	Shirts	10/22/99	$104.97	$46.200	$58.77
Cycling Apparel	Shirts	11/8/99	$34.99	$15.400	$19.59
⊟ **Ski Equipment**			**$429.97**	**$246.980**	**$182.99**
Ski Equipment	<N/A>	10/11/99	$80.00	$45.000	$35.00

Changing data order

With a click of your mouse, you can change the sort order. When you sort text columns (i.e., customer, items, etc.), entries are displayed in alphabetical order (A-Z or Z-A). Likewise, value columns (i.e., total sales, number of visits, etc.) are sorted in numeric order (0-100 or 0-100) and date columns are sorted in chronological order (1/1/05-12/31/05 or 12/31/05-1/1/05).

To sort entries in a column, click its heading. Repeatedly clicking the heading will toggle between ascending and descending order.

Filtering report data

Use the filtering tools to quickly display specific information. A filter screens out any data that does not meet specific criteria (conditions). The report includes only those entries that match the criteria. For example, you can generate a Customer List report and use the filtering tools to display only those customers that live within a certain zip code.

You can set multiple criteria. For example, you can generate a report that includes customers that live in a certain city and who have purchased an item since a certain date.

To filter report data

1   Click the **Filter Report** button on the report toolbar.

   Store Operations displays the **Report Filter** dialog box. Under **Select Filter Option**, you will create one or more criteria that will filter the report data to display just the information you want.

   Each criterion is a brief but logical sentence describing its function.

   For example, if you just generated an Item Price List report, and you want to filter the data to display only those item prices for a particular supplier, you would create a filter criterion similar to the following:

   Field: Supplier
   Operator: Equal (=)
   Filter value: (Name of supplier)

2   In the **Field** list, select a field.

   The fields in the list vary according to the type of report you generate.

3   In the **Operator** box, select an operator:

-   Equal =

-   Not Equal < >

-   Greater than (after) >

-   Less than (before) <

-   Greater than or equal to > =

-   Less than or equal to < =

4   In the **Filter value** box, enter the text, number, or date that the information in the selected field must be compared to, according to the chosen operator.

Note   Report criteria are case-sensitive.

For example, assume you just generated a Customer List report, and you want to filter the report data to display only those customers that have visited your store less than 10 times. You would enter the following settings:

Field: Total Visits
Operator: Less than (<)
Filter value: 10

5   Click **Add** to enter the criterion to the **Filters** list.

You can continue to add filter criteria by defining the field, operator, and filter value. Every time you click **Add**, Store Operations lists the additional criteria one after another in the **Filters** list.

6   If you want to remove a criterion, select it in the **Filters** list, and then click **Remove**. If you want to delete all the filter criteria, click **Remove All**.

7   Click **OK** to generate the report using all the current settings.

You will see the report, as it will be printed, on the screen where you can then sort the report data as desired.

Adjusting columns and the report header

After you generate a report, you can organize your data directly on the print preview screen. You can rearrange and hide or show individual columns to control what you and your employees can view on reports. You can also hide or show the report header.

To rearrange columns

- Point to the column heading of the column you want to move, and then drag the column to the new location.

To hide or show columns

1 On the report toolbar, click the **Hide/Show Columns** button .
2 Select or clear the check boxes for the columns you want to show or hide.

To hide or show the report header

- On the report toolbar, click the **Show/Hide Report Header** button .

Adding a logo

You can add your company logo or other picture to your reports. You will see the graphic on both your receipts and reports, provided that your printer is capable of printing graphics.

Note Use Store Operations Administrator to add the logo to your reports.

To add a logo

1   Start Store Operations Administrator.

2   On the **File** menu, click **Configuration**.

3   On the **Register** tab, enter the applicable register number in the **Number** box.

4   In the **Store logo** box, click the Browse button and select the picture you want.

Directly accessing database information

You can quickly look up or edit specific, detailed database information directly from the report preview. From certain reports, you can also drill-down to more detailed reports.

To directly access database information

1   Generate a report.

2   Move the mouse pointer over the report's information.

    The pointer changes to a magnifying glass 🔍 where detailed information is available.

    For example, double-click an item lookup code to see the item's properties.

3   If you changed any information in step 2, click the **Refresh Report Data** button 🔄 on the report toolbar so the report reflects the changes.

To drill–down to more detailed reports

1   For example, assume you just generated the Work Order (Summary) Report..

2   To see specific details regarding a particular order, double-click the **Order #** column.

    Store Operations displays the Work Order (Detailed) Report for the order.

Refreshing report data

As you generate reports, you may need to refresh the report's data to incorporate recent changes and updates.

For example, while working on a report, recent store activity may change information in the database, or you might edit database information directly. Rather than generate the report again, you can refresh the report's data.

To refresh report data

- On the report toolbar, click the **Refresh Report Data** button .

Memorizing report settings

You can memorize (save) your report settings so that you can quickly generate the same report with the same exact settings.

To memorize report settings

1   Generate a report.

2   On the report toolbar, click the **Memorize** button 💾 .

3   In the **Enter report name to memorize** box, enter a name for the new report, and then click **Memorize**.

3   Store Operations will confirm that the report has been memorized.

To generate a memorized report

1   On the **Reports** menu, click **Memorized**.

2   Select the report, and then click **Generate**.

To rename a memorized report

1   On the **Reports** menu, click **Memorized**.

2   Select the report, and then click **Rename**.

To delete a memorized report

1   On the **Reports** menu, click **Memorized**.

2   Select the report, and then click **Delete**.

Printing, e–mailing, and exporting a report

After you generate a report, you can print the report or export it to a file in one of several formats, such as HTML, tab delimited, comma delimited, and XML.

You can also e-mail a report as an attachment to an e-mail message or export a report directly into another program, such as Notepad or Internet Explorer.

To print a report

1 On the report toolbar, click the **Print** button .

2 Store Operations displays the report print preview.

3 On the **Print Preview** toolbar, click the Print button .

To e–mail a report

1 On the report toolbar, click the **Export** button .

2 In the **Destination** box, select **E-mail**.

3 In the **File Format** box, select one of the following file formats for the e-mail attachment.

- **HTML**
- **Comma Separated (CSV)**
- **Tab Delimited Text**
- **XML**

4 If you want to export any hidden rows in the report, select the **Export hidden rows** chcek box.

5 Click **OK**.

Store Operations opens your default e-mail program, creates a new message, and attaches the report in the format you chose.

To export a report

1 On the report toolbar, click the **Export** button.

2 In the **Destination** box, select **File**.

3 In the **File Format** box, select one of the following file formats.

- **HTML**
- **Comma Separated (CSV)**
- **Tab Delimited Text**
- **XML**

4 If you want to export any hidden rows in the report, select the **Export hidden rows** chcek box.

5 Click **OK**.

6 In the **File name** box, type a name, select the folder where you want to save the exported file, and then click **Save**.

To export a report into another program

1 On the report toolbar, click the **Export** button ![icon].

2 In the **Destination** box, select **Application**.

3 In the **File Format** box, select one of the following file formats.

- **HTML**

- **Comma Separated (CSV)**

- **Tab Delimited Text**

- **XML**

4 If you want to export any hidden rows in the report, select the **Export hidden rows** chcek box.

5 Click **OK**.

6 In the **File name** box, type a name, select the folder where you want to save the exported file, and then click **Save**.

Store Operations saves the file, opens your default Web browser for HTML and XML files or Windows Notepad for CSV and Tab Delimited Text files.

Using labels

Overview

Use the **Label Wizard** menu option in the **Wizards** menu to print your labels. The Label Wizard guides you quickly through the label printing process.

Additionally, you can use the **Label Designer** menu option in the **Utilities** menu to design label templates. The Label Designer offers various tools that allow you to edit existing label styles or create the templates from scratch. After you save the customized label template, use the Label Wizard to select the template that Store Operations will use to generate the labels.

The topics in this section describe how to:

- Generate labels

- Design label formats

To gain a better idea about the types of labels you can design, see "Sample labels."

Printing labels

Use the Label Wizard whenever you want to generate labels for selected items. If you used the Label Designer to create/edit label templates, you can use the Label Wizard to specify the desired template.

To generate labels

1   On the **Wizards** menu, click **Label Wizard**.

Tip   You can also access the Label Wizard by clicking the **Labels** button on an applicable window (such as the Item Properties window for a selected item). When you click this button, you will see a window that lets you define additional filter options.

2   Under **Item Selection**, select the items that you want to generate labels for. For example, choose items from a particular department/category by selecting the **Print labels for items belonging to a Department and Category** option, clicking the **Browse** button, selecting the applicable department/category, and then clicking **OK**.

3   Under **Selection Options**, select or clear the appropriate check boxes, and
     then click **Next** to continue.

     For example, to choose items from a particular department or category,
     select **Print labels for items belonging to a Department and Category**,
     click the Browse button 🔍 , and then select the department and category.

4   Specify which items to generate labels for. To copy all of the items in the
     Selection List to the **Print List**, click **Add All**. To add selected items, click
     each item in the **Selection List**, and then click **Add**. To scan the items you
     want to print labels for, click **QuickScan**.

Tip   To quickly add multiple items to the Print List, press and hold the CTRL
       key, and then use the mouse to select the items you want.

5   Under **Number of items per label**, select the quantity of labels to print for
     each item in the **Print List**.

     • **Fixed quantity** - Enter a quantity. That number of labels will be printed
       for each item in the list.

     • **Stock on hand** - The number of labels printed for each item in the list
       will equal the in-stock quantity of the item.

     • **Issued/Received to date** - (Available only when a purchase order or
       inventory transfer has been selected.) The number of labels printed for
       each item in the list will equal the *total* quantities received or issued to
       date on the selected order.

     • **Quantity ordered** - (Available only when a purchase order or inventory
       transfer has been selected.) The number of labels printed for each item in
       the list will equal the quantity of that item on the selected order.

     • **Issued/Received on this order** - (Available only when a purchase order
       or inventory transfer has been selected.) The number of labels printed for
       each item in the list will equal the *most recently received or issued*
       quantity for that item on the select order. For example, suppose you
       ordered 20 units of an item in a purchase order. Yesterday, 10 units were
       received and you printed labels for them. Today, you received another 5
       units. You don't want to print labels for the order received to date,
       because that would cause 10 extra labels to be printed, and you don't
       want to print labels for the total quantity ordered, because 5 units have
       not been received yet. Instead, select this option to print labels for only
       the 5 units included in the most recently received shipment

6   Click **Set Quantity**, and then click **Next**.

7   Select the label format you want to use to generate the labels, set the start position for the first label on each sheet, and then click **Next**.

8   On the Finish page, click **Finish**.

    The Print Preview window appears.

9   Check the preview to make sure the labels will print properly, and then click **Print**.

Designing label formats

You can use the Label Designer to design your own label formats or modify existing ones. A format is essentially a design Store Operations will use to arrange information (such as the item description, bar code, and price) on a label.

If you want to create a new label format from scratch, you'll find it easier and faster to start with an existing format that's similar to what you have in mind. You can save it with a different name and then modify it.

You can also modify the label properties, such as the label height, width, and number of rows and columns on the sheet of labels. This way, you can define how many labels you want to print and where they print on a page.

The topics in this section describe how to:

- Adjust label alignment

- Add and edit label objects, such as a graphic, bar code, or text

- Tutorial Create a label format from scratch

Adjusting label alignment

Sometimes, individual printer drivers may interpret the label format slightly differently. You can adjust the alignment by changing a label format's properties, such as height, width, and row spacing.

To adjust label alignment

1   On the **Utilities** menu, click **Label Designer**.

2   On the **Label Designer** toolbar, click the Open button , select a label format, and then click **Open**.

The label formats included with Store Operations are in this folder: C:\Program Files\Microsoft Retail Management System\Store Operations\LABELS.

3   Under **Label Properties**, change the settings you want.

     Whenever you adjust the **Label Height** or **Label Width**, you will see the change in the work area on the right.

4   In the **Units** box, select the unit of measure (twips, inches, or cm) you want to use.

5   If you want to save the format, click the Save button ![icon] on the **Label Designer** toolbar, type a name in the **File name** box or accept the existing name, and then click **Save**.

Adding and editing label objects

Whether you create your label from scratch or modify an existing label format, you can add or edit different types of objects, such as text, fields, bar codes, boxes, lines, and pictures.

You may want to resize a text box so that your printer does not chop off the first line of text. Or, you might want to decrease the size of the barcode and enlarge your store name.

To add or edit a label object

1   On the **Utilities** menu, click **Label Designer**.

2   On the **Label Designer** toolbar, click the Open button ![icon] , select a label format, and then click **Open**.

     The label formats included with Store Operations are in this folder: C:\Program Files\Microsoft Retail Management System\Store Operations\LABELS.

3   On the **Label Designer** toolbar, click the Insert New Object button ![icon].

Store Operations adds a text object with the text "Caption" to the label format. Its red color indicates that it is selected.
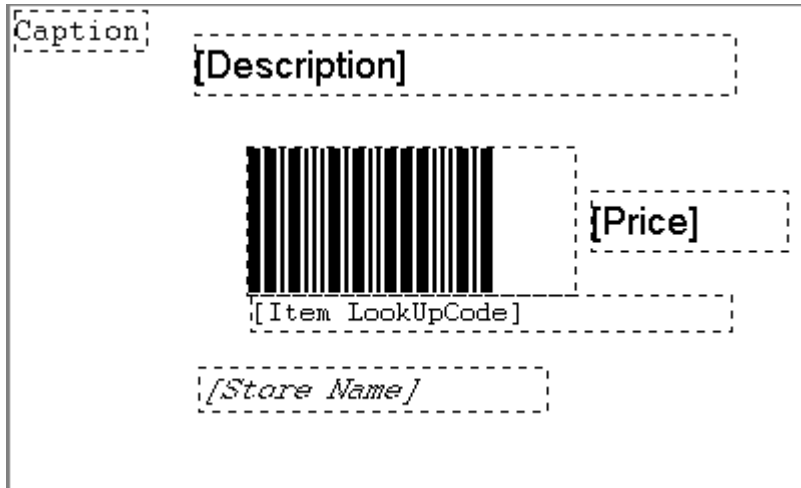
4   Under **Object Properties**, in the **Name** box, type a name for the object.

5   In the **Type** box, select the type of object you want.

6   In the **Caption** box, specify the following, based on the type of object you chose:

For **Text**, type the text.

For a **Field**, select the item property you want the object to display, such as Item Lookup Code or Description.

For a **Barcode**, do not specify a caption.

For a **Picture**, click the Browse button ![icon] and select a picture.

For a **Box**, do not specify a caption.

For a **Line**, do not specify a caption.

8 The **Top**, **Left**, **Height**, and **Width** boxes display the size and position of the object. You can drag the object or type new numbers in the boxes.

Tip Use your mouse to quickly resize label objects. Right-click the desired object, and then drag to resize the object.

Note Depending on where you want to place the object, you may have to adjust the position and size of other objects.

9 To save the format, click the **Save** button 💾 on the **Label Designer** toolbar.

10 In the **File name** box, type the name of the label format. Or, you can accept the existing name.

11 Click **Save**.

Note Your printer may not be able to use label graphics. Refer to your printer's manual for more information.

Creating a label format from scratch – Tutorial

This tutorial describes how to create a label format from scratch. In this example, we will create a label format for a 1.5" by 2.5" price tag that includes the following information:

- Store name
- Store logo
- Item description
- Item lookup code
- Bar code
- Price
- Slogan

To create a new label format

1   On the **Utilities** menu, click **Label Designer**.

2   On the **Label Designer** toolbar, click the New button ☐ .

3   Under **Label Properties**, in the **Description** box, enter a name for the label format.

4   In the **Units** box, select **Inches**.

5   In the **Label Height** and **Label Width** boxes, type 1.5 and 2.5, respectively. When making your own labels, these dimensions should match those of the labels you intend to print on.

6   In the **Rows**, **Cols** (Columns), **Row Margin**, **Col** (Column) **Margin**, **Top Margin**, and **Left Margin** , define the layout of the sheet of labels you will print on.

7   On the **Label Designer** toolbar, click the Insert New Object button 📇.

    Store Operations adds a text object with the text "Caption" to the label format. Its red color indicates that it is selected.

8   Under **Object Properties**, in the **Name** box, type a name for the object. In this case, type "Barcode".

9   In the **Type** box, select the type of object you are creating. For this example, select **Barcode**.

10 In the work area on the right, use your mouse to drag the Barcode object to a position approximately as shown below.

11 If you want to change the size of the Barcode object, you can type new numbers in the **Height** and **Width** boxes. Or, you can use your mouse to quickly resize the object; right-click the object, and then drag to resize it.

12 Let's add another object. On the **Label Designer** toolbar, click the Insert New Object button ![icon] again.

    Store Operations adds a text object with the text "Caption" to the label format. Its red color indicates that it is selected.

13 Under **Object Properties**, in the **Name** box, type a name for the object. In this case, type "ItemLookupCode".

14 In the **Type** box, select **Field**.

15 In the **Caption** box, select **Item Lookup Code**.

16 In the work area, drag the Item Lookup Code object to just below the Barcode object, as shown below.
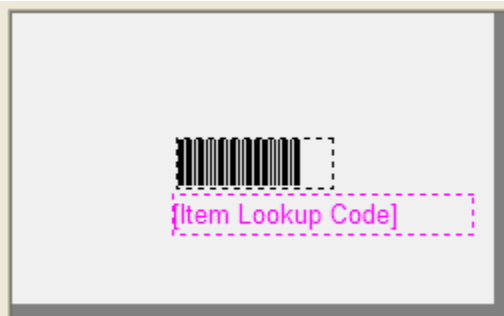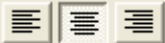
17 Click the **Font** button ![A] and specify Arial Regular 10.

18 Click Left Alignment button ![align buttons] to align the text.

19 Add another object (click the **Insert Object** button ![icon] again), and follow steps 13-15 to create a **Price** object.

20 Click the **Font** button ![A] and specify Arial Regular 16.

21   Move the Price object next to the Barcode object, as shown below.
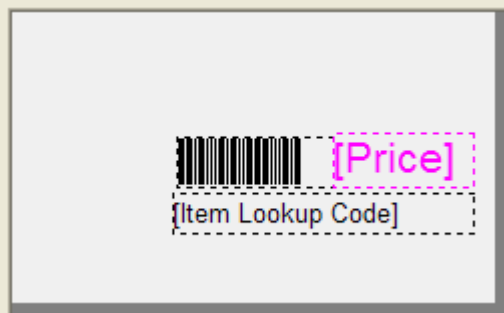
Now let's add an object for the slogan, "Always the best price!".

22   Click the Insert New Object button .

Store Operations adds a text object with the text "Caption" to the label format. Its red color indicates that it is selected.

23   In the **Name** box, type "Slogan".

24   In the **Type** box, leave the default object type; **Text**.

25   In the **Caption** box, type the text that will appear on the label: "Always the Best Price!".

26   In the work area, drag the Text object to a position centered near the bottom of the label.

27   Click the **Font** button and specify Arial Regular 12.

28   Click the Center Alignment button .

29 Right-click the Text object, and then drag to the right until the object is slightly wider than the indicated text.

Tip   Always ensure that your Text object is slightly larger than the indicated text; otherwise, the text will not print properly.
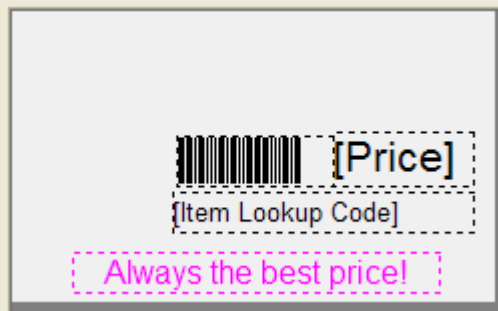
30 Add the following two objects and position them as shown below.

* **Name**: "Description"
  Type: **Field**
  Caption: **Description**
  Font: Arial Regular 10

* **Name**: "Store"
  Type: **Text**
  Caption: "Store Name"
  Font: Arial Regular 14
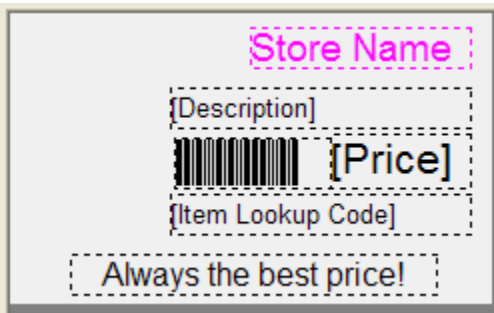
Finally, let's add a store logo to the label and then save the label format.

31 Click the Insert New Object button .

Store Operations adds a text object with the text "Caption" to the label format. Its red color indicates that it is selected.

32 In the **Name** box, type "Logo".

33 In the **Type** box, select **Picture**.

34 In the **Caption** box, click the **Browse** button , and select the picture, **storelogo.jpg**.

Note   The picture is in this folder: c:\Program Files\Microsoft Retail Management\Store Operations\Pictures.

35 In the work area, drag the Picture object to the upper left corner, as shown below.

36 Right-click the Picture object and size it, as shown below.
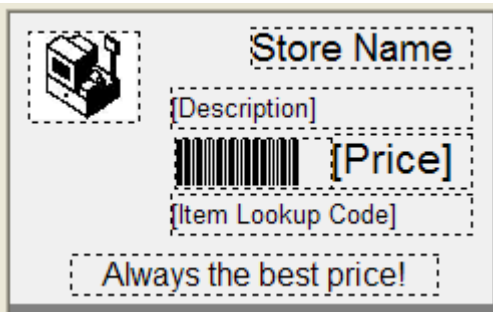
37 To save this label format, click the **Save** button on the **Label Designer** toolbar.

38 In the **Save As** dialog box, enter a name in the **File name** box.

Make sure you save this label format in this folder: C:\Program Files\Microsoft Retail Management System\Store Operations\LABELS.

39 Click **Save.**

You can now use this label template in the Label Wizard to print labels.

Sample labels

The following are just a few of the many ways you can customize your labels. Note that some of the pictures on these labels may not print correctly, depending on the printer you use.

Use only the barcode and item lookup code

Display a picture of the item

Display your company logo
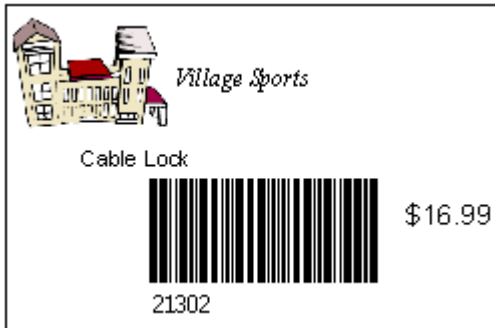
Display sale prices and text messages

Include detailed item information, such as the serial number

Display all the currency rates for a selected item

Processing receipts and journals

Viewing journals

The journal contains all the transactions that have occurred on the current register since the last Z report was processed.

To view journals

1 On the **Journal** menu, click **View**.

 Store Operations displays the **Journal Viewer** and the **Batches** dialog box.

2 Select a batch in the list and click **OK**.

3 Press CTRL+right arrow to view the next page of the receipt and press CTRL+left arrow to view the previous page.

4 Press PAGE DOWN and PAGE UP to view other receipts in the batch.

5 Click **Tenders** to view tender information.

6 Double-click the **Receipt preview** to zoom in and right-double-click to zoom out.

7 You can also click **Lookup** to specify a range of dates, and then scroll through all the receipt journals. Select the applicable receipt, and then press **Enter**.

8 On the receipt print preview screen, click **Print** to generate the receipt or click **Close** to exit.

Creating receipt formats

You can create receipt formats that you can customize for various transaction types, such as sales, layaways, and work orders. You can print different receipt formats on different registers. Create as many receipt formats as you want.

There are many ways you can customize a receipt format. You can display different types of information (i.e., store logo, customer address, barcode, discounts), as well as create text lines, change fonts, set margins, and change paper dimensions.

Note You cannot use existing receipts from QuickSell 2000. You can only use receipts in XML format.

To create a receipt format

1   On the **Database** menu, point to **Registers**, and then click **Receipt Formats**.

2   Click **New**.

You can also select an existing receipt format, and then click **Copy** to copy information from an existing receipt format.

3   In the **Title** box, enter a name for the receipt format; for example, "Basic Receipt - 40".

4   In the **Description** box, enter a description; for example, "Standard Receipt - 40 column".

5   Under **Receipt and report templates**, define the receipt template for each transaction type.

Click the Browse button and select the template you want.

Note The receipt template file must have the .xml extension. Store Operations will not accept receipts with the .rct file extension.

6   Click **Properties** for each type to define the receipt.

You have great flexibility for customizing your receipts. For example, you can specify text that will appear on the receipt, such as "Thank you for shopping at Village Sports"). As you make changes in the **Attributes** list, you can see the results in the **Preview**.

7   Click **OK** to save the information. Store Operations will store both the original receipt template and modified copy. To save this template as a separate file, click **Save As**, enter a file name, and then click **Save**.

8   When you have finished creating your receipts, click **OK** to save the information, and then close the Receipt Formats dialog box.

You can now assign the receipt format to registers.

Assigning a receipt format to a register

After you create receipt formats, you can assign them to registers.

To assign a receipt format to a register

1   On the **Database** menu, point to **Registers**, and then click **Register List**.

2   Select the register to which you want to assign a receipt format, and then click **Properties**.

3   Depending on which receipt printer you want to use to print the receipt, click either the **Receipt Printer 1** or **Receipt Printer 2** tab.

4   Under **Receipt Printing**, select whether you want the receipt to print automatically after each transaction or if you want Store Operations to ask the cashier whether or not to print a receipt after each transaction.

5   Select the **Journal receipts from this printer** check box.

6   In the **Receipt format** box, click the Browse button , and select the receipt format you want.

Closing batches

After you perform a blind closeout from the point-of-sale, you can use the Manager program to enter closing amounts or generate X and Z reports. This way, you do not have to count your drawer in front of customers.

To close a batch

1   On the **Journal** menu, click **Update Batch Info**.

2   Specify the applicable filter criteria, and then click **OK**.

Store Operations displays the **Open and Blind Closed Batches** report.

3   Move your mouse pointer over the entries in the **Batch** column until the pointer changes to a magnifying glass.

4   Double-click the batch number you want to close.

5   Select **Enter Opening Amount**, **Enter Closing Amount**, **Generate X Report**, or **Generate Z Report**.

6   If you selected **Enter Opening Amount** or **Enter Closing Amount**, enter the register amounts in the boxes for the appropriate tenders.

7   If you selected **Generate X Report** or **Generate Z Report**, Store Operations will print the report.

Tip   To update the **Open and Blind Closed Batches** report, click the Refresh button.

After you close your batch, you can go to the **Reports** menu, point to **Miscellaneous**, and then click **Batch List** to view all your open and closed batches.

Posting closed batches

Before posting closed batches, you specify the accounting program you use and assign your General Ledger (GL) Accounts. (For information about assigning GL Accounts, see "Integrating with accounting.")

Then, when you post closed batches, Store Operations exports the register batches to a file in a format that's compatible with the accounting program you specified.

To select an accounting program

1   On the **File** menu, click **Configuration**.

2   On the **Accounting** tab, in the **Accounting software** box, select an accounting program.

To post closed batches

1   On the **Journal** menu, click **Post Closed Batches**.

2   Click **Dates** to select a start date and end date.

    Store Operations displays all batches closed within this date range.

3   In the **Post** column, select the check boxes for the closed batches you want to post.

4   Under **Export Information**, in the **File name** box, click the **Browse** button
     to select a file name and location for the exported data.

> Note   If you are exporting directly to QuickBooks 2003 or later, the **File name** box will not be displayed.

5   Click **Post** to post the closed batched.

Settling credit and debit card transactions

When you tender a credit or debit card sale and receive authorization, the authorization simply means the customer's account has enough available credit at that time to cover the sale. No funds are transferred until you settle the transaction.

Note To avoid the possibility of double settlements, make sure you settle the transactions from a single register.

To settle credit and debit card transactions

1 On the **Utilities** menu, click **Settle EDC Batches**.

   Store Operations displays the **Settle EDC Batch** dialog box with a list of all pending credit and debit card transactions.

2 To see details of a particular transaction, select the transaction and click **View**. When you finish, click **Close**.

3 Click **Settle**, and then click **Yes** to settle the transactions or click **No** to cancel.

   Store Operations sends the transactions to the payment provider. When all the transactions have been settled, Store Operations displays a confirmation that the transactions settled.

Notes

- To view a report of all authorized credit and debit card transactions, including returns and voids, point to **Miscellaneous** on the **Reports** menu, and then click **Electronic Draft Capture Detail**. For more information about reports, see "Generating Reports."

- If there is an interruption in the settlement process, such as a connection failure with your Internet service, Store Operations displays an error message telling how many transactions were settled before the interruption. You should settle the remaining transactions when service is restored.

- If any transactions contain errors, Store Operations settles all the other transactions and then displays an error message. Click **OK** to display the **Report Filter** dialog box and then click **OK** to display a list of the transactions with errors.

  To check a transaction's receipt for errors, double-click its **Transaction Number**. Press CTRL+LEFT or RIGHT ARROW to see both pages of the receipt.

  You must call the payment provider to inquire about these transactions and arrange for payment. See the welcome letter you received from your payment provider for the appropriate phone number.

- If there is an error in any of the configuration settings, none of the transactions settle and Store Operations displays an error message. You should close Manager, start Administrator, check and correct the settings according to the setup and configuration instructions in the *Getting Started Guide*, and then restart Manager.

- If you had unsettled transactions when you installed the new version of Store Operations, use the following steps to settle them manually:

To settle credit and debit card transactions manually

1 Create an EDC report with this filter:

   "status = upgrade" This will give you a list of the unsettled transactions.

2 Call your merchant account bank and tell them you need to settle some transactions by phone.

3 The bank will create a backup profile that includes a new "V" number. This number is one of several settings specified in the initial welcome letter you received from the merchant account bank.

4 Call the phone number provided by the bank (this should also be in the welcome letter).

5 Use the transaction details in the EDC report you created in step 1 to settle each of the transactions.

Interfacing with accounting

Overview

This section explains how you can export Store Operations data to external accounting software programs.

Store Operations collects all transaction data and then stores the information in the database. A unique batch number is assigned to each register when it is opened. This batch remains open until you run a Z report to close out the register. You can then post the information in the closed batch to an external file for use with various accounting programs.

Note   If QuickBooks is selected as your accounting program, you can integrate Store Operations with QuickBooks and then post the transactions directly into QuickBooks. Closed POs can be posted to QuickBooks as a bill to be paid by a QuickBooks user.

Before using the Store Operations accounting features, you need to set up the general ledger (GL) account assignment table. This tells Store Operations which debit and credit accounts will be used when posting data. The account number or name needs to match the account listed in the external program's Chart of Accounts. Every time a new tender or tax type is added, you need to update the GL account assignment to incorporate the new records. If the numbers in both programs do not match, the information from Store Operations will be misrepresented in the accounting program. For more information, see "Setting up the account assignment table".

If you have multiple stores, make sure each store has been assigned a unique store ID. If you don't assign a store ID, Store Operations automatically assigns a store ID of 0; if multiple stores are using this default ID, the store IDs will conflict.

Note   Microsoft can not advise you on how to set up your general ledger account assignment tables or where and when to post the data to accounting software. We strongly urge you to obtain advice from a qualified professional. The following topics are merely suggestions on how to integrate Store Operations with external accounting programs.

Configuring accounting

Before you can integrate Store Operations with your accounting software, you need to specify which accounting package you are using.

To configure accounting

1   On the **File** menu, click **Configuration**.

2   Click the **Accounting** tab.

3   In the **Accounting software** box, select the destination accounting program.

Notes If you are using an accounting package that is not listed and want to export to an .xml file, select **RMS XML**.

If you want to integrate with Microsoft Office Small Business Accounting 2006, select **<none>**; the integration is managed from within Small Business Accounting by using the POS Connector add-in.

If you want to integrate with QuickBooks by exporting GL information only, select **QuickBooks file**.

Setting up the account assignment table

Store Operations collects all transaction data and keeps the information in its database. A unique batch number is assigned to each register when it is opened. This batch remains open until the register is closed out by running a Z report. The information in the closed batches can be posted to an external file for use with various general ledger (GL) accounting programs, or posted directly to QuickBooks.

Before using the Store Operations accounting merge feature, you need to set up the general ledger (GL) account assignment table. This tells Store Operations which debit and credit accounts will be used when posting the data. A transaction can require a GL debit account number, a GL credit account number, or both.

If you want to share accounting information with another program, you can employ a numbering scheme for both programs. If the numbers on both programs do not match, the information from Store Operations will be misrepresented in the accounting program.

The following table provides general guidelines for setting up the account assignment table.

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
COGS (Cost of Goods Sold)	Cost of Sales	Current Assets / Inventory	This is the total cost of items sold. The GL account number for Debit Acct # should be of type "Cost Of Sales" and the GL account number for Credit Acct # should be of type "Current Assets/Inventory."
Commission	Expenses	Other Current Liabilities	This is the commission payable to sales reps. The GL account number for Debit Acct # should be of type "Expenses" and the GL account number for Credit Acct # should be of type "Other Current Liabilities."
Customer Deposit: Made	Blank	Other Current Liabilities	This is the total deposits made from work orders on customer accounts.
Customer Deposit: Redeemed	Other Current Liabilities	Blank	This is the total deposits redeemed when work orders are completed.
Layaway: Closed	Current Liabilities	Blank	This is the layaway amount closed when the customer received the goods. Enter a GL account number of type "Current Liabilities" for Debit Account # and leave Credit Acct # blank. Store Operations will automatically credit the Sales and Tax accounts below to balance the posting.
Layaway: Paid	Blank	Current Liabilities	This is amount paid by customers on new or existing layaway items. Enter a GL account number of type "Current Liabilities" for Credit Acct # (should be the same number used for Layaway: Closed) and leave Debit Acct # blank. Store Operations automatically debits

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
			the Payment Received accounts below to balance the posting.
Tender Closing Amounts	Cash or Current Assets	Blank	This is the total amount available when closing the cash drawers for a given tender type. Enter a GL account number of type "Cash" or "Current Assets" for Debit Acct # and leave Credit Acct # blank. Note that a Tender Closing Amounts entry is created for each tender type in Store Operations. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.
Tender Dropped	Cash	Cash	This is the cash amount dropped during the cashiers' shifts (taken out of the cash drawers for deposit). The GL account numbers for both Debit Acct # and Credit Acct # should be of type "Cash."
Tender Opening Amounts	Cash or Current Assets	Blank	This is the total amount available when opening the cash drawers for a given tender type. Enter a GL account number of type "Cash" or "Current Assets" for Debit Acct # and leave Credit Acct # blank. Note that a Tender Opening Amounts entry is created for each tender type in Store Operations. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.
Tender Over	Blank	Other Current Assets	This is the amount by which the tender type is over at the end of the batch. It reflects the errors, if any, made by the cashiers during

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
			the tender/change process. Enter a GL account number of type "Other Current Assets" for Credit Acct # and leave Debit Acct # blank. Note that a Tender Over entry is created for each tender type in Store Operations. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.
Tender Over/Short	Blank	Other Current Assets	This is the amount by which the tender type is over or short at the end of the batch. It reflects the errors, if any, made by the cashiers during the tender/change process. Enter a GL account number of type "Other Current Assets" for Credit Acct # and leave Debit Acct # blank. Note that a Tender Over/Short entry is created for each tender type in Store Operations. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.
Tender Paid Out	Expenses	Cash	This is the cash amount paid out from the cash drawers (normally for minor miscellaneous expenses). The GL account number for Debit Acct # should be of type "Expenses" and the GL account number for Credit Acct # should be of type "Cash."
Tender Received	Cash or Current Assets	Blank	This is the total amount received for a given tender type. Enter a GL account number of type "Cash" or "Current Assets" for Debit Acct #

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
			and leave Credit Acct # blank. Note that a Tender Received entry is created for each tender type in Store Operations. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.
Tender Rounding Error	Cash or Current Assets	Blank	This is the rounding error that can occur when accepting multiple currencies, for example U.S. and Canadian dollars. This error can also occur if, for example, pennies are not included in transactions. Enter a GL account number of type "Cash" or "Current Assets" for Debit Acct # and leave Credit Acct # blank.
Tender Short	Blank	Other Current Assets	This is the amount by which the tender type is short at the end of the batch. It reflects the errors, if any, made by the cashiers during the tender/change process. Enter a GL account number of type "Other Current Assets" for Credit Acct # and leave Debit Acct # blank. Note that a Tender Short entry is created for each tender type in Store Operations. Therefore, each time a new tender type is added, this field must be updated to ensure correct posting.
Sales: Total	Blank	Income (See Additional Details)	This is the total sales amount excluding tax. Enter a GL account number of type "Income" for Credit Acct # and leave Debit Acct # blank. If this field is selected for posting then the Sales: Total + Tax

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
			field must not be selected (Debit Acct # and Credit Acct # left blank) to avoid redundant posting.
Sales: Total + Tax	Blank	Income (See Additional Details)	This is the total sales amount plus tax. Enter a GL account number of type "Income" for Credit Acct # and leave Debit Acct # blank. If this field is selected for posting then the Sales: Total and all Tax Collected fields must not be selected to avoid redundant posting.
Store Account: Paid On	Accounts Receivable	Blank	This is the amount paid on customer accounts (purchases charged to store accounts). Enter a GL account number of type "Accounts Receivable" for *Debit Account #* and leave *Credit Acct#* blank. Store Operations will automatically credit the *Sales* and *Tax Collected* accounts below to balance the posting.
Store Account: Paid To	Blank	Accounts Receivable	This reflects payments received from customers (to reduce their store account balances). Enter a GL account number of type "Accounts Receivable" for Credit Acct # (should be the same number used for Account: Paid On) and leave Debit Acct # blank. Store Operations will automatically debit the Payment Received accounts below to balance the posting.
Shipping Charge: Total	Blank	Income Account	This is the amount collected for shipping charges. It should be expensed out through the GL

Description	Type of Debit Acct	Type of Credit Acct	Additional Details
			program.
Surcharges: Cash Back	Blank	Income Account	This is the amount collected for fees charged to customers when receiving cash back on debit purchases. Any fees charged to you should be expensed out through the GL program.
Surcharges: Debit	Blank	Income Account	This is the amount collected for fees charged to customers when using their debit card for purchases. Any fees charged to you should be expensed out through the GL program.
Tax Collected: Total	Blank	Current Liabilities (See Additional Details)	This is the total amount collected for sales tax. Enter a GL account number of type "Current Liabilities" for Credit Acct # and leave Debit Acct # blank. Tax Collected can be posted for the individual tax types or for the total tax collected. If the Tax Collected: Total field is selected for posting then the individual Tax Collected: xxxx fields should not be selected to avoid redundant posting. Note that a Tax Collected: xxxx entry is created for each tax type in Store Operations. Therefore, each time a new tax type is added, this field must be updated to ensure correct posting.

To set up the account assignment table

1   On the **File** menu, click **Configuration**, click the **Accounting** tab, and then in the **Accounting software** box, select the destination accounting program.

2   Click **Assign GL Accounts** on the **Journal** menu.

3   Enter or select the GL account numbers in the **Debit Account #** and **Credit Account #** boxes as needed. For more details, see the above table. We recommend that a qualified professional helps you set up your accounts.

4   Click **OK**.

Notes   An accounting software program needs to be selected in order for the **Assign GL Accounts** command on the **Journal** menu to be displayed. For more details, see Step 1 in the above procedure.

Imported QuickBooks accounts are displayed as lists in the account assignment table. Click the **Debit Account #** or **Credit Account #** columns to view the lists.

Exporting to accounting programs

Exporting to Microsoft accounting programs

You can integrate with these Microsoft accounting programs: Microsoft Dynamics GP Release 9.0, Microsoft Business Solutions–Great Plains Release 8.0, Microsoft Small Business Financials Release 8.0 or 9.0, and Microsoft Office Small Business Accounting 2006. Additional software is required for integration with these programs.

- For Microsoft Dynamics GP, Great Plains, and Small Business Financials, you must obtain and install additional software components (sometimes called "chunk files"), either by downloading them from Microsoft CustomerSource or by requesting them from a Microsoft Certified Partner.

- For Small Business Accounting, you must download and install the POS Connector from the Microsoft Download Center at www.microsoft.com/downloads. POS Connector provides direct integration by adding a new menu to Small Business Accounting that allows you to map accounts, map Microsoft Dynamics RMS suppliers to Small Business Accounting vendors, and post Microsoft Dynamics RMS information directly to Small Business Accounting. There is no need to set up the account assignment table or export batches from Microsoft Dynamics RMS before using POS Connector. For instructions, refer to the *POS Connector Installation and Setup Guide*, available on the download page.

Note   If you have more than one store, you may find it more efficient to use Microsoft Dynamics Retail Management System Headquarters. From Headquarters, you can export one file with information from all of your stores. Also, Headquarters offers direct integration with Microsoft Dynamics GP and Great Plains. For more details, see "Interfacing with accounting" in "Using Headquarters" in the *Headquarters User's Guide*.

To export accounting data to Microsoft Dynamics GP, Great Plains,
or Small Business Financials

1   On the **File** menu, click **Configuration**, click the **Accounting** tab, and then in
    the **Accounting software** box, select the destination accounting program.

2   Set up the account assignment table.

3   On the **Journal** menu, click **Post Closed Batches**.

4   Select the batches you want to post.

5   In the **File name** box, select or enter a filename with an .xml extension, and
    then click **Post** to export the data.

6   In the destination program, click the **MS Retail Management System** folder
    on the shortcut bar, and then click **Import GL Distributions**.

7   In the **File to Import** box, select the .xml file you exported from Store
    Operations.

8   Select **Print Import Journal** to print transaction details to screen, printer, or
    file, or select **Print the General Ledger Transaction Edit List** to print more
    detailed transaction information to screen, printer, or file, and then click **OK**.

Note   If you re-post a batch that has already been posted, you may have
       duplicate GL entries. Be sure to delete duplicate records as needed.

Exporting to Peachtree Accounting

For information about setting up the company and chart of accounts, refer to the Peachtree *Getting Started* manual. You will want to edit both the Peachtree chart of accounts and the Store Operations Manager general ledger account assignment table so that the account numbers correspond to each other.

To export accounting data to Peachtree

1   If you haven't already, configure accounting and set up the account assignment table.

2   On the **Journal** menu, click **Post Closed Batches**. Note that only closed batches are posted.

3   Select the batches you want to post.

4   In the **File Name** box, select or enter a filename with a .csv extension to where the data will export.

5   Click **Post** to export the data.

6   In the **Peachtree** software, click **Select Import/Export** from the **File** menu.

7   On the left-hand side, select **General Ledger**.

8   On the right-hand side, select **General Journal**.

9   Click the **Import** button.

10 On the **Layout** screen, confirm all options are selected (they should be defaults).

11 Click the **Options** tab.

12 Click the **Import/Export File** button to select the path of the file exported from Store Operations.

13 Under the **Import Options** heading, clear the **First Row Contains Headings** option.

14 Click **OK**. The data will now be imported from the file.

Note   If you re-post a batch that has already been posted, you may have duplicate GL entries. Be sure to delete duplicate records as needed.

Exporting to QuickBooks in a file

This section describes how to export General Ledger (GL) accounting data from Store Operations to a file, and then import the file into QuickBooks. Alternatively, you can export transaction, item, customer, supplier, and purchase order information directly into QuickBooks. For more details, see "Exporting to QuickBooks directly."

In QuickBooks, you must enable the **Use Account Numbers** option. To do this, click **Transactions** on the **Preferences** menu, select the **Use Account Numbers** check box, and then click **OK**.

Confirm that a Retained Earnings account exists in the QuickBooks Chart of Accounts and that its account number is 3900. (This is the default setting if the company type is general business or retail.).

You should edit both the QuickBooks chart of accounts and the Store Operations GL account assignment table so that the account numbers correspond to each other.

Note   You should not use the Accounts Receivable or Accounts Payable account types because QuickBooks does not allow for more than one of each type in the same transaction. Instead, use the Other Current Assets and Other Current Liabilities as the account types.

To export accounting data to a QuickBooks file

1   On the **File** menu, click **Configuration**, click the **Accounting** tab, and then in the **Accounting software** box, select **QuickBooks file**.

2   On the **Journal** menu, click **Post Closed Batches**. Note that only closed batches are posted.

3   Select the batches you want to post.

4   In the **File Name** box, select or enter a file name with an .iif extension.

5   Click **Post** to export the data.

6   In **QuickBooks**, click **Import** on the **File** menu.

7   Select the name of the file exported to from Store Operations Manager and double-click on it or click **OK**. The data will now be imported into QuickBooks.

> **Note**   If you re-post a batch that has already been posted, you may have duplicate GL entries. Be sure to delete duplicate records as needed.

The account numbers correspond to those used by QuickBooks. Microsoft strongly recommends having an accountant set up this table. QuickBooks will not accept a general journal import file if the debits and credits do not balance.

Exporting to QuickBooks directly

Store Operations can directly integrate with QuickBooks 2003 and later, and supports QuickBooks Pro, QuickBooks Premier, QuickBooks Premier: Accountant Edition, QuickBooks Premier: Contractor Edition, QuickBooks Enterprise Edition.

After the initial setup, you can export your accounting data directly into the QuickBooks General Ledger and export closed POs as QuickBooks Bills.

Integrating Store Operations with QuickBooks involves three steps:

1   Set up Store Operations to interact with QuickBooks.

2   Import data from QuickBooks.

3   Export accounting and PO data directly to QuickBooks.

Step 1   Set up Store Operations to interact with QuickBooks

The first step includes selecting QuickBooks as your accounting software and connecting to the QuickBooks company file.

1   Start QuickBooks and login to your company as a user with administrator rights.

2   On the **File** menu, click **Configuration**, click the **Accounting** tab, and then in the **Accounting software** box, select **QuickBooks 2003 and later**.

3   Click **Retrieve** on the **Accounting** tab. This connects you with QuickBooks to retrieve information on the company file. The QuickBooks Application Certificate dialog box opens.

4   Click **Yes, Always** to allow permanent access from Store Operations to your QuickBooks company file, or click **Yes, This Time** to allow access on this occasion only and be prompted for authorization on future occasions.

5   When you see a message informing you that the connection was successful, click **OK**, and then click **OK** to close the Configuration window.

> ⚠️ Note   Unless to you enable auto-login, QuickBooks needs to be running before Store Operations can connect to it. To allow auto-login, click **Preferences** on the QuickBooks **Edit** menu. Click **Integrated Applications** in the left pane, and then click the **Company Preferences** tab. Select **Retail Management System**, and then click **Properties**. Now select the **Allow this application to login automatically** check box. Click **OK** to save the settings.

Step 2   Import data from QuickBooks

Next, the chart of accounts is imported from QuickBooks into Store Operations. You can also import payment terms, customers, suppliers (vendors), and items if these are defined in QuickBooks.

1   Click **Import QuickBooks** on the **Utilities** menu.

If this command is not listed, follow the above procedure "Step 1: Set up Store Operations to interact with QuickBooks" to select QuickBooks as your accounting software.

2   Select the data you want to import and click **Import**. The status is displayed as the data is imported.

3   If a record already exists in Store Operations, you are prompted to select an import conflict resolution. You can update Store Operations with the QuickBooks record, create a new record, or skip the import of that record.

Select a resolution, and then click **Apply** to apply the resolution only to the current record, or click **Apply to All** to apply the resolution to all records of the same type, such as all customer records. To stop the import process, click **Abort**.

Tip If you abort the import, you can check to see what records were imported before the interruption. Select **Items**, **Customers**, or **Suppliers** on the **Database** menu to view these lists. To view accounts, select **Assign GL Accounts** on the **Journal** menu. Imported terms can be viewed in the **Supplier Properties** window.

Note Since the Chart of Accounts and Payment Terms are maintained in QuickBooks, Store Operations automatically replaces the Account and Term records with the QuickBooks imported records. You will not be prompted to select an import conflict resolution.

Step 3   Export accounting and PO data directly to QuickBooks

Before exporting data to QuickBooks, the account assignment table needs to be setup in Store Operations Manager. Microsoft strongly recommends having an accountant set up this table. QuickBooks will not accept a general journal import file if the debits and credits do not balance. For more information, see "Setting up the account assignment table."

Closed Purchase Orders (POs) are included in the closed batches and can be exported to QuickBooks as Bills when the batch is posted. Before exporting POs to QuickBooks, a Bills Account in the account assignment table needs to be selected.

The following information is exported from the Store Operations PO to the QuickBooks Bill.

Store Operations PO Field	QuickBooks Bill Field
PO Number	Reference Number
Supplier Name	Vendor
PO Creation Date	Transaction Date
Total of the PO	Amount Due
Terms	Payment Terms
	One expense line for posting to the account specified in the Assign Accounts Bill Posting Account

After the account assignment table is set up, you can export your accounting data directly into the QuickBooks General Ledger and export closed POs as QuickBooks Bills.

1 On the **Journal** menu, click **Post Closed Batches**. Note that only closed batches are posted.

2 Select the batches you want to post.

3 Select the **Include Purchase Orders** check box to import the closed POs that are included in the selected batches.

4 Click **Post** to export the accounting data and closed POs. The data will be sent to QuickBooks.

QuickBooks notes:

- To view the Chart of Accounts, click **Chart of Accounts** on the **Lists** menu.

- To create a General Journal report, select **Custom Transaction Detail Report** on the **Reports** menu, click the **Filters** tab and select **Transaction Type** in the filter list, select **Journal** in the **Transaction Type** list, and then click **OK**.

- To view the new QuickBooks Bills, click **Pay Bills** on the **Vendors** menu.

Note If you re-post a batch that has already been posted, you may have duplicate GL and Bill entries in QuickBooks. Be sure to delete duplicate records as needed.

Exporting to M.Y.O.B.

Set up the company in M.Y.O.B. as described in the M.Y.O.B. Getting Started manual. The template, Build Your Own, provides a skeleton chart of accounts that you can add to, though other templates may better suits your needs.

Edit both the M.Y.O.B. chart of accounts and the Store Operations GL account assignment table so that the account numbers match. M.Y.O.B. account numbers require a prefix according to their account types. The hyphen after the one-digit prefix is optional.

M.Y.O.B. will not accept a general journal import file if the account numbers do not match or if the debits and credits do not balance.

To export accounting data to M.Y.O.B.

1   If you haven't already, configure accounting and set up the account assignment table.

2   On the **Journal** menu, click **Post Closed Batches**. Note that only closed batches are posted.

3   Select the batches you want to post.

4   In the **File Name** box, select or enter a filename with a .txt extension.

5   Click **Post** to export the data.

6   In **M.Y.O.B.**, click **Import** on the **File** menu, and select **General Journal Entries**.

7   The **Input File** format should be set to **Comma-Separated** and **First Record** set to **Header Record**.

8   Select the file you exported from Store Operations, and then, for each of the five field names that appear in the **Input Fields** column, click on the field and then click on the corresponding field name under the **M.Y.O.B. Fields** column. Your mapped fields should appear under the **Matching Import Fields** column.

9   Click **Import** to import the data into M.Y.O.B.

Note   If you re-post a batch that has already been posted, you may have duplicate GL entries. Be sure to delete duplicate records as needed.

Exporting to an XML file

If you are not using one of the other accounting packages described int his section, you can export your Store Operations GL data to an XML file, and then use the accounting software to import the data.

To export accounting data to an XML file

1 If you haven't already, configure accounting and set up the account assignment table.

2 On the Journal menu, click Post Closed Batches.

3 Select the batches you want to post.

4 In the File name box, select or enter a filename with an .xml extension, and then click Post to export the data.

5 In the accounting program, import the data. For more information, refer to the documentation that accompanied the accounting program.

Note If you re-post a batch that has already been posted, you may have duplicate GL entries. Be sure to delete duplicate records as needed.

Housekeeping

Backing up your database

You should back up your Store Operations database regularly. This is very important because, if you experience a system failure or natural disaster, you can retrieve the backup copy and restore your data. You should back up your database onto a device (hard disk or tape) that is different from the one you are using.

You can back up your database in either the Administrator or Manager program.

To back up the Store Operations database

1   On the **Utilities** menu, click **Backup Database**.

2   In the **Save As** dialog box, select the drive and folder in which you want to save the backup file.

3   In the **File name** box, enter a name for the backup file.

4   In the **Save as type** box, select **Backup files (*.bck)**.

5   Click **Save**. The Backup/Restore window appears and displays the backup progress.

    Store Operations will confirm that the backup is complete.

Reference

Overview

As you use Store Operations, you may want to look up a particular menu command or feature description. The following sections are organized by menu and command.

- File menu

- Database menu

- Inventory menu

- Journal menu

- Wizards menu

- Reports menu

- Utilities menu

File menu

Overview

Use the commands on the File menu to set up and configure your database, define your security structure, and exit the program

On the File menu, you will find the following commands:

- **Configuration** - Use this command to define the store's contact information and other settings, including layaway options, store credit account options, tax methods, accounting programs, and custom fields.

  You should specify the settings according to your store policies and operating procedures. There are separate tabs for each logical grouping of information.

- **Security** - Use the Security command to limit cashiers' access privileges to the Manager and POS programs

- **Exit** - Click Exit to exit Store Operations.

Configuration command

Captions button

In addition to standard customer, supplier, and item information, Store Operations provides up to 15 user-defined fields that you can use to store additional information. Use these fields to store customer information that is unique to your store.

You can assign field names and then enter the data in Manager or POS. Store Operations displays the custom fields on the Additional tab in the Customer Properties and Supplier Properties dialog boxes and on the General tab of the Item Properties dialog box.

The field names can be used as criteria for your report selections in Crystal Reports. For example, set up a date field to track the birthdays or anniversaries of your customers.

Text Fields Enter a name in each box for user-defined text fields for customers and suppliers. These names can be changed any time.

Numeric Fields Enter a name in each box for user-defined numeric fields for customers and suppliers. These names can be changed any time.

Date Fields Enter a name in each box for user-defined date fields for customers and suppliers. These names can be changed any time.

Sub Description 1, 2, & **3** (**Item tab**) Enter a name in each box for user-defined text fields for items. These names can be changed any time.

Store tab

Use the Store tab to enter or view the store name, address, and phone numbers. The information provided here will be used on purchase orders, reports, and labels.

Name The name of your store.

Address Your store's street address. Use the second line for more information.

City The city in which your store is located.

State The state in which your store is located.

Zip The zip (postal) code for your store.

Country The country where your store is located.
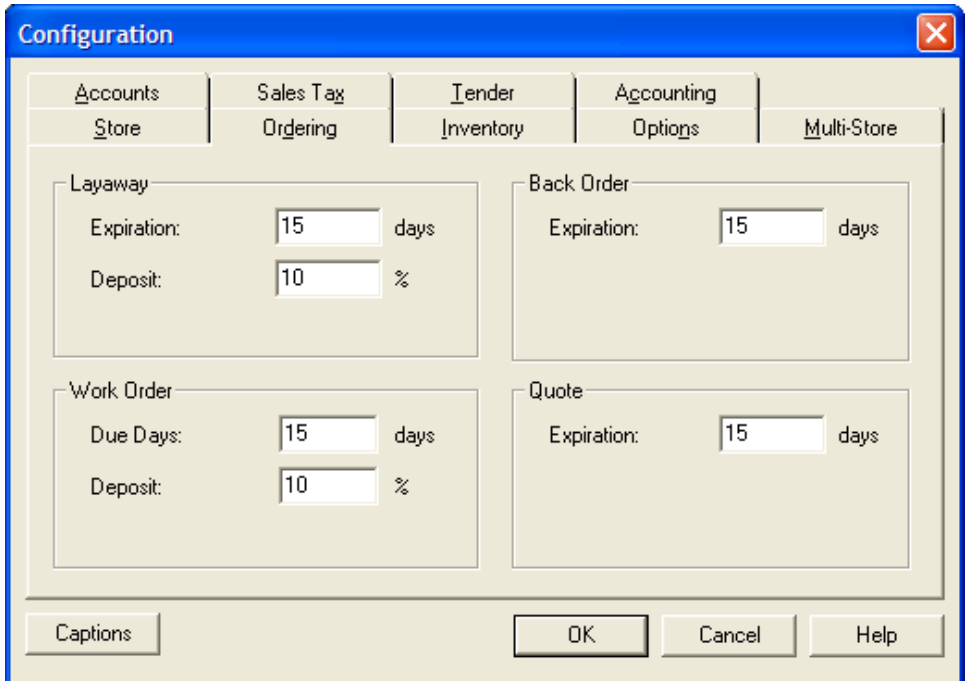
Phone The main telephone number for your store.

Fax The fax number for your store.

E-mail Address Your store's general e-mail address.

Ordering tab

Before you process layaways, work orders, back orders, or quotes at the point-of-sale, you must define the expiration period and the minimum deposit. If the layaways and orders features are not used, the information displayed in this tab is ignored.

Layaway

Expiration The maximum number of days customers have before they must pay the total layaway amount, including the day when the item is placed on layaway.

Deposit If you plan to require deposits on layaways, enter the minimum percentage of the sale the customer must pay as a deposit when the item is initially placed on layaway. The deposit must be in the form of something other than the layaway tender (e.g., cash, check, or credit card).

Work Order

Due Days The default number of days from when the work order is created until it is ready. Store Operations computes the due date and displays it in the work order header at the point-of-sale. This saves the cashier time in entering the work order comment.

Deposit The minimum percentage of the sale the customer must pay as a deposit when the work order is initially created.

Back Order

Expiration The maximum number of days after the initial back order that the expiration occurs.

Quote

Expiration The maximum number of days customers have before the sales quote is no longer valid.

Inventory tab

Use this tab to specify the way in which Store Operations will update costs of inventory received and determine which item price to display at the point-of-sale.

Cost Update Method

Store Operations can automatically update the cost of each item received through purchase orders and inventory transfers. Specify which cost update method Store Operations should use when items are received.

None Select this method if you do not want to change existing item costs when purchased items are received.

Last Cost Select this method if you want to replace existing item costs with received costs shown on purchase orders. For example, assume that you have in stock 20 hammers that cost $10.00 each. You then order 10 more hammers that cost $12.00 each. If the last cost method is selected, Store Operations automatically changes the cost for the hammers to $12.00 when the 10 hammers are received.

Weighted Average Select this method if you want Store Operations to update the item cost based on an average cost of all units of that item. When you receive new items, Store Operations adds the total cost of the unit received to the total cost of the existing units. This total cost is then divided by the total number of units on hand. For example, assume you have in stock 20 hammers that cost $10.00 each. You then order 10 more hammers that cost $12.00 each. If the weighted average cost method is selected, Store Operations automatically changes the cost to $10.67 when the 10 hammers are received. Look at the following computation:

Total cost = 20 hammers @ $10.00 each + 10 hammers @ $12.00 each = $320.00

Weighted average cost = $320.00 / (20 hammers + 10 hammers) = $10.67

Note If you are using Headquarters to manage item costs, the costs in the store database will be periodically overwritten, regardless of this setting.

Price Calculation

The method Store Operations will use to determine which item price to ring up on the POS transaction screen.

Use Minimum Price Considers the Quantity Discount, Level, Sale, and Buydown prices, and then calculates the price that is the lowest.

Use Level if it exists; otherwise, use minimum Calculates the price based on the defined price level for the item. If the price level does not exist, Store Operations will use the Minimum price.

Prioritize in order of: quantity discount, level, sale, then buydown Store Operations uses the quantity discount price. If no quantity discount exists, Store Operations uses the price level. If no price level exists, Store Operations uses the sale price. If no sale price exists, Store Operations uses the Buydown price.

Options tab

Use the options on this tab to tell Store Operations about your store policies and procedures. Be careful when you select these options because they will affect all cashiers and POS stations. Use the scroll bar to review the list of options and double-click the check box to select or clear each option.
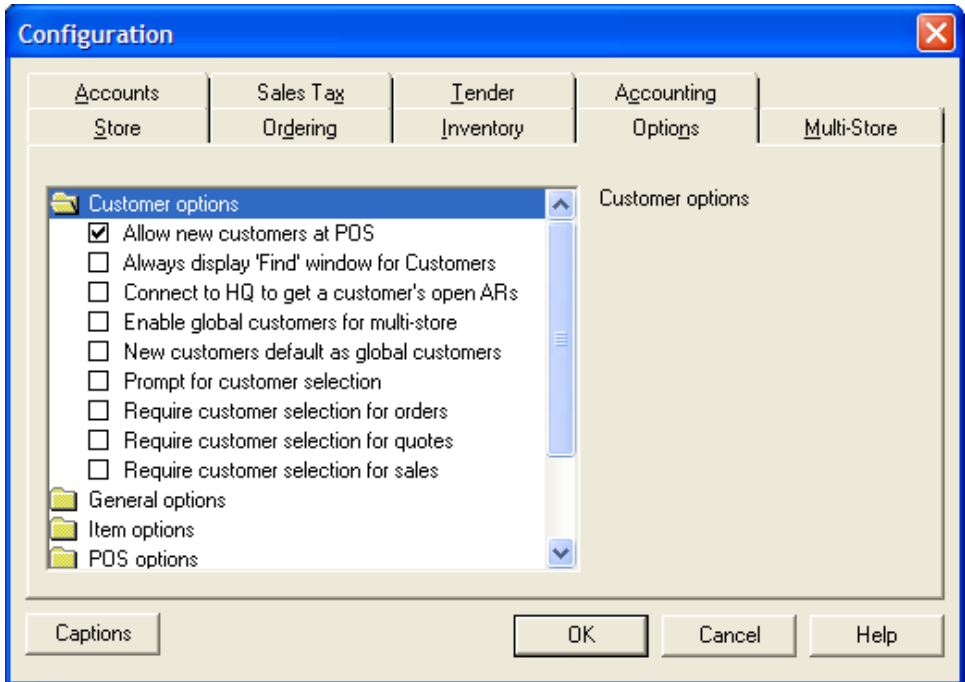
Customer options

Allow new customers at POS Allows cashiers to create new customer accounts and set up all related information, such as credit limit, discount, price level, and tax exempt, at the POS station.

Always display 'Find' window for Customers If selected, the Find dialog box will always be displayed instead of the standard Customers list. This setting is especially useful for a very large customer database. You can use Find to search for customers that contain a specific word or phrase in a customer's account number, last name, company, city, phone number, etc.

Connect to HQ to get a customer's open ARs If selected, Store Operations will connect to Headquarters and retrieve all the open accounts receivable for a global customer each time you open the Customer Properties dialog box or the Receive Payment dialog box for that customer.

> **Note** You must have Microsoft Dynamics Retail Management System Headquarters and an Internet connection to use this option. Your stores must connect to Headquarters regularly for their accounts receivables to be available.

Enable global customers for multi-store Configures the system to use global customers in a multi-store environment. This option should only be used with the Headquarters software.

New customers default as global customers Defaults all new customers to global customers. Use only with Headquarters software.

Prompt for customer selection Prompts the cashier to select a customer account after logging on, completing a sale, or canceling a sale.

Require customer selection for orders Requires the cashier to select a customer account before creating a work order.

Require customer selection for quotes Requires the cashier to select a customer account before creating a quote.

Require customer selection for sales Requires the cashier to select a customer account before processing any tender amount for every sale. A reminder message will be displayed if the tender key (F12) is pressed while there is no selected customer.

General options

Don't remember list sorts If selected, Store Operations will always display the Item and Customer lists sorted by the first column in ascending order. Otherwise, Store Operations will display the Item and Customer lists in the order they were last sorted.

Enable RMS Network Service Enables you to connect to the RMS Network (a private network) in order to retrieve orders from Web stores and to publish data via the Internet regarding in-store inventory, quantity, and pricing in real-time. An Internet connection and a subscription to the RMS Network is required.

Force open/close amounts Forces the cashier to enter opening and closing amounts before a close-out (i.e. performing a Z report).

Mark journal receipts as duplicates Store Operations prints each page of journal receipts with the watermark "DUPLICATE."

Require decimal entry Requires the cashier to enter a decimal point in all numbers to indicate a fraction of the currency. If this option is cleared, a two-digit decimal place value is assumed. For example, entering "1000" will be interpreted as $10.00 (U.S. dollars).

Suppress backup reminder Does not display the backup reminder message when exiting the Manager program.

Item options

Always display 'Find' window for Items If selected, the Find dialog box will always be displayed instead of the standard Items list. This setting is especially useful for databases with a very large number of items. You can use Find to search for items that contain a specific word or phrase in their lookup code, description, department name, notes, etc.

Calculate cost of kits Automatically calculates the cost of a kit item from the costs of the items contained in the kit.

Display out of stock Displays a warning message when the cashier attempts to sell more than the in-stock quantity of the item. This option is useful in mail order operations.

Display unknown item screen When the cashier rings up an unknown item, Store Operations displays a message requiring the cashier to press ESC to continue.

Do not allow sale of items when out of stock Does not allow the cashier to sell items that are out of stock (quantity available is less than or equal to 0).

Look up unknown items Displays the Items dialog box at the point-of-sale whenever an entered item lookup code does not match any item lookup code in the database. The Items dialog box will display the items that match the code entered. Otherwise, if this option is not selected, Store Operations will not do anything with the entered lookup code.

Show Item Extended Description If selected, an item's Extended Description will also be displayed in the line item entry on the POS transaction screen. You can use the item's Extended Description to include any additional information that describes the item.

Show Item Notes If selected, the Notes from the Item Properties dialog box will also be displayed in the line item entry on the POS transaction screen. Notes can contain any comments about the particular item.

Show Item SubDescriptions If selected, an item's Sub Description 1, 2, or 3 from the Item Properties dialog box will also be displayed in the line item entry on the POS transaction screen. The subdescription fields can contain additional item information.

Show previously defined Item SubDescriptions If selected, Store Operations will add drop-down list boxes to an item's Sub Description fields, which list all the previously defined sub descriptions. For example, assume you plan to use the Sub Description fields to categorize items into several different sub categories. Rather than manually entering the category or description information for each item, you would enter the information once on the item's General tab. Store Operations will save all the defined sub descriptions. The next time you create or edit an item, you can simply choose from a list of all of them.

POS options

Automatic shipping Automatically adds the default shipping carrier and service (as defined on the Shipping tab in the Configuration dialog box) to every new transaction. If necessary, you can change this information at the point-of-sale by pressing SHIFT+F1.

Automatically close change screen Store Operations will automatically close the Post Transaction dialog box at the end of a transaction. This displays the transaction status and any change due the customer.

Don't round food stamps Store Operations will not round food stamp transactions up to the nearest dollar.

Enable back orders Creates a back order when the cashier attempts to sell more than the in-stock quantity of an item. If this option is cleared, the on-hand item quantity will be displayed as a negative value in the database. For the back order function to work correctly, a customer account must be selected for the transaction.

Force logon each sale Displays a logon screen and requires the cashier to enter a user name and password after each sales transaction.

Print no sale receipt Prints a receipt when a "no sale" action is performed.

Prompt for details on transactions Prompts the cashier to enter the details (e.g., reference number, comment) for every transaction. The Transaction Information dialog box will appear at the beginning of each sales transaction. If desired, the cashier can later modify this information during the transaction by pressing SHIFT+F9.

Prompt for sales representative Prompts the cashier to select a Sales Rep at the beginning of each sale.

Record item comments Stores any item comments that are entered or modified at the point-of-sale in the transaction's history when the transaction is completed. This will cause the database to grow in size and should only be used if the item comments need to be tracked.

Require full deposit on back orders Requires the cashier to collect 100% deposit from the customer for a back ordered item. Select this option if you want your customers to pay for an item that you will make available to them later.

Require sales representative Requires the cashier to select a sales representative before processing any tender amount for every sale. A reminder message will be displayed if the tender key (F12) is pressed while there is no selected sales rep.

Return local currency Displays change in local currency. Otherwise, it will display the change in the foreign currency tendered.

Save tender information with quotes Saves all the tender information with a sales quote, for example, totals, taxes, and credit card information.

Share the OPOS printer with other applications Select this option if the Manager and POS programs are running on the same computer and you want them to share the OPOS printer. Note that if you share the printer with the Manager program or any other application and *also* use graphic logos, the printer will take a longer time to print receipts.

Show Bin Location on Pole Display If you have specified a bin location for an item, Store Operations will display the bin location rather than the item's description on the pole display during a transaction. You can specify a bin location in the Item Properties dialog box.

Use change calculator Displays a change calculator to assist the cashier in counting foreign currency exchanges.

Utilize random weight EAN codes Uses random weight EAN codes.

Utilize random weight UPC codes Enables price embedded bar codes.

Purchase order options

Allow edit of closed purchase orders Allows the editing of closed purchase orders.

Note   Editing closed purchase orders can cause problems when integrating with accounting programs.

Update supplier cost from Purchase Order When an item is received either from a purchase order or inventory transfer order, Store Operations will automatically update the item's supplier cost to the last cost of the item. Similar to the Last Cost option on the Inventory tab, this option will only update the cost for the supplier from whom the order was received.

Reason code options

Prompt for reason code on account adjustments If selected, Store Operations will prompt for a reason code for any change made to a customer's account.

Prompt for reason code on discounts If selected, Store Operations will prompt for a reason code for any customer discount at the POS.

Prompt for reason code on manual inventory adjustments If selected, Store Operations will prompt for a reason code whenever a cashier adjusts the inventory. For example, if a cashier changes the On-Hand quantity of an item, Store Operations displays the Reason Codes dialog box.

Prompt for reason code on no sales If selected, Store Operations will prompt the cashier for a reason code for any No Sale transaction.

Prompt for reason code on returns If selected, Store Operations will prompt the cashier for a reason code during any return transaction.

Prompt for reason code on tax changes If selected, Store Operations will prompt the cashier for a reason code during any change of tax.

Reason code required on account adjustments If selected, Store Operations will prompt for a reason code to make an adjustment to a customer's account.

Reason code required on discounts If selected, the cashier must enter reason codes for all customer discounts.

Reason code required on drops Requires the cashier to enter a reason code when performing any kind of cash drop.

Reason code required on manual inventory adjustments If selected, the cashier must enter a reason code on any manual quantity adjustment of inventory. The reason code(s) will appear whenever the item quantity is changed using the Items menu option or the Quick Assist Wizard.

Reason code required on no sales If selected, the cashier must enter reason codes for any No Sale transaction.

Reason code required on payouts Requires the cashier to enter a reason code when performing any kind of payout.

Reason code required on returns If selected, the cashier must enter reason codes for all returns.

Reason code required on physical inventory adjustments Store Operations will prompt for a reason code when making physical inventory adjustments.

Reason code required on tax changes If selected, the cashier must enter a reason code for any changes made to the tax.

Serial number options

Allow POS serial number creation Allows the cashier to create new serial numbers.

Enforce unique serial numbers Forces the cashier to select unique serial numbers. No duplicates will be allowed.

Require serial number at the POS Requires the cashier to enter the serial number for each serialized item sold.

Require serial number when receiving inventory Store Operations will prompt for a serial number when receiving inventory against a purchase order.

Synchronize quantity with serial numbers Updates the item's quantity whenever a new serial number is added for either a serialized or voucher item.

Multi–Store tab

You will use the options on this tab only when there are multiple stores in your retail chain and you are using Microsoft Dynamics RMS Headquarters.
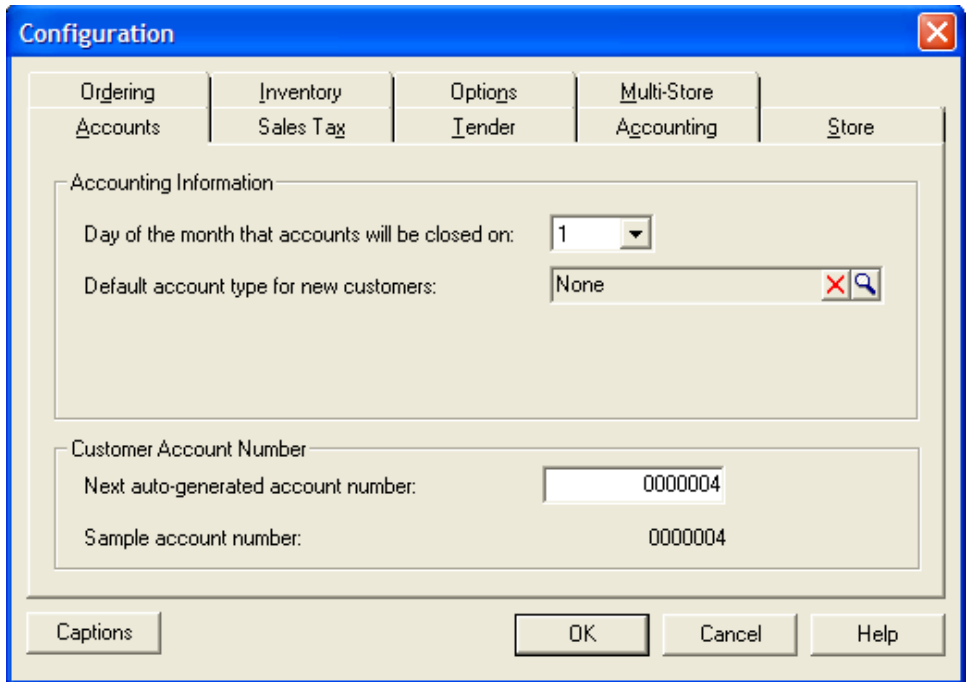
In a multi-store installation, Headquarters Administrator assigns the Store ID a unique number. Once your store is on-line and you have synchronized its database with the head office database, you cannot change this number.

For a single store, this number is always set to 0.
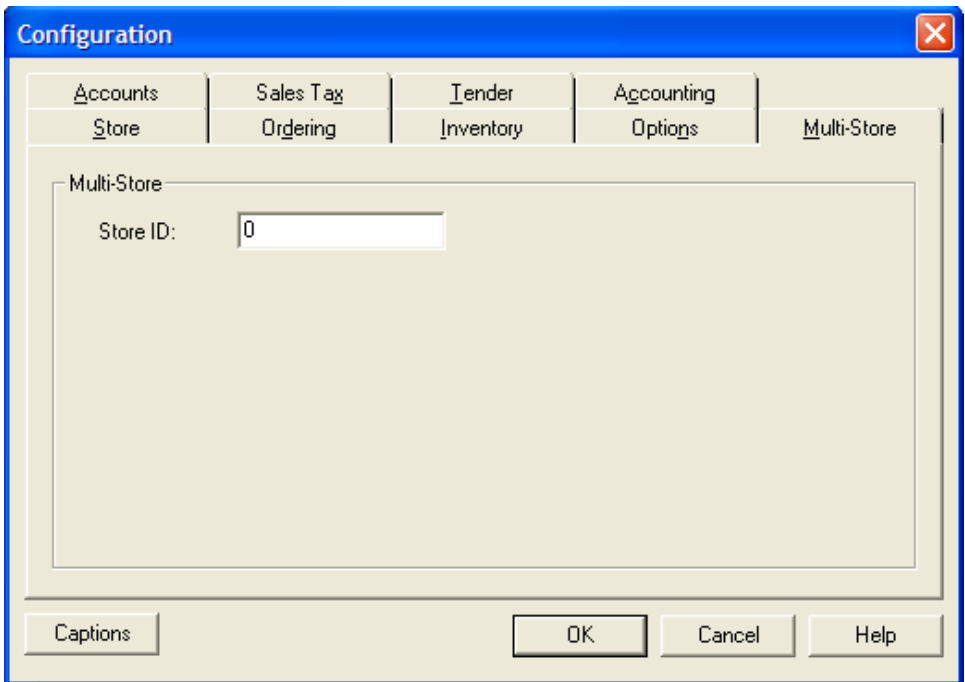
Accounts tab

This tab enables you to specify the date of the month on which accounts will be closed and to also set the default account type. If your store does not use in-house charge accounts, you can ignore the information on this tab.

Accounting Information

Day of the month that accounts will be closed on The day of the month on which Store Operations will close the billing cycle for all accounts. For each customer charge account, Store Operations determines if any items were purchased using the customer account within the closed billing cycle. The date shown represents the beginning and ending dates. Any items purchased or returned within this period will affect the customer's account balance. This date also determines when a finance charge will be assessed, if necessary.

Default account type for new customers If you specify an account type here, it will automatically default as the account type for each customer that is created in your database.

To set up your account types, see "Account Types command."

To manually change the account type for a specific customer, see "Customers command – Account Information tab."

Sales Tax tab

Use this tab to specify which method of taxation should be applied to all items in the store.

The tax *exclusive* system is used in the United States. In this tax system, the item price (as shown on its label) is the price before tax. The applicable tax is computed and then paid by the customer when the item is sold. In some other countries, value added tax (VAT) is used, which is tax *inclusive*. In this system, the applicable tax is included in the item price.

Method of Taxation

Tax-Exclusive (United States, Canada) Select this method if your store is located in the United States, or if the tax exclusive system is used.

Value Added Tax (VAT) or Tax-Inclusive (Europe) Select this method if VAT tax is applicable. If VAT tax is used, the VAT Registration Number is usually required and should be entered. This number will appear on VAT tax-related printouts, such as receipts and tax reports.

Tax Schedule Basis

You can apply tax based on the item sold or where the customer is located; for example, the destination address where the items will be shipped to.

Assign tax schedules on a per item basis Store Operations applies the tax schedule that is assigned to the particular item. Select this option if you do not have a Web store or will not sell through catalog or mail order.

Assign tax schedules on a per customer basis Select this option if you have a Web store or plan to use catalog or mail order. For each customer, Store Operations applies the tax schedule based on what you specify in the **Walk-in customer tax group** and **Customer field for tax matching** boxes. For example, you might charge different types of taxes based on the city or state where the goods will be shipped to.

Walk-in customer tax group If you assigned the tax schedule based on the customer, you can also set up a tax for a walk-in customer - a customer that pays for and picks up the goods at your store. This feature is especially useful if you primarily sell through catalog or mail order but also allow local customers to

come in and buy at your store. For example, if your store is located in California, you can charge California State Tax to customers that walk in to your store and buy your products.

Customer field for tax matching You can base the sales tax on the customer's country, state, city or zip code. For example, assume you wanted to charge the sales tax based on the customer's state. To do this, first select Assign tax schedules on a per customer basis. Then click the Customer field for tax matching box and select State.

Next, because each state charges different sales taxes, you need to define a sales tax for each state. use the Database menu's Sales Taxes option to set up your tax tables (e.g., California County Tax, California Local Tax, etc.). Then use the Database menu's Customer Taxes command to set up the tax that will be applied to each customer. A customer tax may consist of up to ten sales tax codes. Using the example of assigning tax schedules based on the customer's state, you would define the customer tax for California, New York, Colorado, Texas, Washington, etc.
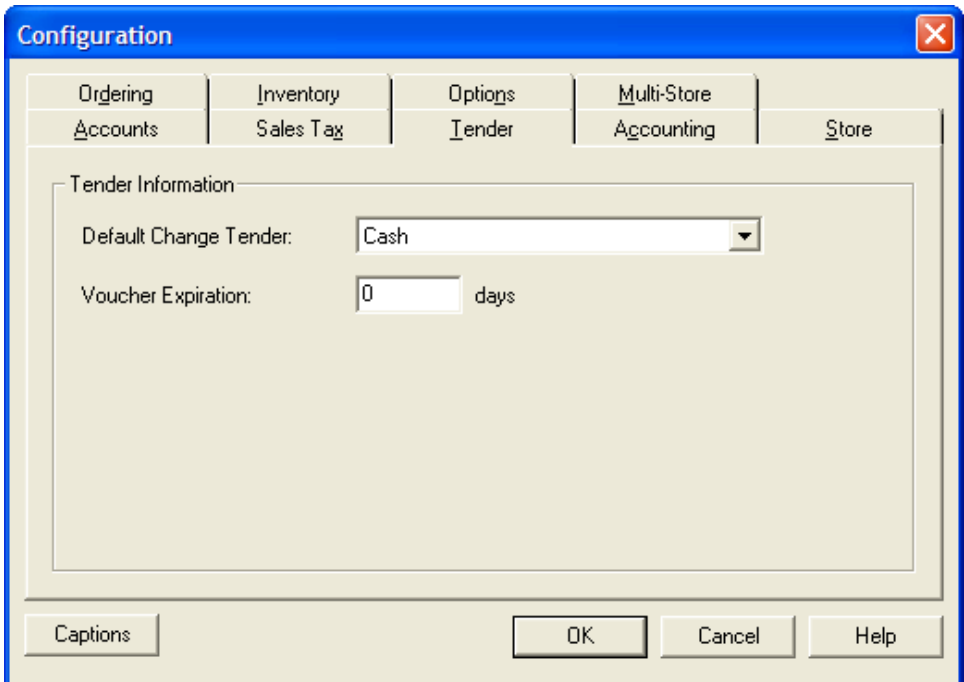
It is extremely important to set up a convention that sets the customer tax Code equal to the customer's state. For example, when you set up your customer accounts, pay attention to how you enter the customer's billing address. If you plan to assign taxes based on the customer's state, determine if you will use the abbreviation (i.e., CA) or will spell out the entire state name (i.e., California). Whatever way you chose, you must use the same convention for defining the customer's tax code.

For example, assume you entered only the state's abbreviation for every customer's billing address. After you click Customer Taxes from the Database menu, click New. In the Description field, enter the name of the customer tax (i.e., California Sales Tax). In the Code field, make sure that the code follows the same convention for the customer's state. Because you abbreviate the state for each customer account, enter the state's abbreviation in the Code field.

This way, whenever a customer purchases an item and the letters 'CA' are in his account's State field, Store Operations will charge the tax whose code is 'CA'.

Tender tab

Use this tab to specify the default tender for change and the voucher expiration period.

Default Change Tender If you have already set up your store's tender types, you can select one as your default for issuing change. For example, if you accept debit cards and give cash back with purchases, you must have "Cash" chosen as the default change tender.

Note Before you can select a default change tender, you need to set up all the different tenders your store will use. For more information, see "Using tender types."

Voucher Expiration The maximum number of days customers have before the voucher (gift certificate or gift card) is no longer valid.

Note Make sure you create a Voucher tender type, so you can accept vouchers at the POS. For more information, see "Using tender types."

Accounting tab

You can export information from Store Operations to several popular accounting programs. Use this tab to specify which accounting software you use.

Accounting software: Select the accounting software you are using. If you are using Microsoft Office Small Business Accounting 2006 and the POS Connector, select **<none>**. If you are not using a supported accounting program and want to export to an .xml file, select **RMS XML**.

Company File: If you selected **QuickBooks 2003 and later** in the **Accounting software** box, log in to QuickBooks, and then click **Retrieve** to retrieve information about your accounting company. This will allow Store Operations to connect directly with QuickBooks. For more information, see "Exporting to QuickBooks directly."

Note If you have multiple users on a network using QuickBooks, the path in the Company File box will be accurate only for the local machine, unless all users map to a common drive.

Security – View command

The View command displays the Security Manager dialog box, where you can edit all your security levels.

After you set up your security structure and assign access privileges to individual menus, commands, or controls, Security Manager will list the control type along with its corresponding behavior, such as viewable, changeable, or hidden. (If you have not defined any security structure, Security Manager may be blank.)
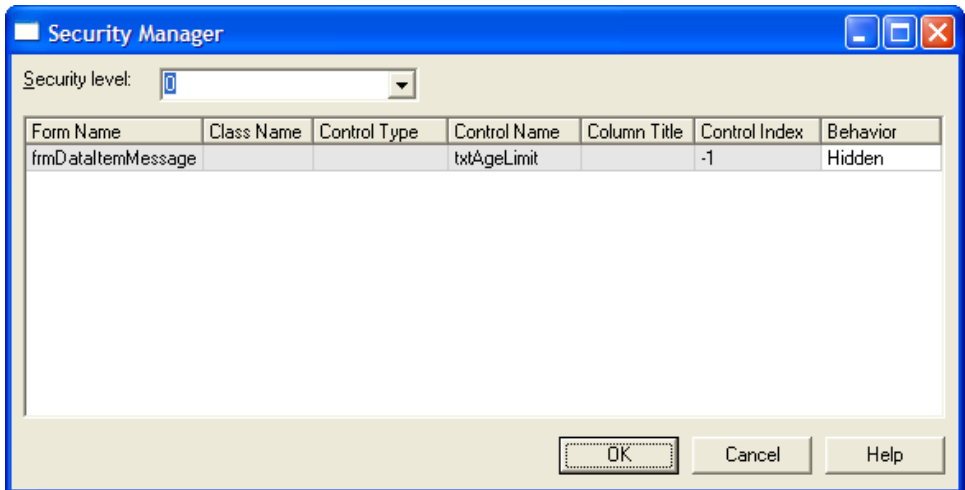
Security level Choose which security level you want to edit.

Behavior To quickly modify the access assigned to a control, click the row for the control you want, and select the behavior from the drop-down list.

Note When you first start Store Operations, all its commands and controls are *enabled*. When setting up Store Operations for your store make sure to set up your security structure. For more information, see "Setting up security structure."

Security – Set Security command

Use the Set Security command to work in security mode. In this mode, you can assign access privileges for every menu, command, and dialog box control in the Manager program. For more information, see "Setting up security structure."

Database menu

Overview

Use the Database menu to view, enter, and modify information in your Store Operations database. The Database menu contains the following commands:

- **Items** - Define, view, and edit detailed information about your inventory items.

- **Item Messages** - Include special notes or comments about a particular item.

- **Departments & Categories** - Organize your items into logical divisions.

- **Item Taxes** - Define multiple tax schedules and tax computations.

- **Sales Taxes** - Define sales tax codes.

- **Currencies** - Define the properties for local currencies.

- **Tender Types** - Specify the types of tender you will accept at your store.

- **Cashiers** - Set up and manage cashier accounts and access privileges.

- **Sales Reps** - Set up and manage sales rep accounts and commission schedules.

- **Time Clock** - View and edit time card entries.

- **Customers** - Enter and maintain information about your customers.

- **Checks** - List the checks that follow your positive or negative check verification scheme.

- **Account Types** - Define the types of accounts your store will use.

- **Suppliers** - Enter and maintain information about your suppliers.

- **Shipping Carriers** - Specify shipping carriers and services.

- **Limit Purchases** - Control how much your customers are allowed to buy over a specified time period.

- **Discounts** - Set up your mix and match pricing or "Buy X, Get Y Discount" structure.

- **Schedules** - Set up weekly schedules for sales prices or blocked sales to be effective.

- **Reason Codes** - Customize reason codes that store and track information regarding transactions.

- **Registers - Register List** - Define the characteristics of the POS devices connected to each register.

- **Registers - Pole Display Messages** - Create messages that will show on the pole display.

- **Registers - Net Display Channels** - Define advertisements that will display on the monitor.

- **Registers - Custom POS Buttons** - Customize POS buttons (shortcuts) to access other program applications.

- **Registers - Keyboards** - Customize the touch screen keyboard.

- **Registers - Receipt Formats** - Create and select receipt formats to be used for various transaction types.

Items command

Store Operations lets you track thousands of items of several different types. These types include the following: Standard; Assembly (bill of material); Matrix (apparel); Lot Matrix; Serialized (up to 3 serial numbers); Kit; Weight (tare, actual); Non-Inventory; Gasoline; and Voucher (gift card/certificate).

Use the Items command to create and update your inventory items. When you click Items, Store Operations displays the a list of all the items in your database. Click New to add an item; click Properties to edit the selected item; click Copy to copy values from an existing item; click Delete to delete the selected item; or click Find to search for an item.

When you click New, you choose from a list of four types of items: Standard, Matrix, Lot Matrix, and Assembly. Choose an item type and Store Operations displays the Item Properties dialog box. (Choose Standard for all item types other than Matrix, Lot Matrix, and Assembly.)

Use the available tabs to enter and organize your entire inventory. Depending on how you define the item type, some tabs may be disabled.

| | Tip | It will be much easier to add new inventory items if you collect your inventory information before you start. It is also a good idea to \review all the tabs and controls before you enter the items. |

| | Note | If you are using Microsoft Dynamics RMS Headquarters, you will see an additional button in the Item Properties dialog box, the Check Stores button. Click this button to check the item quantities across the store enterprise. When you click Check Stores, Store Operations contacts Headquarters and then lists all the stores and their available quantities. You can then click Details to see a particular store's detailed information, including address and pricing information. |

| | Tip | Use the New Item Wizard to quickly create new items. For more information, see "New Item Wizard." |

Standard Item – General tab

The General tab contains the minimum required information for the selected item.

Item lookup code A unique code (set of alphanumeric characters) for the item. This is generally the UPC item code (the bar code generated from the code).

Item type Use the Item Type box to define the item type. You can choose from a number of different item types, including:

- **Standard** - An item that does not have special attributes.

- **Serialized** - An item that is associated with a unique serial number. Store Operations can track the purchase of a serialized item by its serial number.

- **Kit** - An item (e.g., First Aid Kit) that contains other items found in the database to be sold as one item.

- **Gasoline** - An item whose quantity is re-calculated when a new extended price is entered.

- **Weighed** - An item that requires you to enter the weight whenever this item is sold. You can enter the item's weight either manually or through an electronic scale. You can also associate the item with a tare weight.

- **Non-Inventory** - An item you would not track (e.g., shipping charges, labor hours).

- **Voucher** - An item that acts as a gift certificate or gift card.

Description A name or description of the item. The description is limited to 30 characters.

Member of If the item is a component of a matrix, lot matrix, or assembly item, its class lookup code will appear in this box. For example, if you select a small, blue, wool sweater, its type might be "M" for matrix and the class lookup code could be "100021".

Extended description Enter any additional information that describes the item. To display this information on the POS screen, select the Show Item Extended Description check box on the Options tab in the Configuration dialog box.

Department The department the item belongs to. To define departments, use the Departments & Categories command.

Category The category the item belongs to. To define categories, use the Departments & Categories command.

Item tax Specify the tax code that is applied to the item when it is sold at the point-of-sale. To define these tax codes, use the **Item Taxes** command.

Sub description 1, 2, or **3** Additional item information. To display this information on the POS screen, select the Show Item SubDescriptions check box on the Options tab in the Configuration dialog box.

Barcode The Barcode drop-down list enables you to define the item's barcode type. When Store Operations generates labels (stickers), it uses the item's barcode type format. The UPC barcode format is the standard barcode format for items that are sold to the public. You would use the UPC barcode format to encode items with a 12 digit number. The first number is the number system character, the next five are the manufacturer number, the next five are the product number, and the last digit is the checksum character. This barcode format only encodes numeric information and must have exactly 12 characters in length.

Price The regular selling price of the item.

Cost The cost to the store to purchase the item.

Note If you are using Headquarters to manage item costs, the costs in the store database will be periodically overwritten.

Profit Margin Displays the item's profit margin, which is calculated as follows: [(Price - Cost) / Price] x 100.

Labels When you want to print labels for the item, click **Labels**. Store Operations displays the Label Wizard with the item automatically entered and ready to have a label printed for it.

Movement Use this button to generate the Item Movement Report with predefined selection criteria.

Standard Item – Inventory tab

Use the Inventory tab to enter the available quantity and ordering information for each item. Store Operations will use this data to generate purchase orders.

Current

On hand The current quantity in stock. This quantity decrements when the item is sold and may be negative or positive. For a non-inventory item, this number is zero.

Committed Displays the number of items that have been committed to customers. This includes items on back orders, work orders, and layaways.

Available Displays the number of items in stock that you can sell. This number is equal to On Hand minus Committed. This box cannot be edited.

On order The total number of the particular item you have on order (purchase orders and inventory transfers). This box cannot be edited.

Transfer out The total number of the particular item that is included on inventory transfer out orders that have not yet been issued. This box cannot be edited.

Unit of measure How the item is counted or measured. For example, if your store sold fabric, the unit of measure would be yards. Other examples include cartons, packs, pounds, etc.

History

Date created Displays the date the item was created. You can use this to filter reports. This box cannot be edited.

Last received Displays the last time the item was received into the database. This box cannot be edited.

Last ordered Displays the last time the item was ordered. This box cannot be edited.

Last sold Displays the last date the item was sold. This box cannot be edited.

Last cost Displays the last cost at which the item was sold. This box cannot be edited.

Replacement cost The amount the replacement item will cost.

Reorder

Restock level Displays the minimum quantity you would like to have in stock when you order the item. Store Operations uses this information to compute the quantity to be ordered when it generates purchase orders for the item. For example, if the quantity on hand is 12, the reorder point is 15, and the restock level is 20. When Store Operations generates a purchase order for this item, it will place a reorder quantity of 8 for this item.

Reorder point Displays the minimum number the quantity can fall to before you should issue a purchase order.

Offline Displays the total of all the entries for the item stored in offline inventory. This box cannot be edited.

View offline Click this button to view detailed information (i.e., reason code, quantity per entry, etc.) for the item that is stored in offline inventory. For example, assume you stocked 18 bicycle helmets on your shelves. You then discover that one of the helmets is damaged. You move that item to the offline inventory so that you can eventually transfer it out for repairs. At this point, your on hand quantity for the helmets would be 17. If you click View Offline, you would see one helmet item stored in the offline inventory.

Standard Item – Pricing tab

Use the Pricing tab to set up pricing information for the item. You can offer a broad array of prices for each item. You can base pricing levels on customer, items, and special sales. For each point-of-sale transaction, Store Operations always finds the lowest current price for the item.

Store Operations supports four price levels: Regular, Level A, Level B, and Level C. You do not have to use all four levels. The regular price is normally the list price that you charge a customer.

You can use other price levels to give your preferred customers price breaks based on their status. For example, you can group the customers that frequently visit your store into Bronze, Silver, and Gold designations, and then associate their classifications with Level A, B, and C pricing, respectively. When the item is sold to a customer in the Silver group, the Level B price would be charged instead of the regular price.

Additionally, you can set up the item for promotional sales. Sale prices can have time spans after which the price returns to the normal price. When a customer purchases an item that is on sale, Store Operations uses the sale price unless the customer's discount already specifies a lower price.

To override the price at the point-of-sale, your user ID must have the necessary access rights. To ensure that the item does not sell below its lowest price, you can define a price range for the item. The POS screen displays a message when the item is priced below the lowest or over the highest allowable price.

General pricing

Price Displays the regular price. This box is the same as the Price box on the General tab.

Cost The cost to the store to purchase the item.

Note If you are using Headquarters to manage item costs, the costs in the store database will be periodically overwritten.

Profit margin Displays the profit margin that is achieved for the item. The profit margin is calculated as follows: [(Price - Cost) / Price] x 100.

Price level A, **B**, **C** These boxes display the selling price for each of the available price levels. If an item does not have an entry for a chosen level, the Regular Price will be applied.

MSRP You can track the manufacturer's suggested retail price (MSRP) for each item. You can choose to include this on receipts and in reports.

Price bounds

Lower bound, **Upper bound** These numbers safeguard against a cashier selling an item below its lowest allowable price. The prices entered in these boxes are the recommended lowest and highest selling price of the item. Store Operations will display a warning message when the item is sold under the lowest price.

Sale pricing

Sale price The sale price that will be in effect during the specified sales/promotion dates or schedule. This price should be less than the regular price.

This sale is in effect for a specific period If selected, the item's Sale Price will be in effect from the start date to the end date. Use the drop-down boxes to define the dates.

This sale is in effect according to a schedule If selected, the item's sale price will be in effect according to the specified weekly schedule. For example, you could put the item on sale every Friday, Saturday, and Sunday. To define weekly schedules, click Schedules on the Database menu.

Buydown pricing

Buydown price Displays the price to charge for each qualifying buydown item. For example, assume the buydown price is $0.50, the buydown quantity is 5, and the regular item price is $1.00. If a customer purchases two of the items, the amount due would be $1.00 (i.e., 2 x $0.50). The next three purchases would also be charged at $0.50 each. Once the buydown quantity has been reached, every subsequent purchase is at the regular price. Therefore, in this example, the sixth, seventh, eighth, etc. purchase of this item would be sold at $1.00.

Buydown quantity Displays the quantity that is available at the buydown price. If the line item quantity is greater than the remaining buydown quantity, the entire line item quantity will be priced at the buydown price. Subsequent quantities will be priced at the regular price.

Standard Item – Aliases tab

Use the Aliases tab to set up all the aliases for the item. Aliases are easier to remember and ring up than a long manufacturer code or UPC. In a way, aliases are like nicknames.

The alias table lists all the alternate item lookup codes that can be used for the item. Store Operations will search these alternate lookup codes when it cannot find the item using the item lookup code. Click Add or Delete to add or delete aliases. Two items may not share the same alias. Each alias can contain up to 25 characters. For more information, see "Using an alias."

Standard Item – Discounts tab

Use the Discounts tab to grant price breaks based on the quantity a customer buys. You can combine price levels with quantity breaks to offer a pricing scheme based on customer status level and still reward customers for buying in high volume.
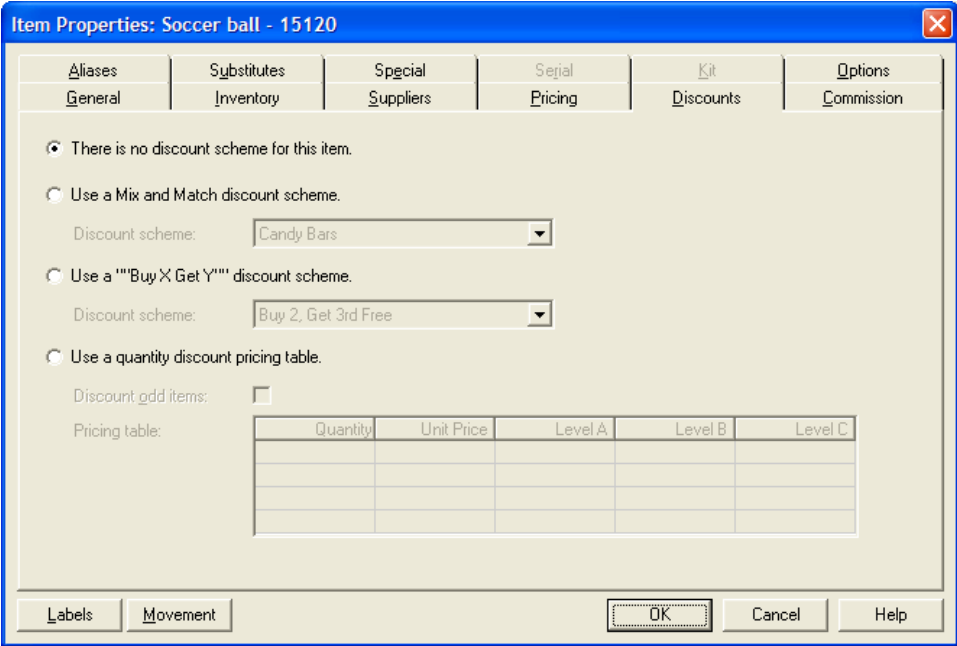
There is no discount scheme for this item If selected, no discount schedule will be applied.

Use a Mix and Match discount scheme If selected, you can use the Discount Scheme box to select a mix and match scheme for the item. (Mix and Match items are items that can be sold in quantity with other similar mix and match items at a discounted price.) These schemes must be set up beforehand. For details, see "Setting up discounts."

Use a "Buy X, Get Y" discount scheme If selected, you can use the Discount Scheme box to select a Buy X, Get Y scheme for the item. You can use Buy X, Get Y schemes to sell a specified quantity ("X") of items at full price and give customers something else ("Y") for free or at a discounted price. For details, see "Setting up discounts."

Use a quantity discount pricing table Use this discount table to establish quantity discount prices for the item. The first column is the quantity that must be purchased to get quantity discount prices indicated in the next four columns.

Discount odd items If selected, odd items will also be charged at the quantity discount price. Odd items are defined as items that do not fit exactly into a quantity level in the Pricing table.

For example, assume the regular price of an item is $1.25. If a customer buys five of this item, the quantity discount price is $1.00. However, if a customer purchases seven, at what price should the 6th and 7th pieces be sold? If the Discount Odd Items box is cleared, these items will be priced at the regular price of $1.25 each. If this box is checked, the items will be priced at $1.00, the quantity discount price.

Standard Item – Commission tab

If your store's sales staff work on commission, you can set up a flexible commission schedule based on a sales representative or on an item sold.

You can disallow commission for this item. You can also compute the commission based on the schedule assigned to the sales person or the schedule specified for this particular item. When you define the item's commission schedule, leave any control that is not applicable blank.
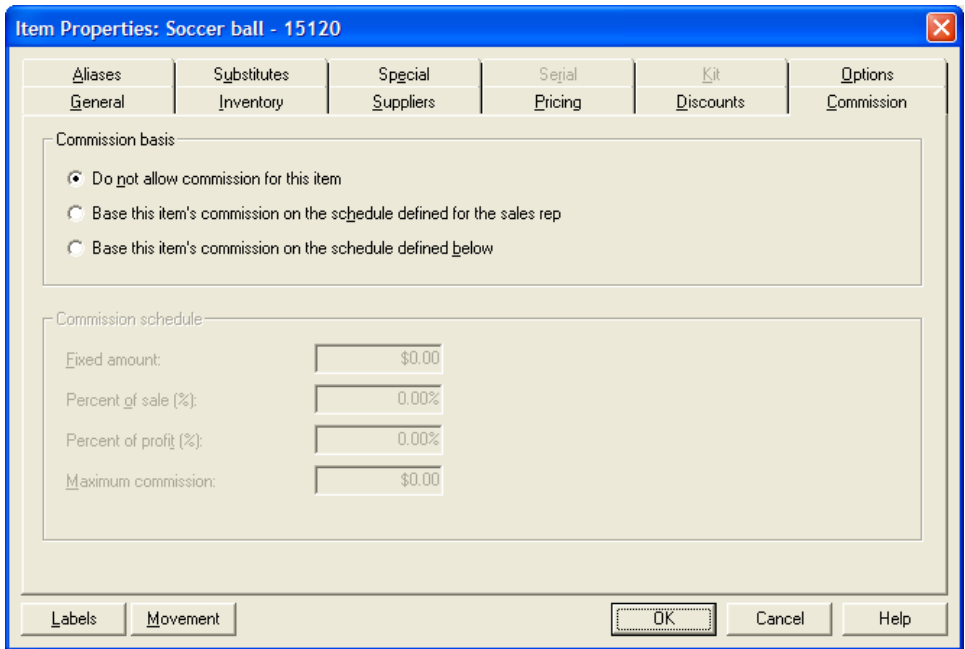
Commission basis

Do not allow commission for this item The current item is not calculated towards the sales rep's commission amount.

Base this item's commission on the schedule defined for the sales rep The commission schedule defined for the sales rep is used to determine the commission amount for the item.

Base this item's commission on the schedule defined below *See* "Commission Schedule", below.

Commission schedule

Fixed amount Displays a fixed commission amount that the item contributes.

Percent of sale (%) Displays the percentage of the sale the item contributes to the sales reps' commission.

Percent of profit (%) Displays the percentage of the profit the item contributes to the sales reps' commission.

Maximum commission Displays the maximum commission amount the item may contribute to the sales reps' commission.

Standard Item – Suppliers tab

Whenever you generate purchase orders, you will need to specify the supplier. Use the Suppliers tab to enter supplier information for the item. For more information, see "Managing suppliers."

Primary? Select this check box to indicate the primary supplier for this item. There may be only one primary supplier per item.

Supplier Name Displays the supplier's name.

Reorder No. Enter the supplier's product code or ordering number. This may be different than the item lookup code.

Min. Order Enter the minimum number to reorder.

MPQ Enter the master pack quantity (MPQ) you want to order from the supplier. For example, if you order a particular item in packs of 24, you would enter the number "24" in the field. Then, whenever you generate a purchase order, Store Operations will automatically order the specified pack quantity. If the quantity ordered is more than a multiple of the MPQ, Store Operations automatically rounds up to the next MPQ.
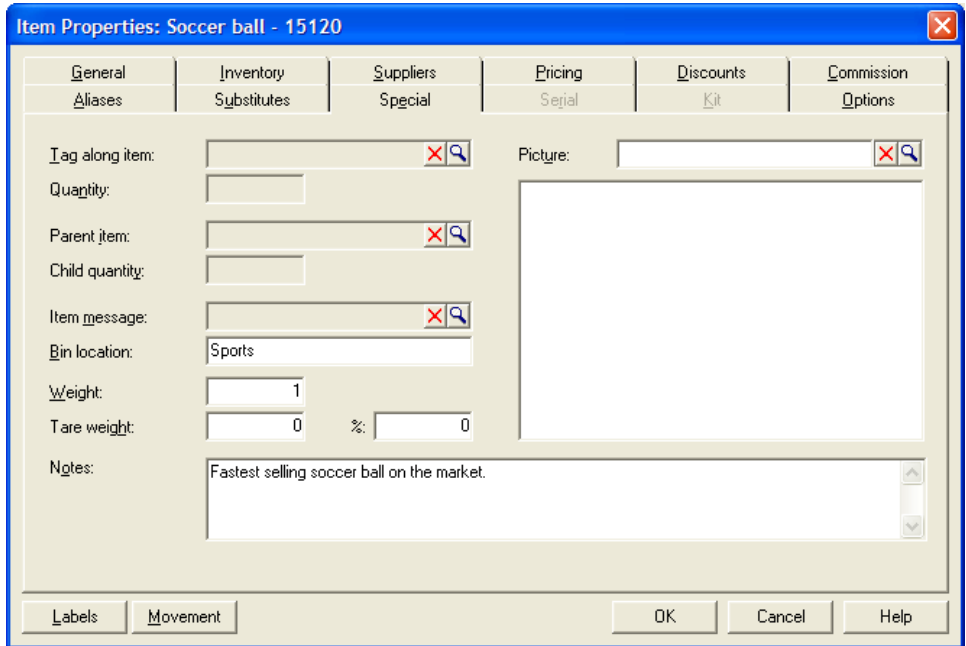
Cost Enter the cost for the item from the supplier

Add Click Add to assign a particular supplier to the item.

Primary Use this button to designate the selected supplier as the primary supplier.

Standard Item – Special tab

Use the Special tab to specify additional information for a specific item. Use the Browse button 🔍 to locate a particular item, message, or picture.

Tag along item Displays the item lookup code of the item that is automatically included in the sale whenever this item is sold.

Quantity The number of tag along items that will be sold when the original item is sold.

Parent item Displays the item lookup code of the parent of this item. A parent item is defined as an item that contains a set quantity of a single item. When the on-hand quantity for the single item is depleted, the parent item is "opened up" so that the total number of single items it contains is now seen as the on-hand quantity for the single item. This option is also know as "breaking" and is useful in extracting single units from carton or case inventories.

Child quantity The number of child items contained within a parent item. For example, it would be the number of packages within a certain carton.

Item message Displays the name of the item message that will be displayed at the point-of-sales when the item is sold. Item messages must have been set up beforehand. For more information, see "Setting up item messages."

Weight The weight of the item. If you use the automatic shipping features, Store Operations will use the amount entered here to help calculate the shipping charge.

Tare weight If the item is defined as Weighed type, this box displays the known weight to subtract from the weight of the item when it is sold. Such tare weights include the weights of crates, boxes, or other packaging material that should not be counted as the actual weight of the product.

The second Tare Weight box (%) displays a percentage of the measured weight to subtract as the tare weight. If the first Tare Weight box contains a value, that value is subtracted from the weight of the item first, then the percentage value is subtracted next.

Bin location Displays the location in the store where the item is kept.

Picture Displays the name of the graphic file associated with the item. Store Operations supports pictures in the BMP, JPG, and GIF formats. If the graphic file is in the proper format and located in the correct directory, it will be displayed in the adjacent box. You can also use HTML web pages and video clips.

Notes You can add any comments that pertain to the item. To display this information on the POS transaction screen, select the Show Item Notes check box in Item Options on the Options tab in the Configuration dialog box.

Standard Item – Substitutes tab

Use the Substitutes tab to specify equivalent items that the cashier can suggest to a customer when this item is temporary out of stock. A substitute item is usually an item that has the same or similar characteristics.

For more information, see "Using substitute items."

Standard Item – Serial tab

You can use the Serial tab only if the item is defined as the Serialized or Voucher type. A serialized item is an item that has an associated unique series of numbers. For example, you may want to enter the serial numbers for the bicycles you have in stock. Or, you might want to track vouchers by their serial numbers.

An item can have up to three serial numbers. The first serial number (S/N 1) is the primary serial number and should be unique. The second or third numbers are supplemental numbers. For more information, see "Using serialized items."

Serial number count (**1**, **2**, and **3**) Specify how many serial number series the item has. For example, a cellular phone might have a serial number for the phone, a number for the SIM card, and a telephone number.

Serial number table Displays all current serial numbers for the item stored in the database. The Status column is automatically updated whenever the serial number item is sold, returned, transferred out of the store, or stored in offline inventory.

Add Click to display the Serial Number Properties dialog box and define the serial numbers for the item.

Serial 1 Prefix When you select the Automatically generate serial numbers checkbox and select the Start S/N 1 with checkbox, the Serial number 1 box changes to the Serial 1 Prefix box. Enter the numbers or letters that each serial number will start with.

For example, you could create 15 serial numbers with the prefix 'TRE' that begin from the number 767. Store Operations will quickly create the following serial numbers: TRE767, TRE768, TRE769, TRE770, etc.

Mark as sold Select this check box if the serial numbered items have already been sold.

Automatically generate serial numbers Select this check box to create a range of serial numbers.

Number to create Enter the number of serial numbers you want to create.

Start S/N 1 with Enter the starting number for the range of serial numbers you want to create.

Tip   If you want Store Operations to automatically update the item's quantity when a new serial number is created, make sure you select Synchronize quantity with serial numbers. On the File menu, click Configuration, click the Options tab, and then click Serial Number options.

Delete Deletes the selected serial number.

Standard Item – Kit tab

You can use the Kit tab only if the item is defined as a Kit item (existing inventory items bundled into one package and sold under a separate item lookup code.) When you build or break a kit item, the quantities of the kit's components will decrease or increase. When the kit item is sold or returned, the number of its individual components will not increase or decrease; only the number of kits will.

Kit table Lists the component items that make up the kit. You can specify the quantity for each component in the Quantity column.

Build Builds the number of kits that you specify.

Breakout Breaks the number of kits you specify into their component items.

Add Click to add component items to the kit.

Delete Deletes the selected component.

Standard Item – Options tab

Use the Options tab to enable or disable functions at the POS, as described below. You can also use this tab to block the sale of certain items for a particular time period or according to a specified schedule.

Options

Must enter price at the POS If selected, Store Operations will prompt the cashier to enter the price of an item before the item can be added to the POS screen.

Accept food stamps for this item If selected, a customer may purchase the item using food stamps.

Quantity entry at POS not allowed If selected, cashiers will not be able to enter this item's quantities at the point-of-sale.

Item is not discountable at the POS If selected, the sale price cannot be marked down for customer discounts.

Item is available on the website If you are using Store Operations for your Web store, you can designate this item to be made available for Internet sales.

Item is inactive If selected, this item will not appear in the item list or reports. However, it will still appear in assembly, matrix, and lot matrix items.

May not be placed on purchase order This option prohibits the item being placed on purchase orders.

Block Sales

Block the sales of this item If selected, the cashier can not sell this particular item. This is especially useful if your company sells some items only for certain times, days, or seasons.

Reason You can enter an explanation as to why the customer cannot buy this item.

The block is in effect for a specific period Specify a date range during which the cashier cannot sell the item.

The block is in effect according to a schedule Specify that the cashier cannot sell the item according to a weekly schedule.

Schedule Choose a weekly schedule. Schedules must have been set up beforehand. For more information, see "Defining weekly sales schedules."

Matrix Item

Matrix items are items that have the same item lookup code, description, and price, but different attributes (size, color, length, and so on) Items in the matrix that have any of the included attributes are called *component items*.

> **Note** The component items in the matrix item can have unique item lookup codes, or they can use the matrix item lookup code. If you scan a matrix item lookup code at the point-of-sale, Store Operations POS displays the Matrix Selection dialog box. There, you can select the component item that is being purchased.

If you choose Matrix Item as the item type when creating an item, or if you select a matrix item in the Items list and then click Properties, the Item Matrix Properties window appears. The fields in this window are described below.

> **Note** You cannot edit gray-shaded fields.

General tab

Matrix lookup code The unique code (set of alphanumeric characters) that identifies the matrix item.

Description A name or description of the matrix item.

Sub Description 1, 2, or 3 Fields that contain additional item attribute information. To display this information on the POS transaction screen, select the Show Item SubDescriptions option under Item options on the Options tab in the Configuration menu option.

Notes Any additional information about the item.

Department The department the item is in. Click the magnifying glass to select a department. Click the X button to clear the box. To create departments, use the Departments & Categories menu option.

Category The category the item is in. Click the magnifying glass to select a category. Click the X button to clear the box. To create categories, use the Departments & Categories menu option.

Item tax Use the drop-down list box to specify the tax code that is applied to the item when it is sold at the point of sale. To set up item taxes, use the Item Taxes menu option.

Price The regular selling price of the item.

Cost The price the store pays when ordering the item.

Supplier The primary supplier of the matrix item. Click the magnifying glass to select a supplier. Click the X button to clear the box. To create suppliers, use the Suppliers menu option.

Barcode Use the Barcode drop-down list to define the item's barcode type. The barcode is only used when you generate labels (stickers) from Store Operations.

The UPC barcode format is the standard barcode format for items sold to the public. It encodes items with a 12-digit number: The first number is the number system character, the next five are the manufacturer number, the next five are the product number, and the last digit is the checksum character. The UPC format only encodes numeric information and must be 12 characters in length.

Component Items tab

Use this tab to define or change the dimensions and attributes of a matrix item. You can also use this tab to create the component items within the matrix item.

Note If you make changes on this tab, including creating new component items, and then switch to another tab, the individual records for the component items will be updated in the database. To avoid this, click Cancel to close the Item Matrix Properties window without saving your changes.

Dimensions 1, **2**, and **3** Type or select the dimensions, attributes, and attribute codes for the item matrix.

A *dimension* is a characteristic of the items in the matrix, such as size, color, style, or format. A matrix item can have up to three dimensions.

An *attribute* is the value of the dimension. For example, the attributes for a Size dimension might be Small, Medium, and Large. Each attribute needs a short attribute code, such as SM, MD, and LG. To arrange the attributes in the list, select the attribute you want to move, and then use the arrow buttons to move it up or down.

A *dimension set* is a saved dimension, including its attributes and attribute codes. To load a previously created dimension set, click the magnifying glass next to the appropriate Dimension box. To save the data you have typed into a Dimension box and its associated attribute table as a dimension set, click the diskette button next to the appropriate Dimension box.

After specifying dimensions and attributes, click Create Component to create records for all component items. A component item will be created for each combination of attributes. For example, if you specify three sizes and two colors, you will end up with six component items.

Create Components Click to create component items for the dimensions and attributes specified. If you modify dimensions or attributes after component items are already listed in the Component items table, the component items will be modified to match the new dimensions or attributes.

After you click Create Components, a dialog box will appear where you can specify how the lookup codes and descriptions of the component items will look. Component item lookup codes and descriptions can, if desired, contain information about one or more dimensions.

Component items table This table lists the component items for the matrix item. If any component items are new, they will appear in boldface. If any component items have been deleted, they will be shown crossed out.

Use the scroll bar at the bottom of the table to view or modify the component item properties. You can edit all the fields that are not shaded in gray. When you first create the component items, they will share the properties of the matrix item (as specified on the General tab). For example, they will be assigned to the same department and category and have the same price. To change the properties of an individual component item, type the new value in the box for the property you want to change. If one is available, you can click the drop-down arrow and select the new value.

Note You can also modify a component item by opening the individual record for that item.

To change the properties of the matrix item and all of its component items, click the General tab, make your changes, and then click OK. You will be asked if you want your changes to apply to all component items, too. Click Yes.

Choose Columns Click to select the columns you want to appear in the Component items table. For help with the Choose Columns dialog box, click the Help button there.

Add Items Click to add items to the matrix item. You can use this button to create a matrix item from component items that already exist in the store database.

Remove Click to remove a component item from the matrix item. This will only end the association between the matrix item and the component item. The component item will not be removed from the store database.

Filter Click this button to filter the component items list so it only shows those component items that you are interested in right now. For example, if you have a matrix item for a t-shirt that comes in eight colors but you only want to see information about your stock of red t-shirts, you can select the Red attribute.

To remove a filter, click **Filter** again, and then click OK in the Filter by Attributes dialog box without selecting any attributes.

Quantity View tab

Use this tab to view quantity information for the component items in the matrix item. Select the quantity values you want to see, and then select the dimension or dimensions that you want to see quantities for.

Display these quantities Select the quantity values that you want to see, **Qty on hand**, **Qty committed**, **Qty available**, **Qty on order**, or **Qty transfer out**.

Dimension boxes If the matrix item has more than one dimension, select the dimension that you want to see quantities for in the right-most box. In the other boxes, select the other dimensions, in the order that you prefer.

For example, suppose you have a matrix item for a shirt that is available with three collar styles. It comes in two colors, red and blue, and it is available in four sizes. The matrix item would have three dimensions: Style, Color, and Size. If you want to see how many shirts you have in each color, select Color in the right-most dimension box; if you want to see how many shirts you have in each style, select Style in the right-most dimension box; and so on. In the left-most dimension box, specify the dimension by which the information will be grouped.
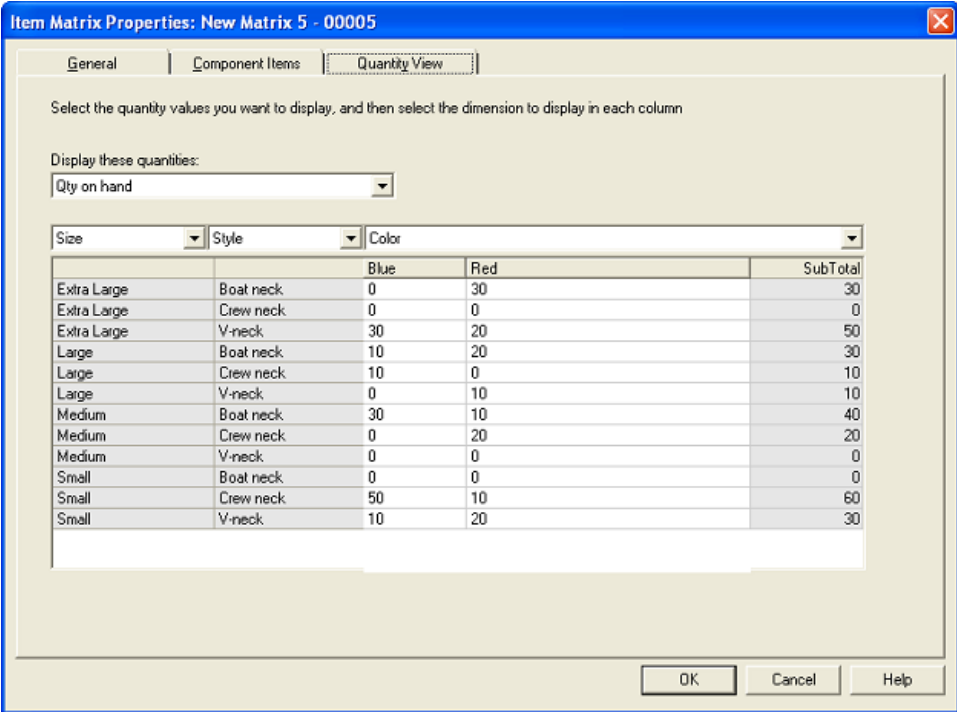
Quantity table To change the quantity for a component item, type the new quantity value into the appropriate quantity box.

If the list of items is long, use the scroll bar to view or modify quantities for items that aren't shown.

Lot Matrix Item

Lot matrix items are items that are packaged in different quantities and have different prices based on the quantity purchased. An example of a lot matrix item is a soft drink like cola, which may be sold in single, six, twelve, or twenty-four item quantities. For more information, see "Using lot matrix Items."

If you scan a lot matrix item at the point-of-sale, Store Operations displays the Lot Matrix Selection dialog box, where you can select the item with the applicable attributes.

Tip   Use the New Item Wizard to quickly create new lot matrix items. For more information, see "New Item Wizard."

Lot Matrix Lookup Code A unique code (set of alphanumeric characters) that identifies the lot matrix item.

Description A name or description of the lot matrix item.

Components

Note   You cannot edit the gray-shaded columns.

Item lookup code The unique code for each individual matrix component.

Description The name or description (i.e. Beverage, Pepsi) of the individual matrix component.

Name An additional name or description of the item component. For example, you can use this field to designate whether the item is a single can, six pack, twelve pack, or case.

Add Click Add to add an item from the database to the lot matrix item.

Remove Removes the selected component from the lot matrix item. When you click Remove, Store Operations asks you to confirm the removal. Although the item is no longer a component of the lot matrix item, it remains in the Store Operations database.

Attributes Displays detailed item information for the components in the lot matrix item. You can use this to quickly modify detailed item information without having to manually look up each item.

When you click Attributes, Store Operations displays the Item Class Member Properties dialog box, which displays the item's components along with their quantity, pricing, item type, bin location, department/category, item tax, reorder, supplier, commission, bar code, picture file name, and sales information.

Use the scroll bar to view more properties. You can edit all the columns that are not shaded gray.

Assembly Item

An assembly item consists of existing inventory items bundled into one package and sold under a separate item lookup code. For example, if you sold computers, an assembly items could consist of a monitor, a CPU, and a keyboard. Another assembly item could include a monitor, keyboard, scanner, and printer.

There are two main differences between a kit item and an assembly item. First, when a customer purchases or returns a kit item (i.e. First Aid Kit), the individual components do not increment or decrement. However, when a customer purchases an assembly item, Store Operations updates the sales and in-stock quantity of all the items contained in the assembly item.

The second difference is that when cashiers ring up an assembly item, they can modify the quantity, price, or tax status for each item component. If the customer wanted to purchase the assembly item but did not want to buy one of the components (i.e. printer), you could remove the printer from the transaction and Store Operations would adjust the sales total.

For information about creating assembly items, see "Using assembly items."

Tip   Use the New Item Wizard to quickly create new assembly items. For more information, see "New Item Wizard."

Assembly lookup code A unique code (set of alphanumeric characters) that identifies the assembly item.

Description A name or description of the lot matrix item (e.g., Ski Package A).

Use component price If selected, Store Operations displays the Price column. You can define a price that differs from the standard item price in the database. For example, you may want to discount the prices for the components if the customer buys the entire assembly rather than just the individual item.

Components

Note You cannot edit the gray-shaded columns.

Item lookup code The unique code for each individual matrix component.

Description The name or description (e.g., Snow Ski, Racing) of the individual matrix component.

Name An additional name or description of the item component. For example, if the assembly item contained two pole display components with different brand names (e.g., "Epson Pole Display" and "Sure 1 Pole Display"), you could define the Component Name for each item as "Pole Display". This enables you to quickly recognize all the pole displays in the assembly item.

Quantity The quantity of the individual component contained in the assembly item. The default quantity is 1.

Add Click Add to add an item from the database to the assembly item.

Remove Removes the selected component from the assembly item. When you click Remove, Store Operations asks you to confirm the removal. Although the item is no longer a component of the lot matrix item, it remains in the Store Operations database.

Attributes Displays detailed item information for the components in the assembly item. You can use this to quickly modify detailed item information without having to manually look up each item.

When you click Attributes, Store Operations displays the Item Class Member Properties dialog box, which displays the item's components along with their quantity, pricing, item type, bin location, department/category, item tax, reorder, supplier, commission, bar code, picture file name, and sales information.

Use the scroll bar to view more properties. You can edit all the columns that are not shaded gray.

Item Messages command

You can to set up messages that your cashiers will see when certain items are added to the transaction. First, you create the message, then you assign it to an item. You can have as many item messages as you like. For more information, see "Setting up item messages."

Note If more than one of the same item is entered on the POS screen, the associated message will display only for the first item.

New Click New to create a new item message.

Delete Click Delete to delete the selected item message.

Properties Click Properties to edit the selected item message.

Copy Click Copy to create a new item message with the properties of the selected item message.

When you click New or Properties, Store Operations displays the Item Message Properties dialog box for the selected item message.

Title The name of the message.

Age limit (years) If you want the cashier to verify an age limit, type the age limit

in years, and then type the characters "[DATE]" in the message text.

For example, if you enter "21", Store Operations will calculate 21 years back from the current date and display that date wherever "[DATE]" appears in the message, so the cashier can easily verify birth dates.

Message Type the text of the message in this box.

Departments & Categories command

By organizing your items into departments and categories, you can gain valuable insight into where your biggest (and smallest) profits are. The more you organize your items into logical divisions, the easier it will be to fine-tune your decision-making tools.

You can view, add, modify, and delete departments and cateories at any time. You can also generate a report that displays all your departments and categories. For more information, see "Using departments and categories."

Note   Each department can have one or more categories. (Categories are subdivisions of departments).
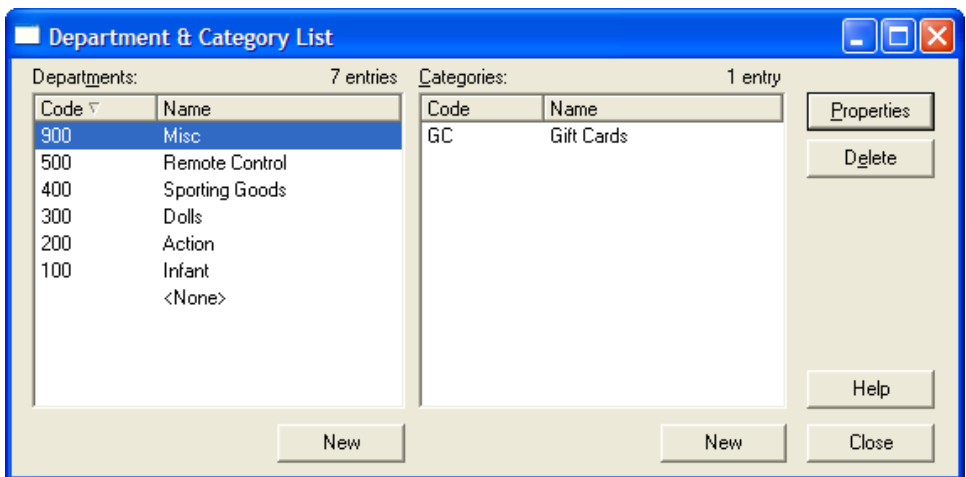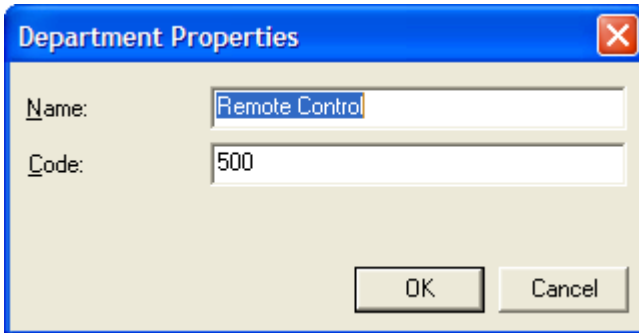
Properties Click to edit the properties of the selected department or category.

Delete Deletes the selected department or category.

Departments

New Click New to add a department.

When you click New (or Properties with a department selected), Store Operations displays the Department Properties dialog box.
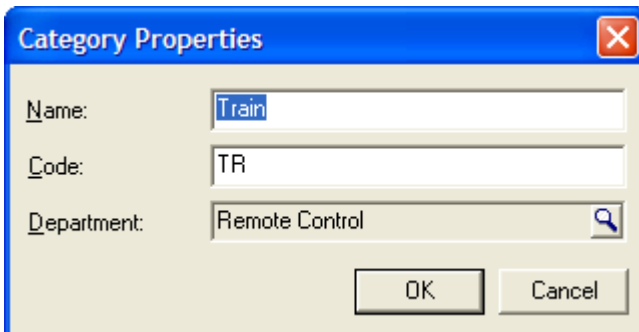
Name The department name. The name can be up to thirty characters long.

Code A unique code (a number or an abbreviation) that identifies the department.

Categories

New Click New to add a category to the selected department.

When you click New (or Properties with a category selected), Store Operations displays the Category Properties dialog box.

Name The category name. The name can be up to thirty characters long.

Code A unique code (a number or an abbreviation) that identifies the category.

Department Click the Browse button to select the department that the category belongs to.

Item Taxes or Customer Taxes command

You can define the tax to apply to particular items or customers. Depending on what type of tax schedule you set up on the Configuration command's Sales Tax tab (File menu), Store Operations displays either the Item Taxes command or Customer Taxes command. Customer Taxes are most useful for mail order.

Store Operations supports multiple tax schedules and provides a flexible scheme to accommodate virtually all types of tax computations. An item tax can consist of up to ten sales tax codes. For this reason, you must define the sales tax codes before you define item taxes. By defining sales tax codes and grouping them to create item taxes, you can accommodate any tax combination imaginable.

You can also specify whether the tax amount for each sales tax code prints on receipts. The order of the tax codes is important if the tax computations include any previous taxes. This order is also the order the taxes print on receipts.

When you click Item Taxes or Customer Taxes, Store Operations diaplays a list of all your taxes.
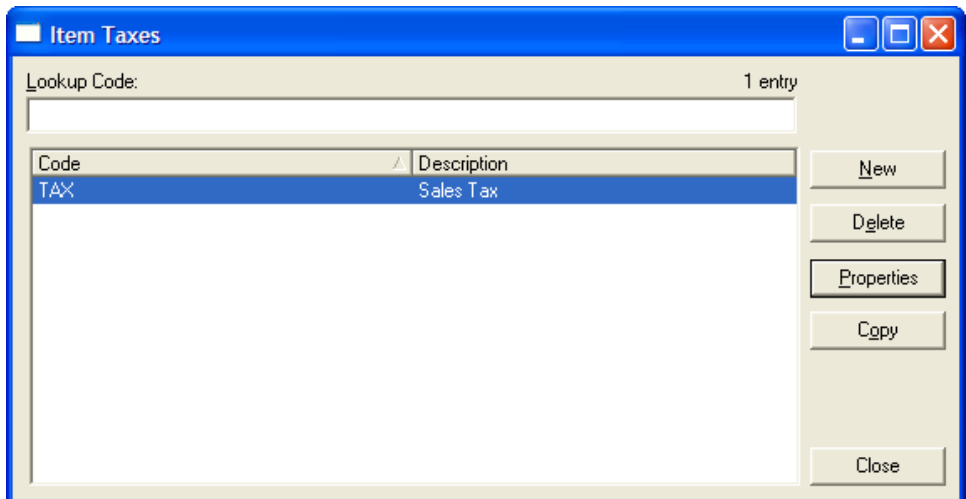
New Click New to create a new tax.

Delete Click Delete to delete the selected tax.

Properties Click Properties to edit the selected tax.

Copy Click Copy to create a new tax with the properties of the selected tax.

When you click New (or Properties), Store Operations displays the Item Tax or Customer Tax Properties dialog box.

Item Tax Properties: Sales Tax - TAX

| Description: | Sales Tax |
| Code: | TAX |

☐ Compute tax on (Price - Cost) instead of Price

Apply individual taxes in the following order:

Order:	Sales Tax Selection:	On Receipt:
1st	State Tax	☑
2nd	County Tax	☑
3rd	<none>	☐
4th	<none>	☐
5th	<none>	☐
6th	<none>	☐
7th	<none>	☐
8th	<none>	☐
9th	<none>	☐
10th	<none>	☐

OK   Cancel   Help

Description A name for the tax. The name can be up to twenty characters long.

Code A unique code (a number or an abbreviation) that identifies the tax.

Compute tax on [Price - Cost] instead of price If selected, Store Operations computes the tax based on item's price minus its cost.

Sales Tax Selection These are the component tax codes that make up the tax. You can specify up to ten. Taxes are computed in the order shown here.

 Note If you are subject to any tax codes that include other taxes in their computation, make sure you specify them in the correct order.

On receipt If selected, Store Operations will print the tax on receipts.

Sales Taxes command

Use the Sales Taxes command to define sales tax codes and details regarding any sales taxes you want to apply at your store. You can specify each sales tax code as a percentage of the purchase amount and, when using partial dollar tax, you can specify the tax brackets to tax the amount less than one dollar.

You can also specify if tax amounts from other sales tax codes should be included in the tax computation. Also, you can specify a maximum amount on which tax can be assessed on a particular item, if a tax code so requires.

Whenever you define a sales tax code, Store Operations automatically creates a variable that can be assigned a GL account number for posting to accounting programs. The tax collected for each sales tax is also tracked and available for reporting.

When you click Sales Taxes on the Database menu, Store Operations displays the Sales Taxes dialog box.
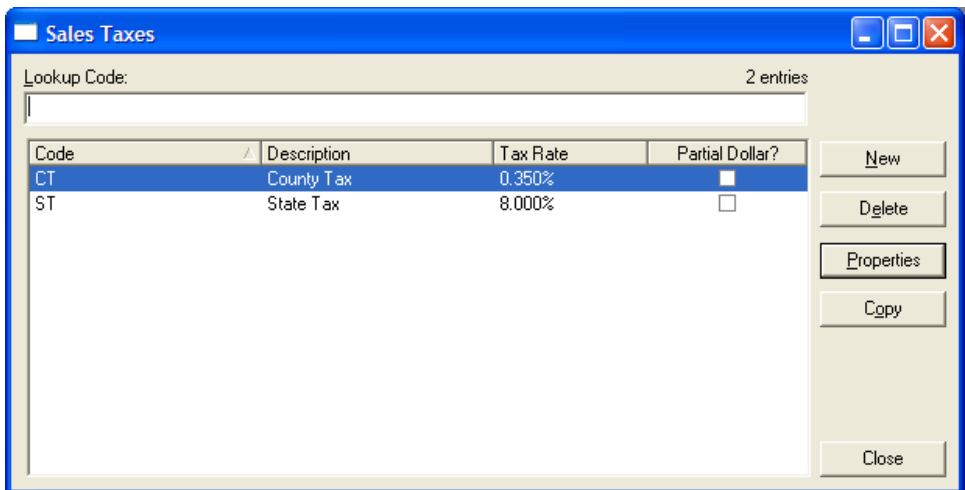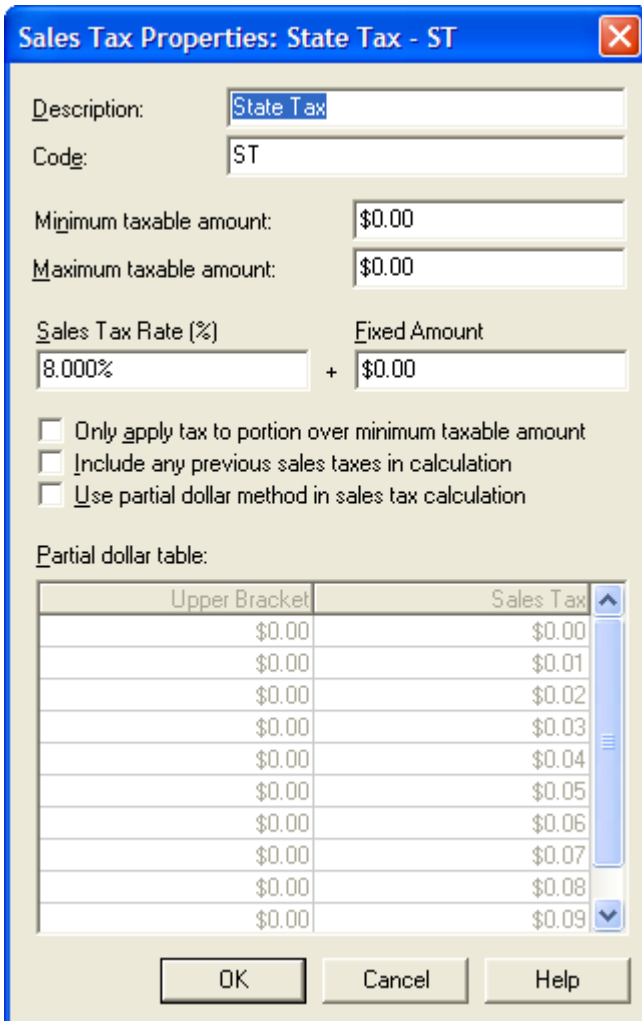
New Click New to create a new tax code.

Delete Click Delete to delete the selected tax code.

Properties Click Properties to edit the selected tax code.

Copy Click Copy to create a new tax with the properties of the selected tax code.

When you click New (or Properties), Store Operations displays the Sales Tax
Properties dialog box.

Sales Tax Properties: State Tax - ST

Description:	State Tax
Code:	ST
Minimum taxable amount:	$0.00
Maximum taxable amount:	$0.00

Sales Tax Rate (%)		Fixed Amount
8.000%	+	$0.00

☐ Only apply tax to portion over minimum taxable amount
☐ Include any previous sales taxes in calculation
☐ Use partial dollar method in sales tax calculation

Partial dollar table:

Upper Bracket	Sales Tax
$0.00	$0.00
$0.00	$0.01
$0.00	$0.02
$0.00	$0.03
$0.00	$0.04
$0.00	$0.05
$0.00	$0.06
$0.00	$0.07
$0.00	$0.08
$0.00	$0.09

[OK] [Cancel] [Help]

Description The name or description of sales tax code. It can be up to twenty-five characters long.

Code A unique code (a number or an abbreviation) that identifies the sales tax.

Minimum taxable amount If there is a minimum limit on the tax amount applied to an item, enter the limit here.

Tip You can use this to define a luxury tax. For example, if a customer bought an item that was under the minimum amount (e.g., $1000), the tax would not apply. However, if the item's price was more than $1000, it would be taxable.

Maximum taxable amount If there is a maximum limit on the tax amount applied to an item, enter it here.

Sales Tax Rate (%) If the sales tax is computed as a percentage of the selling price, enter the percent here.

Fixed Amount If the tax is a fixed amount regardless of the purchase amount, enter the amount here.

Note You can add the Sales Tax Rate to the Fixed Amount for more flexibility in setting up your sales taxes.

Only apply tax to portion over minimum taxable amount If selected, the customer would pay the tax only on the amount that exceeded the minimum taxable amount.

For example, assume your minimum taxable amount is $100 and your customer buys an item for $110. If this option is selected, the customer would pay tax only on $10. If this check box is cleared, the customer would pay tax on the entire $110.

Include any previous sales taxes in calculation If selected, the tax amount for this sales tax is computed based on the item price and taxes resulting from previous sales tax codes. The order in which sales taxes are computed is specified when you apply the taxes to items. For more information, see "Using item taxes."

Use partial dollar method in sales tax calculation If selected, the sales tax amount is computed using the partial dollar table. Check local and state tax laws to determine if the partial dollar tax method is applicable to your store.

Partial dollar table This table contains the schedule for partial dollar tax. You can use this table only if you have selected the "Use partial dollar method in sales tax calculation" check box. The Sales Tax column represents parts of a dollar (i.e., 1 cent, 2 cents, 3 cents, etc.). The Upper Bracket column is used to specify the breaks in the dollar where the desired tax amount is to be used.

Currencies command

If your business handles international currency, use the Currencies command to define the properties for each currency: its conversion rate, exchange rate, and locale.

You can then assign the currency to the applicable tender types. If no currency is defined, Store Operations will use the default currency defined in your Windows settings.

When you click Currencies on the Database menu, Store Operations displays the Currencies dialog box, which lists all your defined currencies.
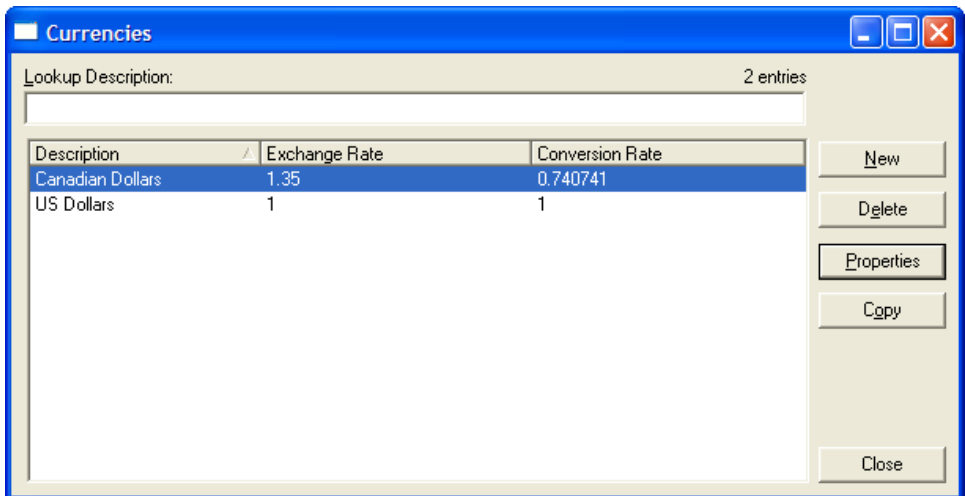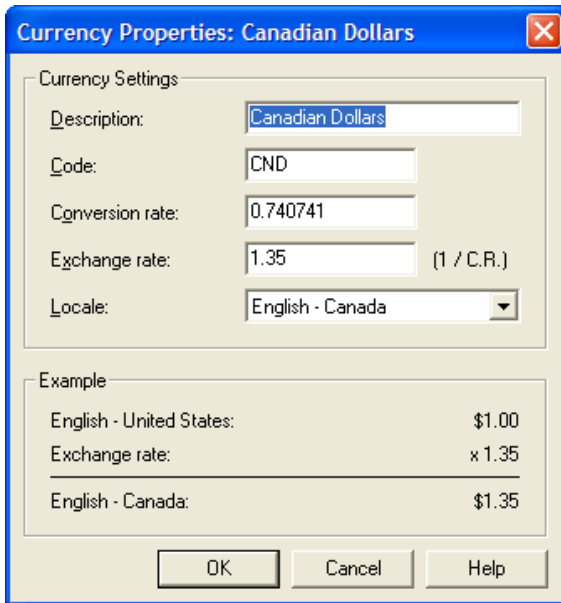
New Click New to create a new currency.

Delete Click Delete to delete the selected currency.

Properties Click Properties to edit the selected currency.

Copy Click Copy to create a new currency with the properties of the selected currency.

When you click New (or Properties), Store Operations displays the Currency Properties dialog box.

Currency Settings

Description A name or description of the currency; for example, "German Mark".

Code A unique code (a number or an abbreviation) that identifies the currency.

Conversion rate The conversion rate of the currency. The conversion rate is used to convert local currency to a foreign currency.

Exchange rate The exchange rate of the currency. The exchange rate is used to convert the tendered amount in foreign currency to local currency.

The exchange rate is especially useful if your store accepts foreign currencies.

Locale Select the place that uses the currency as a standard. For example, if you create a currency for the US Dollar, select English - United States.

Example

Whenever you modify data in this window, Store Operations displays a sample of how the currency will be displayed.

Tender Types command

Use the Tender Types command to define the types of tender you will accept at your store; for example, Cash, Check, MasterCard, etc. Whenever you add or modify tender types, generate a Z report so that the new tender types will appear at all the registers.

When you click Tender Types on the Database menu, Store Operations displays the Tender Types dialog box, which displays a list of all your tender types.
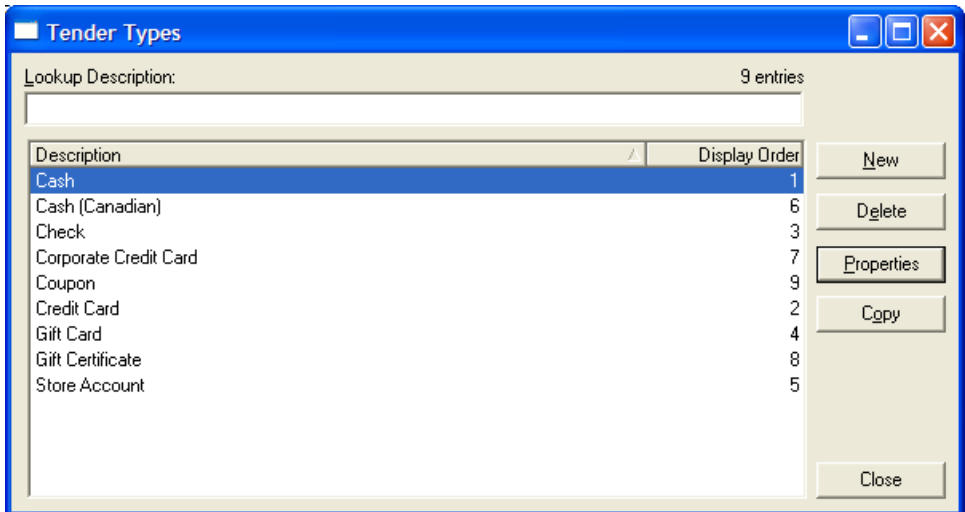
New Click New to create a new tender type.

Delete Click Delete to delete the selected tender type.

Properties Click Properties to edit the selected tender type.

Copy Click Copy to create a new tender type with the properties of the selected tender type.

For each tender type that you define, Store Operations automatically creates a variable that can be assigned a GL account number for posting to an accounting program. The amount collected for each tender type will also be tracked and available for reporting.

When you click New (or Properties), Store Operations displays the Tender Type Properties dialog box. Use the General tab and Verification tab to specify information about the tender type.

General tab

Use the General tab to specify general tender type settings.

General Settings

Description A name or description of the tender type.

Tender code A unique code (a number or an abbreviation) that identifies the tender type.

Tender type Select the type of tender (i.e., Cash, Check, Credit card).

Currency Select the applicable currency. To use the currency defined in your Windows setting, select Default Currency. Use the Currencies command on the Database menu to set up other currencies.

Denominations When you specify denominations, you can use the change calculator at the point-of-sale.

Tender Denominations		
Description	**Value**	
Penny	$0.01	Add
Nickel	$0.05	Delete
Dime	$0.10	
Quarter	$0.25	
Half Dollar	$0.50	
One Dollar	$1.00	
Five Dollars	$5.00	
Ten Dollars	$10.00	
Twenty Dollars	$20.00	
Fifty Dollars	$50.00	
One Hundred Dollars	$100.00	

OK   Cancel   Help
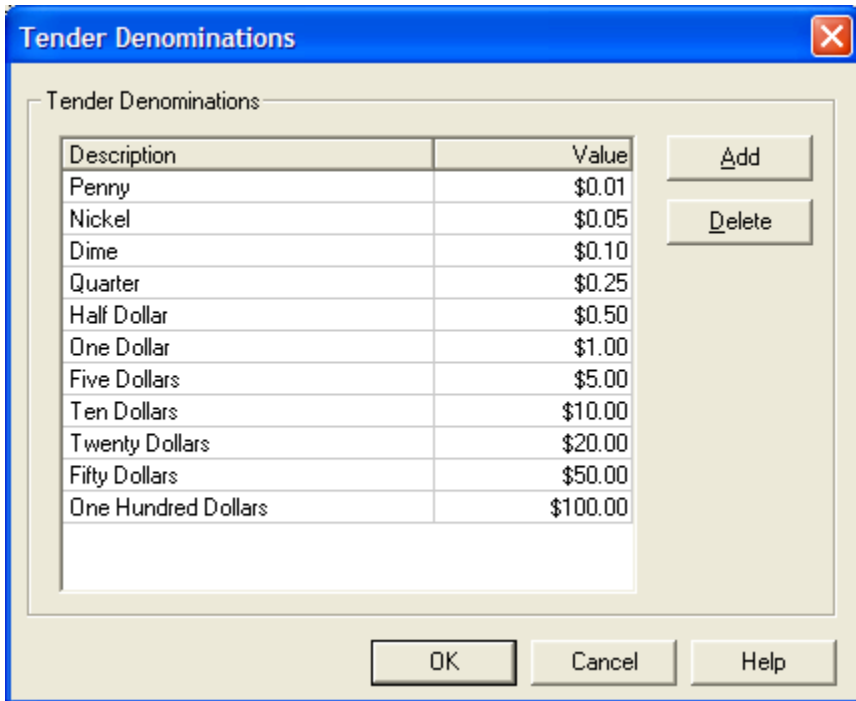
For example, if you specify denominations for a cash tender type, cashiers can click Calculator on the Tender screen and use it to enter the quantities for each denomination of the cash they receive. Store Operations will automatically calculate the totals for each denomination.

Add Click Add to add a new denomination.

Delete Click Delete to delete the selected denomination.

Description A name or description of the denomination.

Value Click in this column to enter a value for the denomination.

Register Settings

Display order Specify the order that Store Operations displays the tender types at the POS.

Scan code Use this to define a keyboard access key to select the tender type during a POS transaction. Use this only if you have a programmable keyboard. Enter zero (0) if you don't use this feature.

For example, to program an access key for the Cash tender type, enter the keyboard hex value for the desired letter key (i.e., "C"). At the POS, the cashier would scan in the items, press F12 to tender the sale, and then press the "C" key. This would select the Cash tender type on the Tender screen, where the cashier would enter the amount paid. For more information, see the instructionsyou're your keyboard.

Round to value Define the amount to which you want Store Operations to round the value. This is for locations where the smallest currency is not used. For example, if your state did not use pennies, you would set the "Round to value" amount to 0.05 so that the Amount Due and change are calculated in increments no smaller than a nickel.

Prevent cashier overtendering If selected, the cashier cannot tender an amount that is higher than the transaction total. This check box is automatically selected for credit card tenders since overtendering on credit cards is never allowed.

Pop cash drawer If selected, Store Operations will open the cash drawer every time this tender is used.

Require signature If you have a signature capture device defined for the register and this check box is selected, Store Operations will prompt the cashier to have the customer sign the signature pad.

If you do not have a signature capture device, Store Operations will enable the credit card signature line to be on the receipt.

Allow multiple entries Allows cashiers to accept split payments of the same tender type, for example, when a customer wants to split payment across two VISA cards. Extra lines will be added automatically at the POS when a partial payment is entered.

Verification tab

Use this tab to enter the verification information for the selected tender type. Depending on the tender type you create, some fields on this tab may be disabled.

Validation Text

Print the following lines of text on tendered currency If selected, Store Operations will print the text entered in the three Validation Line boxes before printing the receipt.

Use these fields when you have a printer that supports check validation and want to print banking (endorsement) information on the back of checks. The following are sample validation lines:

Validation Line 1: For Deposit Only

Validation Line 2: 1st National Bank

Validation Line 3: Acct. 1234-567890-98

Check Verification

The check verification options apply to the Check tender type and tell Store Operations how to verify checks.

Do not perform verification of account information If selected, Store Operations will not use check verification.

To set up a check verification list, click Checks on the Database menu.

Open: Accept checks not listed in the database If selected, Store Operations will accept checks from anyone not listed on the check verification list.

Closed: Only accept checks listed in the database If selected, Store Operations will only accept checks from people listed on the check verification list.

Store Operations will check the account number entered by the cashier against the account numbers in your check verification list to determine if the check can be accepted.

Tender Verification

You can define the properties that Store Operations will use to determine when the tender is valid at the point-of-sale.

Validation Mask This applies to Credit Card tender types and masks the specified digit of credit card numbers.

For example, if your cashiers sometimes select the MasterCard tender type, but enter a VISA number, it would create errors in your reports. You can safeguard against this by creating a validation mask.

For a MasterCard tender type, you would enter a "5*" (without the quotes) in the Validation Mask box. This way, if cashiers tried to enter a VISA number in the MasterCard tender, Store Operations would identify that the first digit was not a 5 and would not accept the number.

Maximum amount This applies to any tender type and specifies the amount beyond which the tender is no longer valid.

For example, if your store does not accept checks with amounts of $100 or higher, you could enter the number 100 in this field to prevent the cashier from tendering the sale. To specify no limit, enter 0.

Debit Surcharge For debit card transactions, an additional fee can be charged to the customer for using a debit card. This fee is added to the total amount due on debit card transactions.

Note Be sure to check your state's laws and regulations about charging fees for debit card transactions and about what you are required to tell customers.

Support Cash Back If selected for a debit card tender type, cashiers can offer the customer cash back during a debit card transaction.

Cash Back Limit Sets the maximum amount of cash that can be offered as cash back on debit card transactions.

Note Entering zero (0) allows the cashier to offer an unlimited amount of cash back to the customer. To limit this amount, enter a number greater than zero.

Cash Back Fee Adds a fee for the cash back service. This fee is added to the total amount due on debit card transactions.

Note Be sure to check your state's laws and regulations about charging fees for debit card transactions and about what you are required to tell customers.

Electronic Draft Capture

Perform verification via EDC If selected, Store Operations will use an electronic draft capture program or service to obtain payment authorizations; for example, for credit card purchases. For more information, see Store Operations Administrator Online Help.

Cashiers command

Use the Cashiers command to view, add, and edit cashiers' accounts and access privileges. To create, edit, or delete cashiers, you must have Administrator Rights.

The first time you log onto the Manager program, you are given Administrator Rights. You can then create your cashiers and define their access privileges. For security purposes, cashiers that do not have Administrator Rights cannot change cashier properties or security features.

The security structure has three levels: Administrator Rights, Manager Rights, and Cashier Rights.

Administrator Rights A person with Administrator Rights can:

- Create, edit, and delete cashiers and their associated register and security properties.

- Set up and view security levels for both the Manager and POS programs.

Manager Rights Those with Manager Rights can log on to the Manager program, but cannot edit cashier information or view or edit security levels.

Cashier Rights Those with Cashier Rights can log on to the POS program, but not the Manager program.

Note At least one cashier must have Administrator Rights. Exercise caution when you remove Administrator Rights because the next time that cashier logs on, he or she will not be able to set up cashier information or security levels. Similarly, if you remove Manager Rights, that cashier will not be able to log on to the Manager program.

When you click Cashiers on the Database menu, Store Operations displays the Cashiers dialog box with a list of all your cashiers.

New Click New to create a new cashier.

Delete Click Delete to delete the selected cashier.

Properties Click Properties to edit the selected cashier.

Copy Click Copy to create a new cashier with the properties of the selected cashier.

When you click New (or Properties), Store Operations displays the Cashier Properties dialog box.

Cashier properties

Number The unique ID number the cashier will use, along with a password, to log on to Store Operations.

Name The name of the cashier.

Telephone The cashier's phone number.

E-mail address The cashier's e-mail address. To start Microsoft Outlook and create a new e-mail message, click the mail button ✉ .

Password The cashier's encrypted password. Because the password is not shown for security reasons, you will see an asterisk (*) for each character. Passwords can be up to twelve characters long.

Note If the cashier tries to log on to Store Operations with an incorrect ID or password, Store Operations counts the number of incorrect attempts. When the next successful logon occurs, Store Operations displays the number of failed logon attempts and then resets the number.

Register properties

Cash drawer # If your store is configured for multiple cash drawers, the number you enter here will be the only cash drawer this cashier is permitted to access.

Floor limit The largest non-cash transaction amount the cashier is allowed to process.

Return limit The largest return transaction the cashier may process.

Security

Security You can assign certain rights (privileges) to control what the cashier can do. Select or clear the check box for each cashier right. If you select Administrator Rights, the cashier will be allowed to perform all functions.

Security level If you used the Security command on the File menu to define your security levels, you can assign a level to the cashier here. This way, you can specify which menus, commands, and controls the cashier can view or use in both the Manager and POS programs. For more information, see "Setting up security."

Over/Short limits:

You can define the limit amount or limit percent allowed for the cashier when the batch is closed. This can help correct cashier mistakes before the Z or ZZ report is generated.

No limit If selected, the cashier can close the batch regardless of the amount the cash drawer is over or short.

Limit amount Enter the amount at which the cashier will be considered over or short.

For example, if you enter $20.00, the cashier is allowed to close the batch if the cash in the drawer is within the $20.00 limit. However, if the cashier was $25.00 over or short the amount that should be in the drawer, Store Operations will notify the cashier that the batch cannot be closed.

Limit percent Enter the percentage at which the cashier will be considered over or short.

For example, if you enter 10% and the batch total was $1,000.00, the cashier would not be able to close the batch if the cash in the drawer was $100.00 over or short.

Sales Reps command

If your store uses sales people, use the Sales Reps command to calculate their commissions. You can assign each sales representative a sales commission rate based on a combination of percent of sale (before tax), percent of profit, or a fixed amount. This commission can be superseded by any commission associated with the item being sold.

When you click Sales Reps on the Database menu, Store Operations displays the Sales Reps dialog box with a list of all your sales reps.
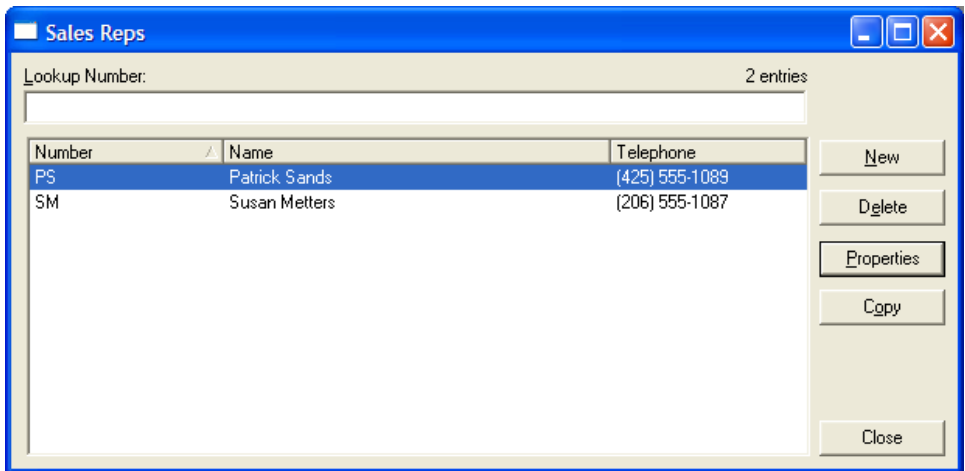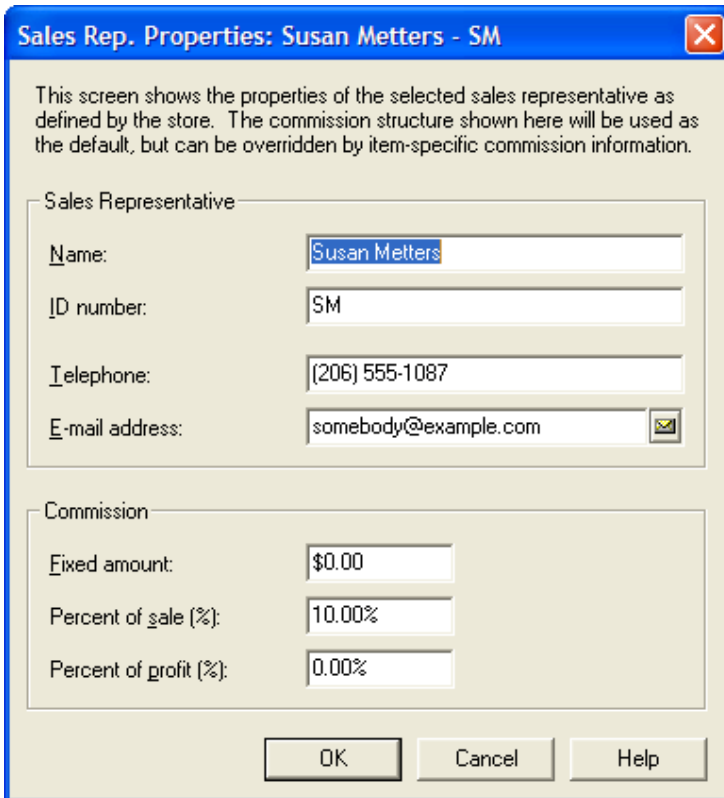
New   Click New to create a new sales rep.

Delete   Click Delete to delete the selected sales rep.

Properties   Click Properties to edit the selected sales rep.

Copy   Click Copy to create a new sales rep with the properties of the selected sales rep.

When you click New (or Properties), Store Operations displays the Sales Rep. Properties dialog box.

Sales Representative

Name The sales rep's name. The name can be up to thirty characters long.

ID number The sales rep's unique ID number.

Telephone The sales rep's phone number.

E-mail address The sales rep's e-mail address. To start Microsoft Outlook and create a new e-mail message, click the mail button ✉ .

Commission

Fixed amount To use a fixed amount commission, enter the amount the sales person will receive for each unit sold. If you do not want to use this, enter zero.

Percent of sale (%) To use a percent of sale commission, enter the percent of sale the sales person will receive for every item sold. Otherwise, enter zero.

Percent of profit (%) To use a percent of profit commission, enter the percent of profit the sales person will receive for every item sold. Otherwise, enter a zero.

Time Clock command

Use the Time Clock command to view or edit time clock entries. For example, you might want to view a particular cashier's attendance or correct an entry. Time clock entries are created when cashiers clock in and out in the POS program.

For more information about using the time clock, see "Tracking cashier attendance and payroll," "Editing time clock entries," and "Using the time clock."

When you click Time Clock on the Database menu, Store Operations displays the Time Clock dialog box with a list of all your cashiers' time clock entries.
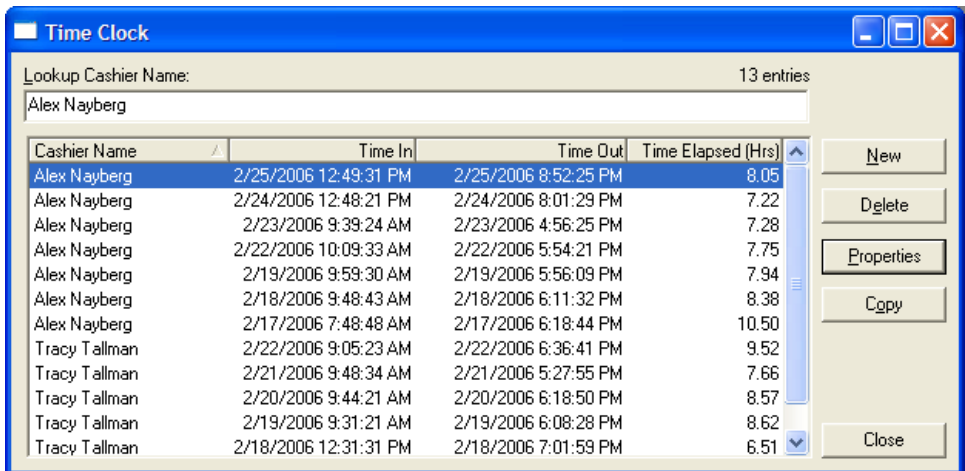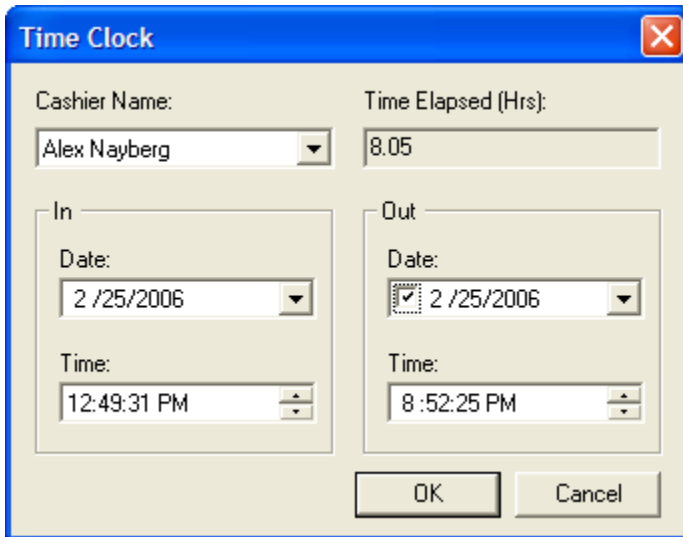
New Click New to create a new time clock entry.

Delete Click Delete to delete the selected time clock entry.

Properties Click Properties to edit the selected time clock entry.

Copy Click Copy to create a new time clock entry with the properties of the selected time clock entry.

When you click New (or Properties), Store Operations displays the Time Clock entry dialog box.

Cashier Name The name of the cashier.

Time Elapsed (Hrs) The difference in hours between the In Time and Out Time. When you edit time clock entries, Store Operations automatically adjusts the Time Elapsed.

In

Date The date the cashier clocked in at the POS. To edit the date, you can type, or select a part of the date and press the UP and DOWN arrow keys, or click the Arrow button ▼ .

Time The time the cashier clocked in. To edit, you can type, or select part of the time and press the UP and DOWN arrow keys, or click the Arrow buttons ▲▼ .

Out

Date The date the cashier clocked out. To edit the date, you can type, or select a part of the date and press the UP and DOWN arrow keys, or click the Arrow button ▾ .

Time The time the cashier clocked out. To edit, you can type, or select part of the time and press the UP and DOWN arrow keys, or click the Arrow buttons ▲▾ .

Note You can control who views or edits time clock entries. For more information, see "Managing cashier information."

Customers command

Use the Customers command to enter and maintain information about your customers. This information can be useful to identify trends, customer preferences, and demographics. You can also maintain store-credit accounts.

You can enter and update customer account information in Manager or POS. For information about managing customer accounts, see "Managing customers."

When you click Customers on the Database menu, Store Operations displays the Customers dialog box with a list of all your customers.
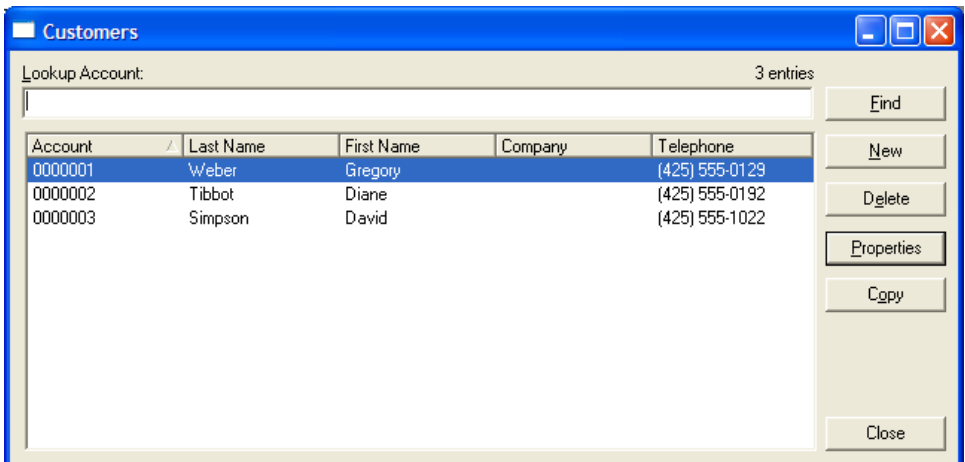
Find Click Find to search for a customer.

New Click New to create a new customer.

Delete Click Delete to delete the selected customer.

Properties Click Properties to edit the selected customer.

Copy Click Copy to create a new customer with the properties of the selected customer.

When you click New (or Properties), Store Operations displays the Customer Properties dialog box.

Billing Information tab

Use the Billing Information tab to enter the customer's contact information and billing address. There can be only one billing address per customer.

Customer Information

Account Number The customer's account number. You can manually enter an account number or if you leave it blank, Store Operations will automatically create the next available number.

You can specify the next available number. On the File menu, click Configuration, and then click the Accounts tab.

Title If desired, you can enter the customer's title (i.e., Mr., Mrs., Ms.).

First Name The customer's first name.

Last Name The customer's last name.

Customer Tax Store Operations displays this box only if you have set up customer taxes and the appropriate tax codes. If you set up the tax schedule based on items, this box will not appear. See "Using sales taxes" and "Using item taxes and customer taxes."

When you enter the customer's state in the State box, Store Operations automatically enters the associated tax in the Customer Tax field.

Address Information

Company The customer's company name, if the customer is representing a company. The name can be up to thirty characters long.

Address The customer's street address (for billing).

City The customer's city (for billing).

State The customer's state (for billing).

Zip Code The customer's zip (postal) code (for billing).

Country The customer's country (for billing).

Telephone The customer's telephone number.

Fax Number The customer's fax number.

E-mail Address The customer's e-mail address. To start Microsoft Outlook and create a new e-mail message, click the mail button .

Shipping Address tab

Use this tab to manage the customer's shipping information. Each customer can have more than one shipping address.
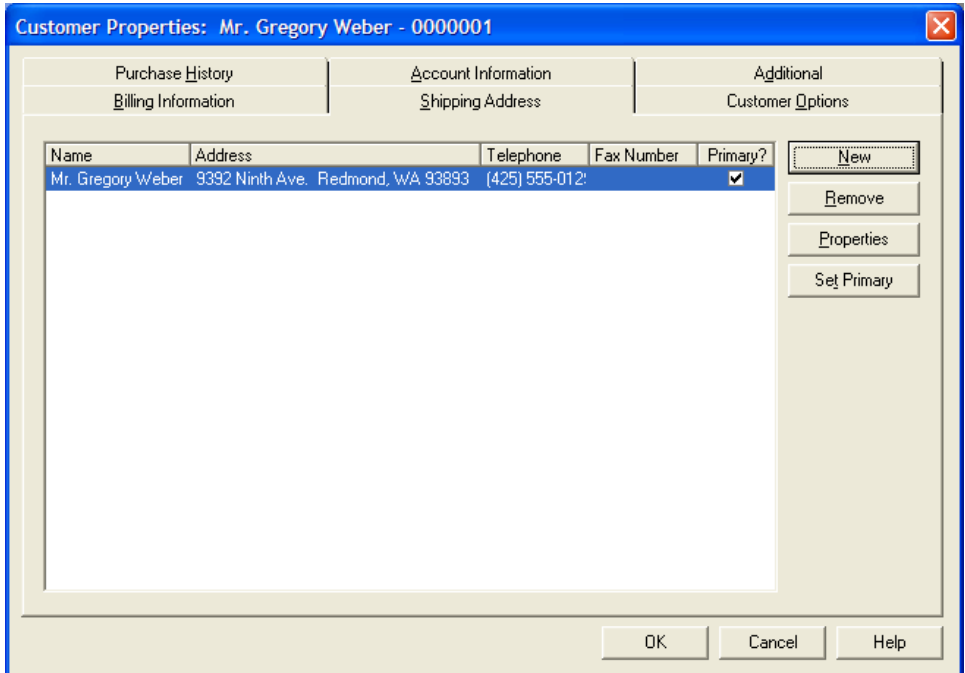
New Click New to create a new shipping address. If this is the first shipping address for the customer, Store Operations asks if you want to use the existing billing address.

If you click Yes, Store Operations automatically fills in the address information. If you click No, Store Operations displays the Shipping Address Information dialog box, where you can enter the address.

Remove Click Remove to delete the selected shipping address.

Properties Click Properties to edit the selected shipping address.

Set Primary If the customer has multiple shipping addresses, click Set Primary to designate the selected shipping address as the primary shipping address. Store Operations will use the primary shipping address when the cashier adds the customer to a transaction at the POS. (Cashiers can then choose a different shipping address, if necessary.)

Customer Options tab

Use the Customer Options tab to view and edit customer account information. You can also include customer pictures or Web sites.

Customer is exempt from taxes If selected, the customer will not be charged any taxes on all sales.

Customer is an employee If selected, the customer has an employee account, which does not have any store credit. You would normally use an employee account to either give your employees a discount or limit what they can buy at discounted prices.

Enforce purchase limits for this customer If selected, the purchase limit settings will be enforced for the customer. For more information, see "Limit Purchases command."

Customer is a global/enterprise customer Select this check box only if you are using Headquarters for multi-store operations.

With multiple stores, local customer accounts are created and maintained by each store. You can, however, create global customer accounts at either the store or the head office. You would then use Headquarters to manage and distribute information about global customers to all of your stores (credit limits, balances, and payments).

Price level If you use item price levels to give discounts to your best customers, assign the price level (i.e., Standard, Price A, Price B, or Price C) you want to grant this customer.

Discount (%) The percent discount that you want to give to this customer.

Tax ID Number If desired, you can assign a unique tax number to the customer account. For example, you can use this number for selling to customers for resale purposes.

Primary Sales Rep You can assign a sales rep to a customer by clicking the Browse button . When the customer makes a purchase, POS automatically associates the transaction with the customer's primary sales rep.

Primary Cashier If desired, you can click the Browse button to assign a specific cashier to a customer. This cashier will then be the only person who can view the customer's information (e.g., account information, purchase history, etc).

Other cashiers can ring up transactions on the customer's account, but Store Operations will prevent them from viewing the customer's account information.

Note If you assign a cashier to the customer, you must also clear the "Allowed to view and edit all customers" check box in the Cashier Properties window for the cashiers that you do not want to view the customer's information.

Shipping Carrier The shipping carrier the customer last used.

Shipping Service The shipping service the customer last used.

Picture Click the Browse button to select a picture, video clip, or Web site for the customer. If you select a BMP, JPG, GIF, or HTML file, Store Operations displays the picture in the box below.

Purchase History tab

The Purchase History tab displays information about the customer's purchases.

Last Visit Displays the date of the customer's last transaction.

Total Visits Displays the customer's total number of visits.

Total Sales Displays the total amount of all the customer's transactions.

Savings Displays the customer's total savings from all transactions, based on discounts.

Purchase history table Displays each individual item purchased (or returned) by the customer. Each entry includes the purchase (or return) date, transaction number, the reference ID (if any), item lookup code, item description, item unit price, and the quantity purchased or returned. A negative quantity indicates a returned item. This table displays a maximum of one thousand items.

Tip To display detailed information about a purchase in the purchase history table, move your mouse pointer over the Transaction and Item Lookup Code columns until the mouse pointer becomes a magnifying glass. Double-click a transaction number to view the receipt or double-click an item lookup code to view details about the item.

Account Information tab

The Account Information tab displays account information and payments to the customer's account.

Account Information

Account Type Click the Browse button 🔍 to select the type of account (i.e., Revolving Charge Account; Preferred Customer, etc.). You must have set up your

store's account types previously. For more information, see "Account Types command."

If desired, you can create a default account type for all new customers. For more information, see "Configuration command – Accounts tab."

Account Opened The date when the customer account was created.

Closing Date The date that the billing cycle was last closed.

Closing Balance The customer's balance at the time the billing cycle was closed.

Credit Limit The maximum amount the customer can charge on the credit account. If a charge amount causes the customer to exceed this limit, Store Operations will display a warning at the POS.

Balance The current account balance.

Available Credit The customer's available credit. It is the difference between Credit Limit and Balance.

Assess finance charges If selected, Store Operations will calculate finance charges for the customer's account.

List of account activity or List of account receivables

This table toggles between a list of the customer's account receivables (invoices) and a list of account activity (the transactions charged to the customer's account). With multiple stores, this information is available at all stores, regardless of where the transactions occurred.

Receipt Click Receipt to display the receipt for the selected transaction. This button is enabled when the List of account activity is displayed.

Details Click Details to view the details of the selected account receivable (invoice). This button is enabled when the List of account receivables is displayed.

Adjust Click Adjust to make adjustments to the customer's account..

Receivables/Activity Click Receivables to view the "List of account receivables," which lists the invoices to the customer. The button changes to Activity. Click Activity to view the "List of account activity," which lists the transactions charged to the account.

Additional tab

You can use the Additional tab for any miscellaneous information about the customer's account. Using this tab is completely optional. Unlike user-defined fields that can be used for reporting, the information on this tab is for reference only and does not affect any functions regarding the customer.

You can define most of the controls on this tab. You can use the fields for customers' birth dates, membership numbers, driver's license numbers, information about your customers' children (as in the example above) – anything you want.

There are three types of fields (five of each) for three types of information: text, numbers, and dates. You can also type notes in the Note box.

For information about defining these controls, see "Configuration command, Captions button."

Checks command

The Checks command is designed for those stores that are not using a check verification service. Store Operations can provide a positive or negative check verification scheme.

In a positive check verification scheme, you create a list of the checking accounts of people whose checks may be accepted. In a negative check verification scheme, the list holds the names of those people whose checks you do not accept. Store Operations will check the account number entered by the cashier against the account numbers contained in the checking account list to determine if the check can be accepted.

In most cases, negative check verification is used. Using this method, all checks will be accepted at the point-of-sale for the first time. Later, if a check bounces, you can use the Checks command to record the account number and name of the person. When the customer attempts to pass a check a second time, the cashier will instantly see that there is a problem.

For information about how to specify positive or negative verfication, see "Tender Types command, Verification tab."

When you click Checks on the Database menu, Store Operations displays the Checks dialog box with a list of checking accounts.
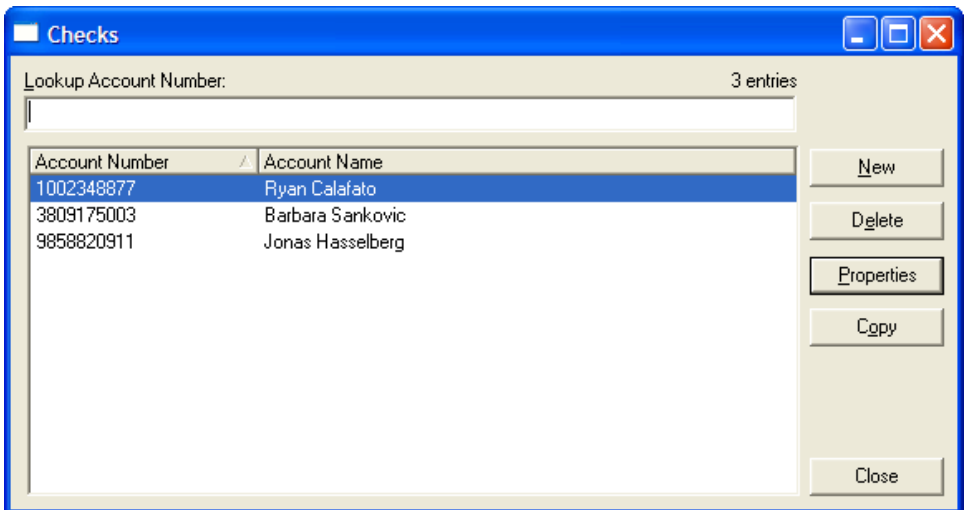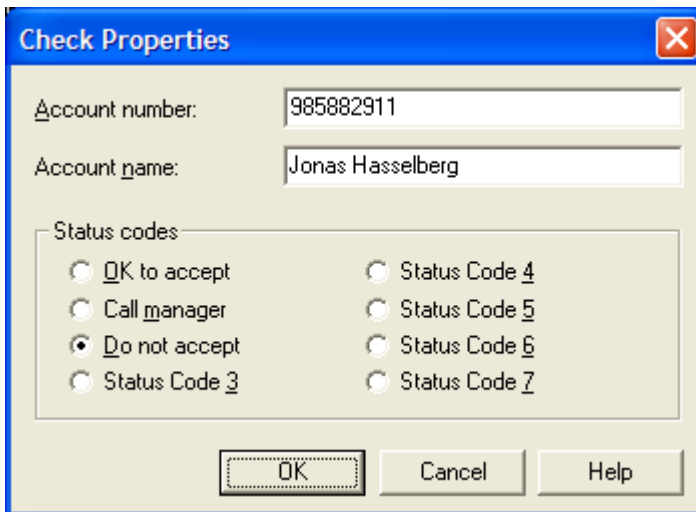
New Click New to create a new checking account.

Delete Click Delete to delete the selected checking account.

Properties Click Properties to edit the selected checking account.

Copy Click Copy to create a new checking account with the properties of the selected checking account.

When you click New (or Properties), Store Operations displays the Check Properties dialog box.

Account number The checking account number. This number can be up to thirty characters long.

Account name The name on the checking account. This account name can be up to thirty characters, and is optional.

Status codes When Store Operations encounters a check that matches the specified account number, it will display the message you choose to the cashier. You can use Status codes 3 through 7 for in-store security codes. For example, you could decide that Status code 7 means "Call the Police."

Account Types command

Use the Account Types command to define the types of customer charge accounts your store will use. When you create an account type, you specify how Store Operations will handle finance charges on customer account statements.

If desired, you can create a default account type for all new customers. For more information, see "Configuration command – Accounts tab."

When you click Account Types on the Database menu, Store Operations displays the Account Types dialog box with a list of your account types.
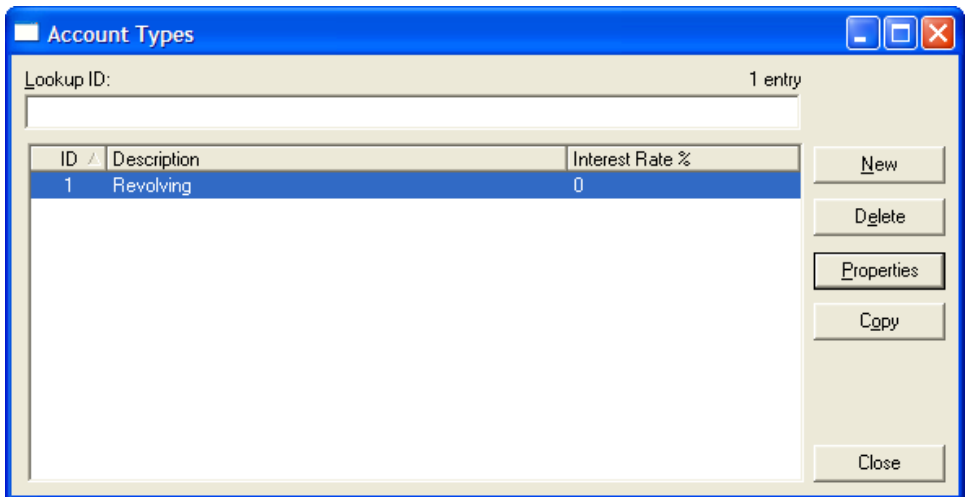
New Click New to create a new account type.

Delete Click Delete to delete the selected account type.

Properties Click Properties to edit the selected account type.

Copy Click Copy to create a new account type with the properties of the selected account type.

When you click New (or Properties), Store Operations displays the Account Type dialog box:

Account type description The name (e.g., Revolving Charge Account; House Credit; Preferred Customer) of the account type.

Minimum payment The lowest amount the customer should pay towards the account. This amount is displayed on statements.

Due dates

Due after closing date plus __ days The number of days after the closing date that a customer is given to pay off the entire balance before a finance charge is assessed. (You can define the closing date on the Accounts tab of the Configuration command on the File menu.)

Due after invoice date plus __ days If you bill your customers for net terms, you can specify the number of days the customers have to pay the account balance. For example, if one of your account types allows customers to pay within thirty days, you would enter "30" here.

Finance charges

Apply charges on finance charges If selected, Store Operations will include any previously unpaid finance charges, along with the current outstanding balance, when calculating the current billing cycle's finance charge.

Note In some states, it is unlawful to include any previously unpaid finance charges when calculating a new finance charge.

Minimum Finance Charge The minimum finance charge a customer must pay if there is an outstanding account balance. Store Operations will compare this amount with the computed finance charge for the current billing cycle and apply the higher amount as the finance charge to be paid by the customer.

Annual Interest Rate The annual finance rate for the charge account. Store Operations determines any applicable finance charge per billing cycle for each account with a balance. The finance charge is computed as follows:

The total finance charge is the sum of the finance charges on all account receivables. The finance charge on each account receivable (AR) is calculated by:

(Daily interest rate) * (Days overdue) * (Chargeable balance)

Where:

- **Daily interest rate** = (Annual interest rate / 100) / 365

- **Days overdue** = The number of days overdue on the AR or the number of days since the last closing of the billing cycle. Store Operations will use the number that is smaller.

- **Chargeable balance** = If paid in full before the grace period, the chargeable balance = 0. Otherwise, the chargeable balance = the average daily balance of the AR during the billing cycle.

Example

For example, assume your customer is charged an 18% annual interest rate on his account. He has two open account receivables.

Account Receivable #1 (AR1):

Balance = $140

Overdue = 15 days

Account Receivable #2 (AR2):

Balance = $352

Overdue = 45 days

Daily Interest Rate = (18% / 100) / 365 = .000493.

AR1's finance charge = (0.000493*15*140) = 1.035.

AR2's finance charge = (0.000493*30*352) = 5.206 (Note that the billing cycle was closed on the 30th day)

Total finance charge = 1.035 + 5.206 = 6.241 = 6.24

Suppliers command

Use the Suppliers command to maintain information about your suppliers. You can view, add, delete, or edit your suppliers' names and contact information. *See also* Managing Supplier Information.

When you click Suppliers on the Database menu, Store Operations displays the Suppliers dialog box with a list of all your suppliers.
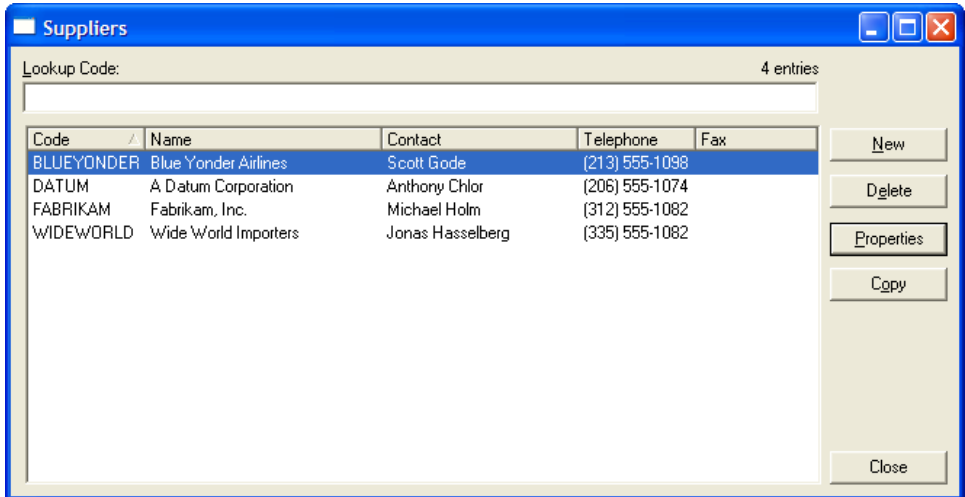
New Click New to create a new supplier.

Delete Click Delete to delete the selected supplier.

Properties Click Properties to edit the selected supplier.

Copy Click Copy to create a new supplier with the properties of the selected supplier.

If you click New (or Properties), Store Operations displays the Supplier Properties dialog box, which includes the General tab, Additional tab, Items Supplied tab, and Notes tab.

General tab

Use the General tab to enter the supplier's contact information.

Name The company's name. The name can be up to thirty characters long.

Code A unique code (a number or an abbreviation) that identifies the supplier.

Terms The supplier's payment terms. If the terms have been imported from QuickBooks, you can select a payment term from the list.

Address The supplier's street address.

City The name of the city in which the supplier is located.

State The state in which the supplier is located.

Zip The zip (postal) code for the supplier.

Country The country in which the supplier is located.

Account Number Your account number with the supplier.

Tax Number Use this field if your state or country requires a supplier tax number. This field is used mainly for countries outside of the U.S.

Accepted Currency Select the supplier's currency (i.e., Dollar, Euro, etc.). The Default Currency uses your Windows settings.

Contact The person who is your main liaison between the supplier and your store.

Telephone The supplier's main telephone number

Fax number The supplier's fax number

E-mail The supplier's e-mail address. To start Microsoft Outlook and create a new e-mail message, click the e-mail button .

Web page The supplier's Web site address. To view the Web site in your default browser, click the Internet button .

Additional tab

You can use the Additional tab for any miscellaneous information about the supplier. Using this tab is completely optional. Unlike user-defined fields that can be used for reporting, the information on this tab is for reference only and does not affect any functions regarding the supplier.

You can define most of the controls on this tab. You can use the fields for special ordering requirements, account numbers, due dates – anything you want.

There are three types of fields (five of each) for three types of information: text, numbers, and dates.

For information about defining these controls, see "Configuration command, Captions button."

Items Supplied tab

The Items Supplied tab displays all the items in your database that the particular supplier carries. Whenever you define the supplier for an item (on the Database menu, click Items, and then click the Suppliers tab), Store Operations will automatically include that item here. You can also add and delete items manually. You can edit all the columns that are not shaded gray.
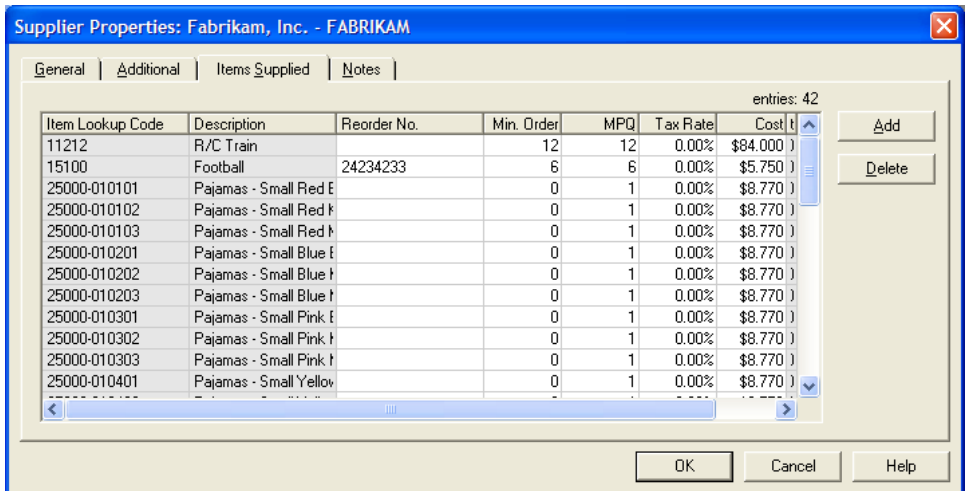
Add Click Add to manually add an item to the Items Supplied list.

Delete Click Delete to manually delete the selected item.

Tip   To display detailed item information, move the mouse pointer over the Item Lookup Code column until the pointer becomes a magnifying glass, and then double-click the item lookup code for the item you want.

Notes tab

You can enter notes about the supplier on this tab. These notes do not appear in reports or on purchase orders.

Shipping Carriers command

You can define shipping carriers and the shipping services that Store Operations will use so you can automatically tally exact shipping charges for each sales transaction.

With an Internet connection, Store Operations can automatically generate UPS and FedEx shipping labels that you can print from your own printer. You can maintain shipping documents, track shipments, and manage your account from the built-in browser screen.

When you click Shipping Carriers on the Database menu, Store Operations displays the Shipping Carriers dialog box with a list of all your carriers.

New Click New to create a new shipping carrier.

Delete Click Delete to delete the selected carrier.

Properties Click Properties to edit the selected carrier.

Copy Click Copy to create a new carrier with the properties of the selected carrier.

When you click New (or Properties), Store Operations displays the Shipping Carrier Properties dialog box.

General tab
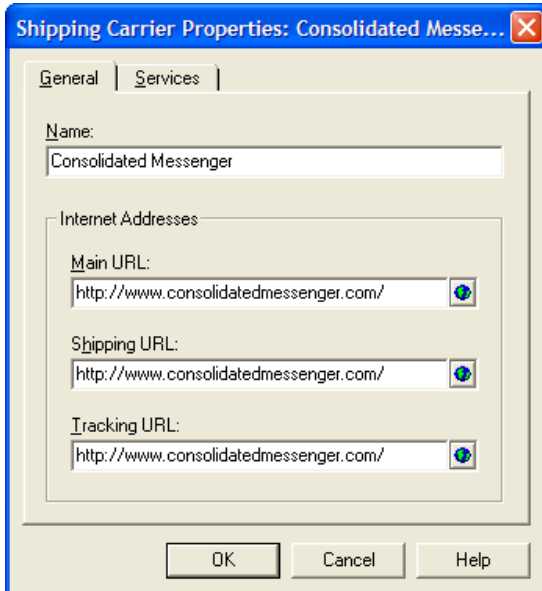
Use the General tab to define the shipping carriers and their Web pages. This way, you can access their Web sites via the Internet directly from the POS. Store Operations will automatically complete most of the shipping form.

Name The name of the shipping carrier. For example, Federal Express or UPS.

Internet Addresses The URLs of the carrier's main, shipping, and tracking Web pages.

You are not required to enter these addresses. However, entering the carrier's exact shipping and tracking Web pages facilitates faster shipping automation at the point-of-sale. For example, when you press SHIFT+F1 at the POS, Store Operations displays the Shipping Information dialog box with the Web sites you specify here.

To verify the URL, click the Internet button 🌐 and Store Operations will display the specified Web page in your default browser.

Services tab

Use the Services tab to specify the types of services the selected shipping carrier offers.
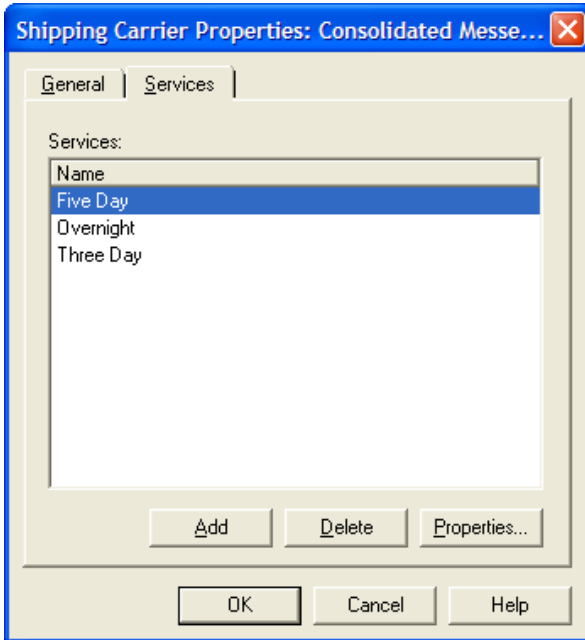
New Click New to create a new shipping service.

Delete Click Delete to delete the selected service.

Properties Click Properties to edit the selected service.

When you click Add (or Properties), Store Operations displays the Shipping Service dialog box.
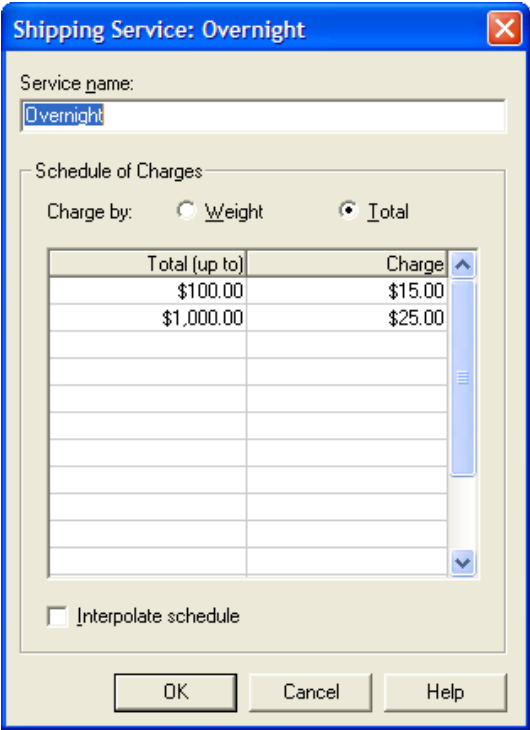
Service name The name of the shipping service; for example, "Priority Overnight" or "Next Day Air."

Schedule of Charges Select the method Store Operations will use to tally the shipping charges; by weight or by the total transaction amount. Then enter the denominations you want in the table.

For example, say you select Weight, then enter 1, 2, and 3 for weight increments in the first three rows of the Total (up to) column, and then enter corresponding charges of $1.00, $2.00, and $3.00, in the Charge column. Store Operations would calculate the shipping charges as follows:

- From 0 to 1 pound, Store Operations would charge $1.00.

- From 1.01 to 2 pounds, Store Operations would charge $2.00.

- From 2.01 to 3 pounds, Store Operations would charge $3.00.

Therefore, using this scenario, if the total weight was 2 ½ pounds, Store Operations would charge $3.00.

Interpolate schedule If selected, Store Operations calculates the shipping charges based on the exact Weight or Total values, regardless of whether these values are specifically entered in the table.

For example, assume you select Weight and enter the Total (up to) column increments of 10, 100, and 1000 with corresponding charges as $1.00, $10.00, and $20.00, respectively. If a customer's package is 50 lbs. (and you selected the Interpolate schedule box), Store Operations will calculate the shipping charge to be exactly $5.00.

Tip To insert an entry in the table between two existing entries, click in the first empty row in the Total (up to) column, enter the new value, and then press ENTER. Store Operations will automatically move the entry to the appropriate place. To delete an entry, click in the row you want to delete, and then press DELETE.

Limit Purchases command

Use the Limit Purchases command to control how much your employees and customers are allowed to buy over a specified time period. You can place a limit on the total purchase amount or the total points.

In a point system, you assign a point value to each item that you want to place a limit on. As your customers purchase the items, Store Operations keeps track of the points over the specified time period. If the accumulated point value exceeds the total points allowed, Store Operations tells the cashier.

First, use the Limit Purchases command to define the items. Then, when you set up a customer account, specify whether the customer is subject to the purchase limit. (On the Database menu, click Customers, click the Customer Options tab, and then select the "Enforce purchase limits for this customer" check box.) For more information, see "Customers command, Customer Options tab."

Limit conditions

No limit Store Operations will not apply any limits on the items sold.

Limit total amount of purchases to If selected, the purchase limit applies only to the total purchase amounts and not to the total points. The value shown is the maximum total amount of all purchases permitted during the enforcement period.

Limit total number of units to If selected, the purchase limit is placed on the total number of units the customer purchases during the enforcement period. You specify the number of units here.

Limit total points to If selected, the purchase limit is placed on the total points the customer accumulates during the enforcement period. You specify the maximum number of points here.

Enforce the limit per Displays the purchase limit enforcement period. The purchase limit is reset for each customer at the beginning of each new period:

- **Day** The period between 12:00 AM through 11:59:59 PM for a single day.

- **Week** The period between Sunday, 12:00 AM through Saturday, 11:59:59 PM for a single week of seven days.

- **Month** The period between 12:00 AM through 11:59:59 PM for the first and last days, respectively, of a single month.

- **Year** The period between 12:00 AM through 11:59:59 PM for the first and last days, respectively, of a single year.

Items to Limit table

This table is active only when the "Limit total points to" check box is selected.

Add Click Add to add an item to the table.

Remove Click Remove to delete the selected item from the table.

In the Points column, each new item has a default point value of zero. Specify the value you want to limit the purchases during the enforcement period.

For example, if the total points limit is 100 and you specify 50 points for a particular item, then a purchase limit customer can buy only two of these items per month.

Discounts command

Use the **Discounts** command to define Mix and Match and Buy X, Get Y for Z discounts. With Mix and Match discounts, customers receive a discount when they buy a quantity of similar items. With Buy X, Get Y for Z discounts, customers receive a number of items free or at a discounted price when they buy a certain quantity of those items at the regular price.

When you click **Discounts** on the **Database** menu, you will see the **Quantity Discounts** window. Click **New** to create a new category; click **Properties** to revise the selected discount; click **Copy** to use the settings in the selected discount as the basis of a new discount; or click **Delete** to remove the selected discount from the database.

When you click **New**, **Properties**, or **Copy**, you will see the **Discount** window. The settings in this window will change depending on the type of discount you select.

Description Enter a name for this discount. The description can be up to 30 characters long.

Mix and Match: Unit price

Pricing schedule In the **Quantity** column, enter the quantity the customer must buy in order to receive one of the prices in the other columns. In the **Reg. Price** column, enter the extended price for that quantity (the discounted price times the number of items). In the **Level A**, **B**, and **C** columns, enter the extended prices for that quantity when a price level is set on the transaction.

Discount odd Items If selected, odd items are charged at the discounted price. For example, assume the regular price of a candy bar is $1.40. Now, assume you have set the extended regular price for 3 candy bars at $3.75 ($1.25 per bar) and the extended regular price for 6 candy bars at $3.45 ($1.15 per bar). If the **Discount odd items** check box is not selected and the customer buys 4 candy bars, the customer would pay $3.75 for the first 3 candy bars and $1.40 for the 4th one, for a total of $5.15. If the **Discount odd items** check box is selected, the customer would pay $1.25 for each of the 4 candy bars, for a total of $5.00.

Mix and Match: Percent off

Pricing schedule In the **Quantity** column, enter the quantity the customer must buy in order to receive one of the discounts in the other columns. In the **Reg.**

Price column, enter the discount that should be applied when the customer purchases that quantity. In the **Level A**, **B**, and **C** columns, enter the discount that should be applied for that quantity when a price level is set on the transaction.

Discount odd Items If selected, the discount is also applied to odd items. For example, assume the regular price of a candy bar was $1.40. Now, assume you have set a 10% discount when 3 candy bars are purchased. If the **Discount odd items** check box is not selected and the customer buys 4 candy bars, the customer would pay $1.26 for each of the first 3 candy bars and $1.40 for the 4th one. If the **Discount odd items** check box is selected, the customer would pay $1.26 for each of the 4 candy bars.

Buy X and get Y for Z: Unit price

Quantity to Buy at full price: Enter the number of items that the customer needs to buy before receiving the discount.

Quantity to Get at discount: Enter the number of items that the customer will receive at a discount.

Discount price: Enter the price for the discounted items.

For example, if you want customers to receive one item free when they purchase two other items, you would enter "2" in the **Quantity to Buy at full price** box, "1" in the **Quantity to Get at discount** box, and "$0.00" in the **Discount price** box.

Buy X and get Y for Z: Percent off

Quantity to Buy at full price: Enter the number of qualified items that the customer needs to buy before receiving the discount.

Quantity to Get at discount: Enter the number of qualified items that the customer will receive at a discount.

Discount price: Enter the discount that will be applied to the discounted items.

For example, if you want customers to receive one item at half price when they purchase two other items, you would enter "2" in the **Quantity to Buy at full price** box, "1" in the **Quantity to Get at discount** box, and "50%" in the **Discount price** box.

Schedules command

Use the Schedules command to set up weekly schedules for sales prices. You can also use this option to block the sale of items for specific days or times.

For example, if every Monday, Wednesday, and Friday you have a lunch special between 12:00 P.M. and 2:00 P.M., you could define a schedule that would let Store Operations automatically discount specified items during this time.

Similarly, you could create a schedule that would prevent certain items from being sold during specific time periods; for example, if you owned a liquor store and could not sell alcoholic beverages on certain days.

After you define a schedule, assign the schedule to the items you want. (On the Database menu, click Items, and then click the Pricing tab, or to assign a schedule that blocks the sale of an item, click the Options tab.) For more information, see "Putting items on sale."

When you click Schedules on the Database menu, Store Operations displays the Weekly Schedules dialog box with a list of all your weekly schedules.
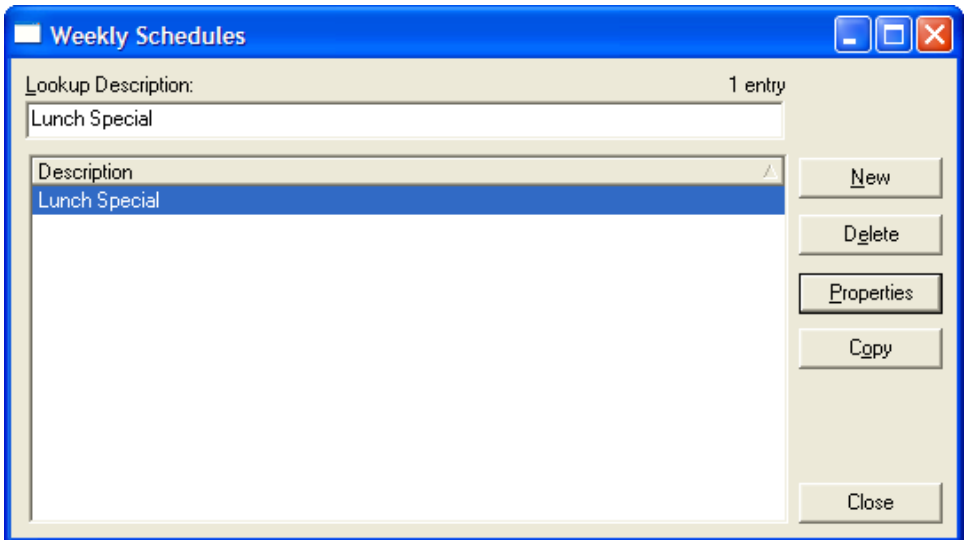
New Click New to create a new weekly schedule.

Delete Click Delete to delete the selected schedule.

Properties Click Properties to edit the selected schedule.

Copy Click Copy to create a new schedule with the properties of the selected schedule.

When you click New (or Properties), Store Operations displays the Schedule dialog box.
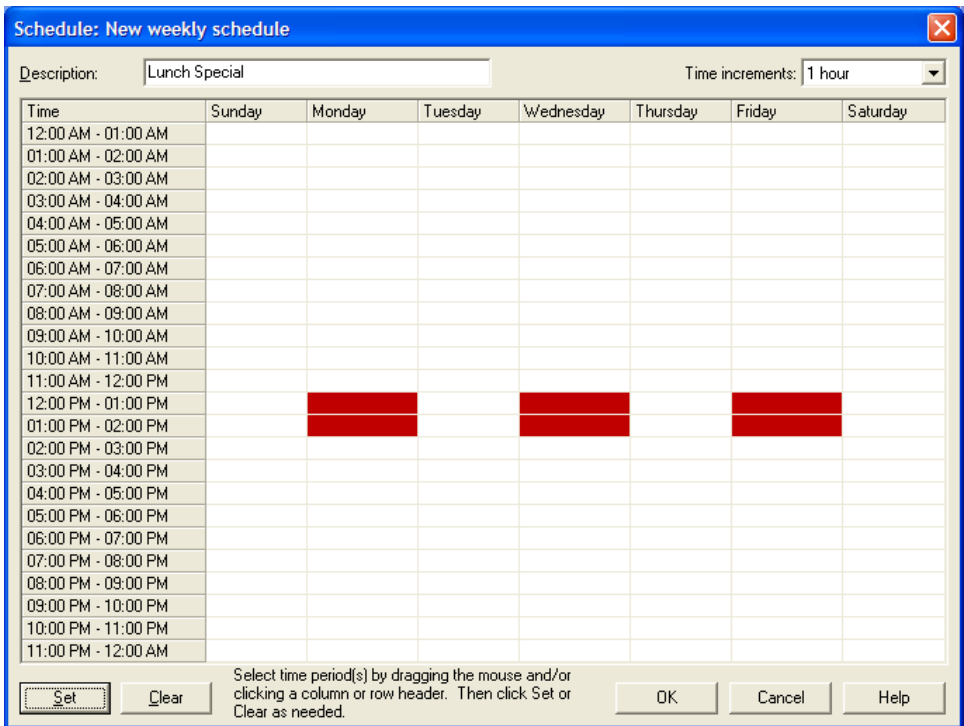
Description The name of the weekly schedule.

Time increments The time intervals the grid will display. For example, to schedule sale prices to be effective on an hourly basis, select "1 hour". The grid then display time periods of 1:00 - 2:00, 2:00 - 3:00, etc.

Schedule grid Click individual cells or drag to select multiple cells. Or, you can select an entire column or row by clicking its heading. Store Operations will highlight the cells you select. Click Set after each selection to schedule the time periods.

Set After you select one or more cells in the schedule grid, click Set to schedule the day and time when the sale price or blocked sales will be in effect.

Clear After you select one or more cells in the schedule grid, click Clear to cancel the time when the sale price or blocked sales will be in effect.

Reason Codes command

A reason code is an identification method used to explain a specific action at the POS. Use the Reason Codes command to set up reason codes that store and track information about actions at the POS; for example, no sales, customer discounts, return of damaged merchandise, etc. Store Operations stores this information for use in tracking and reporting.

After you create the reason codes, you can specify that Store Operations prompt or require employees to enter reason codes for specific types of actions, such as no sales, discounts, and inventory adjustments. For more information, see "Configuration command, Options tab, Reason Code Options."

When you click Reason Codes on the Database menu, Store Operations displays the Reason Codes dialog box with a list of all your reason codes.
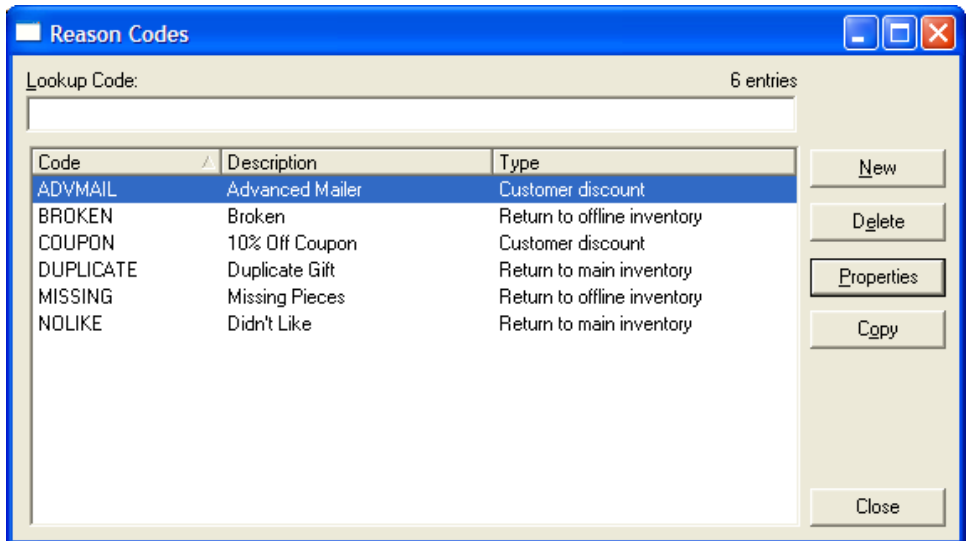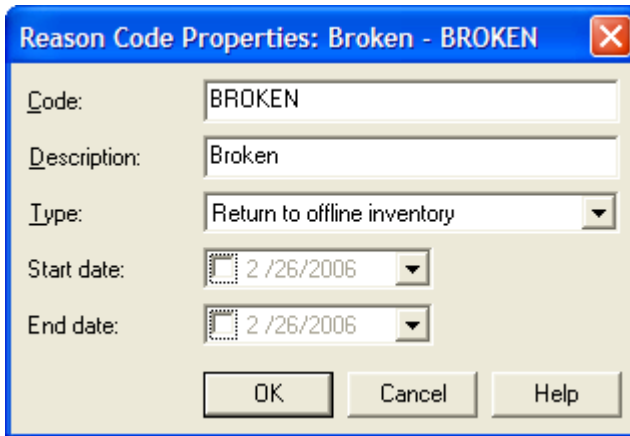
New Click New to create a new reason code.

Delete Click Delete to delete the selected reason code.

Properties Click Properties to edit the selected reason code.

Copy Click Copy to create a new reason code with the properties of the selected reason code.

When you click New (or Properties), Store Operations displays the Reason Code Properties dialog box.

Code A unique code (a number or an abbreviation) that identifies the reason code.

Description A name or description of the reason for this reason code (i.e., Damaged, Cashier mistake, Monthly adjustment).

Type The type of operation associated with the reason code (i.e., discount, inventory adjustment, no sale, etc.)

Start date and End date Select the check boxes and enter a start date and end date for the reason code to be in effect. Clear the check boxes if you don't want to specify start and end dates.

Registers – Register List command

Use the Register List command to define the POS devices connected to each register. You may have the same settings for all your registers in your store, or they can all be different.

When you point to Registers on the Database menu and then click Register List, Store Operations displays the Registers dialog box with a list of all your registers. The check boxes indicate which devices have been connected and configured for a particular register.
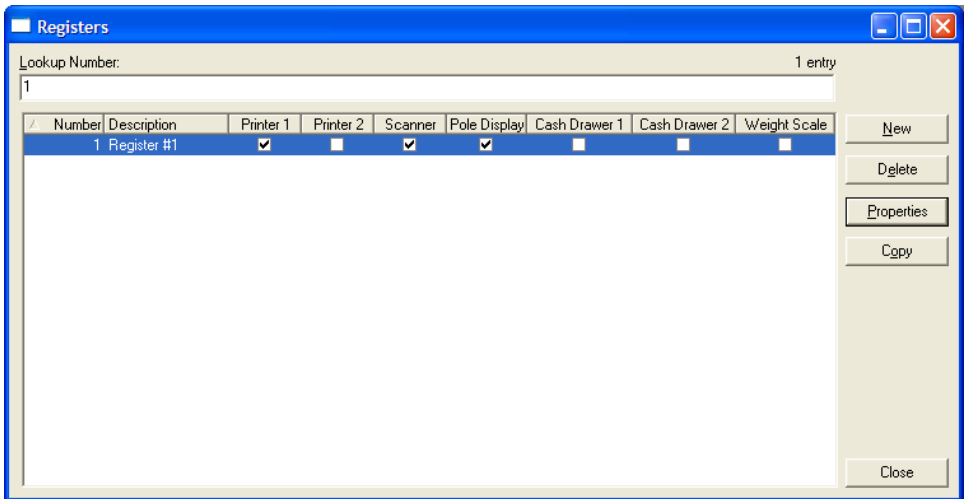
New Click New to create a new register.

Delete Click Delete to delete the selected register.

Properties Click Properties to edit the selected register.

Copy Click Copy to create a new register with the properties of the selected register.

When you click New (or Properties), Store Operations displays the Register Properties dialog box. Click the tabs to configure devices for each register.

Note Store Operations supports Windows printers and OPOS printers, scanners, scales, line displays, and cash drawers. (Some printers may not be able to use all of the features in Store Operations, such as printing pictures on receipts.) OPOS is a retail industry standard for POS hardware devices. Make sure you install and configure the OPOS software that came with your POS hardware, according to the manufacturer's instructions.

General tab

The General tab displays basic information about the register.

Register Properties

Register number A unique number for the register. This number is especially important for the Store Operations Configuration Utility.

Description A name or description of the register (i.e. "Register 1").

Default price level The price level Store Operations will use for every item that is rung up at the transaction screen. For example, if you want a particular register to always use the Price Level A for items, select Price A.

In this case, if the cashier rings up an item that does not have a defined Price Level A, Store Operations will use the item's Standard (Regular) price. To change the price level used for a particular transaction, press SHIFT+F3 at the POS.

Default Shipping Information

You can specify the default shipping carrier and services to use at each register. Store Operations will automatically calculate the shipping charges for a sales transaction based on the information specified on this tab. Cashiers can press SHIFT+F1 to change the shipping carrier or services as needed.

Before you can select your default shipping information, use the Shipping Carriers command on the Database menu to set up your shipping carriers and services.

Default Carrier Displays the default shipping carrier used at the register; for example, FedEx.

Default Service Displays the default shipping service used at the register, for example, 2nd Day Air.

Note For every customer, Store Operations can remember the last shipping carrier and service used, which is especially useful for mail order.
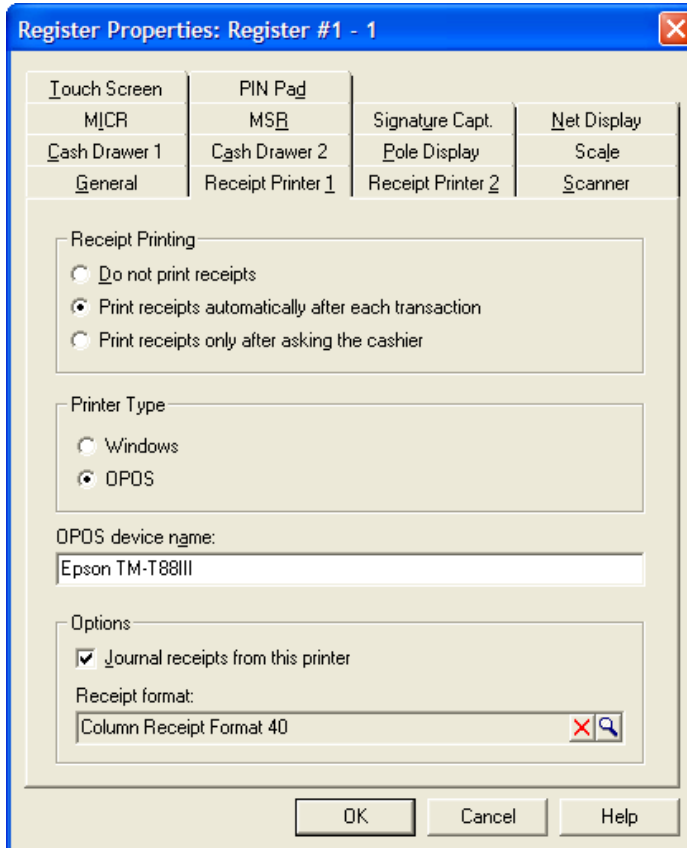
For example, assume that your default carrier and service are UPS and Ground. However, some customers often request a different carrier and service. The cashier can select the other carrier and service for a particular customer at the POS. Then, the next time the customer ships a purchase, Store Operations automatically uses the shipping carrier and service used for the previous purchase.

You can turn this feature on and off. On the File menu, click Configuration, click the Options tab, and then under POS Options, select

or clear the Automatic Shipping check box.

Receipt Printer 1 tab

Use the Receipt Printer 1 tab to enable a receipt printer that is connected to the register.

Receipt Printing

Do not print receipts If selected, Store Operations will not print receipts from this register for any transaction.

Print receipts automatically after each transaction If selected, Store Operations will print a receipt for every transaction.

Print receipts only after asking the cashier If selected, Store Operations will ask (for each transaction) whether to print a receipt of not. For example, the cashier may not want to print a receipt for a cancelled transaction.

Printer Type

Select whether you want to use a Windows printer or OPOS printer.

Then, in the **Windows device name** or **OPOS device name** box, type the name of the printer.

Options

Journal receipts from this printer Specify if you want Store Operations to journal receipts (keep copies of all receipts in the database).

For example, if you select this check box, Store Operations will save the receipts in the database and then you can view them in the Journal Viewer. If you clear this check box, Store Operations will still print the receipts, but will not store them in the database. Journaling receipts will increase the size of your store database.

Receipt format Click the Browse button to select the receipt format you want the printer to use. To define receipt formats, point to Registers on the Database menu, and then click Receipt Formats.

Receipt Printer 2 tab

If you have a second receipt printer connected to the register, use the Receipt Printer 2 tab to enable it. A second printer may be desirable if you need to print some receipts on a different paper size or format.

For example, you can print transaction receipts on a 40-column printer and packing slips on a laser printer with 8½ by 11 inch paper. If you have both Receipt Printer 1 and Receipt Printer 2 set up for the register, Store Operations will ask which receipt printer you want to print the receipt.

For information about the controls on this tab, see "Receipt Printer 1 tab," above.

Scanner tab

If you have a bar-code scanner connected to the register, use this tab to enable it.

Scanner is enabled for this register Select this check box to enable the scanner for the register.

OPOS device name The name of the OPOS compatible scanner.

Cash Drawer 1 tab

If you have a cash drawer connected to the register, use this tab to enable it.

Cash drawer 1 is enabled for this register Select this check box to enable the cash drawer for the register.

OPOS device name The name of the OPOS compatible cash drawer.

Wait for drawer close If selected, the cashier will not be able to tender another transaction until the cash drawer is closed.

Time Out (seconds) Specify the time the cash drawer can remain open before Store Operations sounds an alarm (a repeating beep). Close the drawer to turn off the alarm.

Cash Drawer 2 tab

You can connect two cash drawer to a register.

For information about the controls on this tab, see "Cash Drawer 1 tab," above.

Pole Display tab

If you have a pole display connected to the register, use this tab to enable it.

Pole display is enabled for this register Select this check box to enable the pole display for the register.

OPOS device name The name of the OPOS compatible pole display.

Pole display message Select the message you want to show on the display.

To create these messages, point to Registers on the Database menu, and then click Pole Display Messages.

Scale tab

If you have an electronic scale connected to the register, use this tab to enable it.

Scale is enabled for this register Select this check box to enable the scale for the register.

OPOS device name The name of the OPOS compatible scale.

Time Out (seconds) Specify the maximum time that Store Operations will wait to receive a weight from the scale.

MICR tab

Store Operations supports MICR (Magnetic Ink Character Recognition) devices that read the information on checks. If you have a MICR connected to the register, use this tab to enable it.

MICR is enabled for this register Select this check box to enable the MICR for the register.

OPOS device name The name of the OPOS compatible MICR.

Time Out (seconds) Specify the maximum time that Store Operations will wait to receive information from the MICR.

MSR tab

If you have a MSR (magnetic stripe reader) connected to the register, use this tab to enable it.

Magnetic stripe reader is enabled for this register Select this check box to enable the MSR for the register.

OPOS device name The name of the OPOS compatible MSR.

Note If you are using a keyboard wedge, it might not require OPOS software and might not have to be set up in Store Operations.

Signature Capture tab

If you process credit card transactions, you can use a signature capture device to electronically capture a customer's signature in the database. If you have a signature capture device connected to the register, use this tab to enable it.

Signature capture is enabled for this register Select this check box to enable the signature capture device for the register.

OPOS device name The name of the OPOS compatible signature capture device.

Form name This information is required for OPOS. For more information, see the instructions that came with the device.

Real time capture Select the **This device supports real time capture** check box if the signature capture device is capable of displaying the customer's signature as it is written on the device.

Net Display tab

You can connect a separate monitor (a net display) to the register to show advertisements or Web pages to customers. If you have a net display connected to the register, use this tab to enable it.

Before you can use the net display at the point of sale, you need to set up your net display channels. For more information, see "Setting up net display channels" and "Registers – Net Display Channels command."

The cashier can turn the net display on or off at the point-of-sale. For more information, see "Setting up net display channels."

Net display is enabled for this register Select this check box to enable the net display device for the register.

Net display channel Click the Browse button 🔍 to select the net display channel to you want to display.

Touch Screen tab

If you have a touch screen monitor connected to the register, use this tab to enable it.

Touch screen is enabled for this register Select this check box to enable the touch screen monitor for the register.

Keyboard configuration Select which touch-screen keyboard you want to display at the POS.

Before you can select a keyboard, you need to define one or more keyboards. On the Database menu, point to Registers, and then click Keyboards. For more information, see Registers – Keyboards command."

To display and size the touch-screen keyboard at the POS, press CTRL+F6.

PIN Pad tab

Use this tab to specify how the PIN pad is connected to the register. PIN pads are required for debit card transactions.

PIN Pad is enabled for this register Select this option to enable the PIN pad for the register. On the Registers window, you will then see a checkmark in the PIN pad box for this register. If you clear this option, you will not be able to edit the fields on this tab.

OPOS device name Specify the name of the OPOS compatible PIN pad. If you do not have OPOS compatible drivers, you will not be able to use any peripherals. For more information, contact your hardware's manufacturer.

Host ID Enter the transaction host ID for the PIN pad. The transaction host ID is a parameter that is passed to the device to activate the PIN pad encryption. The Verifone 1000 PINPad uses 1. The supported Ingenico PIN pads use 0 or 1. Consult your PIN pad documentation for more information.

Note Currently, the Verifone PINPad 1000 and Ingenico 3010 and 6550 models are supported.

Registers – Pole Display Messages command

Use the Pole Display Messages command to define messages that will show on the pole display when the register is idle. Once defined, you then select which message will display on each register. (On the Database menu, point to Registers, and then click Register List.)

When you point to Registers on the Database menu, and then click Pole Display Messages, Store Operations displays the Pole Display Messages dialog box with a list of all your pole display messages.

New Click New to create a new pole display message.

Delete Click Delete to delete the selected pole display message.

Properties Click Properties to edit the selected pole display message.

Copy Click Copy to create a new pole display message with the properties of the selected pole display message.

When you click New (or Properties), Store Operations displays the Pole Display Message Properties dialog box.
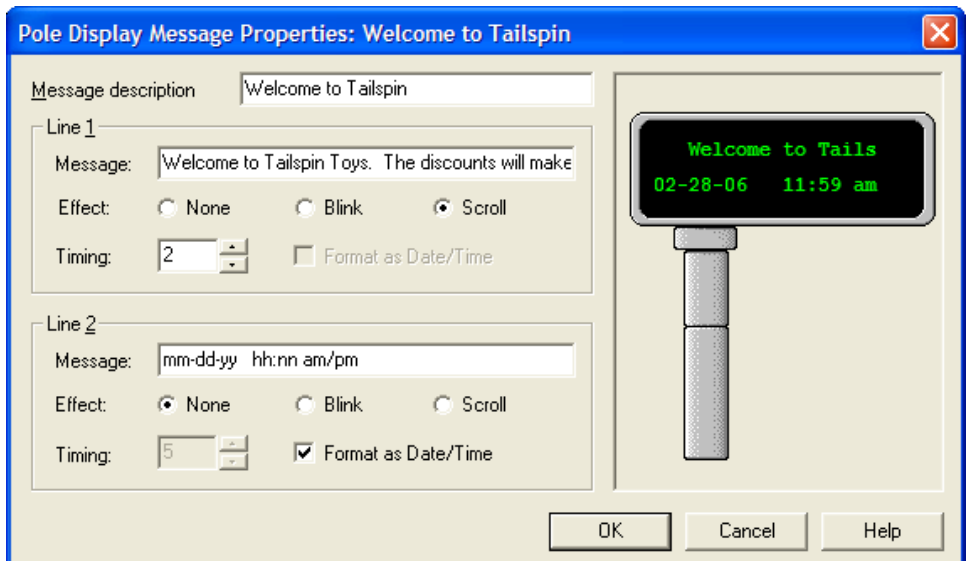
You can specify up to two lines of text with a variety of display options. If your pole display is not capable of showing two simultaneous lines, Store Operations will ignore the text you specify for the second line.

Message description A name or description of the message. The name can be up to twenty-five characters long.

Line 1 and Line 2

Message The content of the message. You can specify a text message or the current date and time.

Effect Select None, Blink, or Scroll. You can preview the effect in the pole display preview on the right. If you select None, the message will be stationary on the pole display and if the message extends beyond the pole display's available space, the message will be truncated

Timing Specify how fast the message will blink or scroll by setting the timing value. The lower the number, the faster the message will scroll or blink.

Format as Date/Time If selected, Store Operations will display the current date and time in the format you specify in the Message box. You can use the formats in the table below in various combinations. (If a particular combination is not possible, the preview on the right will display "Format Error.")

Tip   If you leave the Message box blank and select the "Format as Date/Time" check box, Store Operations will use this format: ddddd, h:mm:ss am/pm.

Use this Text	To Display the Date and Time in this Format
d	7
dd	07
ddd	Wed
dddd	Wednesday
ddddd	2/7/06
mm-dd-yy	02-07-06
dddddd	Wednesday, February 7, 2006
h:mm:ss	14:00:00
h:mm:ss am/pm	2:00:00 PM

Registers – Net Display Channels command

You can use net display channels to display receipts in real-time, Web sites, and advertisements on another monitor at the point of sale. For more information, see "Setting up net display channels."

When you point to Registers on the Database menu, and then click Net Display Channels, Store Operations displays the Net Display Channels dialog box with a list of all your net display channels.

New Click New to create a new net display channel.

Delete Click Delete to delete the selected net display channel.

Properties Click Properties to edit the selected net display channel.

Copy Click Copy to create a new net display channel with the properties of the selected net display channel.

When you click New (or Properties), Store Operations displays the Net Display Channel Properties dialog box.
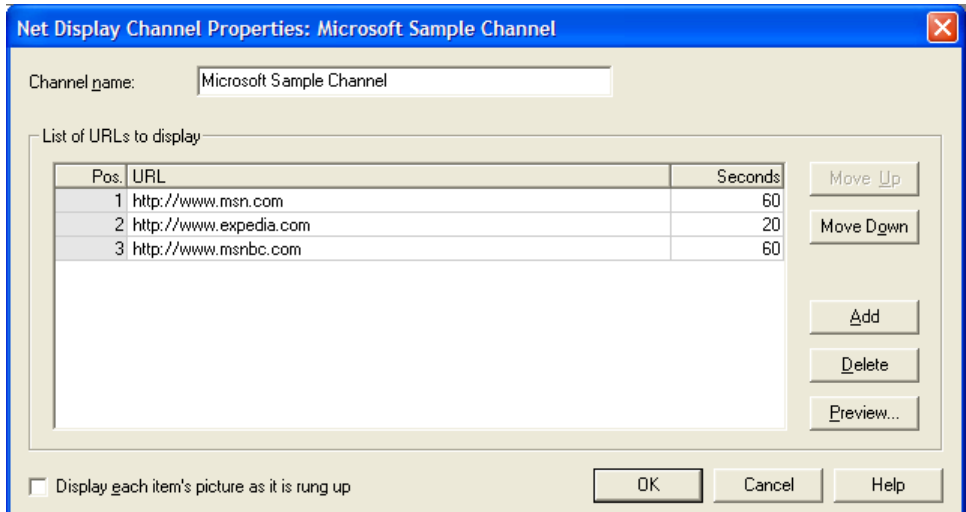
Channel name A name or description of the channel. For example, you could have a channel called "News" that displays several news Web sites (national news, local news, traffic reports).

List of URLs to display

Pos The position of the URL. Store Operations will rotate through the URLs in the order listed. You cannot edit the Pos column. Select a row, and then click Move Up and Move Down to change the order of the URLs.

Seconds The duration in seconds that the net display will display the URL. The default time is 60 seconds.

Move Up and **Move Down** Select a URL, and then click Move Up or Move Down to change its order.

Add Click Add to specify a URL address ("http://... ") or local path ("C:\Documents and Settings\... ") for the HTML file and the time duration (in seconds).

Delete Deletes the selected URL.

Preview Select a URL and click Preview to start your default browser and view the Web site or HTML file. This way, you can confirm that you URL addresses are correct and will display the information you want.

Display each item's picture as it is rung up If selected, the net display will show the picture of the item as the item is rung up on the transaction screen. When no transaction is in progress, the display channels will still be displayed.

Registers – Custom POS Buttons command

You can create custom buttons that cashiers can use to start other programs and add-in tools or display Web sites with product information. For more information, see "Using custom POS buttons."

When you click Custom POS Buttons from the Database menu, you will see a list of all your existing custom buttons.

New Click New to create a new custom POS button.

Delete Click Delete to delete the selected custom POS button.

Properties Click Properties to edit the selected custom POS button.

Copy Click Copy to create a new custom POS button with the properties of the selected custom POS button.
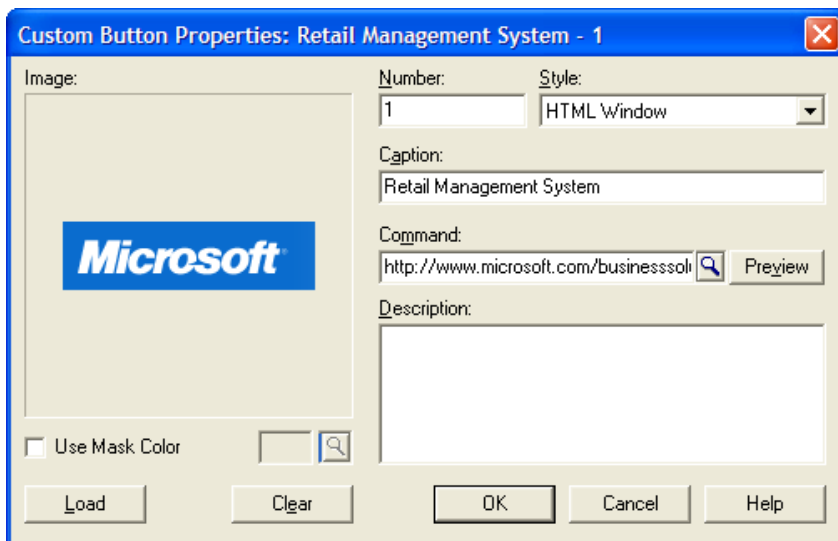
When you click New (or Properties), Store Operations displays the Custom Button Properties dialog box.

Image Displays the picture Store Operations uses on the custom button.

Load Click Load to select a picture for the custom button.

Use Mask Color If selected, you can click the Browse button 🔍 to select a background color. Use this when you select a transparent GIF file as a picture for the custom button.

Number The number of the custom button.

Style Specifies what action will be taken when the button is used at the POS. You can select from the following:

- **Disabled** - The button is inactive and will not show up at the POS.

- **External Program** - Store Operations will start the specified external program.

- **External Program (Wait)** - Store Operations will start the specified external program and wait for the program to finish before continuing its operations.

- **HTML Window** - Store Operations will display the specified Web page on the POS screen. The cashier will not be able to navigate to URLs other than those links provided on the specified Web page.

- **Internal HTML Window** - Store Operations will display the specified Web page on the POS transaction screen in a browser that will allow the user to navigate to other URLs and auto fill input entries.

- **Internal Command** - Store Operations will process the specified internal command. Store Operations has a set of internal commands in the form of object methods invoked through the command buttons or an HTML page.

  For example, you can print the last receipt by invoking the PRINTLASTRECEIPT command.

⚠️ Note   Because incorrect command sequences can potentially damage or destroy information in the database, the internal commands should only be used by people with an in-depth knowledge of Store Operations programming.

⚠️ Note   At the POS, you can press the Esc key to exit from the custom button's display window and return to the transaction screen.

Caption The name (i.e., Ski Reports) of the custom button. This name will be displayed on the custom button.

Command Click the Browse button to select the Web site, external program, or internal command you want the custom button to access.

For example, if you wanted the button to display a particular Web site, you would enter its URL here.

Description A description of the custom button's purpose.

Registers – Keyboards command

You can define various touch-screen keyboards with specialized function keys, captions, and colors that will be displayed at the POS. For example, you can define function keys and buttons that point to specific items, departments, categories, and suppliers. For more information, see "Using touch-screen keyboards."

When you point to Registers on the Database menu, and then click Keyboards, Store Operations displays the Keyboards dialog box with a list of all your keyboard configurations.

New Click New to create a new keyboard.

Delete Click Delete to delete the selected keyboard.

Properties Click Properties to edit the selected keyboard.

Copy Click Copy to create a new keyboard with the properties of the selected keyboard.

When you click New (or Properties), Store Operations displays the TouchScreen Keyboard Properties dialog box.
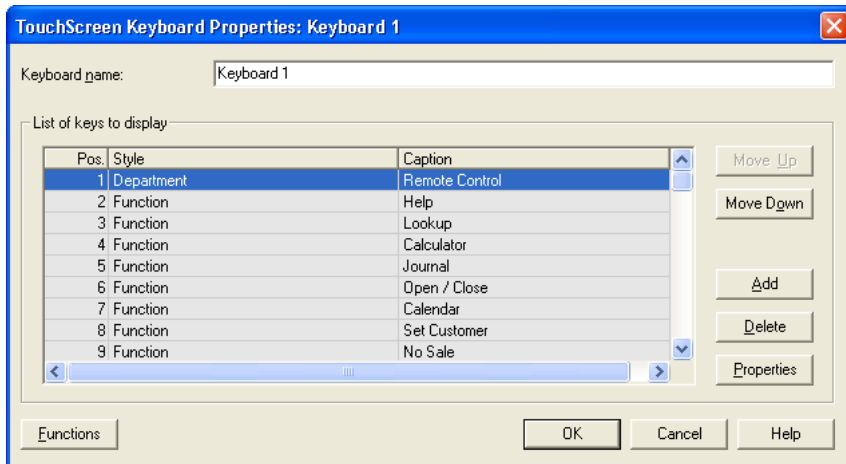
Keyboard name The name of the keyboard configuration.

Move Up and **Move Down** Select a row and click these buttons to change the order of the row. For example, if you select the first row and then click Move Down, that row would move to the second row.

Add Adds a key to the "List of keys to display" list.

Delete Deletes the selected key.

Functions Adds all the available function keys to the list so you can use them as a starting point for customizing your touch-screen keyboard. You can then modify the desired keys by selecting a key and then clicking Properties.

Properties When you click Properties (or Add), Store Operations displays the Keyboard Key Properties dialog box.
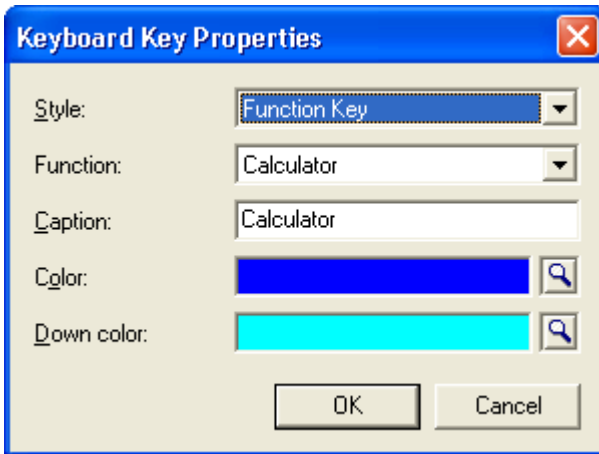
Style The function key, item, department, category, or supplier you want to reference in the POS program.

Function This box changes depending on your selection in the Style box.

For example, if you select "Item" in the Style box, Store Operations displays a list of items here. Or, if you select "Function Key" in the Style box, a list of functions appears here and you could select "Lookup," which refers to the F2: Lookup function key at the POS.

Caption You can rename the selection in the Function box. Changing the caption does not change its function.

For example, assume you wanted to give the "Lookup" function a more descriptive name. You could rename it by entering a caption that is easier for your cashiers to remember, such as "Find".

Color Click the Browse button ![Browse button] to select the color of the key on the touch-screen keyboard.

Down color Click the Browse button ![Browse button] to select the color of the key when it is pressed.

Registers – Receipt Formats command

You can create receipt formats that you can customize for various transaction types, such as sales, layaways, and work orders. You can print different receipt formats on different registers. Create as many receipt formats as you want.

There are many ways you can customize a receipt format. You can display different types of information (i.e., store logo, customer address, barcode, discounts), as well as create text lines, change fonts, set margins, and change paper dimensions.

Note You cannot use existing receipts from QuickSell 2000. You can only use receipts in XML format.

When you point to Registers on the Database menu, and then click Receipt Formats, Store Operations displays the Receipt Formats dialog box with a list of all your receipt formats.
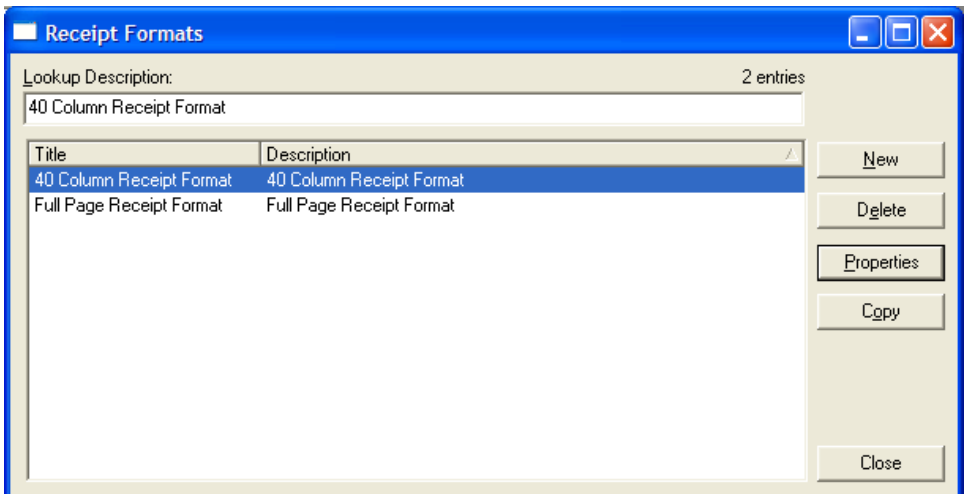
New Click New to create a new receipt format.

Delete Click Delete to delete the selected receipt format.

Properties Click Properties to edit the selected receipt format.

Copy Click Copy to create a new receipt format with the properties of the selected format.

When you click New (or Properties), Store Operations displays the Receipt Format Properties dialog box.

Title The name of the receipt format (e.g., "Basic Receipt").

Description A description or explanation of the receipt's purpose (e.g., "Normal Operations").

Receipt and report templates Select a receipt template for each type of transaction. Store Operations will use these templates for the receipts for the indicated types of transactions.

Store Operations includes a selection of 40 and 80 column receipts, preprinted forms, and separate store and customer receipts.

Note If a transaction does not have an assigned receipt template, it will not be printed at the POS or be recorded in the journal.

Properties To customize the receipt for a particular type of transaction, click Properties for the transaction you want.
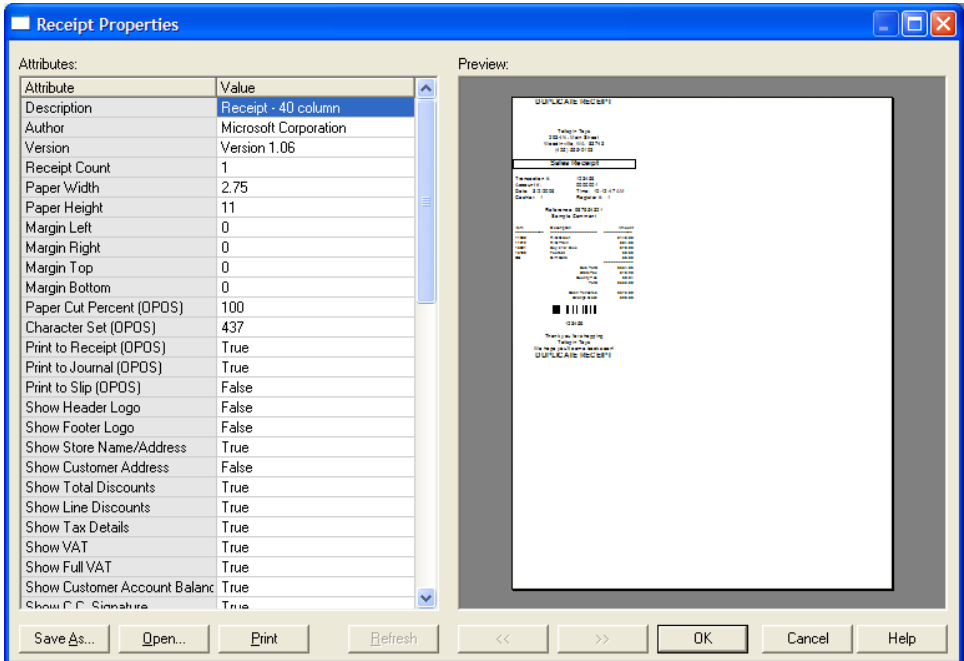
Attributes In the Value column, change the attribute you want. Click another row, and then click Refresh to update the Preview.

Tip Double-click the Preview box to zoom in. Double-click the right mouse button to zoom out.

Save As Click Save As to create a new template with the current settings and a name that you specify.

Open Click Open to open another template.

Print Prints the receipt template Preview.

Refresh Click Refresh to update the Preview after changing an attribute.

<< and **>>** Click to preview templates that have more than one page.

Inventory menu

Overview

The Inventory menu contains commands that you can use to efficiently track and control your inventory:

- **Transfer Inventory In** - Enter items received from suppliers or other stores without generating a purchase order. You can add to your inventory and record the process.

- **Transfer Inventory Out** - Remove items from your inventory or transfer items to other stores and record the process. Used mostly for multi-store operations.

- **Purchase Orders** - Create and receive purchase orders to document what you order and what is received from suppliers.

- **Manage Offline Inventory** - Store and record inventory offline (items not for sale).

- **Physical Inventory** - Perform physical inventory counts in your store, compare the counts to the Store Operations inventory, and update the database.

Inventory Transfer In command

Whenever you want to add items to your database without a purchase order, you can use the Transfer Inventory In command. For information on how and when to use inventory transfers, see "Inventory transfers."

When you click Transfer Inventory In on the Inventory menu, Store Operations displays the Transfer Inventory In Dialog box, with a list of your transfer inventory in orders. The list displays orders according to the selected filter and date range.
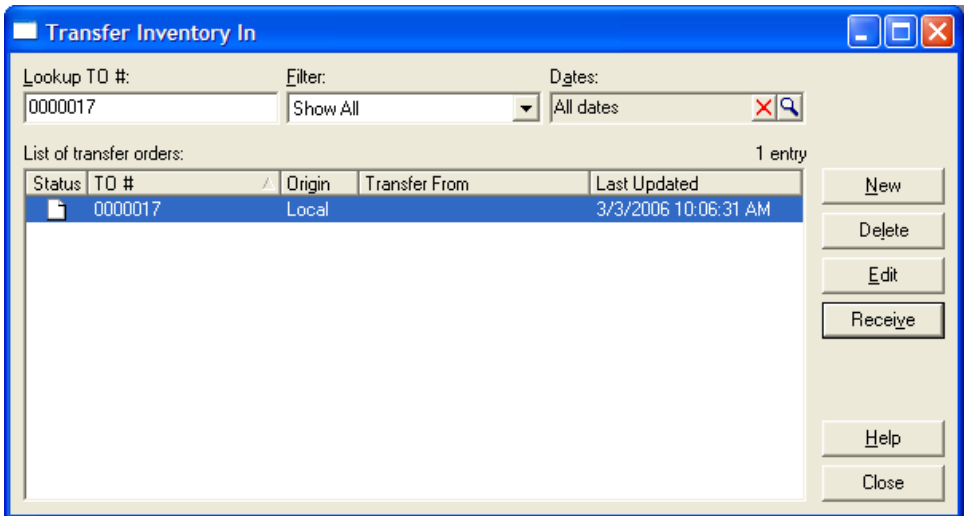
Filter Select the type of transfer inventory in orders you want to display. For example, if you select Show Open, Store Operations displays only open orders.

Dates Select a range of dates by which to filter the transfer orders. To define the date range, click the Browse button .

Status The status of the order is indicated by these symbols:

 Open (a transfer inventory in order with no items received)

  Partially received (an order with some of the items received)

 Closed (an order with all the items received)

New Click New to create a new inventory transfer in order.

Delete Click Delete to delete the selected order.

Edit Click Edit to edit the selected order.

Receive Click Receive to receive the items in the selected order.

When you click New, Store Operations displays the Create Inventory Transfer In Orders dialog box.

Generation selection

Create a new blank inventory transfer in order for manual entry Creates a blank inventory transfer order. You can manually add the items to transfer in.

Note Microsoft does not recommend this option unless you have an in-depth knowledge of how transfer orders are defined.

Generate for all items in the selected group Store Operations will generate a transfer order for the items you select under Group Selection.

For example, if you select "Only items in selected departments" and then select the departments, Store Operations creates the order for all items in those departments.

Generate based on re-order information If selected, an item is only included in an inventory transfer if its current in-stock quantity is below its defined reorder level.

Generate based on items sold between the following dates If selected, an item is only included in the order if its current in-stock quantity is below its defined reorder level and it was sold within the "Start date" and "End date."

Group selection

All items If selected, all items in the database are available to inlcude in the order.

Only items in the specified filter If selected, only those items that are specified by the filter you create are available to include in the order. Click Set Filter to create the filter.

Only items in selected departments If selected, only those items in the departments you select are available to include in the order.

Only items in selected categories If selected, only those items in the categories you select are available to include in the order.

Create New Inventory Transfer In Order

When you click **New** in the **Transfer Inventory In** window, you will see the **Create Inventory Transfer In Orders** window, which enables you to specify the criteria Store Operations will use to generate the transfer inventory in order.

Generation selection

Create a new blank inventory transfer in order for manual entry Generates a blank inventory transfer form. All other options on the New Inventory Transfer In Orders window will not be accessible. Because this option requires an in-depth knowledge of how transfer orders are defined, we do not recommend this option for first-time users. If you select this option and then click OK, you will see the Edit window, on which you will need to manually add the items to transfer in.

Generate for all items in the selected group If selected, Store Operations will generate an inventory transfer for the items selected under the **Group Selection** heading. For example, if you select the **Only items in selected departments** option and then choose the applicable department, Store Operations would generate the transfer order for all items contained in that department.

Generate based on re-order information If selected, an item is only included in an inventory transfer if its current in-stock quantity is below its defined reorder level.

Generate based on items sold between the following dates If selected, the inventory transfer will include the number of items purchased from the Start Date to the End Date.

Group selection

Only items in selected departments If selected, only those items that are in the departments selected are available for inclusion in transfer inventory in orders.

Only items in selected categories If selected, only those items that are in the categories selected are available for inclusion in transfer inventory in orders.

All items If selected, all items defined in the item database are available for inclusion in transfer inventory in orders.

You may need to modify information on your inventory transfer in orders before you receive the items. For example, you might have to add an item to the order or change the quantity you expect to receive. Use the **Edit** command to enter or change inventory transfer information.

Transfer Inventory In Order – Header tab

After you create a transfer in order, you can select the order and click Edit to modify it.

Number The number of the transfer inventory in order.

Worksheet ref If you use Headquarters and there is a worksheet associated with the transfer, the number of the worksheet appears here.

Inventory location Tells you that the transferred items will be placed in the main inventory. (You cannot transfer items directly into offline inventory.)

Status The status of the order: open, partially received, or closed.

Title A title or description of the order.

Placement status When you place the order, select "Order has been placed."

Date placed The date the inventory transfer in order was issued.

Transfer from Enter the shipping information for the location or company that is shipping the order to you.

Ship to Store Operations automatically fills this with the store's address you specified when setting up the program. (On the File menu, click Configuration, and then click the Store tab.) You can edit this if necessary.

Requisitioner If applicable, enter the name of the person who requested the

transfer order.

Confirming to Enter the name of the person who is responsible for filing this transfer order.

Freight Enter any additional information about the shipping method.

Ship via Enter the method by which the order is to be shipped.

FOB point Enter the location to which the person assumes shipping expenses.

Terms Enter the terms of the shipment.

Date required Enter the date on which you are requesting delivery of the items in this transfer order. The default date is your computer's current system date.

Date Displays the date when the transfer inventory in order was created. The default date is the current system date.

Tax rate The tax that applies to the transfer order.

Remarks Enter any remarks about the order (up to thirty characters).

History Displays the date, item lookup code, description, and quantity for received items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Export Document Use this button to export the inventory transfer to a file, application, or e-mail message. This button is only available after items have been added and the order has been saved.

Transfer Inventory In Order – Contents tab

Click the Contents tab to add, modify, or delete items from the transfer order.

Contents table

Type The item's type if other than standard. You cannot edit this column.

Item Lookup Code The item's item lookup code. You cannot edit this column.

Order No The supplier's reorder number.

Description The name or description of the item.

Qty OH The quantity you currently have in-stock. You cannot edit this column.

Qty Com The number of items committed to customers. You cannot edit this column.

Qty Ord Enter the quantity of the item you expect to receive.

Cost The amount that your store pays for the item.

Extended The total dollar amount for the item. (This is the quantity ordered multiplied by the item cost.)

Tax rate The applicable tax rate or percentage that applies to the item. After you enter the tax rate, Store Operations updates the Tax column.

Tax The computed tax amount for the item. To modify this column, enter a percentage in the Tax Rate column.

Add Item Click Add to add an item to the current transfer order.

Quick Scan: Click Quick Scan to add an item by scanning it.

Delete Deletes the selected item from the transfer order.

Formula Select a cell in the Cost or Tax Rate column and then click Formula to set values based on a formula that you define. You can apply the formula to a cell or to the entire column.

History Displays the date, item lookup code, description, and quantity for received items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Receive – Inventory Transfer In Order

When you receive your shipment, select the order and click Receive. Store Operations displays the Receive – Inventory Transfer In Order dialog box and the Contents tab.

Contents table

Qty Ord The quantity ordered for each item.

Qty RTD The quantity received to date for each item.

Qty Rcv The current quantity you received for each item. If you received a partial order, enter the quantity for each item here.

Add Item Click Add to add an item to the current transfer order.

Quick Scan: Click Quick Scan to add an item by scanning it.

Delete Deletes the selected item from the transfer order.

Formula Select a cell in the Cost or Tax Rate column and then click Formula to set values based on a formula that you define. You can apply the formula to a cell or to the entire column.

Receive All If you received all the items in the order, click Receive All. Store Operations enters quantities in the Qty Rcv column equal to the Qty Ord column.

Commit After you record the actual quantities you received, click Commit to update the database This adds the quantities you received to the in-stock quantities.

> **Note** Click OK instead of Commit to keep all item quantities in the Contents list without affecting the quantities in the database.

History Displays the date, item lookup code, description, and quantity for received items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Labels Print labels for the items in the transfer order.

Export Document Use this button to export the inventory transfer to a file, application, or e-mail message. This button is only available after items have been added and the order has been saved.

Inventory Transfer Out command

Whenever you want to remove items from your database (i.e., for repairs, inter-store transfers) and track the progress, you can use the Transfer Inventory Out command. For information on how and when to use inventory transfers, see "Inventory Transfers."

When you click Transfer Inventory Out on the Inventory menu, Store Operations displays the Transfer Inventory Out dialog box with a list of your transfer inventory out orders. The list displays orders according to the selected filter and date range.
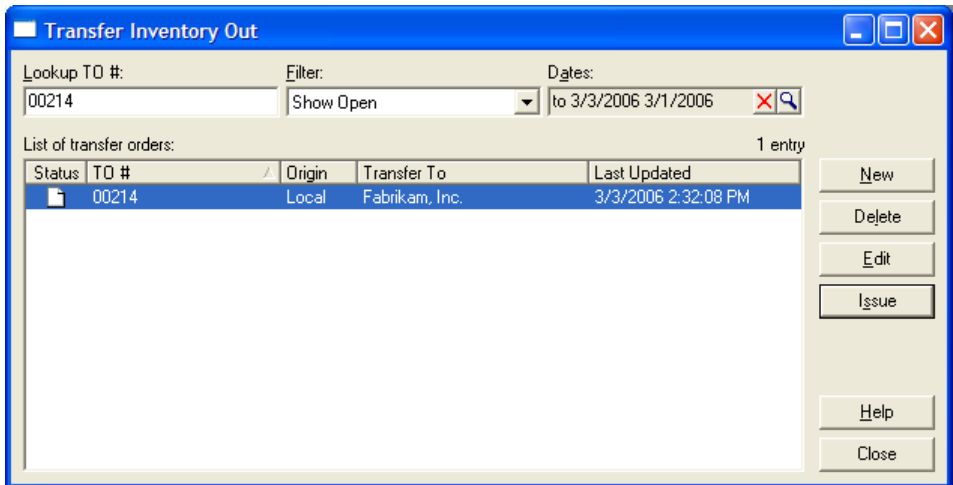
Filter Select the type of transfer inventory out orders you want to display. For example, if you select Show Open, Store Operations displays only open orders.

Dates Select a range of dates by which to filter the transfer orders. To define the date range, click the Browse button .

Status The status of the order is indicated by these symbols:

🗋 Open (a transfer inventory out order with no items issued)

🔳 Partially issued (an order with some of the items issued)

📄 Closed (an order with all the items issued)

New Click New to create a new inventory transfer out order.

Delete Click Delete to delete the selected order.

Edit Click Edit to edit the selected order.

Issue Click Issue when you're ready to transfer the items in the order.

Transfer Inventory Out – Header tab

When you click New or Edit, Store Operations displays the Edit – Inventory Transfer Out Order dialog box.

Number The number of the transfer inventory out order.

Worksheet ref If you use Headquarters and there is a worksheet associated with the transfer, the number of the worksheet appears here.

Inventory location Tells you that the transferred items will come from the main inventory. (You cannot transfer items directly from offline inventory.)

Status The status of the order: open, partially issued, or closed.

Transfer type Select the type of transfer out order.

For example, to transfer the items to a supplier, select Supplier, and then click Look Up to select the supplier. Or, to send the inventory to another store, select Standard and then enter the address in the Ship to box.

Note If you are using Headquarters, you can select Inter-Store in the Transfer Type box. Then click Look Up to select the store that will receive the shipment.

Title A title or description of the order.

Transfer from Store Operations automatically fills this with the store's address you specified when setting up the program. (On the File menu, click Configuration, and then click the Store tab.) You can edit this if neccessary.

Ship to Enter the shipping information for the location or company that will receive the shipment.

Requisitioner If applicable, enter the name of the person who requested the transfer order.

Confirming to Enter the name of the person who is responsible for filing this transfer order.

Freight Enter any additional information about the shipping method.

Ship via Enter the method by which the order is to be shipped.

F.O.B. point Enter the location to which the person assumes shipping expenses.

Terms Enter the terms of the shipment.

Date required Enter the date on which you are requesting delivery of the items in this transfer order. The default date is your computer's current system date.

Date Displays the date when the transfer inventory out order was created. The default date is the current system date.

Tax rate The tax that applies to the transfer order.

Remarks Enter any remarks about the order (up to thirty characters).

History Displays the date, item lookup code, description, and quantity for transferred items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Export Document Use this button to export the inventory transfer to a file, application, or e-mail message. This button is only available after items have been added and the order has been saved.

Transfer Inventory Out – Contents tab

Click the Contents tab to add, modify, or delete items from the transfer order.

Contents table

Type The item's type if other than standard. You cannot edit this column.

Item Lookup Code The item's item lookup code. You cannot edit this column.

Order No The supplier's reorder number.

Description The name or description of the item.

Qty OH The quantity you currently have in-stock. You cannot edit this column.

Qty Com The number of items committed to customers. You cannot edit this column.

Qty Ord Enter the quantity of the item you want to transfer out.

Cost The amount that your store pays for the item.

Extended The total dollar amount for the item. (This is the quantity ordered multiplied by the item cost.)

Tax rate The applicable tax rate or percentage that applies to the item. After you enter the tax rate, Store Operations updates the Tax column.

Tax The computed tax amount for the item. To modify this column, enter a percentage in the Tax Rate column.

Add Item Click Add to add an item to the current transfer order.

Quick Scan: Click Quick Scan to add an item by scanning it.

Delete Deletes the selected item from the transfer order.

Formula Select a cell in the Cost or Tax Rate column and then click Formula to set values based on a formula that you define. You can apply the formula to a cell or to the entire column.

History Displays the date, item lookup code, description, and quantity for transferred items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Issue – Inventory Transfer Out Order

When you transfer the items in the order, select the order and click Issue. Store Operations displays the Issue - Inventory Transfer Order dialog box and the Contents tab.

Contents table

Qty Ord The quantity ordered for each item.

Qty RTD The quantity received to date for each item.

Qty Iss The current quantity of each item you have transferred. If you have transferred a partial order, enter the quantity for each item here.

Add Item Click Add to add an item to the current transfer order.

Quick Scan: Click Quick Scan to add an item by scanning it.

Delete Deletes the selected item from the transfer order.

Formula Select a cell in the Cost or Tax Rate column and then click Formula to set values based on a formula that you define. You can apply the formula to a cell or to the entire column.

Issue All If you transferred all the items in the order, click Issue All. Store Operations enters quantities in the Qty Iss column equal to the Qty Ord column.

Commit After you record the actual quantities you transferred, click Commit to update the database This subtracts the quantities you transferred from the in-stock quantities.

Note   Click OK instead of Commit to keep all item quantities in the Contents list without affecting the quantities in the database.

Labels Print labels for the items in the transfer order.

Export Document Use this button to export the inventory transfer to a file, application, or e-mail message. This button is only available after items have been added and the order has been saved.

Purchase Orders command

Whenever you need to order items, you can create a purchase order, edit it, print it out, and send it to the supplier. Then, when you receive the shipment, you can receive the purchase order to enter the quantities you received and add them to your database. For more information, see "Purchase Orders."

When you click Purchase Orders on the Inventory menu, Store Operations displays the Purchase Orders dialog box with a list of your purchase orders.
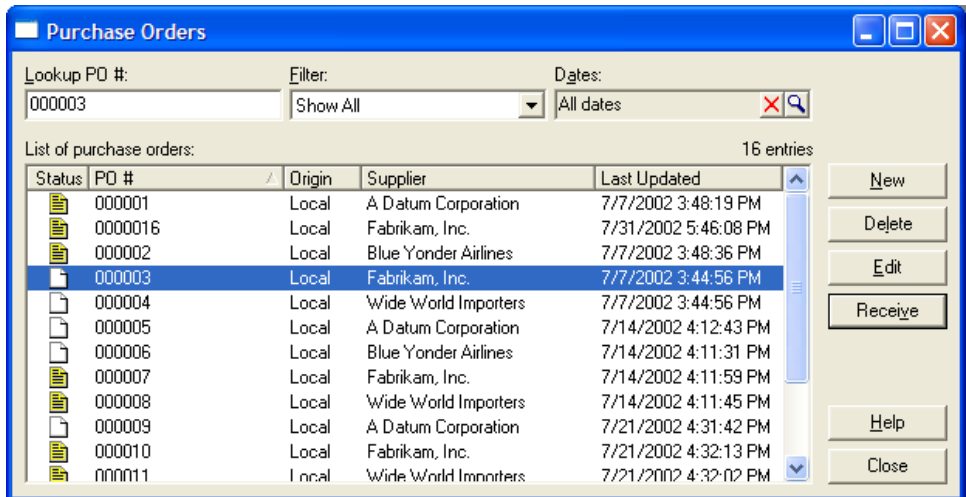
Filter Select the type of purchase orders you want to display. For example, if you select Show Open, Store Operations displays only open orders.

Dates Select a range of dates by which to filter the purchase orders. To define the date range, click the Browse button.

Status The status of the order is indicated by these symbols:

Open (a purchase order with no items received)

Partially received (an order with some of the items received)

Closed (an order with all the items received)

New Click New to create a new purchase order.

Delete Click Delete to delete the selected order.

Edit Click Edit to edit the selected order.

Receive Click Receive to receive the items in the selected order.

When you click New, Store Operations displays the Create New Purchase Orders dialog box.

Generation Selection

Create a new blank purchase order for manual entry Creates a blank purchase order. You can manually add the items to order.

 Note Microsoft does not recommend this option unless you have an in-depth knowledge of how purchase orders are defined.

Generate for all items in the selected group Store Operations will generate a purchase order for the items you select under Group Selection.

For example, if you select "Only items in selected departments" and then select the departments, Store Operations creates the order for all items in those departments.

Generate based on re-order information If selected, an item is included in a purchase order only if its current in-stock quantity is below its defined reorder level.

Generate based on items sold between the following dates If selected, an item is included in the order only if its current in-stock quantity is below its defined reorder level and it was sold within the "Start date" and "End date."

Group Selection

All items If selected, all items in the database are available to inlcude in the order.

Only items in the specified filter If selected, only those items that are specified by the filter you create are available to include in the order. Click Set Filter to create the filter.

Only items in selected departments If selected, only those items in the departments you select are available to include in the order.

Only items in selected categories If selected, only those items in the categories you select are available to include in the order.

Only items from selected suppliers If selected, only the items supplied by the specified suppliers are available to include in the order.

Only items from selected primary suppliers If selected, only the items supplied by the primary supplier are available to include in the order.

Tip   To define a primary supplier, click Items on the Database menu, select an item, and then click Properties. Click the Suppliers tab, select a supplier, and then click Primary.

Supplier Selection

Order from the primary supplier If selected, the specified items will be ordered from their primary supplier.

Order from the supplier with the lowest cost If selected, the specified items will be ordered from the supplier with the lowest cost.

Purchase Order – Header tab

After you create a purchase order, you can select the order and click Edit to modify it.

PO number The number of the purchase order. If you leave this box blank, Store Operations will ask if you want to automatically generate an order number when you save the order. You can change this number later.

Worksheet ref If you use Headquarters and there is a worksheet associated with the purchase order, the number of the worksheet appears here.

Inventory location Tells you that the received items will be placed in the main inventory. (You cannot receive items directly into offline inventory.)

Status The status of the order: open, partially received, or closed.

Title A title or description of the order.

Placement status When you place the order, select "Order has been placed."

Date placed The date the purchase order was issued.

To Contact information for the supplier who the purchase order is for. To select a supplier, click Look Up.

Ship to Store Operations automatically fills this with the store's address you specified when setting up the program. (On the File menu, click Configuration, and then click the Store tab.) You can edit this if necessary. To select a customer to ship to, click Lookup.

Requisitioner If applicable, enter the name of the person who requested the purchase order.

Confirming to Enter the name of the person who is responsible for filing this purchase order.

Freight Enter any additional information about the shipping method.

Ship via Enter the method by which the order is to be shipped.

FOB point Enter the location to which the supplier assumes shipping and handling expenses. The default should be "Origin." Refer to the supplier's guidelines on shipments.

Terms Enter the terms of the shipment.

Date required Enter the date on which you are requesting delivery of the items in this purchase order. The default date is your computer's current system date.

PO date Displays the date when the purchase order was created. The default date is the current system date.

Tax rate The tax that applies to the purchase order (i.e., the tax rate charged by the supplier).

Remarks Enter any remarks about the purchase order; for example, "Please Rush." The remark can be up to thirty characters long.

Shipping Total shipping charge for the PO.

History Displays the date, item lookup code, description, and quantity for received items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Export Document Use this button to export the purchase order to a file, application, or e-mail message. This button is only available after items have been added and the order has been saved.

Contents tab

If you click the Contents tab, you can add (or delete) items to the purchase order, enter the order number, define the quantity ordered, and edit the item costs.

When you click **Add Item**, you will see the Add Items window where you can select the items you want to include in the purchase order. You can also click **Quick Scan** to quickly enter items, either by using a barcode scanner or by simply typing in the item lookup codes.

Contents table

Type The item type (i.e., Serialized, Kit) assigned to the particular item. You cannot edit this column.

Item lookup code The item's number. You cannot edit this field.

Order number The supplier's reorder number.

Description A name or description of the item.

Qty OH The quantity you currently have in-stock. You cannot edit this field.

Qty Com The number of items committed to customers.

Qty Ord The number of items you want to order.

Cost The amount the supplier charges for the item.

Extended The total dollar amount for the item. (This is the quantity ordered multiplied by the item cost.)

Tax rate The applicable tax rate or percentage that applies to the item. After you enter the desired tax rate, Store Operations updates both the Tax and the Sales Tax columns.

Tax The computed tax amount for the item. To modify this column, you must enter a percentage number in the Tax Rate column.

Add Item Click Add to add an item to the current purchase order.

Quick Scan: Click Quick Scan to add an item by scanning it.

Delete Deletes the selected item from the purchase order.

Formula Select a cell in the Cost or Tax Rate column and then click Formula to set values based on a formula that you define. You can apply the formula to a cell or to the entire column.

History Displays the date, item lookup code, description, and quantity for received items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Receive Purchase Order Items

Whenever you receive your purchase order shipment, select the purchase order in Purchase Orders dialog box and then click Receive.

Store Operations displays the Receive - Purchase Order dialog box with the Contents tab displayed.

Contents table

Qty Ord The quantity ordered for each item.

Qty RTD The quantity received to date for each item.

Qty Rcv The current quantity you received for each item. If you received a partial order, enter the quantity for each item here.

Add Item Click Add to add an item to the current purchase order.

Quick Scan: Click Quick Scan to add an item by scanning it.

Delete Deletes the selected item from the purchase order.

Formula Select a cell in the Cost or Tax Rate column and then click Formula to set values based on a formula that you define. You can apply the formula to a cell or to the entire column.

Receive All If you received all the items in the order, click Receive All. Store Operations enters quantities in the Qty Rcv column equal to the Qty Ord column.

Commit After you record the actual quantities you received, click Commit to update the database This adds the quantities you received to the in-stock quantities.

> **Note** Click OK instead of Commit to keep all item quantities in the Contents list without affecting the quantities in the database.

History Displays the date, item lookup code, description, and quantity for received items, so you can track the order's progress.

Print Displays a Print Preview of the order. You can then print or export the order.

Labels Print labels for the items in the purchase order.

Export Document Use this button to export the inventory transfer to a file, application, or e-mail message. This button is only available after items have been added and the order has been saved.

Manage Offline Inventory command

You can store and record inventory offline (items not for sale). This feature is especially useful for managing items that you do not yet stock on shelves or do not want in your main item database. For example, you can control and track returned damaged merchandise in offline inventory where it is separate from main inventory.

When you click Manage Offline Inventory on the Inventory menu, Store Operations displays a list of all your existing offline items.
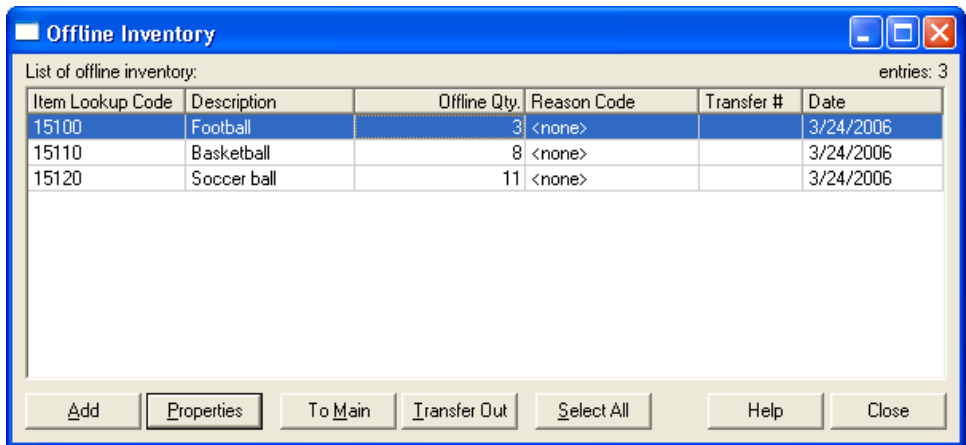
List of offline inventory table

Item Lookup Code The item lookup code of the item.

> Tip   To display detailed item properties, double-click the item lookup code for the item you want.

Offline Qty The quantity of the item that is stored in offline inventory. When an item is offline, the quantity will not be reflected in the on hand or available quantities for an item in main inventory.

Reason code The reason code associated with the item. Use the Database menu's Reason Codes command to define reason codes. For example, a reason code could indicate that the item was damaged.

Note If a cashier assigns an offline return reason code to an item at the time of return, Store Operations will automatically place the item in offline inventory.

Transfer # The number of the transfer inventory out order associated with the item. Double-click this column to display the transfer order.

Tip To display the transfer order, double-click the transfer order number for the item you want.

Add Click Add to add an item to the offline inventory.

Properties Click Properties to display the item lookup code, description, reason code, comment, quantity, and serial number (if any) for the selected item. Note that you cannot edit this information.

To Main Click To Main to send the item from the offline inventory to the main inventory.

Transfer Out Click Transfer Out to send the selected offline item to an inventory transfer out order. After you complete the transfer order, you will see the order's transfer number listed in the Transfer # column.

Select All Click Select All to select all the items in the offline inventory.

Physical Inventory command

You can perform a physical inventory in your store, compare the count to the store database, create a report on the differences, and update the database. For accuracy, it's generally recommended that you perform a physical inventory while the store is closed.

When you click Physical Inventory on the Inventory menu, Store Operations displays a list of your existing physical inventories.

New Click New to create a new physical inventory.

Delete Click Delete to delete the selected physical inventory.

Properties Click Properties to edit the selected physical inventory.

Copy Click Copy to create a new physical inventory with the properties of the selected physical inventory.

When you click New, Store Operations displays the Create Physical Inventory Count dialog box.
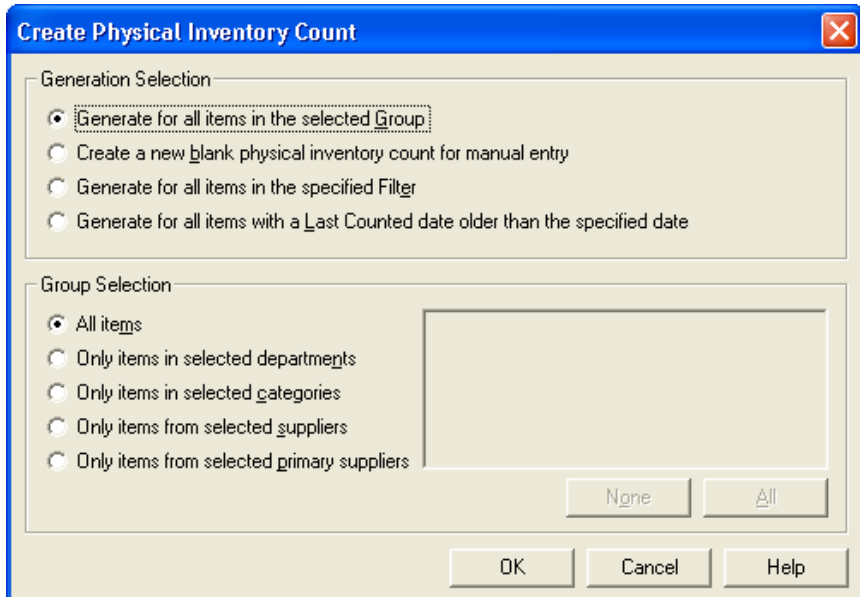
Generation Selection

Generate for all items in the selected Group Store Operations will generate a physical inventory count for the items you select under Group Selection.

Under Group Selection, specify the items you want to include in the physical inventory count.

For example, if you select "Only items in selected departments" and then select the departments, Store Operations creates the physical inventory count for all items in those departments.

- **All items** If selected, all items in the database will be included in the physical inventory count.

- **Only items in selected departments** If selected, only those items in the departments you select will be inlcuded in the physical inventory count.

- **Only items in selected categories** If selected, only those items in the categories you select will be included in the physical inventory count.

- **Only items from selected suppliers** If selected, only the items supplied by the specified suppliers will be included in the physical inventory count.

- **Only items from selected primary suppliers** If selected, only the items supplied by the primary supplier will be included in the physical inventory count.

Tip   To define a primary supplier, click Items on the Database menu, select an item, and then click Properties. Click the Suppliers tab, select a supplier, and then click Primary.

Create a new blank physical inventory count for manual entry Creates a blank physical inventory count. You can manually add the items to count.

Generate for all items in the specified filter If selected, an item is included in the physical inventory count only if it meets the criteria specified in the filter you select.

Under Filter Specification, select the filter you want to use or click Set Filter to create a filter.

Generate for all items with a Last Counted date older than the specified date
If selected, an item is included in the order only if its Last Counted date is older
than the date you specify under Last Counted.

When you click OK (or Properties in the initial Physical Inventory dialog box),
Store Operations displays the Physical Inventory Count dialog box for the new (or
selected) physical inventory.

Add Click Add to add an item from the store database to the list of items you
want to count.

Delete Click Delete to delete an item from the list.

Import File Click Import File to import a text or XML file that contains items you
want to add to the list.

Print Click Print to display a list of the items to count, and then click the Print
button in the toolbar to print the list to use it for a manual count.

Calculate Once you've performed the physical inventory count, enter the
quantities you counted in the Counted column, and then click Calculate to
compare the count to the quantities in the store database.

Journal menu

Overview

Whenever a cashier or manager prints a Z report to close the register, Store Operations generates a journal that consists of all the transactions performed at the point of sale. For every receipt printed, an exact duplicate appears in the journal. If the register generates a ZZ report, this data would also appear in the journal

The Journal menu contains commands that you can use to efficiently manage your receipts and billing:

- **View** - View and print any journal or receipt from any register in your preferred format.

- **Update Batch Info** - Close open and blind closed batches.

- **Assign GL Accounts** - When you have set up integration with an accounting program, use the Assign GL Accounts command to map the GL accounts between the two programs.

- **Post Closed Batches** - Post the closed batches to a designated file name and file format.

- **Close Billing Cycle** - End the current billing cycle.

View command

When you click View on the Journal menu, Store Operations displays the Batches dialog box. After you select a batch, Store Operations displays the Journal Viewer, showing the first receipt in the batch.
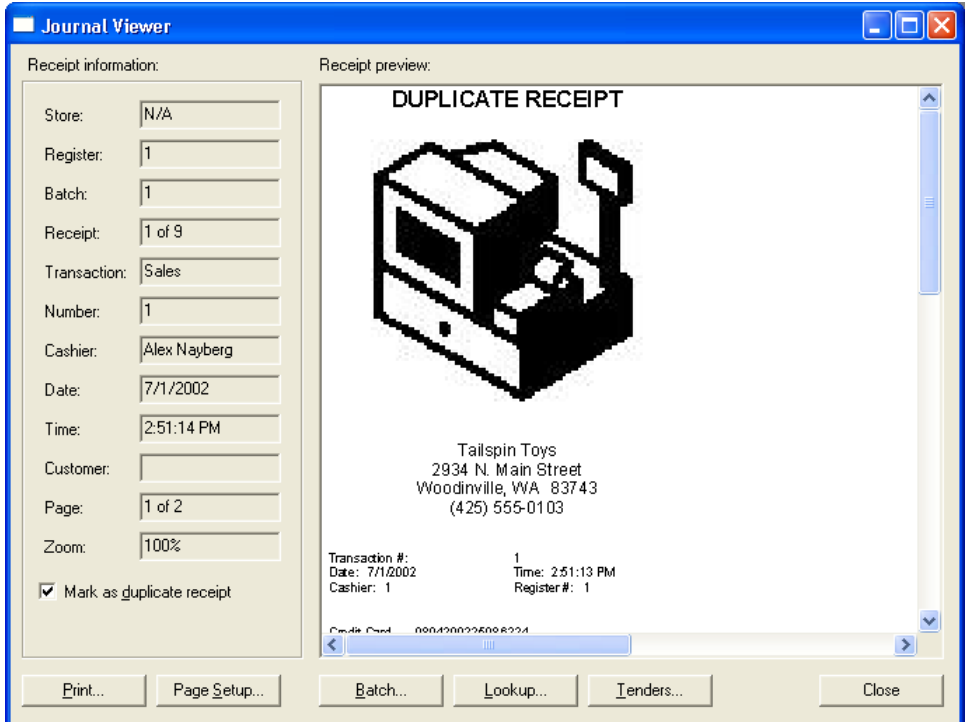
Press PAGE DOWN to view the next receipt in the batch.

Press PAGE UP to view the previous receipt in the batch.

Press END to view the last receipt in the batch.

Press HOME to view the first receipt in the batch.

Print Click Print to print the batch.

Page Setup Click Page Setup to change the paper, orientation, and margins of the printed batch.

Batch Click Batch to view a different batch.

Lookup Displays the List Receipts dialog box. Specify a date range and click OK. Store Operations displays the Receipt Journals dialog box with a list of all the receipts within the date range.

Double-click any receipt to view its detailed information.

For any receipt you select, you will also see its print preview in the rightmost section of the Journal Viewer.

Tenders Click Tenders to view tender information about the displayed receipt.

Tip   To zoom in on the Receipt Preview, press the minus key (-) (or double right-click the preview). To zoom out, press the plus key (+) (or double-left click the preview).

Update Batch Info command

Generally, you perform a blind closeout at the point-of-sale and then close or update the batches in the Manager program.

You can use the Update Batch Info command to enter opening and closing amounts, as well as generate X and Z reports.

For more information about closing batches, see "Closing open and blind closed batches."

Assign GL Accounts command

Use the **Assign GL Accounts** menu option to set up your GL account assignment table to export closed batches to external accounting programs. A General Ledger is a book of final entry summarizing all of a company's financial transactions, through offsetting debit and credit accounts. To access this option, go to the **Journal** menu and click **Assign GL Accounts**.

If you want to successfully share accounting information with the external program, you must employ a numbering scheme for both programs. If the numbers on both programs do not correspond, the information exported from Store Operations will be misrepresented in the accounting program. Microsoft strongly recommends that a qualified professional helps you set up your account assignment table.

The table tells Store Operations which debit and credit account will be used when exporting the account data. For more information, see "Setting up the account assignment table."

Microsoft strongly recommends that a qualified professional accountant helps you set up your account assignment table.

For more information, see "Setting up the account assignment table."

Post Closed Batches command

After you set up accounting integration, including assigning GL accounts, use the Post Closed Batches command to export closed register batches to the accounting program.

When you click Post Closed Batch on the Journal menu, Store Operations displays the Post Closed Batches dialog box.
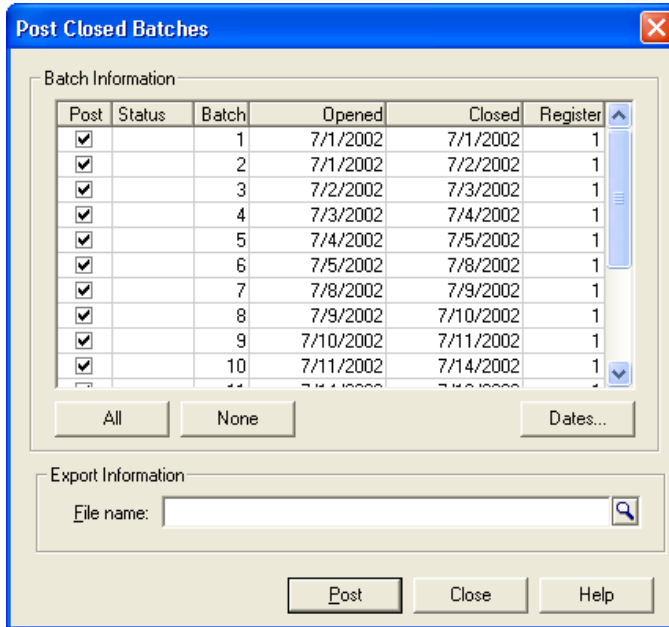
Batch Information

Batch Information table A list of closed batches with information about their status, batch numbers, opening and closing dates, and register numbers. The batches to be posted can be selected individually in the Post column.

All Click All to select all the batches.

None Click None to clear all selections.

Dates Click Dates to select a date range. Store Operations will display all batches closed within this date range, including previously posted batches.

Export Information

File name The name of the file that is generated by this option. Use the Browse button to search the file directory on your system. If you are exporting directly to QuickBooks, this box will not be displayed.

Include Purchase Orders This check box will only be visible if you are exporting directly to QuickBooks. Select this check box to post the closed purchase orders that are included in the selected batches.

Post Click Post to export the selected batches.

Close Billing Cycle command

If you have set up customer charge accounts and finance charges for your store, use this command to end the current billing cycle. A billing cycle is the period (usually a month) between billings for products and services.

Once you close the billing cycle, Store Operations calculates and applies any applicable finance charges on the customer charge accounts.

Note You can print customer statements at the same time you close the cycle.

When you click Close Billing Cycle on the Journal menu, Store Operations displays the Close Billing Cycle dialog box.

Options

Close billing cycle for all customers Closes the billing cycle for every customer that has a charge account.

Print statements If selected, Store Operations prints a billing statement for each customer with a charge account.

Reprint a customer statement If selected, you can print a billing statement for all customers with charge accounts or a specific customer. Use the Browse button 🔍 to specify a customer account.

Print statements with a balance of $0.00 and no activity If selected, Store Operations will print a billing statement for *every* customer with a charge account, regardless of whether a customer has purchased items from your store.

If you want to print billing statements for only those customers that have purchased items since the time when the billing cycle was last closed, clear this check box.

Period Store Operations will close the billing cycle for the dates specified in the Opening Date and Closing Date boxes. If you select "Close billing cycle for all customers", you can only edit the Closing Date. If you select "Reprint a customer statement", you can edit both dates.

Status Displays the billing cycle progress.

Error log Identifies any problems that have occurred during the close billing cycle process.

Printer Setup Click Printer Setup to define printer and paper options.

Generate Click Generate to close the billing cycle.

If you selected "Close billing cycle for all customers" and the Print statements check box, Store Operations will automatically print account statements.

In the preview area, Store Operations displays a preview of the printed statements.

Wizards menu

Overview

You can use wizards to simplify otherwise tedious merchandising, pricing, and inventory replenishment tasks.

On the Wizards menu, you will find the following commands:

Inventory Wizard - Facilitate large changes to the database.

New Item Wizard - Quickly add items to your database.

Label Wizard - Print labels for selected items using a particular label format.

Inventory Wizard

Use the Inventory Wizard to change various properties of selected items all at once. You can update item prices, change item price limits, update costs, modify reorder and quantity information, and assign item sales tax.

The following example uses the Inventory Wizard to change the prices of several items at once.

Welcome

When you click Inventory Wizard on the Wizards menu, Store Operations displays the wizard's Welcome page, which briefly introduces the wizard.
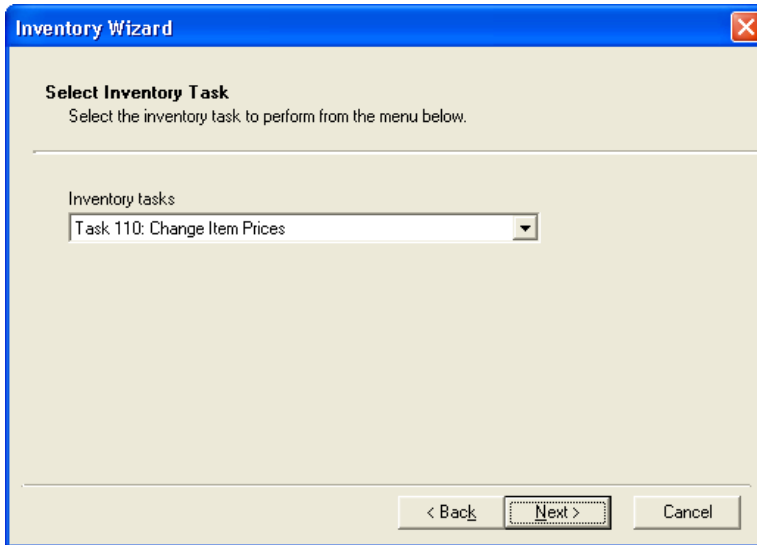
On each page of the wizard, use these controls:

Back Click Back to go to the previous page.

Next Click Next to go to the next page.

Cancel Click Cancel to cancel and close the wizard.

Select Inventory Task

Inventory tasks Select a task from the drop-down list; for example, Task 110: Change Item Prices.

Note If you select a different task, the wizard pages that follow will differ from those in this example.

Change Item Prices 1

On this page you specify the items whose prices you want to change.
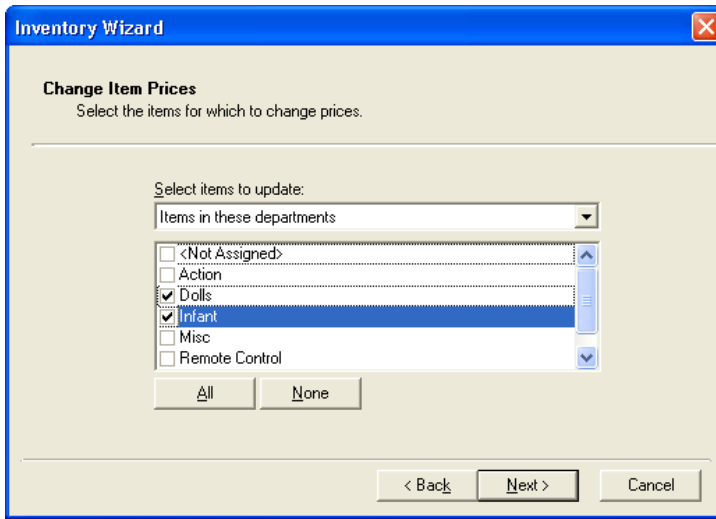
Select items to update

Items in these departments If selected, the Inventory Wizard will update items that are in the departments you select.

Select the check box for each department you want. You must select at least one department.

If you select <Not Assigned>, the Inventory Wizard will update items that are not assigned to a particular department.

Items in these categories If selected, the Inventory Wizard will update items that are in the categories you select.

Select the check box for each category you want. You must select at least one category.

If you select <Not Assigned>, the Inventory Wizard will update items that are not assigned to a particular category.

Items from these suppliers If selected, the Inventory Wizard will update items that are from the suppliers you select.

Select the check box for each supplier you want. You must select at least one supplier.

If you select <Not Assigned>, the Inventory Wizard will update items that are not assigned to a particular supplier.

Add items manually If selected, you can manually add items individually, later
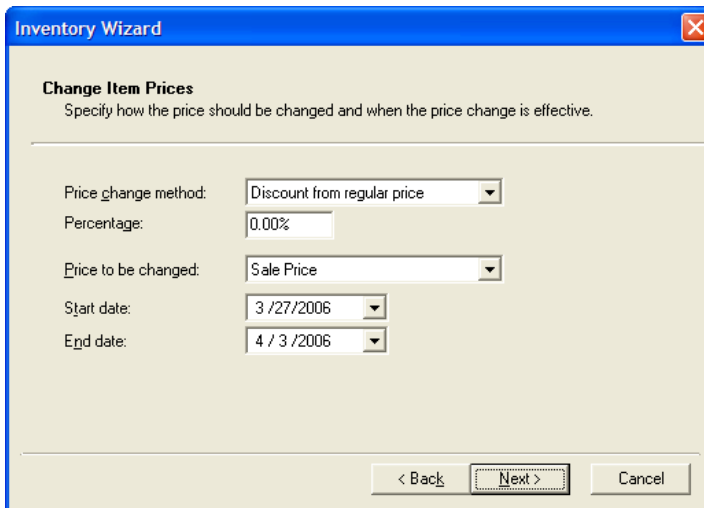
in the wizard. If you select this option, some boxes on the following pages will be disabled.

Items from this filter If selected, you can specify the items to update based on filter criteria that you specify.

After you select this option and click Filter, you can define your filter criteria (i.e. Item Lookup Code, Description, Price, etc.).

Change Item Prices 2

After you click Next, specify the method you want to use to change prices and which price you want to change.

> **Note** If you selected the Add Items Manually option on the previous wizard page, you can only specify the price to be changed.

Price change method

Discount from regular price If selected, the prices of the affected items will be discounted by the percentage you enter. For example, if the item has a regular price of $1.00 and you enter 10% (effectively, $0.10), the Inventory Wizard will update the price to be $0.90. The calculation is as follows:

$1.00 - ($1.00 x 10%) = $0.90.

Markup from cost If selected, the prices of all the affected items will be set based on a percentage markup from their respective costs. For example, if an

item has a cost of $0.50, and you enter a percentage of 50% (effectively $0.25), then the item's new price will be $0.75. The calculation is as follows:

$0.50 + ($0.50 x 50%) = $0.75.

Set profit margin If selected, the prices of all the affected items will be set so that the percentage you enter is obtained as a profit from cost. The profit margin is equal to the price minus cost, then divided by the price.

For example, if an item has a cost of $0.50 and you enter a percentage of 100%, the Inventory Wizard will update the price to $1.00. The calculation is as follows:

[($1.00 - $0.50)/$1.00)] x 100 = 100%

Offset from regular price If selected, the prices of all the affected items will change based on the amount you specify added to the current price. For example, if an item has a price of $1.10 and you enter $0.25, the Inventory Wizard will update the price to $1.35. The calculation is as follows:

$1.10 + $0.25 = $1.35

Offset from cost If selected, the prices of all the affected items will change based on the amount you specify added to the current cost. For example, if an item has a price of $1.10, a cost of $0.50, and you enter $0.75, the Inventory Wizard will update the price to $1.25. The calculation is as follows:

$0.50 + $0.75 = $1.25.

Percentage A percentage amount; for example, type 90 to represent 90%.

Price to be changed

Regular If selected, the new prices will replace the items' current Regular price. The previous Regular prices will be lost.

Level A If selected, the new prices will replace the items' current Level A price. The previous Level A prices will be lost.

Level B If selected, the new prices will replace the items' current Level B price. The previous Level B prices will be lost.

Level C If selected, the new prices will replace the items' current Level C price. The previous Level C prices will be lost.

Sale If selected, the pricing changes will reflect the sale price The sales event period is entered using the Start Date (beginning of the sale period for the items)

and End Date (ending of sale period for the items).

Perform Price Rounding

After you click Next, you can specify how to round prices to your store's particular pricing method.

Normally, you set up rounding rules only once. Store Operations saves these rules so you do not have to re-enter them every time you perform price changes. This way, every time you want to change prices and perform price rounding, you just need to specify the rounding method.

Perform price rounding If selected, Store Operations will round the new prices according to the rules you specify.

Make price a multiple of If selected, Store Operations will round the new prices to the nearest specified amount above or equal to the changed price.

Then end price with If selected, Store Operations will end the new prices with the amount you specify below or equal to the changed price.

Round to nearest If selected, Store Operations will round the new prices to the nearest specified amount.

Round up If selected, Store Operations will round the new prices to the nearest specified amount that is above or equal to the changed price.

Round down If selected, Store Operations will round the new prices to the nearest specified amount that is below or equal to the changed price.

Example 1
Rounding prices to the nearest dollar

Assume you own a bookstore and want to discount all your books priced between $0.00 and $20.00 by 20%. If you do not round prices, a price of $6.49 would become $5.19 with the 20% discount. But, if you want all your discounted prices to be rounded to the nearest dollar, you would set up price rounding as follows.

1   On the **Perform Price Rounding** page of the Inventory Wizard, select the **Perform price rounding** check box.

2   Specify the rounding method.

    In this example, you want Store Operations to round prices to the nearest dollar. So, select **Round to Nearest**.

3   Under **Price Range**, type "$0.00" in the **From** box and "$20.00" in the **To** box.

    Store Operations will round all the prices that are less than or equal to $20.00.

4   Under **Rounding Rules**, select the **Make price a multiple of** check box, and then type "$1.00" in the box.

Store Operations will now round the discounted prices to the nearest $1.00. For example, Store Operations will round the discounted price of $5.19 to $5.00. Conversely, if you had selected **Round up** as the rounding method, Store Operations would round the discounted price of $5.19 up to $6.00.

To take Example 1 a step further, you can also set up the rounding rules to not only round the discounted prices to the nearest dollar, but also have them all end with the value of $0.95 (or any desired value).

•   Select the **Then end price with** check box, and then type $0.95 in the box.

Because you selected **Round to nearest** for the rounding method, Store Operations will set the discounted price of $5.19 to $4.95. Alternately, if select **Round up** as the rounding method, Store Operations would round the discounted price of $5.19 up to $5.95.

Finish

After you click Next, Store Operations displays the "Completing the Inventory Wizard" page.

• Click **Finish** and Store Operations displays the **Inventory Wizard Workpad**.

Workpad
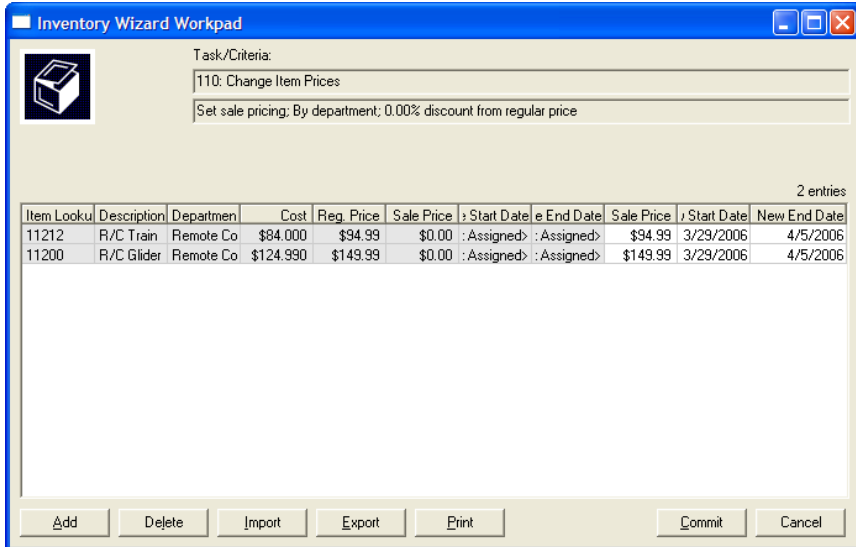
The Inventory Wizard Workpad displays the items that the Inventory Wizard will update.

You can right-click the list and use commands to perform additional functions, such as adding items, deleting items, copying data as a table, and hiding (or displaying) columns.

You can also double-click an item lookup code or department to view more detailed information.

Add Click Add to add an item to the list.

Delete Click Delete to delete an item from the list.

Import Click Import to import items from a file. After clicking Import, specify a file name and file type.

Export Click Export to export the list to a file. After clicking Export, specify a file name and file type.

Print Click Print to print the list.

Commit When all the information is correct, click Commit to apply the changes to the database.

Cancel Click Cancel to close the Workpad and cancel any pending changes to the database.

New Item Wizard

Use the **New Item Wizard** to quickly add items to your database. The **New Item Wizard** will help you to assign all the standard properties (i.e., Item Type, Item Lookup Code, Price) for the item, in addition to defining assembly, matrix, and/or lot matrix components and dimensions

"Working With Your Database" provides instructions on how use the New Item Wizard to add a standard, assembly, matrix, lot matrix, and/or serialized item.

Explaining each wizard screen, the following example shows how to add an item to your database. Depending on what type of item you create, the wizard screens will vary.

1   On the **Wizards** menu, click **New Item Wizard**. You will see a window that provides a brief overview of the New Item Wizard.

2   Click **Next** to define the item's properties.

3   Use the **Item Type** drop-down list box to define the item's type (such as **Standard**).

Note   If you select **Matrix**, you will leave the wizard and the **Item Matrix Properties** window will appear. For Help entering information in the tabs of that window, click the **Help** button in the window.

4   In the other property fields, enter the item lookup code, description, quantity, price, cost, department, category, supplier, item tax, bin location, and barcode. The following provides information for each field:

Term:	Description:
Item Type	The type assigned to the item (i.e., Standard, Matrix, Lot Matrix, Kit, Voucher, etc.)
Item Lookup Code	The number by which the item can be referenced.
Description	Enter a description by which the item can be referenced.
Quantity	The quantity of the item you have in stock. For some item types (i.e., Matrix), you cannot edit this field. You can enter the quantities for each item component in a later step.

Price	Displays the regular price.
Cost	The cost for the store to purchase one of the item.
Department	The department by which the item is associated. To define the departments, use the Departments & Categories menu option.
Category	The department category by which the item is associated. To define the categories, use the Departments & Categories menu option.
Supplier	Displays the supplier's name. Click the Browse button to select from the list of suppliers.
Item Tax	Use the drop-down list box to specify the tax code that is applied to the item when it is sold at the point-of-sale. To define these tax codes, use the Item Taxes menu option.
Bin Location	Displays the location in the store where the item is kept.
Barcode	The Barcode drop-down list enables you to define the item's barcode type.

5   Click **Next**.

If you are creating an Assembly or Lot Matrix item, you will be able to define the item components.

If, however, you are creating a Standard, Serialized, Gasoline, Weighed, or Non-Inventory item, you can click **Finish** on the wizard screen. Store Operations will then add the item to the database.

Note   The following guidelines explain the features for creating a lot matrix item. The wizard screens and/or instructions may vary slightly depending on what item type you define.

6   In the **Title** fields, enter the applicable lot matrix dimensions (such as "6-pack" or "Case"). After you create the item, you can use the **Items** menu option to display items by their dimensions.

7   For each title, enter the **Lot Price** and **Lot Quantity**.

8   Select or clear the **Include lot title in sub-description** option. If selected,

Store Operations will add the dimension information to the item's sub-description.

9   Click **Next** to continue.

10 In the **Components** table, modify information for each component as desired. The gray fields are not editable.

11 Click **Next** to continue.

12 On the final wizard page, click **Finish** to add the item to the database. You can also click **Cancel** to cancel the operation.

To immediately print labels for the items you just created, select the Print Labels option. This will launch the Label Wizard and enter the items in the wizard's Print List. To create another item with the New Item Wizard, select the **Create Another New Item** option. To add or modify the detailed properties for the item, select the **Edit Item Properties** option.
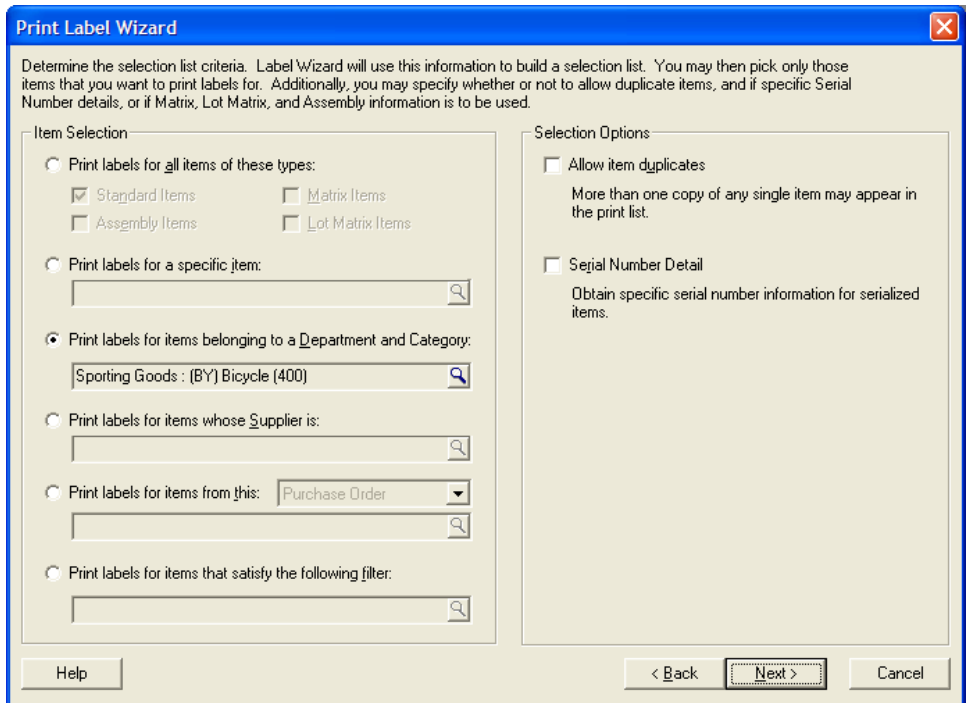
When you go to the **Database** menu and click **Items**, you will see the new item or items in the **Items** window. If desired, click **Properties** to modify the item's information.

Label Wizard

Use the Label Wizard menu option to print labels for selected items using a particular label style or template.

Item Selection page

When you click Label Wizard from the Wizards menu and then click Next, the wizard displays the Item Selection page.

This page allows you to speed up your label printing by selecting a group of items to choose from. Your choices on this page do not create the final list of labels to print. Instead, they create an initial list of items called the Selection List.

> **Note** You can view the Selection List and choose the specific items that you want to print labels for on the next page of the wizard.

Item Selection

- **Print labels for all items of these types** - Select this option and then select

one or more check boxes to include all items of the specified item types (Standard, Matrix, Assembly, Lot Matrix).

- **Print labels for a specific item** - Select this option and then click the **Browse** button to select a single item. (In this case, your selection becomes the Print List.)

- **Print labels for items belonging to a department or category** - Select this option and then click the **Browse** button to select a department and/or category. All items in the selected department or category will be included in the Selection List.

- **Print labels for items whose supplier is** - Select this option and then click the **Browse** button to select a supplier. All the items that have the selected supplier as their primary supplier will be included in the Selection List.

- **Print labels for items from this** - Select this option, choose the type of order you want to use (purchase order, inventory transfer in, or inventory transfer out), and then click the **Browse** button to select an order. All items in the order will be included in the Selection List.

- **Print labels for items that satisfy the following filter** - Select this option and then click the **Browse** button to define the filter criteria (such as bin location or the date the item was last updated). All items that meet the filter criteria will be included in the Selection List.

Selection Options

Allow item duplicates If selected, the same item can appear more than once in the Selection List. If you do not select this check box and then try to add a duplicate item to the Print List, Store Operations will notify you that the duplicate items were not included in the Selection List.

Serial number detail If selected, Store Operations will prompt you for the serial numbers of the serialized items in the Print List.

Click **Next** to continue.

Print List page

On this page, you choose the items in the Selection List that you want to print labels for. Store Operations will print labels only for those items that appear in the Print List.

Number of labels per item

Select the quantity of labels to print for each item in the **Print List**.

- **Fixed quantity** - Enter a quantity. That number of labels will be printed for each item in the list.

- **Stock on hand** - The number of labels printed for each item in the list will equal the in-stock quantity of the item.

- **Issued/Received to date** - (Available only when a purchase order or inventory transfer has been selected.) The number of labels printed for each item in the list will equal the total quantities received or issued to date on the selected order.

- **Quantity ordered** - (Available only when a purchase order or inventory transfer has been selected.) The number of labels printed for each item in the list will equal the quantity of that item on the selected order.

- **Issued/Received on this order** - (Available only when a purchase order or inventory transfer has been selected.) The number of labels printed for each item in the list will equal the most recently received or issued quantity for that item on the select order. For example, suppose you ordered 20 units of an item in a purchase order. Yesterday, 10 units were received and you printed labels for them. Today, you received another 5 units. You don't want to print labels for the order received to date, because that would cause 10 extra labels to be printed, and you don't want to print labels for the total quantity ordered, because 5 units have not been received yet. Instead, select this option to print labels for only the 5 units included in the most recently received shipment.

Set Quantity

Click this button after setting the number of labels to print and adding items to the **Print List**. Quantities will be entered into the **Qty** column in the **Print List**. To modify these quantities, change your settings, and then click **Set Quantity** again.

Note   Clicking **Set Quantity** will overwrite any quantities that you have manually entered in the **Qty** column.

Selection list

Displays the item lookup codes and descriptions of the items that meet the criteria that you specified on the **Item Selection** page of the wizard. To copy one of the listed items to the **Print List**, select it, and then click **Add**. To copy all of

the listed items to the **Print List**, click **Add All**.

Print list

Displays the items that labels will be printed for. To remove an item from the list, select it, and then click **Remove**. To clear the list, click **Remove All**.

Qty column: This column shows the number of labels that will be printed for each item in the **Print List**. You can type quantities directly into this column, or you can click **Set Quantity** to set label quantities based on your settings in the **Number of labels per item** area.

QuickScan

Click this button if you want to add items to the **Print List** by using your scanner.

When the **Print List** contains the correct items, click **Next** to continue.

Label Format page

Use this page to select the label format that you want to use.

Label format: Select a label format that you want from the list of available label formats.

Note   The label formats in the list correspond to the label format files in the Labels folder. By default, the path to this folder is C:\Program Files\Microsoft Retail Management System\Store Operations\Labels, but you can set a different path in Store Operations Administrator.

Start position: Set the starting row and column for each sheet of labels.

To continue, click **Next**, and then click **Finish** to see the **Print Preview** dialog box. If the preview is satisfactory, click the **Print** button on the toolbar.

Reports menu

Use the Store Operations reports ("Active Reports") to analyze your inventory and sales data. For example, you can generate reports to obtain instant sales figures, view slow-moving items, and see the sales totals for any item on any day.

Use Store Operations advanced report tools to sort and filter the data directly on your screen. *See also* Creating a Report.

In the Reports menu, you will find the following report options:

- **Customer reports** - View all your customers and their associated information, including aging account receivables and account activities.

- **Sales reports** - Analyze all your detailed sales and tax information, such as daily sales, tax collected, top performing employees, commission totals, and much more.

- **Items reports** - Organize items by price, quantity, value, supplier, alias, substitute, and serial number levels, in addition to identifying the fastest and slowest moving items as well as items that are offline.

- **Quotes/Orders reports** - Track quotes and orders (i.e. backorders, purchase orders, inventory transfer orders, work orders) that affect your inventory.

- **Layaway reports** - Identify what's on layaway.

- **Miscellaneous reports** - View the batch list, cashier log, credit and debit card transactions, shipping log and voucher information.

- **Memorized reports** - Save customized reports. This way, the next time you generate the report, you do not have to re-enter all the options again. You will not see this report option until you have memorized at least one report.

The best way to familiarize yourself with Store Operations reports is to generate all of them, practice using the sorting and filtering tools, memorize your favorite settings, and figure out how to best apply them to your business. By utilizing all the available report tools, you can generate virtually an unlimited amount of different reports.

Utilities menu

Overview

The Utilities menu options enable you to activate the calculator, use the calendar, design label templates, access add-ins, use crystal reports, and send messages.

In the Utilities menu, you will find the following menu options:

- **Calculator** - Use the calculator to perform basic pricing functions, including addition, subtraction, multiplication, and division.

- **Calendar** - Schedule appointments and set up event reminders.

- **Label Designer** - Design your own label templates.

- **Add-Ins** - Access point-of-sale information from Microsoft Office applications.

- **Crystal Reports** - Create and use different reports, including the Timecard Report, Customer List, and Customer Mailing Labels.

- **Messages** - Send messages to one or more cashiers.

- **Settle EDC Batch** - If you are using PC-Charge or a preferred acquirer as your credit/debit card processing software, you can settle the EDC batch.

- **Import QuickBooks** – If you are using QuickBooks as your accounting software, you can import data from QuickBooks.

- **View Old QS2000 Journals** - If you imported your QuickSell 2000 database, you can locate and/or print any journal stored in that database.

- **Backup Database** - Safeguard the information in your Store Operations database.

Calculator command

The Store Operations calculator works like any other calculator, with basic functions such as addition, subtraction, multiplication, and division. To display the calculator, on the Utilities menu, click Calculator. The following explains the memory features.

MC (F1 Key) Clears the contents of the memory.

MR (F2 Key) Recalls the value from memory.

M- (F3 Key) Subtracts the value on the screen from the value in memory and places the new value in memory. For example, if 10 is in memory, 4 is on the screen, M- is pressed, and then MR is pressed to recall the memory value, the result is 6.

M+ (F4 Key) Adds the value on the screen to the value in the memory and places the new value in memory. For example, if 5 is in memory and M+ is pressed while 3 is on the screen, then after pressing MR, the result shown on the screen is 8.

CE (E Key) Clears the screen and the ribbon screen but not the memory.

C (C Key) Clears all the screens and the memory value.

OFF (O Key) Turns the calculator off and exits.

Calendar command

Use the Calendar command to schedule an appointment for any day of the year. You can also set up event reminders.

> **Note** Store Operations will only remind you of an appointment if the Reminder option is enabled for that specific event.

Calendar Main Display The main display consists of two sections. The left, or Month-Year, section displays the month, year, and day currently being displayed in the second section. The month and year are incremented or decremented using the appropriate on-screen arrow button. The day is selected by clicking on the day.

The right, or Time-Event, section displays the appointments scheduled for the selected day, month, and year.

When you click New or Properties, you will see the Event Properties dialog box.

Date Enter the date for which the appointment is set. The date defaults to the present date. Use the Date drop-down list box to change the event date.

Time Enter the time at which the appointment is scheduled.

Description Enter a description (i.e., Conference Meeting) of the scheduled appointment.

Reminder Determine if and when Store Operations will display a notice of the appointment. If you select the 'Remind me of this event' option, you can then use the drop-down list box to specify the advanced notice time (i.e., 10 minutes, 1 hour, 1 day, etc.). Store Operations will display a reminder 🖩 notice at the bottom of the transaction screen, on which you can double-click your mouse to view the Calendar Event Reminder or click Calendar Events from the Utilities menu.

Security Specify whether you want the event to be a personal or public event reminder. If the event is "personal", no other person with a different login ID may view the event reminder.

Label Designer command

Use the Label Designer to design your own label templates. You can either edit the sample label files installed with Store Operations in the LABELS sub-directory, or you can create a label template from scratch. For guidelines on how to design and edit label templates, see "Using Labels".

Whenever you want to generate labels for a item or group of items, use the Label Wizard, which enables you to select the desired label template.

The following explains the Label Designer properties and their associated descriptions.

Label Designer Toolbar

Button	Purpose
□	Create a new label template. Once you click this button, you can edit the label properties.
📂	Opens an existing label. The sample label styles are included in the Labels folder in the Store Operations EXE sub-directory. The label files must have .LBL as the extension.
💾	Saves the current label. To select this template using the Label Wizard, you must save the file in the Labels folder in the Store Operations EXE sub-directory.
📇	Adds a Caption field to the label, which you can then define as a Text, Field, Barcode, Picture, Box, and/or Line object.
✕	Permanently removes the selected object from the template.
✂	Removes the selected object from the template.
📋	Copies the selected object to a clipboard.
📋	Inserts the objects on the clipboard at the insertion point.

Label properties

Description The name by which the label is referenced.

Label height The vertical size of the label.

Label width The horizontal size of the label.

Rows The number of horizontal rows the job will print.

Cols The number of columns the job will print.

Row margin The vertical distance between labels.

Col margin The horizontal distance between labels.

Top margin The space between the top of page and the top of first label.

Left margin The space between the left of page and left edge of first label.

Object properties

Name The name by which the label object is referenced.

Type The variable (i.e., Text, Field, Barcode, Picture) for the label object.

Object Type	Purpose
Text	Displays the words (i.e., "Guaranteed Low Prices") entered in the Caption field on the label template.
Field	Enters the applicable field information from the Store Operations database on the label. For example, if you use the Caption drop-down list box to select Price, Field will display the selected item's price on the label.
Barcode	If the item(s) has an associated barcode, the Barcode field displays the barcode on the label. Use the Items menu option in the Database menu to define the item barcode.
Picture	Displays the selected picture (i.e., store logo) on the label. Use the Browse button in the Caption field to select the graphic file. **Note** Some printers may not be able to use graphics.
Box	Displays a box on the label. You can use the shape to outline another object, such as the Price.

| Line | Displays a slash line (\ ) on the label. You can use this object with other objects. For example, you can use the line to cross out an old price in favor of a sale price. |

Caption The information that will be displayed in the object field. The available Caption options depend on the variable you enter in the Type field. For example, if you used the Type field to select 'Field', you could use the Caption drop-down list box to select from item and pricing fields to matrix and serial number fields. Additionally, if you used the Type field to select 'Picture', use the Caption field to select the applicable graphic file.

Font   Font used for the selected object.

Top Vertical orientation of the object from the top edge.

Left Horizontal orientation of the object from the left edge.

Height Height of the object.

Width Width of the object.

Units The unit of measurement. You can select from Twips (1440 twips = 1 inch), Inches, and Centimeters.

Grid size You can create a virtual grid that allows you to better align your label objects.

Tip For International purposes, you can design labels that display multiple foreign currencies and exchange rates. You can also include graphics of their associated flags.

Add-Ins command

Store Operations is fully scalable and lets you access third-party software or custom programs and tools quickly and easily from the Store Operations Manager Utilities menu. Use Store Operations Administrator to set up the software to incorporate Add-Ins. For information about this feature, see "How to use Add-Ins" in Store Operations Online Help.

Crystal Reports command

Store Operations incorporates Crystal Reports, a leading Windows-based reporting tool. Use Crystal Reports to create your own reports and then invoke them through Store Operations. All reports are stored as files in a directory. If you are running Windows NT, you can use the NT file security features to assign which users have access to selected reports.

Use the Report Selection dialog box to sort a number of different reports by their file names or descriptions. The reports provided with Store Operations are Customer Mailing Labels, Timecard Report, Customer List, and Register Analysis Report.

Once you select your desired report, use the next screen to sort the data, view additional details, and select filter criteria. This way, you can customize reports to best meet specific criteria.

Sort-by tab Use the Sort-by tab to specify the order in which report data appears. When you sort the report by text fields (i.e., customer, city names, etc.), the entries are displayed in alphabetical order (A-Z or Z-A) based on the contents of the selected field. Likewise, the report feature sorts the value fields (i.e., total sales, number of visits, etc.) into numeric order (0-100 or 100-0) and the date fields into chronological order (1/1/01-12/31/01 or 12/31/01-1/1/01). Depending on the report you select, you can sort the report data by up to three fields.

Additional Details tab If there are additional details available to the selected report, you will find them on the Additional Details tab. Choose from a number of options. To select an option, click to select the box.

Criteria tab Use the Criteria tab to specify filter criteria. Only entries that match the set criteria are included in the report, for example, having the report contain only customers who live within a certain zip code. You can set the report to include multiple criteria. For example, you can generate a report that specifies how many customers living in a specific state have visited your store during a selected period of time. Use the Criteria tab to fine-tune your Crystal Reports. If you do not select any of the criteria, the report will use the default settings.

Note For each filter criteria you define, click the Add button.

Messages command

Whenever you want to send messages to one or more cashiers, use the Messages menu option. If the cashier is currently logged on at a register, the message will appear on the POS screen shortly after sending. If the cashier is not logged on at a register, the message will appear once the cashier logs on to any register.

When you click Messages, you will see a list of all your messages.

Click **New** to create a new message;

click **Delete** to delete the selected message; or

click **Read** to read the selected message.

When you click New, you will see the Message window.

To Displays the names of the cashiers who are available to receive the message. A recipient of the message is determined by selecting the cashier name. Click the To button to select the desired recipients. On the Send To window, you can select multiple recipients by pressing and holding down the CTRL button on your keyboard and using the mouse to select the appropriate cashiers.

Subject Displays the title or subject of the message. The title may be up to thirty characters in length.

Message Display the contents of the message being sent.

Send To send the message to the designated cashiers, click Send.

Settle EDC Batch command

Use the Store Operations Administrator program to select the applicable type of credit and debit card processing software. If you set up Store Operations to integrate with a preferred acquirer or PC-Charge, use the Settle EDC Batch option from the Utilities menu. Otherwise, the Settle EDC Batch option will not be enabled. To learn how to integrate a preferred acquirer or PC-Charge with Store Operations, see "Integrating EDC software" in the *Getting Started Guide*.

Import QuickBooks command

If QuickBooks is your designated accounting software, you can import the chart of accounts, payment terms, customers, suppliers, and items from QuickBooks into Store Operations. If QuickBooks is not selected as your accounting software, this option will not be enabled.
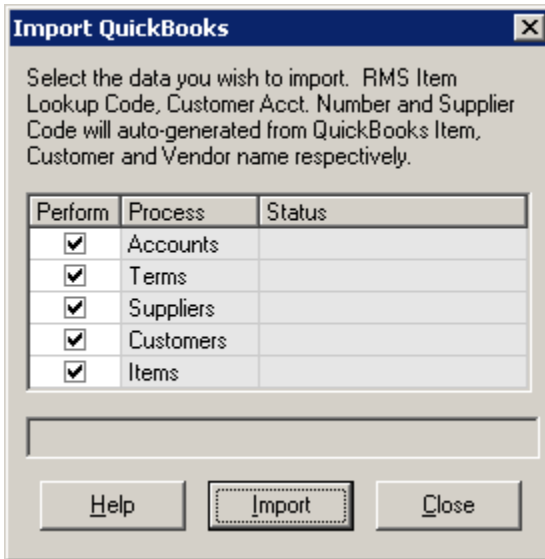
Perform: If the check box is selected, the data is imported when clicking **Import**.

Process: The type of data to import, including Accounts, Terms, Suppliers, Customers, and Items.

Status: Displays the progress when importing and the final status of the data, such as Imported or Aborted.

Import: Click this button to import the selected data.

If a record already exists in Store Operations, you are prompted to select an import conflict resolution. You can update Store Operations with the QuickBooks record, create a new record, or not import the record.

Select a **Resolution** and then click **Apply** to apply the resolution only to the current record, or click **Apply to All** to apply the resolution to all records of the same type, such as all customer records. Click **Abort** to stop the import process.

Tip If you abort the import, you can check to see what records were imported before the interruption. Select Items, Customers, or Suppliers on the Database menu to view these lists. To view accounts, select Assign GL Accounts on the Journal menu. Imported Terms can be viewed in the Supplier Properties window.

Notes on importing

- We recommend that you import the data in the following order:

  1 Accounts

  2 Terms

  3 Suppliers

  4 Customers

  5 Items

- Since the Chart of Accounts and Payment Terms are maintained in QuickBooks, Store Operations automatically replaces the Account and Term records with the QuickBooks imported records. You will not be prompted to select an import conflict resolution.

- The Store Operations account name and number is not automatically updated when the QuickBooks Chart of Accounts is re-imported. If this information is revised in QuickBooks, you can re-import the updated account and then manually re-assign the general ledger account in Store Operations.

- If you are exporting closed POs as Bills into QuickBooks, be sure that the Vendor Name in QuickBooks is only 30 characters long. Otherwise, you may incur errors when posting closed batches with POs.

- The following table displays the QuickBooks fields imported into Store Operations, and the corresponding Store Operations field names.

Table	Store Operations Field Name	QuickBooks Field Name
Item	**Item Lookup Code**	Name/Number (uniquely generated from first 25 characters of name *)
	Description	Description on Sales Transactions
	Price	Sales Price
	Cost	Cost
	Reorder Point	Reorder Point
	Quantity	On Hand
	Primary Supplier	Preferred Vendor
Customer	**Account Number**	Customer Name (generated from QuickBooks name *)
	First Name	First Name
	Last Name	Last Name
	Company	Company Name
	Credit Limit	Credit Limit
	Fax Number	FAX
	Phone Number	Phone
	Email – Address	E-mail
	Title	Mr./Ms./...
	Address1	Address
	Address2	Address
	City	City
	State	State/Province
	Zip	Zip/Postal Code
	Country	Country/Region

Table	Store Operations Field Name	QuickBooks Field Name
ShipTo (Customer import)	**Name**	Name (50 characters of First and Last Name)
	Fax Number	FAX
	Phone Number	Phone
	Address1	Address
	Address2	Address
	City	City
	State	State/Province
	Zip	Zip/Postal Code
	Country	Country/Region
Supplier (Vendor)	**Name**	Vendor Name
	Code	Generated from the first 17 characters of Vendor Name *
	Fax Number	FAX
	Phone Number	Phone
	Account Number	Account Number
	Contact	Contact
	Email – Address	E-mail
	TaxNumber	Tax ID
	Address1	Address
	Address2	Address
	City	City
	State	State/Province
	Zip	Zip/Postal Code

Table	Country	Country/Region
	Terms	Terms
Table	**Store Operations Field Name**	**QuickBooks Field Name**
Chart of Accounts	**Number**	N/A
(All types of COA are supported)	**Name**	N/A
Terms	Name	N/A

* When generating names and codes from QuickBooks, spaces and apostrophes are removed and all characters are changed to uppercase.

View Old QS2000 Journals command

If you used Store Operations Administrator to import your existing QuickSell 2000 database, you can view your past QS2000 journals. When you click View Old QS2000 Journals, you will see a report that lists all your old journals. Double-click any number in the Batch Number column to display the receipt. You can then use Find to locate other journals or use Print to print the journal.

Note   If you did not import a QuickSell 2000 database, the View Old QS2000 Journals menu option will be disabled.

Backup Database command

Use the Backup Database command to regularly back up your Store Operations database and safeguard critical data. In case you experience system failure or a natural disaster, you can retrieve the backup copy and restore your data.

When you back up a database, you make a copy of it on another device. A typical backup cycle consists of a backing up of an entire database, transaction log, and then repeating backups at regular intervals.

You can use the Store Operations Administrator to not only back up your database, but also restore it anytime. For more information, see Store Operations Online Help.

Point of Sale program

Overview

Use Store Operations Point of Sale (POS) to process your sales transactions at the cash register. The following topics explain all of the POS software features, in addition to providing guidelines and ideas about how you might use them in your business.

- Moving around in the POS program

- Processing daily POS activities

- Step-by-step guidelines

Moving around in the POS program

The main POS screen

Before you journey through the POS program, it is a good idea to familiarize yourself with the software's basics. When you first log on to the POS program, you will see the main interface. Press Ctrl-F6 to customize the transaction screen.

Depending on your screen display settings, the POS screen can be divided into eight distinct sections. You also have the option to display the Net Display.

The top section of the screen, or status bar, contains information about the register and cashier, the current date and time, return mode status, type of order, event reminder, message notification, and printer status. You can show or hide this section.

The second section, or HTML status bar, is an additional place to display information, including transaction status, graphics, and/or customizations. Use the Store Operations Administrator program to specify the desired Web status file name location. If you will not use this section, press Ctrl-F6 and clear the appropriate option. Note that the HTML status bar is designed for display only.

The third section, header section, displays the customer's Bill To and Ship To address as well as the applicable shipping information (i.e., Carrier, Service, Charge,). If you have a shipping carrier defined on the Shift-F1 Shipping Information window, the header section will be displayed. Otherwise, this section will appear only when a customer account is selected.

The fourth section, details section, can contain any detailed or additional information associated with the transaction. For example, when you press Shift-F9 for a normal sales transaction, you can enter a comment and/or reference number, which would print on the receipt. Or, you can enter special details (i.e., comment, reference number, expiration date, etc.) for other types of transactions, including quotes, work orders, and layaways.

The fifth section, or body section, is the area where all items that are being purchased are placed. As each item is scanned or entered, its product lookup code, description, quantity, price, and tax status are automatically displayed.

The sixth section, or the footer section, displays the running values for the sales sub-total, tax amount, shipping and total sales amount in large, easily read characters.

The seventh section, or the command keys section, displays the association of the special function keys with POS functions. The function keys F1 to F12 are used in conjunction with the Shift, Ctrl, and Alt keys for quick access to POS functions. When you press the Shift, Ctrl, or Alt key, the buttons change to show the different functions that may be performed. This section may be hidden, if desired, to make more room for the body section.

The eighth section, the Custom Buttons section, contains customized shortcuts to other software programs. You can directly access them without leaving the transaction screen. These buttons can be activated by a mouse click or by pressing both the Ctrl key and the associated number from 0 to 9. To exit from the custom button's display window and return to the transaction screen, press the Esc key.

To use the Net Display, press Ctrl-F6 to select the Show Net Display option. The Net Display runs on another monitor attached to your point-of-sale station. The Net Display can display personal greetings, reminders, and advertisements that motivate and entertain your customers as they wait in line. At the point-of-sale, you can enable/disable the Net Display and adjust its size and position. You can also choose whether to display the receipt in real-time. For more information, see "Net Display Channels option" in the "Reference" section.

POS icons

As you process different types of transactions, the POS screen will display certain icons that help the cashier quickly identify what is happening at the POS station. The following table explains each icon.

Icon	Description
1	Displays the register number.
1	Displays the line number that currently has the focus.
	Flashes to remind the cashier of a Calendar event.
	Notifies the cashier that the transaction (e.g., layaway) was recalled.
	Notifies the cashier that a transaction is On Hold. To recall a transaction from on hold, press F11.
	When this icon flashes, it notifies the cashier that is currently logged on that he has at least one new message. To read the message(s), press Shift-F2.
	Notifies the cashier that the Return mode is activated. When you scan or enter items in Return mode, the items appear in red and show a negative quantity.
	Notifies the cashier that the on-screen amount is in a different currency other than the default currency. This feature is used for display only. Note that if this icon is displayed, the cashier cannot scan items or use any other function keys until the cashier uses the Ctrl-Shift-F2 function key to select the Default Currency.
	Notifies the cashier of a Post-Void transaction.
	Displays in the Price field whenever the item's price has been changed or recalled.

1 Displays when the print mode is one and which printer(s) are defined. Press Ctrl-F9 to toggle the receipt printer on/off. When the print mode is on, all properly defined transactions print to the designated printer. When the print mode is off, no transactions will print to the designated printer.

Notifies the cashier that the RMS Network service is enabled and running. Connecting to the RMS Network (a private network) lets you retrieve orders from Web stores and publish data via the Internet regarding in-store inventory, quantity, and pricing in real-time. An Internet connection and a subscription to the RMS Network are required.

Notifies the cashier that the macro is currently being recorded.

Notifies the cashier that macro recording has paused. For example, you can pause the macro recording whenever a form is open and you press Ctrl-F3. While the form is still open, you can press Ctrl-F3 again to resume the recording process.

Notifies the cashier that the register is running in terminal offline.

Function keys summary

The following list summarizes Store Operations function keys. Use this list to remind cashiers of all the available function keys and their associated commands. For detailed information, see "Keyboard Guide".

Key	Function
F1	View context-sensitive help
F2	Display lookup window
F3	Activate calculator
F4	View journals and print receipts
F5	Access open/close register functions; perform blind closeout; generate closing reports
F6	Display calendar and appointment book
F7	Select or clear customer account
F8	Perform no sale
F9	Secure register (log off)

Key	Function
F10	Perform cash drop or cash payout
F11	Access recall function (on hold, post-voids, quotes, layaways)
F12	Display tender window
Shift-F1	Select shipping carrier and service
Shift-F2	Send message to a cashier
Shift-F3	Discount current sale
Shift-F4	Receive payment on account
Shift-F5	Shift tax status for entire sale
Shift-F6	View daily POS graphs
Shift-F7	Add or view customer file
Shift-F8	Select a sales representative
Shift-F9	Enter detailed information for type of transaction
Shift-F10	Enter gas pump deposit
Shift-F11	Reprint last receipt
Shift-F12	Select applicable sales taxes
Ctrl-F1	Activate quote feature
Ctrl-F2	Activate work order feature
Ctrl-F3	Program macros
Ctrl-F4	Activate return mode
Ctrl-F5	Toggle item's tax status
Ctrl-F6	Customize screen display
Ctrl-F7	Select applicable ship to address
Ctrl-F8	Activate layaway feature
Ctrl-F9	Toggle receipt printer on/off
Ctrl-F10	Insert item comment
Ctrl-F11	Look up item's substitutes
Ctrl-F12	Place transactions on hold
Ctrl- Shift-F1	Display system information
Ctrl-Shift-F2	Display on-screen amount in desired currency

Key	Function
Ctrl-Shift-F3	Display selected voucher's details
Ctrl-Shift-F4	Clock In/Clock Out
Ctrl-Shift-F5	Displays details about peripherals connected to the POS
Ctrl-Shift-F6	Select from a list of reason codes associated with the type of transaction
Ctrl-Shift-F7	Clear the present customer
Ctrl-Shift-F8	Edit and ship pending/open shipping orders
Ctrl-Shift- F9	Track the progress of a shipment
Ctrl-Shift- F10	Process open Internet orders
Ctrl-Shift-F12	Download Internet orders
ALT-F4	Escape from the on-screen Help window
ALT key + assigned function key	Process the programmed macro
Delete key	Delete current line

Keyboard guide

This section explains each of the following Store Operations POS function keys:

Help (F1)

Press F1 from practically anywhere within Store Operations POS to call up an associated context-sensitive help screen. The help information is customizable and lets you modify all help topics and content to accurately reflect your unique needs.

Lookup (F2)

During some processes, press F2 to display a lookup window. The contents of the lookup window depend on what screen is displayed or where the cursor is. For example, if you press F2 in the Item Lookup Code field, you will see the Item Information window. Wherever you are, pressing F2 will most likely call up a window to help you select something or provide you with detailed information.

Use the Find feature to quickly locate the desired information. For example, if you press Alt-F on the Items window, you can search for items that contain a specific word or phrase. You can also use the Picture feature to display the picture associated with the item (if applicable.)

Calculator (F3)

To display the calculator, press F3. The calculator works like any calculator and includes basic functions such as addition, subtraction, multiplication, and division. The following explains the memory features.

- **MC (F1 Key)** Clears the contents of the memory.

- **MR (F2 Key)** Recalls the value from memory.

- **M- (F3 Key)** Subtracts the value on the screen from the value in memory and places the new value in memory. For example, if 10 is in memory, 4 is on the screen, M- is pressed, and then MR is pressed to recall the memory value, the result is 6.

- **M+ (F4 Key)** Adds the value on the screen to the value in the memory and places the new value in memory. For example, if 5 is in memory and M+ is pressed while 3 is on the screen, then after pressing MR, the result shown on the screen is 8.

- **CE (E Key)** Clears the screen and the ribbon screen but not the memory.

- **C (C Key)** Clears all the screens and the memory value.

- **OFF (O Key)** Turns the calculator off and exits.

Journal (F4)

When you press F4, you will see the Journal Viewer window. Use the available list boxes to view any journal at any register. When you find the desired journal, you will see its detailed information, such as date, time, and register number, in addition to its print preview. You can then modify the page setup and print options. If desired, you can include a watermark with the word "DUPLICATE" on each page of the receipt by selecting the Mark as duplicate receipt checkbox.

Open/Close (F5)

This feature allows you to open and close the current register, in addition to performing a blind closeout and generating closing reports (X, Z, and/or ZZ report). We recommend that you use these functions once a day, except for the X report, which may be used more frequently.

Calendar/Events (F6)

Press F6 to display the built-in calendar and scheduling appointment book. This way, you can track and manage appointments and activities. The POS program also includes an automatic event reminder and a sophisticated messaging system to help you track and manage messages, appointments, and activities.

Set Customer (F7)

Press F7 to display the Customers window from which you can select the applicable customer's account number. On the Customers window, use the Find feature to quickly locate a specific customer account. If a customer account is currently selected, press F7 to either select a new customer. Use the Picture feature to display a picture or website associated with the selected customer.

No Sale (F8)

Press F8 to perform a no sale, i.e., pop open the cash drawer without completing a sales transaction. Only cashiers that have the privilege to perform "no sales" will be able to use this command.

Secure (F9)

Press F9 to log off the current cashier and display the log on screen. This effectively shuts off the system until a cashier logs on.

Drawer (F10)

The F10 key displays the Drawer Function window, from which you can perform various cash functions that effect the register. For example, use this function to perform a cash drop and a cash payout. You can use these functions only if (1) there are no item entries in the POS screen, and (2) the cashier has the privilege to perform cash drops and pay outs.

Recall (F11)

Pressing F11 enables you to perform the following activities:

- Recall a transaction from on hold

- Recall a transaction for return

- Void a transaction

- Recall a back order

- Recall a layaway

- Recall a quote

- Recall a work order

Tender (F12)

Press F12 to advance the cashier to the Tender window in order to conclude and receive payment for the sale. You can click Calculator on the Tender window to use the change calculator at the point-of-sale. Enter the quantities for each tender you receive. Store Operations will automatically calculate the value for each tender. For opening and closing the drawer, your cashiers can use this calculator to quickly count the currency.

Additionally, pressing F12 enables you to perform other functions based on the activity at hand (i.e., sales quotes, work orders, and layaways). For example, assume you just recalled a work order. When you press F12, you can save changes, pick up the entire work order, or pick up a partial order.

Shipping (SHIFT–F1)

Press Shift-F1 to select the applicable shipping carrier and service for a sales transaction. You can connect to the UPS or FedEx website to process online shipping, assign charges, and/or generate UPS and FedEx shipping labels. Customers can track shipments on-line at UPS or FedEx websites. Click the Browse button to directly access the carrier's web pages. Store Operations will automatically complete most of the shipping form and generate a shipping label you can print from your computer.

Messages (S<small>HIFT</small>–F2)

Press Shift-F2 to display the Messages window. Use this function to send a message to any listed cashier. Any designated recipient currently logged on instantly receives the message. If the cashier is not logged on, the message appears when the cashier logs onto the system. You can compose new messages, read messages, and delete old messages.

Discount (S<small>HIFT</small>–F3)

This feature allows you to discount item(s) in the sales transaction. If an item is selected, pressing Shift-F3 will display the Set Discount/Price Level window. You can then define the desired discount/price level action, discount method and percentage.

Discount/Price Level Action

The type of discount action you select determines the available methods by which you can discount the items or set a price level.

Set discount method for transaction Discounts or increases the prices all the items on the transaction screen.

- **No discount** Does not discount any of the items on the transaction screen.

- **Discount from retail price** Reduces the price of the selected item by the percentage entered.

- **Discount from minimum price** Considers the Quantity Discount, Level, Sale,

and Buydown prices, and then discounts the price that is the lowest.

- **Markup from cost** Sets the price of the selected item to reflect a markup by the percentage entered from the cost of each item.

- **Set profit margin** Sets the price of the item to produce a profit margin as indicated by the percentage entered. Profit margin is equal to the item price minus item cost, divided by item price, then multiplied by 100.

Set price level for transaction Store Operations supports four price levels: Default, Level A, Level B, and Level C. However, you can only use these options if the pricing level structure is defined for the items.

Perform discount on all items Discount the entire transaction based on a specified percentage or dollar amount. You can also enter the desired sub-total. Store Operations will automatically adjust the prices of the items to account for the discounted sub-total.

- **Discount by percentage** Reduces the transaction sub-total by the percentage entered. For example, if your current sales sub-total was $70.00, and you discounted the entire transaction by 10%, the discounted sub-total would be $63.00.

- **Discount by dollar amount** Reduces the transaction sub-total by the specific dollar amount entered. For example, if your current sales transaction was $70.00, and you reduced the entire transaction by $10.00, the discounted sub-total would be $60.00.

- **Set sub-total amount** Sets the transaction sub-total to the exact amount specified. For example, if your current sales transaction was $70.00, and you entered the amount $64.99 in the Amount box, the new sub-total would be $64.99.

Perform discount on current item Discounts the selected item by the discount method specified. To use this option, you must first select the applicable item. Otherwise, this option is disabled.

- **Discount percentage from current price** Reduces the price of the current price on the transaction screen by the percentage entered.

- **Discount percentage from retail price** Reduces the price of the selected item by the percentage entered.

- **Markup from cost** Sets the price of the selected item to reflect a markup by the percentage entered from the cost of each item.

- **Set profit margin** Sets the price of the item to produce a profit margin as

indicated by the percentage entered. Profit margin is equal to the item price minus item cost, divided by item price, then multiplied by 100.

- **Discount dollar amount from current price** Reduces the current price by the dollar amount entered.

After you select the method of calculation, enter the applicable percentage/amount, and then press Enter, you will see the reduced price(s) on the transaction screen.

Payment (SHIFT–F4)

Pressing Shift-F4 lets you enter a payment towards a customer's credit account. If you select a customer account and then press Shift-F4, you will see the account information for the selected customer. If you do not select the customer account, you can press Shift-F4, and then use the Browse button in the Account Number field to locate the applicable account.

 Note You can also use this function key to receive payments for a layaway.

The Receive Payment window displays detailed account information, including the balance owed, minimum payment, credit amount, and open account receivables. You can process and track customer payments by individual invoices.

Store Operations factors in the available credit and amount received to determine the Over/Under Payment Amount. If there is an overpayment, you can credit the customer's account or refund the money. If there is an underpayment, Store Operations displays the amount in brackets and advises you to either increase the amount received or decrease the amount applied to the account receivables. If the account has finance charges, Store Operations applies the payment to invoices with finance charges first.

 Note You cannot edit the information in the gray-shaded fields.

Receive Payment

Account number:
`0000002`

Total owed: $498.88

Selected customer:
Diane Tibbot
8283 West Cout
Renton, WA

Payment received:
$0.00

Total Credit: $0.00

☐ Apply local credit:
$0.00

Balance: $498.88

Open account receivables:

Orig. Date	Due Date	ID	Reference	Amount	Balance Due	Payment	Pay
7/3/2002	8/16/2002	S0-TR-14		$114.82	$114.82	$0.00	☐
7/5/2002	8/16/2002	S0-TR-26		$96.66	$96.66	$0.00	☐
7/11/2002	8/16/2002	S0-TR-42		$50.35	$50.35	$0.00	☐
7/14/2002	8/16/2002	S0-TR-50		$42.23	$42.23	$0.00	☐
7/17/2002	8/16/2002	S0-TR-61		$96.66	$96.66	$0.00	☐
7/30/2002	8/16/2002	S0-TR-80		$98.16	$98.16	$0.00	☐

Payment received plus applied credit: $0.00

Amount applied to account receivables: $0.00

Over/Under payment amount: $0.00

[Pay None] [Pay All]

[OK] [Cancel] [Help]

Term	Description
Account Number	The customer's account number. To select a customer, click the Browse button .
Balanced Owed	The total sum of the amounts in the Balance Due fields.
Selected Customer	The billing address for the selected customer.
Receive Amount	The payment amount received from the customer. You can either manually enter the amount or select (check) the Pay checkboxes for the applicable invoice(s). Store Operations will update the Receive Amount field as necessary.
Minimum Payment	The minimum amount (as specified in the Account Types option in the Database menu) that the customer should pay. Store Operations will accept less than the minimum payment.
Apply Credit	If selected, Store Operations will apply the customer's credit towards the amount of the invoice(s), beginning with the oldest invoice first. The customer must have store credit.
Credit	The customer's available store credit.
Orig. Date	The date the invoice was created.
Due Date	The date at which the invoice payment is due.
Reference	The number by which the invoice is referenced.
Amount	The original amount of the invoice.
Balance Due	The current invoice amount due.
Payment	The amount to be applied to the invoice.
Pay	If selected, Store Operations will apply the customer's payment towards the applicable invoice.

No Tax (SHIFT–F5)

Press Shift-F5 to mark the items on the transaction as "non-tax". It does not matter what the item tax characteristics are. Only cashiers with the necessary privilege may perform this function.

Graphs (SHIFT–F6)

Press Shift-F6 to display the Report window. The Graph feature in the Store Operations POS program displays your sales and inventory data in a variety of ways. When you press Shift-F6, you will see several drop-down list boxes that enable you to generate different graphs. You should use these graphs for reference only.

Customize your own graph. For example, on the Show Totals For box, select a particular time period (i.e., today, week-to-date, month-to-date, and year-to-date).

Also, use the graph to group certain data together. For example, group and view your sales and inventory data by department, cashier, hours, hourly counts, register, etc.

Store Operations displays your information in both a numerical and graphical format. This way, you can easily pinpoint the exact data you need.

New Customer (SHIFT–F7)

If no customer is presently selected, you can press Shift-F7 to create and enter a new customer account file. If a customer account is currently selected in the POS screen, pressing Shift-F7 displays detailed information regarding the customer account file.

Note   For this feature to be implemented, the store must be configured to allow the creation of customer accounts at the point-of-sale.

Sales Rep (SHIFT–F8)

Use this function to credit the sale of all items in the transaction to a sales representative. When you press Shift-F8, you will see the Sales Reps window from which you can select the applicable sales rep. After you select the sales rep, the sales rep's associated number appears in the Rep field on the POS screen for all items in the transaction.

Details (SHIFT–F9)

Press Shift-F9 to enter details associated with the transaction. For example, when you create a layaway, you can press Shift-F9 to display the Layaway Information window. You can then enter the reference number, comment, expiration date, and deposit amount. This information will appear at the top of the transaction screen. The Details feature works similarly for sales quotes, back orders, and work orders. Additionally, if you are processing a normal sales transaction and want to enter a comment and/or reference number for the entire sales transaction, press Shift-F9 and enter the desired information.

Gas Pump (SHIFT–F10)

Press Shift-F10 to display the Gas Pump Deposit window, on which you can enter the deposit for the applicable pump.

Reprint (SHIFT–F11)

Press Shift-F11 to reprint the last receipt.

Taxes (Shift–F12)

Press Shift-F12 to display the Sales Tax Selector window. Select or clear the applicable sales taxes to apply to the items in the transaction. The cashier must have the necessary privilege to perform this function.

Quote (C*TRL*–F1)

Press Ctrl-F1 to turn the quote feature on/off. Whenever the quote feature is on, the word "Quote" is displayed in red on the transaction screen header. Also, the comment, expiration date, and reference fields will appear on the top of the transaction screen. You can modify these fields by pressing Shift-F9. All items entered during this transaction mode are automatically placed into a sales quote. To convert the quote back to a standard sales transaction, press Ctrl-F1 again.

Work Order (C*TRL*–F2)

Press Ctrl-F2 to turn the work order feature on/off. When you turn on the work order feature, you will see the word "Work Order" displayed in red on the transaction screen header. You will also see the work order fields (i.e. Comment, Previous Deposit, Additional Deposit, Balance, Due Date, and Reference). Modify these fields by pressing Shift-F9. All items entered during this transaction mode are automatically placed into a work order. To convert the work order back to a standard sales transaction, press Ctrl-F2 again.

Macro (C*TRL*–F3)

Press Ctrl-F3 to record macros. When you use the macro feature correctly, Store Operations repeats the macro key-for-key. You can then press the Alt key + the defined function key to process the specific macro.

Return (C*TRL*–F4)

Press Ctrl-F4 to turn the return mode on/off. When you turn on the return mode, Store Operations highlights all the returned items and amount totals in red, and enters a negative quantity in the Quantity field.

Toggle Tax (C*TRL*–F5)

Press Ctrl-F5 to toggle the current item's tax status. The cashier must have the necessary privilege to perform this function.

Screen (C<small>TRL</small>–F6)

When you press Ctrl-F6, you will see the Display Properties window from which you can select or clear the point-of-sale display options (i.e., Display Status Bar on Top, Display Function Keys on Bottom, Show Net Display, Show Touchscreen Keyboard). Use the Window buttons to adjust the size and positioning of the screens. This way, you can customize your point-of-sale transaction screen.

Ship To (C<small>TRL</small>–F7)

Press Ctrl-F7 to display the Ship To Addresses window from which you can select the applicable Ship To address for the customer. If you first select a customer account and then press Ctrl-F7, you will see the Ship To addresses that pertain solely to the selected customer.

Layaway (C<small>TRL</small>–F8)

Press Ctrl-F8 to turn the layaway feature on/off. When you turn on the layaway feature, you will see the word "Layaway" in red on the transaction screen header. You will also see the layaway fields (i.e. Comment, Previous Deposit, Additional Deposit, Balance, Expiration Date, and Reference) on the screen header. Modify these fields by pressing Shift-F9. All items entered during this transaction mode are placed into a layaway. To convert the layaway back to a standard sales transaction, press Ctrl-F8 again.

Printer (C<small>TRL</small>–F9)

Press Ctrl-F9 to toggle the receipt printer on/off. When the print mode is off, no transactions will print to the designated printer. When it is on, however, all properly defined transactions print to the designated printer.

Comment (Cᴛʀʟ–F10)

Press Ctrl-F10 to insert a comment under the current item in the transaction. You can edit the comments on-screen at any time before you tender the sale. Comments do not effect the items or how the transaction is conducted.

There are several reasons for adding an item comment. For example, you may want to explain that you just sold a damaged product at a discounted price and therefore will not accept refunds. Customers will see this information on their receipt.

In the Manager program, you can tell Store Operations whether you want to record the item comments in the transaction history. To do this, go to the File menu, click Configuration, and then click the Options tab. Select or clear the 'Record Item Comments' option. If you select this option, any item comments when entered or modified will be stored in the transaction history when the item is sold. Because recording item comments will cause the Store Operations database to grow in size, select this option only if you need to track them.

Substitute (Cᴛʀʟ–F11)

Press Ctrl-F11 to select from the current item's list of substitute items.

Hold (Ctrl–F12)

Press Ctrl-F12 to place a transaction on hold and enter an applicable comment. To recall this transaction, press F11 and select the Recall a transaction from on hold option.

About (Ctrl–Shift–F1)

Displays your system information, including the version number, technical support contact information, and the configuration of the hardware resources and software environment.

Currency (Ctrl–Shift–F2)

Use this key to display on-screen amount totals in the desired currency (i.e., Euro).

Voucher (Ctrl–Shift–F3)

Use this function key to display the history details for a particular voucher. For example, you can press this key to check a customer's voucher balance.

Time Clock (CTRL–SHIFT–F4)

Press Ctrl-Shift-F4 to clock in/clock out a cashier. Each cashier enters the appropriate cashier number and password and Store Operations tracks the time between the clock in and clock out times. Use this function any time, even during a transaction.

Peripherals (CTRL–SHIFT–F5)

Displays information about the POS devices connected to your point-of-sale station. This information will vary depending on whether you use a Windows printer or an OPOS printer. If you use an OPOS printer, you can use the Test button to invoke the manufacturer's test (if provided) that checks the printer's connection to the POS station.

Reason Code (CTRL–SHIFT–F6)

Displays a list of reason codes associated with the type of transaction. For example, if you created different reason codes for customer discounts, you could use this function key to select the applicable code.

Clear Customer (CTRL–SHIFT–F7)

Lets you clear the present customer displayed on the transaction screen.

Edit Shipping (CTRL–SHIFT–F8)

Enables you to select from a list of pending shipping orders. You can then modify the shipping information or ship the order using the shipper's Web site. Enter the tracking number or copy and paste the tracking number from the shipping form. Once you enter a tracking number, the pending shipping order becomes a completed shipping order.

Track Shipping (C*TRL*–S*HIFT*–F9)

Enables you to select from a list of completed shipping orders. You can then track the progress of a specific shipment using the shipper's Web site.

Internet Order (C*TRL*–S*HIFT*–F10)

Allows you to process open Internet orders previously downloaded using the RMS Network button. When you activate the Internet Order button, the Open Internet Orders window appears to show a list of pending orders. The Comment column displays the date and time when the customer placed the order. It also displays the unique order number that you can use to search for the particular order on Yahoo! Shopping. The Date column shows the date and time that you downloaded the order. Note that it does not represent the time when the customer placed the order.

Whenever you process an order, Store Operations verifies the customer's billing and shipping address as well as the tax codes. If the Internet order's information disagrees with the information in your Store Operations database (e.g., customer account, tender type, sales tax, etc), Store Operations enables you to change or correct the information.

For example, Store Operations compares the tax amount as it is calculated for the Internet order with the tax as it is calculated in Store Operations. The Status field shows if the amounts disagree or agree. If they disagree, you have two options. You can toggle the tax to make the transaction taxable or not taxable. You can also select the applicable sales tax to apply to the transaction. When you click Continue, Store Operations will place the order on the POS screen.

RMS Network (CTRL–SHIFT–F12)

Allows you to download Internet orders. After you download them, you can process them at any time using the Internet Order button. To use this feature, you must have a virtual store that can accept on-line orders and forward the orders in a predefined format to a RMS Network compatible server. The URL address of the server is defined using the Store Operations Administrator program.

Currently, Store Operations only supports the Yahoo!Shopping's Real-Time Delivery of Order to a Secure Web Server in XML format. If your virtual store is not hosted by Yahoo! Shopping, your host server must emulate Yahoo! Shopping's order forwarding process.

When you click Download, Store Operations will connect to the Internet, start the downloading process, and store the order, if any, in the database.

If you are using this feature, it is recommended that you dedicate a POS register to handle the downloading and processing of Internet orders. This way, you can track Internet sales using the register number.

Customizing the POS screen

When you press Ctrl-F6, you will see the Display Properties window, which enables you to choose/change the following screen displays: Status Bar; Custom Buttons; Totals; Sub Total; Sales Tax; Shipping; Total; Function Keys (also adjust their height); Net Display; Receipt on Net Display; and/or HTML Status Bar (used for customized HTML programs). You can also show the Touchscreen Keyboard. Additionally, the Display customer panel as needed option located on the Transaction Screen tab allows you to enable or disable the customer info portion of the POS transaction screen.

Click Window on the Transaction Screen tab to select whether you want a resizable border and to adjust the size and position of the screen.

You can also specify the receipt filename in addition to adjusting the size and positioning of the net display.

Note that you can restore the POS display window to the default settings by clicking the Default button.

Processing daily POS activities

General guidelines

The following general guidelines show how you can process daily POS activities on one register (if there are more than one register, repeat the following steps for each, as necessary):

1 Log on to the POS register.

2 At the beginning of each business day, enter the opening amount in the cash drawer.

3 Process transactions on the POS screen.

4 At the end of each business day, enter the closing amounts in the cash drawer.

5 Generate the Z report for the register. This report lists tender amounts received at the register and other transaction information.

6 If you are interfacing Store Operations with an external accounting package, you should post the batches.

7 Back up (save) the data files.

Opening and closing a register

Pressing F9 logs the current cashier off and causes the log on screen to appear. This effectively shuts off the system until another cashier logs on.

Logging on to the POS screen

1   When the **Logon** screen appears, enter the cashier number in the **User ID** box. Press the **Tab** key.

2   In the **Password** box, enter the cashier's associated password (password characters appear as "*" to ensure security).

3   Press **Enter**.

If both the cashier number and password are correct, the cashier will be able to process transactions. If the cashier number and password are not correct, the cashier will not be allowed to process transactions. Store Operations will display a window notifying the user of the number of unsuccessful login attempts.

Entering opening amounts

Before you process sales transactions, you should first enter your opening cash drawer amount. This way, Store Operations can accurately track your cash-flow throughout the day.

To enter opening amounts

1   Press **F5** to display the **Open/Close** window.

2   Select the **Enter Opening Amounts** option, and then press **Enter**.

     If opening amounts have already been entered, Store Operations will display a window asking if you want to overwrite the existing opening amounts. Select **Yes** if you want to enter new opening amounts.

3   On the **Opening/Closing Amounts** window, enter the amount for each tender type that is in the register's cash drawer.

4   After you have correctly entered all the amounts, press **Enter**.

     After you enter the opening amounts, you can enter closing amounts at any time.

Tip   If your Opening/Closing Amounts window is blank, you need to generate the Z report, which accounts for all the defined tender types. You can then enter the amounts in the applicable tender fields on the Opening/Closing Amounts window.

Enter closing amounts

The following procedure is very similar to opening your drawer.

To enter closing amount

1 Press **F5** to display the **Open/Close** window.

2 Select the **Enter Closing Amounts** option, and then press **Enter**.

3 On the **Opening/Closing Amounts** window, enter the amount of each tender type listed that is present in the cash drawer for the register.

4 When all amounts are correct, press **Enter**.

Performing a blind closeout

If you do not want to generate closing reports at your point-of-sale station, you can perform a blind closeout. A blind closeout will close the current batch but will not generate a Z report. After you close the batch, you can then use the Manager program in the back-office to complete the closing process, enter closing (and opening) amounts, and generate X and/or Z reports. Use this feature whenever you do not want to count the drawer in front of the public.

To perform a blind closeout

1 Press **F5** to display the **Open/Close** window.

2 Select the **Perform Blind Closeout** option, and then press **Enter**.

3 Take the contents of the cash drawer to the back-office and use the Manager program to complete the closing process.

For instructions on how to close the batch in Store Operations Manager, see "Closing Open and Blind Closed Batches".

Performing sales transactions

For a normal sales transaction, you will perform the following functions:

1 Ringing up items on the transaction screen - Scan or manually input the item lookup codes for the items your customers want to purchase.

2 Tendering the sale - After you scan (or input) all the items on the transaction screen, you will then tender the sale.

Ringing up items

There are various methods for entering (ringing up) an item onto the transaction screen. The method you use is based on your current equipment setup. For example, if your system uses a barcode scanner, you can simply scan the barcode of the item to enter it in the transaction.

If your system does not have a barcode scanner, or if the scanner is not reading the barcode properly, you can either manually enter the barcode numbers, or press F2 to display a list of all the items in the database. You can then scroll through the list and select the item you want to enter. When you press Enter, you will see the item on the transaction screen.

This section explains how you can ring up various types of items on the transaction screen. For instructions on how to tender a sale, see "Tendering the Sale".

Note These guidelines may vary depending on how the software is configured.

To ring up items

1 Position the cursor in the **Item Lookup Code** field on the transaction screen.

2 Either scan the item (if the item has a barcode on it and a barcode reader is attached to the register), or type the lookup code and press **Enter**. If the item exists in the item database, it will be retrieved and displayed on the current line. Depending on how the cursor movement is set, the cursor will either advance to the next line or to the Description field.

   You can also press **F2** to display either the Items window or the Find window. This lets you select the desired item. Press **Enter** to return to the transaction screen.

3   If Store Operations cannot find an exact item lookup match, the **Item Not Found** window appears. Press the **Esc** key or click the **Close** button to continue.

4   If the **Items** window appears, press **Tab** to toggle the lookup mode between Item Lookup Code, Description, Quantity, and Price. The items in the list display in ascending order. If characters are typed into the available field, the list is narrowed to the item that best matches what is typed. Use the arrow keys to select the desired item, and then press **Enter**.

    If the **Find** window appears, enter a keyword or phrase in the **Look for the phrase** field, select the desired search fields, and then either click **Find Now** or press **Alt-N**. Select the applicable item, and then press **Enter**.

5   In the **Quantity** field on the transaction screen, enter the quantity purchased, and then press **Enter**.

6   In the **Price** field, edit the price per item, if necessary, and then press **Enter**. If the cashier is not given the privilege of accessing the **Price** field, the price cannot be changed.

7   Edit the **Extended Price**, if necessary, and press **Enter**. If the extended price is altered, the price field is adjusted accordingly. As with editing the price for each field, if the cashier is not given the privilege of altering the price, the extended price may not be changed.

8   Edit the item's **tax status**, if necessary. If the cashier is not allowed to access taxing information, the tax status does not change.

9   Edit the **Rep** number as applicable (pressing **F2** calls up a list of available Rep numbers) and press **Enter**.

    When you have finished ringing up the item(s), you can then press **F12** to tender the sale.

Troubleshooting

If you have entered all of your items into the database, but can not scan them at the POS, you should make sure that the scanner reads the same code defined for the item in the database. To check this, open the text editor and scan the barcode. The barcode data should show up in the text editor and match the item lookup code you assigned to the item. If it does not, the scanner may not be configured properly, or you may have inadvertently entered in the wrong item lookup code. You can also make sure that the barcode scanner is not adding extra characters at the end. Consult your barcode scanner's manual for more details.

Entering a Serialized Item

When you ring up a serialized (or voucher) item, the procedure may include a few extra steps. For example, after you scan/manually enter the serialized item, you will see a window that enables you to enter the applicable serial number(s).

If you enter a serial number that is not in the database, Store Operations will notify you that a serial number was not found. If you have the necessary privileges (defined in the Options tab on the Configuration dialog box) for creating serial numbers, select Yes.

If you do not know the serial number, press Lookup on the Serial Number window, select the applicable serial number, and then press Enter. The serial number will be displayed on the transaction screen.

Tendering the sale

There are a variety of ways you can tender the sale. For example, the customer may want to pay for the items with a credit card. Another customer might use a check.

This section assumes you already know how to ring up items onto your transaction screen. For more information about how to ring up an item, see "Ringing Up Items".

Read the following sections and learn how to tender a:

- Multi-item sale
- Cash sale
- Check sale
- Credit card sale
- Debit card sale
- On account sale

To tender a multi–item sales transaction

1. Scan or manually enter the applicable items on the transaction screen. For details, see "Ringing Up Items on Transaction Screen".

2. When you enter all the appropriate items, press **F12**.

3. Tell the customer the total amount due, as displayed in red on the screen (and the pole display, if applicable). Collect the payment.

4. On the **Tender** window, use the arrow keys to select the appropriate tender type. Then type in the amount the customer has paid.

   If you enter a partial amount and the tender type has been enabled to accept multiple entries, Store Operations will add another line of the same tender type. For example, a customer may want to pay with two credit cards.

   The amount of change (highlighted in green) owed to the customer, if any, displays on the screen.

5. Give the customer the correct change, as indicated, and then press **Enter**.

6. Press **Enter** again to begin a new transaction.

Tip   If the customer gives you the exact amount in one type of tender, select that tender and press the PLUS SIGN (+) on your number key pad. This way, you do not have to enter the amount, and the software automatically processes the transaction.

To tender a cash sale

1   Press **F12** or press **Enter** to display the **Tender** window.

2   In the **Cash** box, enter the appropriate amount. If change is owed to the customer it's highlighted in green.

3   Give the customer the correct change, if indicated, and then press **Enter**.

4   Press **Enter** to begin a new transaction.

To tender a check sale

1   Press **F12** or press **Enter** to display the **Tender** window.

2   In the **Check** box, enter the appropriate amount. If change is owed to the customer it's highlighted in green.

3   Give the customer the correct change, if indicated, and then press **Enter**.

4   When the **Printer Validation** window appears, insert the document into the printer and press **Enter**.

5   Press **Enter** to begin a new transaction.

Tip   Press the PLUS SIGN (+) to quickly enter the entire amount in the selected tender box. This is useful for check and credit card payments where the exact amount is tendered.

Tendering a credit card sale

When you tender a credit card sale, Store Operations sends a request for authorization to the payment provider. The payment provider returns an authorization code that Store Operations associates with the transaction. You can then complete the sale.

This authorization code simply means the customer's account has enough available credit at that time to cover the sale. No funds will be transferred until you settle the transaction.

After ringing up all the items on the transaction screen, perform the following steps to tender a credit card sale.

To tender a credit card sale

1   Press **F12** or press **Enter** to display the **Tender** window.

2   In the **Credit Card** box, enter an amount, and then press **Enter**, or

    Press the **PLUS SIGN** (+) to quickly enter the entire amount.

    Store Operations displays the **Credit Card Verification** window.

    If you enter a partial amount and the tender type has been enabled to accept multiple entries, Store Operations will add another line of the same tender type. For example, a customer may want to pay with two credit cards.

3   Do one of the following.

    *   Swipe the credit card through the card reader.

    Store Operations enters the credit card number and expiration date from the credit card reader, obtains authorization from the payment provider, and then displays the status of the transaction.

    *   Type the credit card number and expiration date, and then click **OK**.

Tip   If you need to enter the card information manually, click **Address** to enter information about the customer's address. This might reduce the amount of the fees the bank charges the store.

    Store Operations obtains authorization from payment provider and then displays the status of the transaction.

4   Click **OK** to complete the transaction.

Tendering a debit card sale

Tendering a debit card sale is similar to a credit card sale. After the customer enters the PIN number, Store Operations sends a request for authorization to the payment provider and the provider returns the authorization code. Funds are immediately deducted from the customer's bank account but are not transferred until the transaction is settled.

Customers can receive cash back from debit card transactions. However, they may be charged an additional fee for this service. There can also be a surcharge for using the debit card. These options are selected when setting up the debit card tender in Store Operations Manager.

After ringing up all the items on the transaction screen, perform the following steps to tender a debit card sale.

To tender a debit card sale

1   Press **F12** or press **Enter** to display the **Tender** window.

2   In the **Debit Card** box, enter an amount, and then press **Enter**.

    -or-

    Press the **PLUS SIGN** (+) to quickly enter the entire amount.

    If you enter a partial amount and the tender type has been enabled to accept multiple entries, Store Operations will add another line of the same tender type. For example, a customer may want to pay with two debit cards.

3   Ask if the customer wants cash back and enter this amount. Inform the customer about additional surcharges and fees if included. The cash back, surcharges, and fees are added to the total amount due. Click **OK** to confirm the cash back transaction.

Note   When the Cash Back box is shaded, this option is not available.

4   Swipe the debit card through the card reader.

    The debit card number and expiration date are entered into the Debit Card Verification window.

5   Ask the customer to enter the **PIN number**.

6   Click **OK** on the Debit Card Verification window to obtain authorization from the payment provider. The results are displayed in this window.

7   Click **OK** to complete the transaction.

![Warning icon] Notes

Debit card transactions can be declined due to payment issues, such as insufficient funds, expired cards, stolen cards, invalid PIN numbers, or withdrawal limits exceeded. When this occurs, a message is displayed on the Debit Card Verification window. You can then take appropriate action to complete the transaction. For example, you can retry the same debit card, ask the customer for a different debit card or a different payment method, or cancel the transaction.

If a debit card is not processed due to system issues, such as an unavailable IP connection, you can resolve the connection issue and process the payment, or choose another payment method.

When a payment provider does not respond within the specified time allowed due to network issues, the debit card is not processed. If this happens, take the appropriate action to complete the transaction. For example, ask the customer for a different payment method or cancel the transaction.

Tendering an "on account" sale

Before you can tender an on account sale, you must have at least one item entered on the transaction screen. Also, the selected customer must have a charge account.

To tender an "on account" sale

1   Press **F12** or **Enter** to display the **Tender** window.

2   In the **Store Account** box, enter the amount, and then press **Enter** to accept.

-or-

Press the **PLUS SIGN** (+) to quickly enter and accept the entire amount.

Canceling a transaction

At any time during the transaction process, you can cancel the sale. There are two ways you can stop the transaction.

To cancel a transaction

1   From the main POS screen, press **Esc** and answer the pop-up message window appropriately, or;

2   Press **F8** and answer the pop-up message window appropriately.

Note   You can not cancel the sale *after* you tender the sale. If you have already completed the transaction and need to void it, you need to perform a post-void.

Voiding a transaction

For various reasons, you may need to cancel out a past transaction. For example, you notice at the end of the day that your cashier made a costly mistake on a particular transaction. Before you can void a transaction, there must be no items entered in the current transaction.

To void a transaction

1   Press **F11** to display the available recall functions.

2   Select the **Void a transaction** option, and then press **Enter**.

3   On the **List Transactions** window in the **Date** boxes, type or select the range of dates that contain the transaction. Press **Enter**.

4   On the **Transactions** window, select the specific transaction you wish to void. Press **Enter**, and you will see the item(s) appear on the screen with minus quantities.

5   Press **F12** to display the **Tender** window.

6   Choose the correct tender, and then press the plus (+) key to complete the void.

7   Press **Enter** to begin a new transaction.

Note   Voided debit card transactions are processed as returns. The funds have already been deducted from the customer's bank account and cannot be voided.

Processing returns

Store Operations enables you to return items your customers purchase. For example, assume a customer wants to return a bicycle. You could then process the return of that item by using the Ctrl-F4 function key. When you press Ctrl-F4, Store Operations switches to return mode and lets you manually scan any items the customer wants to return. You also have the option to recall the customer's entire transaction and then process the return by using the F11 function key, which automatically displays all the items purchased during the transaction.

Note   The difference between voiding a transaction (*see previous topic*) and recalling a transaction for return is that voiding a transaction does not allow you to edit any of the information pertaining to the transaction. For example, you cannot delete items or edit the quantity information.

To process a return manually

1   Press **Ctrl-F4** to activate the Return mode.

    If the software is configured to require reason codes for returns, you may see the **Select a return reason code** window. In this case, select the applicable reason code, and then press **Enter**.

2   Scan or enter the items your customer is returning. When you enter items while in Return mode, the items automatically appear in red and show a quantity of "-1".

3   Press **F12** to tender the transaction. On the **Tender** window, you will see the total refund amount.

4   Enter the amount for the appropriate tender, and then press **Enter**. You are now ready to begin a new transaction.

To recall a transaction for return automatically

1 Press **F11** to display the **Recall** window.

2 Select the **Recall a transaction for return** option, and then press **Enter**.

3 On the **List Transactions** window, select the applicable range of dates and then press **Enter**. For example, if the customer said he purchased the item(s) sometime in the last month, you would want to ensure that your Start and End dates spanned at least a period of 31 days.

4 On the **Transactions** window, select the applicable transaction, and then press **Enter**. Store Operations will display all the items purchased in the transaction with minus quantities. At this point, you can modify the information as desired.

5 Press **F12** to refund the money.

   If the refund amount is correct, press **Enter** to complete the transaction.

Printing POS reports

Whenever you want a detailed summary of your register's activity, generate a report that consists of all the transactions performed at the point-of-sale. A brief summary of the three reports is as follows:

- **X report** - A report that displays information regarding the up-to-the-minute sales statistics of the register. Generating this report does not close the current batch. Whenever you want to immediately know your sales activity, generate this report.

- **Z report** - A report that is similar to the X Report, except that generating this report closes the current batch. Generate this report at the end of each shift or once a day, ideally at closing time.

- **ZZ report** - A report that is similar to the Z Report except that this report includes all the Z reports generated since the last ZZ report.

Printing an X report

The X report is used to view the current statistics of the register. Generating the X report will *not* close the current batch number.

To print an X report

1   In the POS program, press **F5**.

2   Select **Print X Report**.

3   Press **Enter**.

Store Operations prints the X report to the receipt printer designated for the current register.

Printing a Z report

Whenever you want to view the end-of-day statistics of a particular register, you should generate the Z report. Generating the Z report will close the current batch number and open the next available batch number.

To print a Z report

1   In the POS program, press **F5**.

2   Select **Print Z Report**.

3   Press **Enter**.

Store Operations prints the Z report to the receipt printer designated for the current register and closes the current batch number.

Data on the Z report

Term	Description
Register	Number given to register where report was produced
Batch Number	The number assigned by Store Operations to identify the current batch.
Batch Status	Shows whether the batch is closed or not
Start Date	Date when batch begins
Start Time	Time when batch begins
End Date	Date when batch ends
End Time	Time when batch ends
Opening Total	Amount initially in cash drawer when the cash register is opened.
Sales	Amount of total sales before taxes
Returns	Amount of money given for all returns
Tax	Amount of sales tax added for all sales
Paid On Layaway	Amount paid to all layaway plans
Paid To Account	Amount paid towards customers balance
Deposit Made	Amount of deposits for layaways and work orders
Total	Total amount of above items
Paid Out	Amount removed from cash drawer
Dropped	Amount removed for bank drop off
Layaway Closed	Amount paid to close any layaways
Paid on Account	Amount charged on account
Deposit Redeemed	Amount for returned deposit
Closing Total	Total amount in cash drawer when closing
Total	Total amount of above items
Over/Short	Amount cash drawer is over or short
Total Tendered	Amount of money totaled for all transactions

Term	Description
Total Change	Amount of change returned to customers
Discounts	Amount for discounts given
Cost of Goods	Total cost price for items sold
Commission	Amount of commission given to employees
Customer Count	Number of customers for this batch
No Sales	Number of times the cashier opens the drawer when there is no sales transaction
Aborted Trans	Number of aborted transactions

Printing a ZZ report

The ZZ report displays the Z report statistics of the register. It is a report that shows all the Z reports generated since the last ZZ report. Generating the ZZ report will close the current batch number and open the next available batch number.

To print a ZZ report

1   In the POS program, press **F5**.

2   Select **Print ZZ Report**.

3   Press **Enter**.

Store Operations prints the ZZ report to the receipt printer designated for the current register and closes the current batch number.

How to

At this point, you may know how to use Store Operations to process your basic daily POS activities. But, you may be asking questions like, "How do I place a transaction on hold?" or "How do I make a payment towards a layaway?" As you continue to discover handy features within Store Operations, you can find detailed information on how to operate each one.

The following sections will navigate you through the Store Operations POS program, providing simple step-by-step instructions for each operation.

- Working with your drawer

- Modifying on-screen item information

- Discounting sale

- Handling holds, deposits, and layaways

- Handling customer accounts

- Managing cashiers and sales reps

- Working with orders and quotes

- Using vouchers

- Using graphs and macros

- Working with receipts and journals

- Using online shipping

Working with your drawer

To perform a cash drop

Before you can perform a cash drop, you need to first ensure that (1) there are no item entries in the POS screen and (2) the cashier has the privilege to perform cash drops.

1   Press **F10** to display the **Drawer Function** window.

2   Select the **Enter Cash Drop** option, and then press **Enter**.

3   In the **Amount** text box, type the amount of cash that you are dropping, and then press the **Tab** key.

4   In the **Comment** text box, type any applicable comment, and then press **Enter**.

5   On the **Tender** window, enter the appropriate tender amount(s).

6   Press **Enter**. The cash drawer will pop open, and the receipt will print.

Remove the correct amount of cash from the drawer.

You would perform a cash drop for different reasons. Assume, for example, you find that there is a large amount of cash in your drawer. For security reasons, you can take some cash out of the drawer and put it in a safer place (i.e. bank). To do this, perform a cash drop.

Although the cash is no longer in your drawer, Store Operations will still include that amount in your total sales for the day. You can find this amount displayed on your Z report.

To perform a cash pay out

Before you can perform a cash pay out, you need to first ensure that (1) there are no item entries in the POS screen and (2) the cashier has the privilege to perform cash drops and pay outs.

1 Press **F10** to display the **Drawer Function** window.

2 Select the **Enter Cash Payout** option, and then press **Enter**.

3 In the **Amount** text box, type the amount of cash that is being paid out, and then press the **Tab** key.

4 In the **To** text box, type the recipient's name, and then press the **Tab** key.

5 In the **Comment** text box, type any applicable comment, and then press **Enter**.

6 On the **Tender** window, enter the amount for the appropriate tender(s).

7 Press **Enter**. The cash drawer will pop open, and the receipt will print.

8 Remove the correct amount of cash paid out from the drawer.

9 Press **Enter** to display the transaction screen.

Whenever you want to take cash out of your drawer, perform a cash pay out. Assume, for example, you want to use some cash in your drawer to buy more printer paper. Because you have not performed an actual sales transaction, you still need to account for the decrease in available cash. You can find the total amount for "cash pay out" in the Z report.

Modifying on-screen data

To add an item "on the fly"

1   Press **F2** to display the **Items** window.

Note   If you tried to ring up an item on the transaction screen that was not
       in the database, Store Operations will display one of the following,
       depending on how your system is configured:

- The abbreviated **Items** window. Click **Cancel** (**Esc**) and then press **F2** to
  display the regular Items window.

- The **Item Not Found** window. Click **Close** (**Esc)** to display the Items
  window.

- The **Find** window. Click **New** (**Alt-N**) and proceed to Step 3.

2   On the **Items** window, click **New** (**Alt-N**).

3   Use the various tabs on the **Item Properties** window to enter all the item's
    information (i.e., item lookup code, description, quantity, pricing).

4   When you finish entering all the item information, press **Enter** to save the
    item in the database.

5   You can now ring up this item on the transaction screen. On the **Items** (or
    Find) window, select the item you just created, and then press **Enter**.

Note   Depending on your assigned security level, you might not be able to add
       an item to the database.

To create an item comment

You can insert a comment under the current item in the transaction. Before you can create an item comment, you must first enter the item on the transaction screen.

1   Position the cursor on the item for which you want to add a comment.

2   Press **Ctrl-F10**.

3   In the **Comment** box, type the appropriate comment, and then press **Enter**. You will see the comment in the **Description** field.

To add details to a transaction

In addition to creating comments for individual items, you can create a comment for the entire transaction. For example, you can specify a delivery time. The comment will appear on the customer receipt.

1   Press **Shift-F9**. The Transaction Information window appears.

2   In the **Reference number** field, you have the option to assign an identification code by which the transaction can be referenced.

3   In the **Comment** field, enter any description or explanation that relates to the transaction. This comment will appear on the receipt.

4   Press **Enter**, and you will see the Comment and Reference fields near the top of the transaction screen.

5   Proceed with the sale as usual.

You can modify the transaction details by pressing Shift-F9 again and changing the information.

To look up current item quantity

1   After you ring up the item onto the transaction screen, position the cursor in the **Quantity** field for that item.

2   Press **F2** to display the **Item Information** window.

3   Press **Enter** to return to the transaction screen.

To change item quantity

1 After you ring up the item onto the transaction screen, press the **Tab** key or use the arrow keys to position the cursor in the **Quantity** field.

2 Enter the applicable quantity, and then press **Enter**.

To toggle item tax status for all items in transaction

1 Ring up the items on the transaction screen.

2 Press **Shift-F5**. Repeatedly pressing this function key lets you change the item tax status for all the items in a transaction.

To change item tax status for selected item in transaction

1 Ring up the item(s) on the transaction screen.

2 Position the cursor in the **Tax** field for the item whose item tax you would like to change.

3 Press **Ctrl-F5** or use your Spacebar to toggle the current item's tax status. This will either select or clear the Tax checkbox.

To select which sales taxes are assigned to item(s)

1 Ring up the item(s) on the transaction screen.

2 Press **Shift-F12**.

3 On the **Sales Tax Selector** window, use your Spacebar to select the types of sales tax you want to enable for the item(s), and then press **Enter**.

Note The cashier must have sufficient privilege to change the item's tax status.

To find a substitute item

1 Place your cursor on the applicable item, and then press **Ctrl-F11** to display the **Substitute Items** window.

2 Select the appropriate substitute, and then press **Enter**.

To find the cost of an item

1   Ring up the item on the transaction screen.

2   Position the cursor in the **Price** field.

3   Press **F2** to display the item cost.

4   Press **Enter** to return to the transaction screen.

Note   Only cashiers with the proper access rights can to view the item's cost.

To change item cost at the point–of–sale

1   Ring up the item on the transaction screen.

2   Position the cursor in the **Item Lookup Code** field.

3   Press **F2** to display the **Items** (or **Find**) window.

4   Click **Properties**, and then select the **Pricing** tab.

5   In the **Cost** field, modify the cost as applicable and then press **Enter**.

6   On the **Items** window, click **Enter** to return to the transaction window.

Note   Only cashiers with the proper access rights can modify the item's cost.

To view the item picture

If there is a graphic file associated with the item, you can display the item's picture at the point-of-sale. This feature is especially useful if the cashier wanted to compare the item the customer wanted to purchase to the item stored in the database.

1   Press **F2** to display the Items window.

2   Select the applicable item, and then click **Picture** (**Alt-U**). The Picture window appears.

3   Press the **Esc** key or click **Close** to return to the Items window.

Note   If there is no graphic file stored for the item, Store Operations will display a blank Picture window.

To delete a line

You can remove items entered on the transaction screen. For example, assume you rang up the five items your customer wanted to purchase. Your customer then informs you that she changed her mind and did not want to buy the second item you rang up. You can remove this item from the transaction screen.

1   Position the cursor on the line to erase.

2   Press the **Delete** key on your keyboard.

Discounting a sale

To discount individual items

There must be at least one item on the transaction screen.

1   Place the cursor on the item line entry.

2   Press **Shift-F3**. The Set Discount/Price Level window appears.

3   Under the **Select desired action** heading, confirm that the **Perform discount on current item** option is selected.

4   Under the **Select item discount** heading, select the discount method type (i.e. Discount percentage from current price; Discount from retail price; Markup from cost; Set profit margin, or Discount dollar amount from current price).

5   In the **Percent** box, enter the amount by which the item will be discounted.

6   Press **Enter**.

    If your store is configured to require reason codes, Store Operations will display the **Select a customer discount reason code** window, from which you can select the applicable reason code, and then press **Enter**.

Note   Whenever you discount/modify the item price on the transaction screen, Store Operations inserts a red lightning bolt icon in the **Price** field, which notifies you that the price was changed.

To discount all items in a sale

1   After you ring up all the applicable items, press **Shift-F3**. The **Set Discount/Price Level** window appears.

2   Under the **Discount/Price Level Action** heading, select the desired action by which you want to discount the items (i.e., Set discount method for transaction; Perform discount on all items).

3   Select one of the associated discount, level, or amount options on the right side of the screen. Note that the available options will vary depending on the Desired Action selected.

4   In the **Percent/Amount** box, enter the desired discount percentage/amount.

5   Press **Enter**.

   If your store is configured to require reason codes, Store Operations will display the **Select a customer discount reason code** window, from which you can select the applicable reason code, and then press **Enter**.

> **Note**   Whenever you discount/modify the item price on the transaction screen, Store Operations inserts an icon in the **Price** field, which notifies you that the price was changed.

Handling holds, deposits, and layaways

To place a transaction on hold

1   After you ring up the item(s) on the transaction screen, press **Ctrl-F12**. The **Hold Transaction** window appears.

2   In the **Comment** box, enter an applicable comment by which the transaction can by recalled (i.e. the customer's driver's license number or name), and then press **Enter**.

3   After you place the transaction on hold, you can recall it any time.

> **Note**   Whenever you place a transaction on hold, Store Operations will display a notification icon at the top of the transaction screen.

To retrieve item(s) on hold

Before you can retrieve an item on hold, there must be no items on the transaction screen.

1 Press **F11** to display the available recall functions.

2 Select the **Recall a Transaction From On Hold** option, and then press **Enter**.

3 On the **Transactions on Hold** window, select the transaction you wish to retrieve, and then press **Enter**.

To create a layaway

Assume that your customer wants to pay for an item in increments. Once he has fully paid for the item, he can receive it. As the cashier, you could use Store Operations layaway features to first create a layaway on his account and require him to place the minimum deposit. The next time this customer returns, you could look up his account and recall the layaway. He would then make a payment towards the layaway, or pick up the items on layaway.

1 Press **Ctrl-F8**.

2 Press **F7**, select the applicable customer account, and then press **Enter**.

3 Scan or manually enter the items on transaction screen.

4 Press **Shift-F9** to display the **Layaway Information** window.

5 Enter the applicable information, and then press **Enter**.

6 Press **F12** to display the **Tender** window.

7 Collect from the customer the minimum deposit payment due.

8 Enter the amount in the appropriate tender field, and then press **Enter**.

Tip   To convert the layaway back to a regular sales transaction, press **Ctrl-F8**.

To process payments toward layaway

1   Press **F7**, select the applicable customer account, and then press **Enter**.

2   Press **F11** to display the available recall functions.

3   Select the **Recall a Layaway** option, and then press **Enter**. You will see the **Layaways** window. If you selected a customer, you will see the layaway(s) for that customer. If you had not entered a customer's account, you will have to select from all the customer accounts that presently have layaways.

4   Select the applicable layaway, and then press **Enter**.

5   Press **Shift-F4**.

6   On the **Layaway Payment** window, enter the amount the customer is paying towards the layaway, and then press **Enter**.

7   When the **Tender** window appears, enter the amount received in the applicable tender, and then press **Enter**.

To pick up layaway items

Your customers can pay for any combination of the items on the layaway. Once you use F11 to recall a specific layaway, you can process and track the layaway items. Whenever a customer picks up an item on layaway, that item comes out of your inventory.

1   Press **F7**, select the applicable customer account, and then press **Enter**.

2   Press **F11** to display the available recall functions.

3   Select the **Recall a Layaway** option, and then press **Enter**. The **Layaways** window appears. If you selected a customer, you will see the layaway(s) for that customer. If you did not enter a customer's account, you will have to select from all the customer accounts that presently have layaways.

4   Select the applicable layaway, and then press **Enter**.

5   Press **F12**. Store Operations displays a window enabling the customer to either pick up the entire layaway or partially pick up the layaway.

Pick up entire layaway

If the customer wants to pick up all the items on the layaway, you can perform the following:

1 On the **Layaways** window, select the **Pick Up Entire Layaway** option, and then press **Enter**.

2 On the **Tender** window, enter the amount received in the appropriate tender field, and then press **Enter**.

Pick up partial layaway

If the customer wants to pick up a partial order, you can perform the following:

1 On the **Special Functions** window, select the **Pick Up Partial Layaway** option, and then press **Enter**.

2 The **Pick Up Order** window enables you to select the specific item and quantity for which the customer wishes to pay. To do this, press the **Spacebar** to select or clear the **Pick Up** checkbox located next to the item.

3 If the customer has put two or more of the same item on layaway, enter the applicable quantity number in the **Quantity** field.

4 Press **Enter** to display the **Tender** window, and then enter the applicable tender amounts.

5 Press **Enter** again to process the transaction. Store Operations tracks the layaway payment(s).

To cancel an item on layaway

1   Press **F7**, select the applicable customer account, and then press **Enter**.

2   Press **F11** to display the available recall functions.

3   Select the **Recall a Layaway** option, and then press **Enter**. You will see the **Layaways** window. If you selected a customer, you will see the layaway(s) for that customer. If you had not entered a customer's account, you will have to select from all the customer accounts that presently have layaways.

4   Select the applicable layaway, and then press **Enter**.

5   On the transaction screen, select the item that you want to delete from the layaway.

6   In the **On Layaway** field for the selected item, enter the quantity 0 (zero). Pressing the Delete button on your keyboard will *not* delete the item.

7   Press **F12**, select the **Save Changes** option, and then press **Enter**.

8   When the **Deposit To Keep** window appears, confirm or modify the customer's deposit amount to the layaway, and then press **OK**.

9   Press **F12** to tender the sale and refund the customer's deposit.

To place a deposit on the gas pump

1   Press **Shift-F10** to display the **Gas Pump Deposit** window.

2   Select the appropriate gas pump.

3   In the **Deposit** field, enter the amount deposited, and then press **Enter** to return to the transaction screen.

To make a payment towards the gas pump

1. Enter the gas item on the transaction screen.

2. Press **F12** to tender the sale.

3. On the **Tender** window, select the applicable tender, and then click **Gas Pump** or press **Alt-G** to display the **Gas Pump Deposit** window.

4. Enter the corresponding pump number, and then press **Enter**.

5. Then type in the amount the customer has paid. The amount of change owed to the customer, if any, displays on the screen.

6. Give the customer the correct change, as indicated, then press **Enter**.

Handling customer accounts

If you have more than one store and are using Microsoft Dynamics RMS Headquarters, customers can make payments to their accounts at any store.

To select a customer account

1. Press **F7** to display the **Customers** window.

2. Using the arrow keys, select the applicable customer.

3. Press **Enter** to return to the transaction screen.

Note   If your store is configured to display the **Find** window, instead of the Customers window, you should enter a keyword or phrase in the **Look for the phrase** field, select the desired search fields, and then either click **Find Now** or press **Alt-N**. Select the applicable customer account, and then press **Enter**.

To clear the present customer account

- Press **Ctrl-Shift-F7** to clear the customer account.

To switch from present customer account to new account

1   Press **F7** to display the **Customers** window.

2   On the **Customers** window, select the applicable customer account.

3   Press **Enter** to return to the transaction screen.

Note   You can quickly find a customer account by clicking **Find** on the **Customers** window. In the **Look for the phrase** field, enter the word or phrase by which Store Operations will use to search the fields. Then click **Find Now**. In the Search Results window, Store Operations will display the customer account that best matches the selection criteria.

To create a new customer account at the point-of-sale

If you would like to create a customer account, you can perform the following guidelines. Your store must be configured to allow the creation of customer accounts at the point-of-sale.

1   Press **Shift-F7** to display the **Customer Info** window.

2   Enter the applicable information in the available tabs.

3   Press **Enter** to save the information.

To receive payment for invoices

You can receive payments for one, several, or all outstanding invoices. You can also apply credit to a customer account.

If you have more than one store and are using Headquarters, you can receive payments at one store for all of a global customer's open accounts receivables from all your stores.

> *Note* There must be no items on the transaction screen and the selected customer must have an account.

1   Press **F7**, select the customer account, and then press **Enter**.

Depending on how your store is configured, the **Find** window may appear instead of the **Customers** window. In this case, enter a keyword or phrase in the **Look for the phrase** field, select the desired search fields, and then either click **Find Now** or press **Alt-N**. Select the applicable customer account, and then press **Enter**.

2   Press **Shift-F4** to display the **Receive Payment** window.

If the **Connect to HQ to get a customer's open ARs** checkbox has been selected (File menu, Configuration option), Store Operations will connect to Headquarters and display all the customer's open accounts receivables from all your stores.

3   Do one of the following.

- To pay a specific amount, press **Alt-R** to select the Payment **Received box**, enter the amount the customer want to pay, and then press **Tab**.

   Store Operations will automatically enter this amount in the **Payment** column for one or more invoices whose total matches the amount and then select their **Pay** checkboxes.

   If the amount received is not equal to the total balance for a given invoice, Store Operations will apply the payment to invoices beginning with the oldest invoice first. However, if the account has finance charges, Store Operations will apply the payment to invoices with finance charges first.

- To pay specific invoices, move the cursor to the **Pay** box for one or more invoices, and then press the **Spacebar** to select the checkboxes. Press **Alt-N** to select all the checkboxes and Press **Alt-P** to clear all the checkboxes.

4   Press **Enter**.

   If the amount received is *more* than the total balance for *all* the invoices, Store Operations will display a window notifying you that there is an overpayment. Press **Alt-Y** (**Yes**) to apply this amount to the customer's credit; press **Alt-N** (**No**) to refund the payment; or press the **Esc** key to resume editing.

5   On the **Tender** window, enter the payment amount in the applicable tender field, and then press **Enter**.

Note   You can look up a customer's account history and credit information from the transaction screen by pressing **F7**, selecting the applicable customer, pressing **Alt-P** (**Properties**), and then selecting the **Account History** tab and/or **Customer Information** tab.

Managing cashiers and sales reps

To clock in

1 At any time (even during a transaction), press **Ctrl-Shift-F4** to display the **Time Clock** window.

2 Enter the applicable **User (Cashier) ID** and **Password**, and then press **Enter**.

3 On the **Time Clock** window, either press **Enter** or click **Punch In**. Store Operations will record the exact time you clocked in.

To clock out

1 Whenever you want to clock out, press **Ctrl-Shift-F4** to display the **Time Clock** window.

2 Enter the applicable **Cashier ID** and **Password**, and then press **Enter**.

3 On the **Time Clock** window, either press **Enter** or click **Punch Out**. Store Operations will record the exact time you clocked out and display the time elapsed.

To send a message

1 Press **Shift-F2**.

2 On the **Messages** window, click **New** or press **Alt-N**.

3 Click the **To** box (**Alt-T**) to select the cashier who will receive the message. When you have entered the appropriate cashier, press the **Tab** key.

4 In the **Subject** box, enter the applicable subject heading, and then press the **Tab** key.

5 In the **Message** box, enter the applicable comment(s).

6 To send the message, click **Send** or press **Alt-S**.

To credit the item(s) sold to a sales representative

1   Press **Shift-F8** to display the **Sales Reps** window.

2   Select the applicable sales rep, and then press **Enter**.

3   Enter the items the customer wants to buy. In the **Rep** field, you will see the sales rep's account number.

> Note   You can select a sales rep either before you enter any items or after you have entered the items. Store Operations will credit each item in the sales transaction to the selected sales rep.

4   After you have entered all the items, press **F12** and tender the sale.

If you want to choose a different sales rep for the entire transaction, press **Shift-F8** again and select a new account. When you press **Enter**, you will see the updated account number in the **Rep** field.

To change the sales rep for an individual line item, select the **Rep** field for the particular item, press **F2**, select the applicable sales rep, and then click **OK**.

To delete the sales rep for an item in the transaction, select the **Rep** field for the applicable item and press the **Delete** key on your keypad.

Working with orders and quotes

To create a back order

Before you can create back orders, your store must be properly configured to process them, and you must have a customer account selected.

If you enter an item that does not have the on-hand quantity available, Store Operations will display the Insufficient Quantity window. You will be able to select from the following:

- **Back Order** - Enables the cashier to generate a back order

- **Accept Requested** - Allows the cashier to sell the quantity requested by the customer

- **List Substitutes** - Enables the cashier to suggest an alternate item

- **Cancel** - Returns the cashier to the previous step.

Note   Depending on how the store is configured, certain options may not be available on the **Insufficient Quantity** window. This window appears only if the **'Display out of stock'** option is selected in the Manager program's configuration.

1   On the **Insufficient Quantity** window, select **Back Order**. You will then see the applicable quantity in the Back Ordered column, in addition to the Comment, Order Balance, Expiration Date, and Reference Number fields.

2   To enter the detailed information about the back order, press **Shift-F9**.

3   On the **Back Order Information** window, enter the applicable information (i.e. reference number, comment, and expiration date), and then press **Enter**. This information will appear at the top of the transaction screen.

4   Press **Enter** to display the **Tender** window, and then enter the applicable tender amounts.

5   Press **Enter** again to process the transaction.

To pick up items on back order

1   Press **F7**, select the applicable customer account, and then press **Enter**.

2   Press **F11**, select the **Recall a Back Order** option, and then press **Enter**.

3   On the **Back Orders** window, select the applicable back order, and then press **Enter**. The items will appear on the transaction screen.

4   Press **F12**. Store Operations displays a window asking if you want to save changes, pick up the entire back order, or pick up a partial back order.

5   If the customer wants to pick up <u>all</u> the items in the back order, select the **Pick Up Entire Back Order** option, and then press **Enter**. When the **Tender** window appears, enter the amount in the applicable tender field and press **Enter** to process the transaction.

- or -

If the customer wants to pay for a partial order, select the **Pick Up Partial Back Order** option, and then press **Enter**. On the **Pick Up Order** window, select the appropriate item for which the customer wishes to pay, and press the **Spacebar** to select (check) the **Pick Up** box. If there are two or more of the same item on the work order, enter the applicable quantity number in the **Quantity** field. Press **Enter** to display the **Tender** window, enter the applicable tender amounts, and then press **Enter** to process the transaction.

To create a sales quote

1 Press **Ctrl-F1**. Store Operations will display the detail entry fields at the top of the screen.

2 Press **F7**, select the applicable customer account, and then press **Enter**.

3 Scan or manually enter the item(s) on the transaction screen.

4 To enter the detailed information about the quote, press **Shift-F9**.

5 On the **Quote Information** window, enter the applicable information (i.e. reference number, comment, and expiration date), and then press **Enter**. This information will appear at the top of the transaction screen.

6 Press **F12** to display the **Tender** screen. The balance will be zero.

7 Press **Enter**. Store Operations creates a sales quote order containing all the items and prices displayed on the transaction screen.

Tip   To convert the sales quote back to a regular sales transaction, press **Ctrl-F1**.

To pick up a sales quote

1   Press **F7**, select the applicable customer account, and then press **Enter**.

2   Press **F11** display the available recall functions.

3   Select the **Recall a Quote** option, and then press **Enter**.

4   On the **Quotes** window, select the applicable quote, and then press **Enter**. Store Operations will then display the appropriate items on the transaction screen, in addition to the detailed quote information. Note that a red lightning bolt icon may appear in the item's **Price** field notifying the cashier that the price was either changed or recalled.

5   Press **F12**.

6   On the **Quote** window, select the **Pick Up Entire Quote** option, and then press **Enter**.

> **Note** To create a work order from this quote, select the **Convert To A Work Order** option and then press **Enter**.

7   On the **Tender** window, enter the amount received in the appropriate tender field, and then press **Enter**.

To create a work order

1 Press **Ctrl-F2**. Store Operations will display the detail entry fields at the top of the screen.

2 Press **F7**, select the applicable customer account, and then press **Enter**.

3 Scan or manually enter the item(s) on the transaction screen.

4 To enter the detailed information about the work order, press **Shift-F9**.

5 On the **Work Order Information** window, enter the applicable information (i.e. reference number, comment, and expiration date), and then press **Enter**. This information will appear at the top of the transaction screen.

6 Press **F12** to display the **Tender** window.

7 In the correct tender type field, enter the amount given as the required deposit payment, and then press **Enter**. A work order entry is created containing all items displayed on the POS screen and the deposit amount. Store Operations will process and track the work order payment(s).

To pick up items on a work order

1   Press **F7**, select the applicable customer account, and then press **Enter**.

2   Press **F11** to display the available recall functions.

3   Select the **Recall a Work Order** option, and then press **Enter**.

4   On the **Work Orders** window, select the work order you want to retrieve, and then press **Enter**. You will see the work order on the transaction screen.

5   Press **F12**. Store Operations displays a window enabling the customer to either pick up the entire work order or partially pick up the items in the work order.

6   If the customer wants to pick up all the items in the work order, select the **Pick Up Entire Work Order** option, and then press **Enter**. On the **Tender** window, enter the amount received in the appropriate tender field, and then press **Enter**.

    - or -

    If the customer want to pick up a partial order, select the **Pick Up Partial Work Order** option, and then press **Enter**. On the **Pick Up Order** window, select the appropriate item for which the customer wishes to pay, and press the **Spacebar** to select (check) the **Pick Up** box. If there are two or more of the same item on the work order, enter the applicable quantity number in the **Quantity** field. Press **Enter** to display the **Tender** window, enter the applicable tender amounts, and then press **Enter** to process the transaction.

Using vouchers

To sell a voucher

Use the following guidelines to ring up vouchers (gift cards, gift certificates) on the POS transaction screen. Depending on whether the vouchers have pre-defined amounts (i.e., $10.00; $25.00), these guidelines will vary. After you sell a voucher, the customer can then redeem it at any time.

1   Scan or manually enter the item lookup code for the voucher you want to sell to the customer.

2   When the Serial Number window appears, enter the applicable voucher number, and then press **Enter**. You can also press **Alt-L** or click **Lookup** to select from the voucher numbers list.

    If you enter a voucher number that is *not* in the database, Store Operations will notify you that a voucher number was not found. If you have the necessary privileges (defined in the **Configuration** menu's **Options** tab) for creating serial numbers, you can select **Yes**.

3   If the voucher has a pre-defined amount, that amount will appear on the transaction screen. If, however, you must enter the price at the point-of-sale, Store Operations will display a window where you can enter the desired price for the voucher and press **Enter**.

4   After you ring up the voucher item, you can enter additional items or press F12 to tender the sale.

> Note   Do **not** use the voucher tender type to sell a voucher. Use this tender type only when the customer redeems the voucher or when you want to add more credit to an existing voucher.

After you sell a voucher, you can review its history any time by pressing **Ctrl-Shift-F3**, entering the applicable voucher (serial) number, and then pressing **Enter**. Use this feature to check the customer's voucher balance.

To redeem a voucher

After you sell a voucher (gift card, gift certificate), the customer can then use it for purchasing items in your store. Ring up the voucher just like a serialized item, however, use the voucher tender type to tender the sale.

1   Scan or manually enter the item(s) the customer wants to purchase.

2   Press **F12** to display the Tender window.

3   In the **Voucher** tender type box, you can enter either a partial or entire amount of the voucher that will be used towards the sale. If the customer wants to pay with both cash and voucher, enter the applicable amount in the appropriate tender type boxes.

4   Press **Enter** to display the **Voucher Verification** window.

5   Enter the applicable voucher number, and then press **Enter**. If there are duplicate voucher ID numbers, Store Operations will display a window asking you which one you want to use.

Note   At any time, press **Ctrl-Shift-F3** to display the Voucher Details window on which you can enter the applicable voucher (serial) number and press **Enter**. You will then see that voucher's history. Use this feature to check the customer's voucher balance.

To transfer funds from an old voucher to a new voucher

If your customer misplaces or loses a voucher (gift certificate or gift card), you can transfer funds from the existing voucher to a completely new voucher. The old voucher would no longer be valid at the point-of-sale. Before you can transfer voucher credit, however, you need to know the serial/voucher number of the voucher that was misplaced or lost. To transfer funds, create a new voucher with a different serial number and then use the applicable tender type (i.e. Voucher, Gift Card, etc.) to transfer the credit and tender the sale.

1   Press **Ctrl-Shift-F3** to look up (or confirm) the voucher's balance. The **Voucher Details** window appears.

2   Enter the number (serial number) of the voucher that was misplaced or lost, and then press **Enter** or click **Find**. You will see the voucher's balance. Remember both the amount and voucher number because you will need to enter them in a later step. If you entered a voucher number that was not in the database, Store Operations displays a window notifying you that the voucher number was not found.

3   Press **Enter** to return to the transaction screen.

4   Ring up the new voucher that will replace the old/existing voucher. If you do not know the voucher's item lookup code, press **F2**, select the applicable voucher item, and then press **Enter**.

5   You now need to set this voucher's price equal to the balance on the old voucher. For example, if the old voucher's balance was $25.00, you should enter $25.00 in the **Price** field for the new voucher.

6   Enter the new voucher/serial number for the voucher item you just rang up, or press **Alt-L** to look up the applicable voucher number. The **Serial Number** window contains all the voucher numbers that have NOT yet been sold.

7   Press **F12** to display the **Tender** window.

8   In the applicable tender type field (i.e., Voucher, Gift Card), enter the voucher credit/amount that will be transferred to the voucher you just rang up on the transaction screen and press **Enter**.

9   When the **Voucher Verification** window appears, enter the associated serial number of the OLD/EXISTING voucher - the voucher that was lost and will no longer be valid. Press **Enter**. After you conclude the sale, you can press **Ctrl-Shift-F3** and look at the details for the OLD voucher. You will see that the balance is $0.00, which means that the funds have been transferred from this old voucher to the new voucher.

Note   If you enter an amount that is more than the amount on the old voucher, you will see an Error window notifying you that the indicated voucher has an insufficient balance. Confirm the amount again.

Using graphs and macros

To generate graphs

1   Press **Shift-F6** to display the **Report** window.

2   In the **Group Data By** box, select the filter criteria (i.e. department, cashier, hour).

3   In the **Show Totals For** box, select the applicable time period (i.e. today, week-to-date, month-to-date).

4   In the **Date** box, select or type the specific date by which the report may be recalled.

5   Press the **Esc** key or click **Close** to return to the transaction screen.

Whenever you modify the filter criteria, Store Operations automatically displays the updated graph.

To define a macro

You can create a macro for a series of steps you perform in sequence. For example, if you frequently discount the retail price of items by 10%, you can create a macro to do it easier and faster. You can press a function key that automatically performs the defined steps.

1   Press **Ctrl-F3** to define the macro.

2   On the **Record Macro** window, use the **Assignment Key** drop-down list to select the applicable function key.

3   In the **Caption** field, enter the applicable description.

4   Press **Enter**.

5   Perform the necessary keystrokes and/or mouse movements.

6   Press **Ctrl-F3** to finish recording.

7   When Store Operations notifies you that the macro was created successfully, press **Enter**.

8   Play back the macro by pressing **Alt + the function key** assigned to the desired macro.

Working with receipts and journals

To switch the receipt printer on/off

To toggle the receipt printer on/off, press Ctrl-F9. When the receipt printer is off, the designated printer will not print the transaction. When it is on, all properly defined transactions will print to the designated printer. When you turn the receipt printer on, you will see the printer icon on the top of the transaction screen.

To view journals

The journal contains all the transactions that have occurred on the current register since the last Z report was processed.

1   Press **F4** to display the **Journal Viewer** window.

2   Click **Batch** to select the desired batch.

3   Click **Lookup** to locate a receipt from within a specific range of dates. You will also see detailed information about the receipt, including cashier, date, and time.

4   You can select the **Mark as duplicate receipt** checkbox to include a watermark titled "DUPLICATE" on each page that is printed from the journal.

On the receipt print preview screen, press **Alt-P** (**Print**) to print the receipt or press **Esc** to return to the transaction screen.

The following are the keyboard shortcuts for the Journal Viewer:

Key	Function
Page Up	Go to previous receipt in the batch
Page Down	Go to next receipt in the batch
Home	Go to first receipt in the batch
End	Go to the last receipt in the batch
Left Arrow	Slide receipt to the right
Right Arrow	Slide receipt to the left
Up Arrow	Slide receipt down
Down Arrow	Slide receipt up
CTRL-Left Arrow	Go to previous page in a multi-page receipt
CTRL-Right Arrow	Go to next page in a multi-page receipt

Tip   You can quickly enlarge or reduce the receipt print preview. To enlarge the receipt, press the plus (+) button on your keyboard. To reduce the receipt, press the negative (-) button. You can also use your mouse. To zoom in, double right-click. To zoom out, double left-click.

To reprint a receipt

1 Press **F4** to display the **Journal Viewer** window.

2 Using the available drop-down list boxes, locate the specific receipt.

3 Press **Alt-P**. The receipt is sent to the receipt printer assigned to the register.

Note   To reprint the last receipt, press **Shift-F11**.

Using online shipping

Before you use Store Operations online shipping features, there are some important things you should know:

- In order to use the online shipping features, you must obtain access to the World Wide Web, either directly or through devices that access web-based content, and pay any service fees associated with such access. Internet service is not provided with your Store Operations software.

- The speed of the online shipping process depends on your Internet connection and how busy your shipping carrier's website is, not your software.

- You need to create an account with the shipping carrier. For example, if you plan to ship packages via UPS, you should visit the UPS website and create a user account. UPS would then issue you a User ID and Password that you will use to ship packages.

- Store Operations facilitates the process of completing shipping documents using the shipping carrier's website. It is expected that changes to the carrier's website will affect how Store Operations completes the shipping documents. Microsoft makes no warranty that the shipping carrier will meet your requirements and does not guarantee that the service will be uninterrupted, timely, secure, or error-free.

- This section assumes you have used the Store Operations Manager program to properly set up your shipping carriers and services.

Store Operations lets you complete shipping documents, track shipments, and manage your account from the built-in browser screen. To help you better understand Store Operations online shipping features, the following information will explain how to

- Perform a sales transaction with shipping charges

- Ship the package online

- Track the customer's shipment

To perform a transaction with shipping charges

Assume that your customer is buying one of your products and wants you to ship it to his house. You first need to perform the transaction and assign/confirm the shipping charges. Note that the guidelines assume that your store is properly configured for the shipping services.

1   At the POS, press **F7** to display the **Customers** window.

2   Select the applicable customer account, and then press **Enter**.

3   Ring up the item(s) the customer wants to purchase.

4   Depending on how your store is configured, Store Operations may have already calculated the shipping charge and displayed the information on the transaction screen. If not, press **Shift-F1**. You can also use this function key to modify the shipping information.

5   On the **Shipping Information** window, select the applicable **Carrier** (e.g., Federal Express) and **Service** (e.g., Standard Overnight).

6   If you want to override the shipping charges, select the **Override default shipping charge calculations** checkbox and then enter the applicable amount in the **Shipping charge** field.

7   Press **Enter** to save the information.

8   Press **F12** and tender the sale as usual.

   After you tender the sale, you can ship the package at any time.

To ship the package online

Whenever you tender a transaction that involves shipping charges, Store Operations creates a pending shipping record in the database. At any time, you can quickly look up this shipping order and ship the package.

1 At the POS, press **Ctrl-Shift-F8**.

2 On the **Pending Shipping Records** window, select the applicable shipping record, and then press **Enter**.

3 On the **Shipping Information** window, click the **Ship** button to connect to the website whose address is displayed in the **Website** field under the **Shipping Information** heading.

4 Before you can ship a package online, you must log in with the **User name** and **Password** the shipping carrier assigned you when you initially signed up for a shipping account.

5 After you log in, you may see the **Ship To** and **Ship From** fields. Store Operations can automatically fill in most of these fields with the information contained in your database. Every time you want to quickly populate these fields with your database information (e.g., ship to address, service type, etc.), click the Auto-Fill icon, which is located at the top of your browser screen.

6 Continue to fill out the necessary shipping details.

7 After you complete the shipping form, you can print out the shipping label.

8 Copy and paste the tracking number in the **Tracking number** field.

9 Select the **Mark as processed** check box to notify the cashier that the package has been shipped.

10 On the **Shipping Information** window, click **OK**.

At any time, you can track this shipment online.

To track a shipment

Whenever you ship a package, Store Operations saves the shipping order so that you can track the customer's shipment.

1   At the POS, press **Ctrl-Shift-F9**.

2   On the **Complete Shipping Records** window, select the applicable order, and then press **Enter**. The **Shipping Information** window appears.

3   After you confirm that there is a number in the Tracking Number field, click the **Track** button to connect to the website whose address is displayed in the **Website** field under the **Tracking Information** heading.

4   To quickly populate the tracking number field with the customer's tracking number, click the Auto-Fill icon, which is located at the top of your browser screen. After you enter the tracking number, you can check the progress of the shipment.

Working with terminal offline

Store Operations enables you to keep your store running even if your file server is temporarily down or offline. For example, if the file server crashes during the business day and the cashier needs to continue with sales transactions, he can simply restart the POS program. If the terminal offline database is properly defined, Store Operations will switch to terminal offline mode and store standard sales transactions in a backup database. Once the file server has been restored, the cashier can restart the POS program, return to online mode and automatically update the primary database with the backup data.

Notes Whenever you operate in terminal offline mode, you can perform only standard sales transactions. For example, you will not be able to close batches, create new customer accounts, generate sales quotes and orders, etc.

While in terminal offline mode, exercise caution when dealing with items that have serial or voucher numbers. Make sure that any transactions that involve serialized items or gift vouchers are performed on the same register. For example, if you sold a serialized item on Register #1 while in terminal offline mode and the customer wants to return that item, ensure that the return of this item is processed at Register #1.

When you switch from terminal offline mode to normal mode, all transactions conducted in terminal offline mode will be stored in one batch. You can use the Journal Viewer to review this batch.

Appendix A
Value Added Tax (VAT)

How does VAT work?

Store Operations accommodates both tax exclusive (like in the US and Canada) and tax inclusive (value added taxation or VAT) sales tax systems. This flexibility allows Store Operations to be used worldwide.

Value Added Tax (VAT) or Tax Inclusive is a pricing system in which the sales tax applied to an item is included in the price. In other words, the price shown for each item includes the VAT tax. In the item database, specify the item price, which is the true price of the item plus the VAT tax amount. When the item is sold, Store Operations computes the VAT tax collected and prints the information on the sales receipt.

The VAT information is also kept in the database for data reporting.

Setting up for VAT

You can use Store Operations in either a tax exclusive or Value Added Tax (VAT) system. You use the Store Operations Manager program to set up the VAT system.

To set up for VAT

1 In Store Operations Manager, click **Configuration** on the **File** menu, and then click the **Sales Tax** tab.

2 Under **Method of Taxation**, select **Value Added Tax (VAT) or Tax-Inclusive (Europe)**.

3 In the **VAT Reg. No.** box, enter your business's VAT registration number. This number will be printed on the store receipt when the VAT tax template is selected.

4 In the **VAT Detail ID** box, enter your Tax Detail ID.

5 Click **OK**.

6 On the Database menu, click **Sales Taxes** to define the VAT sales tax. For more information, see "Editing sales tax".

7 On the Database menu, click **Item Taxes** or **Customer Taxes** to define the VAT tax applied to each item or customer. For more information, see "Editing item tax".

8 On the **Database** menu, click **Items**.

9 For each item, click **Properties**, and then click the **Pricing** tab to enter the price (item price + tax) in the **Price** box.

10 Now click the **General** tab and select **TAX** for the **Item tax** box to associate the VAT Tax with the selected item.

11 Click **OK** to save and close the Item Properties dialog box.

12 On the **Database** menu, select **Registers** and then click **Receipt Formats**. Select the applicable receipt, and then click **Properties**.

13 Select a transaction's receipt and report template and click **Properties**.

14 For the **Show VAT** attribute, select **True** in the Value box. Click **OK**. Repeat this, as needed, for other receipt templates.

VAT accounting integration

In countries that use value added tax (VAT), such as some European countries, you can include the VAT amount and VAT Detail ID from Store Operations with the information you export to your Microsoft Dynamics GP or Microsoft Business Solutions–Great Plains accounting software.

If you are using Microsoft Dynamics RMS Headquarters, the VAT amount and VAT Detail ID are included with data sent from stores to Headquarters. This data will then be included in files exported from Headquarters for use with accounting programs.

To include VAT with accounting integration

1   On the **File** menu, click **Configuration**, and then click the **Sales Tax** tab.

2   Under **Method of Taxation**, select **Value Added Tax (VAT) or Tax-Inclusive (Europe)**.

3   In the **VAT Reg. No.** box, enter your business's VAT registration number.

4   In the **VAT Detail ID** box, enter the matching Tax Detail ID from your Great Plains accounting software that you use to record VAT tax collected.

Now when you export information for use with your accounting software, the VAT amount and VAT Detail ID will be included.

For details about exporting Store Operations information for use with Microsoft accounting software, see "Interfacing with accounting".

Glossary

A

accounts receivable

Money which is owed to a company by a customer for products and services provided on credit.

accounts receivable aging

A periodic report showing all outstanding receivable balances, broken down by customer and month due.

account statement

A record of transactions and their effect on account balances over a specified period of time, for a given account.

acquiring bank

The bank which approves a merchant for accepting credit cards/debit cards, and then collects the merchant's payments. Some banks use Independent Sales Organizations to be the front-end of this service. Acquiring Banks are generally members of the Visa and MasterCard Associations. The acquiring bank collects the money from the issuing banks upon settlement by the merchant and deposits the funds in the merchant bank.

Administrator, Store Operations

An interactive graphical tool that allows a database administrator to connect to the database administrator, create databases, import existing QuickSell databases, upgrade the database, back up data, and configure the Store Operations database for each of the POS registers.

Administrator Rights

Exclusive access privileges assigned to the applicable managers/cashiers that enable them to create, modify, and/or delete cashiers and their associated register and security properties, as well as set up and/or view security levels for both the Manager and POS programs. Use the Cashiers menu option to assign administrator rights.

assembly item

An item that acts as a bill of material, which consists of existing inventory items bundled into one package and sold under a separate item lookup code. For example, assume you sold computers. One of your assembly items could consist of a monitor, a CPU, and a keyboard. Another assembly item could include a monitor, keyboard, scanner, and printer. When you sell an assembly item, the quantities of the individual components decrement. However, when you sell a kit item, the quantities of the individual components will not decrement; only the kit itself will.

B

back order

An order for an item that is currently out-of-stock.

backup

A copy of all files for safe-keeping in case of data corruption. The user should back up the database everyday.

bar code

A code that can be read by a scanning device. The "bars" that make up a barcode represent a series of numbers.

billing cycle

The period between billings for products and services, usually a month.

bin location

The location in the store where the item is stored.

blind closeout

The process by which the batch is closed but a Z report is not generated. For example, Store Operations enables you to close the batch at the point-of-sale station, take the drawer to the back-office, and then use the Manager program to generate a Z report. This way, you avoid counting the drawer in front of the public.

brick-and-mortar

Describes a store that exists in the physical world, not on the Internet. *See also click-and-mortar*.

"buy X, get Y" discount

A method by which you can sell a specified quantity of items ("X") at full price and give the customers a selected number of items ("Y") for free or at a discounted price. For example, set up a "Buy 2 items, get the 3rd item for free" structure.

C

cash drawer (electronic)

A cash drawer that is attached to a register (via a cable). At the end of a transaction, the drawer opens automatically.

character

Any letter, number, or symbol.

child quantity

The number of child items contained within a parent item. For example, it would be the number of packages within a certain carton. *See also Parent Item*.

click-and-mortar

Describes a store that exists online and in the physical world. *See also brick-and-*mortar.

committed

A value which represents the quantity of an item that has been back ordered and/or work ordered. This value does not reflect what is currently in-stock.

configuration

The components that make up a computer system.

Copy Data as Table

Right mouse command button that copies all entries in the list to the clipboard. You can then paste that data into any standard Windows-based program.

Crystal Reports

A Windows-based reporting tool that lets you create your own reports and invoke them through Store Operations.

cursor

The location where information can be given to the computer, usually denoted by a blinking symbol.

D

data

Individual pieces of information.

database

A group of information.

directory

A group of related files.

dongle

A software protection device that can be attached to the parallel port of the computer. The device contains a signature that tells the software that it is authorized to run.

E

electronic commerce

The buying and selling of products and services by businesses and consumers over the Internet.

F

field

An individual piece of information kept within a record. For example, in a cashier record, the cashier's name is a field.

file

A collection of related records. For example, a cashier file would contain all the cashier records.

formula

Right mouse command button that quickly performs mark-ups, mark-downs, and bulk changes to an entire column. It enables you to assign a mathematical formula to either a single row or all of the rows. For example, when you use the Inventory Wizard to apply prices changes to a number of items, you can create a formula that will set the price equal to cost + 10%.

G

general ledger

A book of final entry summarizing all of a company's financial transactions, through offsetting debit and credit accounts.

H

hold transaction

See *On Hold*

Headquarters, Microsoft Dynamics Retail Management System

Retail enterprise management software. For more information, refer to *www.microsoft.com/msrms*.

I

interpolate schedule

A method by which Store Operations calculates the shipping charges based on the exact Weight/Total values, regardless of whether these values are specifically entered in the grid. For example, assume you entered the Weight increments of 0, 100, and 1000 and defined the associated charges as $1.00, $10.00, and $20.00, respectively. If a customer's package was 50 lbs (and you selected the Interpolate Schedule box), Store Operations will tally the shipping charges to be exactly $5.50. Using the same scenario, if you clear the Interpolate schedule box, Store Operations will tally the shipping charge as $1.00. In this case, Store Operations reads the increments 0, 100, 1000 as 0-99, 100-999, and 1000+, respectively.

Inventory Wizard

The Inventory Wizard in the Manager program acts as your personal automated assistant. Use the wizard to change properties in your database all at once. For example, you can change item prices and costs, update reorder information, assign sales taxes, or put groups of items on promotion.

item lookup code

A unique set of alphanumeric characters used to classify an item, usually the barcode numbers if the item has a barcode.

J

journal

The journal is a closed Z report that contains all the sales transactions that have occurred on the current register since the last Z report was processed.

K

kit item

An item file (i.e. First Aid Kit) that contains other items found in the database to be sold as one item. When you sell a kit item, the individual kit components will not increment or decrement; it is only the kit item itself that will.

L

Label Designer

A tool that enables you to easily design your own label templates. You can add desired graphics and text, and then size and position them.

Label Wizard

A wizard in the Manager program that lets you select one of your customized templates, specify filter criteria, and then print the desired number of labels. This way, you do need not need to manually create and adjust labels every time you want to print a label.

layaway

A process where a customer may pay in increments and receive the item when the item has been fully paid for. The customer must place a minimum deposit.

lookup code

A unique set of alphanumeric characters used to classify an item, usually the barcode numbers if the item has a barcode.

lot matrix item

An item that can be sold in different pre-determined lots or quantities, using the same lookup code for each lot. For example, a can of soda can be sold in lots of one, six, and twelve. Each of these lots would have the same lookup code but a different price corresponding to its lot size.

M

Manager Rights

The user that does not have Administrator Rights, but does have Manager rights is allowed to log on to the Manager program, but can not modify cashier information or view/edit security levels. These rights are defined in the Cashier Properties window.

master pack quantity (MPQ)

The pack quantity of a particular item you order from the supplier. For example, if you order an item in packs of 24, you would enter the number "24" in the MPQ field. Then, whenever you generate a purchase order, Store Operations automatically orders the specified pack quantity. If the quantity ordered is more than a multiple of the MPQ, Store Operations automatically rounds up to the next MPQ.

matrix item

An item that has many different variations of itself, but with the same lookup code and price for each variation. For example, jeans can qualify as matrix items because they can vary by color (blue, black, tan, etc.) and size, yet each individual pair of jeans has the same lookup code and price as all the other variations. Matrix items can have up to three dimensions (i.e. waist size, length, and color).

menu

A list of options a user may choose from.

merchant account

A special business account set up to process debit / credit card transactions. A merchant account is not a normal bank account. Rather, it is designed to 1) process debit / credit card payments and 2) deposit the funds into merchant's (business) checking account (minus transaction fees).

mix and match

Mix and match items are items that can be bought in quantity with other similar mix and match items for a discounted price. For example, candy bars A and B are each normally sold for $0.40, and the mix and match pricing structure they are classified in prices 3 candy bars for $0.99. Then any combination of candy bars A and B that result in a quantity of 3 will result in a charge of $0.99 for the entire 3 candy bar sale instead of $1.20.

N

net display

Display monitor that lets you showcase pre-selected multimedia advertisements, Websites, or ads from your local CD-ROM or DVD.

New Item Wizard

A wizard that adds items and their components to the database all at once. You can set up the item type, define assembly and matrix components, and set up their standard properties. This wizard is especially useful for creating Assembly, Matrix, and Lot Matrix items.

O

on hold

A transaction which has not been completed but is saved for later retrieval. When retrieved, the transaction reappears in the state it was in when saved.

OPOS

OLE for Point of Sale (OPOS) is a standard that ensures compatibility of hardware and software systems. You can select OPOS compatible hardware or peripherals to use with Store Operations. Store Operations will work with any Windows printer or OPOS compatible printer. The software can also work with OPOS compatible peripherals, such as pole displays, cash drawers, and scanners. Use the Registers menu option to define the POS devices connected to each register.

P

parent item

An item that contains a set quantity of a single item. When the on-hand quantity for the single item is depleted, the parent item is "opened up" so that the total number of single items it contains are now seen as the on-hand quantity for the single item. This option is also known as "breaking" and is useful in extracting single units from carton or case inventories. The total number of single items the parent contains is displayed in the Child Quantity field.

password

A code that a user must type in to gain access to the software.

Paste To All Rows

Right mouse command button that pastes the data on your clipboard to all the rows in a single column. Place your cursor on an entry field in the column whose rows you want to update with the new price. Right-click your mouse and select Paste to All Rows. Store Operations will then paste the data on your clipboard (i.e., the new price) to all the rows in the column selected by your cursor. This way, all the items will share the same price. By using the Paste to All Rows option, you do not have to manually change the price for each item.

payment provider (PP)

Partner responsible for collecting cash from authorized debit/credit card transactions and depositing collections into the Merchant bank account according to settlement transactions submitted by the Merchant.

peripheral

An add-on device, such as, a bar code scanner or modem.

PIN

Personal Identification Number (PIN). This is used in conjunction with ATM or Debit Card transactions and allows the merchant and bank to verify the user of the card.

purchase order

An order placed to a supplier for specific items.

Q

QuickScan

The QuickScan feature allows you to quickly add items to a particular list. You just need to scan the item to create a new entry. This feature is a quick way to enter long UPCs. Every time you scan in an item, Store Operations will enter not only the item's lookup code, but also the other information (i.e., description) needed for a specific function. After you scan an item, the QuickScan window reappears so that you can immediately scan another item. Although this feature is used mostly for scanning items, you can also manually enter the item lookup code or item alias to add the item.

R

reason code

An identification method used to explain a specific action.

record

Unit of related information within a file. For example, a cashier's record holds all data that describes one cashier.

reorder point

The minimum number the items can fall to before you should issue a purchase order.

restock level

The minimum quantity you want to have in stock when you order the item. Store Operations uses this information to compute the quantity to be ordered when it generates purchase orders for the item.

restore

To replace current data with different data.

S

sales quote

A generated price list for items to sell.

serialized item

An item that has a unique serial number associated with it. Store Operations is able to track the purchase of any serialized item by its serial number.

settlement

A process where the merchant sends the authorized debit/credit card transactions to the acquiring bank to be processed. The acquirer then "purchases" the transactions and deposits the funds in the merchant's bank account.

substitute item

An item which has the same characteristics of another item.

T

tag along item

An item that is "attached" to another item. This item will automatically be entered during a sale whenever the other item is entered.

tare weight

The "extra" weight accompanying an item that is not to be calculated as the item's weight. Tare weight may include the weight of packaging, such as, bags or carts.

tender type

A monetary classification, such as, cash and check.

transaction

Any action taken at the point-of-sale which involves the entry of items from the database. Typical transaction types are sales and returns.

twip

A unit of measurement, implemented as 1/20 of a point, or 1/1440 of an inch. There are 567 twips to a centimeter. Twips are screen-independent measurements.

U

URL

An abbreviation for Uniform Resource Locator. A URL specifies the location of an object on the Internet or computer networks, such as a file or a Website. URLs are used extensively on the World-Wide Web.

V

voucher

An item that acts as a gift certificate or gift card.

W

weighed item

An item that requires its weight to be inputted whenever entered during a sale. This weight is entered either manually or through an electronic scale. This item may have a tare weight associated with it.

work order

A transaction which is saved and may be retrieved later. A deposit for the items is usually taken.

X

X report

A report that displays information regarding the up-to-the-minute sales statistics of the register. Generating this report does not close the batch. Perform this action whenever it is necessary to know the sales information.

XML

XML is the 'Extensible Markup Language' that provides a vendor, platform, and language neutral technology for distributing data across both public and private networks.

Z

Z report

Similar in content to the X Report except generating this report closes the current batch. This option should be performed only once a day and ideally at closing time.

ZZ report

Similar to the Z Report except that this report is a report on all the Z reports generated since the last ZZ report.

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