




Central Manager User Guide

Contact Information

Retail Management Hero
454 West Napa Street, Unit B
Sonoma, CA 95476
documentation@rhmpos.com

For more information or support, contact your RMH
Partner.



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Stores

Best practices for setting up store groups

In Central Manager, you must assign stores to store groups to facilitate store setup and management. You should set up store groups according to natural divisions in your retail organization. Some examples of these natural divisions include:

- **Different types of retail operations.** You might create store groups to separate boutique stores from outlet stores, or general stores from specialty stores, or food trucks from brick-and-mortar restaurants.
- **Different store brands.** You might create store groups to separate your high end brand from your discount brand, or your quick stop brand from your full service brand.
- **Divisional or regional store management.** You might create store groups based on the management or sales hierarchies in your organization. For example your organization may have a divisional hierarchy or a regional hierarchy for store management.

It is acceptable to have only one store in a store group. There is also no limit to how many stores you add to a store group.

It can be difficult to change an established store group structure. You should consider your organization's current and future needs when you set up a store group structure. Ensure the store group structure can support growth.

Setting up store groups

1. Click **Setup**.
2. Expand **Store**.
3. Click **Store Groups**.

4. Click **New**.
5. In the **Code** field, enter a unique code that identifies the store group, e.g., DIV1, DIV2.
6. In the **Description** field, enter a brief description of the store group.
7. In the **Stores** table, click the check box beside the store or stores that you want to add to the group.

Note: You cannot select a store that is in another group. If you want to change how a store is grouped, you must open the store's current store group, remove the store, and save the store group. When that is complete, you can open the other store group and add the store.

8. Click **Save And Close**.

Add the store to Central Manager

Warning! If you change the store database you must recreate the config file in Central Client. Refer to [Modify the Central Client settings](#) for more information. If you change the Central database - or if you add, remove, or deactivate a store - you must recreate the config file in Central Server. Refer to [Modify the Central Server settings](#) for more information.

1. Open **Central Manager**. The shortcut should be available on your desktop.
2. Click **Setup**.
3. Expand **Store**.
4. Click **Stores**.
5. Click **New**.

The screenshot shows the 'Store Management' application window. The title bar reads 'Store Management'. Below the title bar is a 'Home' tab and a ribbon with four buttons: 'Save And Close', 'Save And Edit Save', 'Save And New', and 'Close'. The main area has two tabs: 'General' (selected) and 'Additional'. The 'General' tab contains the following fields and instructions:

- Store ID:** A text box containing '4'. Above it, the instruction reads: "The Store ID must contain only numbers and must be greater than zero. Once a store is created, its number may not be changed."
- Store Name:** A text box containing 'Store 4'. Above it, the instruction reads: "The store name should be unique as you will use it to identify this particular store."
- Store Code:** A text box containing '04'. Above it, the instruction reads: "The store code and region may be used for categorizing or grouping related stores."
- Store Region:** A drop-down menu with 'South' selected.
- Store is inactive:** An unchecked checkbox.
- Existing Store Group:** A drop-down menu with 'SG1' selected.
- Existing Store:** A drop-down menu with 'Store 3' selected. Below it, the instruction reads: "Select a store from which to copy the Item Price, Cost, Restock/Reorder Quantity and Sales Tax"

6. Enter the **Store ID**.
7. In the **Store Name** field enter the store name.
8. If desired, enter a unique code for the store in the **Store Code** field.
9. If desired, enter a region for the store in the **Store Region** field, or select an existing region from the drop-down list.
10. If you want to add the store to an existing store group, select it from the **Existing Store Group** drop-down.
11. If you want to copy item price, cost, restock level, reorder point, and sales tax for items from another store, select the store from the **Existing Store** drop-down.
12. Click the **Additional** tab and enter the store's address, phone number, and fax number.
13. Click **Save And Close**.

Set up store financials

Setting up currencies

1. Click **Setup**.
2. Expand **Financial**.
3. Click **Currencies**.
4. To add a new currency, click **New**.
5. Enter the following information:

Field	Description
Description	The name of the currency, e.g., US Dollar, Euro, Peso.
Code	A code that identifies the currency, e.g., USD, EUR, MXN.
Conversion rate	The ratio between two currencies, e.g., 1:2, which indicates how much of one currency is needed to exchange for the equivalent value of another currency. Store Manager uses the conversion rate to convert the local currency used by the store to a foreign currency.
Exchange rate	The rate, e.g., 1.35, at which one country's currency can be exchanged for another currency. Store Manager uses the exchange rate to convert any amounts tendered in foreign currencies to the local currency.
Locale	The country where the currency is standard, e.g., for

Field	Description
	USD you would select English (United States) but for CAD you would select English (Canada).

- To copy an existing currency, select it and click **Copy**. You must enter a new **Description**, but all other values are copied.
- To edit an existing currency, select it and click **Edit**.
- Click **Save And Close**.

Setting up tender types

- Click **Setup**.
- Expand **Financial**.
- Click **Tender Types**.
- Click **New**.
- Set up the tender type.

Field	Description
Description	The name of the tender type, e.g., Cash, Visa, MasterCard, Debit Card.
Tender Code	A code that identifies the tender type, e.g., CA, VI, MC, DC.
Tender Type	The tender type, e.g., Cash, Credit Card, Debit Card.
Currency	Select the applicable currency for your store. Select Default Currency to use the currency defined in your Windows operating system.

Field	Description
Tender Type is Inactive	Select this option if the tender type is no longer in use in your store. If you make a tender type inactive, cashiers can no longer select it at the register, including for returns. However, it will still be available for reports and journaled receipts. If you no longer use a tender type, the best practice is to make it inactive instead of deleting it. If you delete a tender type it breaks the relationship with historical transactions in your store database.
Maximum Amount	Enter the maximum amount, e.g., \$1,000, of the tender type that the store will accept. If you set a maximum amount, cashiers will not be able to tender sales with tender amounts higher than the limit specified. Leave the Maximum Amount as \$0.00 if you do not want to set a limit.
Denominations	Enter denominations if you plan to use the change Calculator on the Tender screen at the POS.
Display Order	The order that the tender types display on the POS, with 1 at the top.
Scan Code	If you have a programmable keyboard, enter a keyboard shortcut key for the tender type, e.g., C for Cash. Leave the Scan Code as 0 if you do not use this feature.
Round to Value	The amount to which you want Store Manager and POS to round up the value of this tender type, e.g., if pennies are not used in your region but nickels are, enter \$0.05.
Prevent Cashier Overtendering	Select this option to prevent cashiers from tendering amounts higher than the transaction total. This option is automatically selected for Credit Card tender types because overtendering on credit card is not permitted by credit card companies.
POP Cash Drawer	Select this option if you want POS to open the cash drawer whenever this tender type is used.
Require Signature	Select this option if you require a customer signature for this tender type, either on the credit card signature line on the receipt or via a signature capture device.

Field	Description
Allow Multiple Entries	Select this option if you want to permit cashiers to accept partial payment of the transaction total on two or more of the same tender type, e.g., splitting the transaction amount between two Visa cards.

6. On the **Store Groups** tab, select the store groups that use the tender type.

7. Click **Save And Close**.

Setting up sales taxes

1. Click **Setup**.
2. Expand **Financial**.
3. Click **Sales Taxes**.
4. Click **New**.
5. Set up the sales tax.

Field	Description
Description	The name for the sales tax, e.g., Value Added Tax, Goods and Services Tax.
Code	A unique code for the sales tax, e.g., VAT, GST.
Minimum taxable amount	If applicable, enter a threshold amount above which the sales tax is charged. For example, if your store charges a luxury tax on items above a certain value, enter the value in this field.
Maximum taxable amount	If applicable, enter a threshold amount above which the sales tax is no longer charged.
Sales Tax Rate (%)	If the sales tax amount is calculated as a percentage of the

Field	Description
	item's price, enter the percentage.
Fixed Amount	If the sales tax amount is calculated as a fixed amount regardless of the item's price, enter the amount.
Only apply tax to portion over minimum taxable amount	Select this option if you entered an amount in the Minimum taxable amount field. For example, if you entered \$1,000 in the Minimum taxable amount field and the item's price is \$1,250, the sales tax amount is only calculated on the \$250.
Include any previous sales taxes in calculation	Select this option if the sales tax amount is calculated based on the item price and taxes from previous sales tax codes.
Use partial dollar method in sales taxes calculation	Select this option if the sales tax amount is calculated using the partial dollar tax method. Check local and state laws to determine if this applies to your store. Use the partial dollar tax table below to define the breaks in the dollar (brackets) where the tax amounts are charged.

- On the **Store Groups** tab, select the store groups that use the sales tax.
- Click **Save And Close**.

Setting up item taxes

Your store may be required to charge different sales taxes based on the type of items, e.g., liquor, tobacco, clothing, food, prescriptions. Use this setup screen to define which taxes are charged by the item type.

- Click **Setup**.
- Expand **Financial**.
- Click **Item Taxes**.
- To add a new item taxes, click **New**.

5. Set up the item tax.

Field	Description
Description	The name of the item tax type.
Code	A unique code for the item tax type, e.g., liquor, tobacco, clothing.
Compute tax on (Price-Cost) instead of Price	Select this option if you want to calculate tax using price - cost instead of price.
Compute tax on Cost instead of Price	Select this option if you want to calculate tax on the wholesaler's cost instead of price.
Compute tax on Item Weight instead of Price	Select this option if you want to calculate tax as a fixed amount per item, e.g. excise tax, instead of price. For example, if the excise tax is \$0.05 per milliliter, the selling price is \$10.00, the cost is \$7.00, and the value in the Weight field of the item is 100, the tax calculated will be \$5.00 ($0.05 \times 100 = \5.00).
Apply individual taxes in the following order	Select all of the taxes that apply to the item type, in the order that you want them to display on the POS screen. Select On Receipt if you also want to display the sales taxes on the receipt.

6. To copy an existing item taxes, select it and click **Copy**. You must enter a new **Description** and **Code**, but all other values are copied.

7. To edit an existing item taxes, select it and click **Edit**.

8. Click **Save And Close**.

Assigning GL accounts

The accounts that you assign should be based on your GL program parameters.

1. Click **Setup**.
2. Expand **Financial**.
3. Click **Assign GL Accounts**.
4. From the **Store** drop-down, select the store.
5. Enter the **Debit Account** and **Credit Account** for the relevant accounts.
6. Click **Save And Edit**.
7. To copy the GL accounts from one store to another store:
 - a. From the **Store** drop-down, select the store from which you want to copy the GL accounts.
 - b. Click **Copy**.
 - c. Select the store or stores to which you want to copy the GL accounts.
 - d. Click **OK**.
 - e. Click **OK** to override any existing GL accounts.
8. Click **Save And Close**.

Employees

Set up user roles and user accounts

Setting up Central Manager user roles

You can assign Central Manager user roles to Central Manager users.

1. Click **Setup**.
2. Expand **People and Security**.
3. Click **Central User Roles**.
4. Click **New**.
5. In the **Code** field, enter a code for the user role.
6. In the **Name** field, enter a name for the user role.
7. Expand **Privileges** and assign privileges to the user role.

Privilege Group	Privilege	A user with this privilege can
Merchandising	Items	<ul style="list-style-type: none"> ▪ Add, edit, and delete items in Central Manager.
	Item Messages	<ul style="list-style-type: none"> ▪ Set up, edit, and delete item messages in Central Manager.
	Item Creation Wizard	<ul style="list-style-type: none"> ▪ Use the Item Creation Wizard to

Privilege Group	Privilege	A user with this privilege can
		add items to Central Manager.
	Departments	<ul style="list-style-type: none"> Set up, edit, and delete departments in Central Manager.
	Categories	<ul style="list-style-type: none"> Set up categories in Central Manager.
	Discounts	<ul style="list-style-type: none"> Set up, edit, and delete discounts in Central Manager.
	Schedules	<ul style="list-style-type: none"> Set up, edit, and delete schedules in Central Manager.
Customer	Accounts	<ul style="list-style-type: none"> Add, edit, and delete company or person AR accounts in Central Manager.
	Customers	<ul style="list-style-type: none"> Add, edit, and delete customer accounts in Central Manager.
	Close Billing Cycle	<ul style="list-style-type: none"> Close the billing

Privilege Group	Privilege	A user with this privilege can
		cycle for AR accounts.
	Print Statement	<ul style="list-style-type: none"> Print or email statements for AR accounts.
Inventory/Purchasing	Suppliers	<ul style="list-style-type: none"> Set up, edit, and delete suppliers in Central Manager.
	Purchase Orders	<ul style="list-style-type: none"> Add, edit, and delete purchase orders in Central Manager.
	Transfer Ins	<ul style="list-style-type: none"> Add, edit, and delete transfers in in Central Manager.
	Transfer Outs	<ul style="list-style-type: none"> Add, edit, and delete transfers out in Central Manager.
	Invoices	<ul style="list-style-type: none"> Add, edit, and delete invoices in Central Manager.
	Credit Notes	<ul style="list-style-type: none"> Add, edit, and

Privilege Group	Privilege	A user with this privilege can
		delete credit notes in Central Manager.
	Purchase Orders History	<ul style="list-style-type: none"> Look up purchase order history in Central Manager.
	Transfer Outs History	<ul style="list-style-type: none"> Look up transfers out history in Central Manager.
	Transfer Ins History	<ul style="list-style-type: none"> Look up transfers in history in Central Manager.
Reports		<ul style="list-style-type: none"> Generate reports in Central Manager.
Setup	Store	<p>Set up, edit, and delete the following in Central Manager:</p> <ul style="list-style-type: none"> Stores Store Groups
	Merchandising	<p>Set up, edit, and delete the following in Central Manager:</p>

Privilege Group	Privilege	A user with this privilege can
		<ul style="list-style-type: none"> ▪ Reason Codes ▪ Tares ▪ Item Creation Wizard Settings
	People and Security	<p>Set up, edit, and delete the following in Central Manager:</p> <ul style="list-style-type: none"> ▪ Central Users ▪ Store Users ▪ Sales Representatives ▪ POS User Roles ▪ Manager User Roles ▪ Password Policy
	Inventory/Purchasing	<p>Set up, edit, and delete the following in Central Manager:</p> <ul style="list-style-type: none"> ▪ Shipping Methods ▪ Shipping Carriers ▪ Payment Terms ▪ Purchasers

Privilege Group	Privilege	A user with this privilege can
		<ul style="list-style-type: none"> ▪ Charges ▪ Order Settings ▪ Units of Measure
	Financial	<p>Set up, edit, and delete the following in Central Manager:</p> <ul style="list-style-type: none"> ▪ Item Taxes ▪ Sales Taxes ▪ Currencies ▪ Tender Types ▪ Assign GL Accounts
	Customer	<p>Set up, edit, and delete the following in Central Manager:</p> <ul style="list-style-type: none"> ▪ Account Groups ▪ Account Managers ▪ Finance Charges ▪ Payment Terms ▪ AR Reason Codes ▪ Statement Types ▪ Number Series

Privilege Group	Privilege	A user with this privilege can
		<ul style="list-style-type: none"> ▪ Import Customers ▪ Accounting Defaults ▪ Email Message
	Miscellaneous	<p>Set up, edit, and delete the following in Central Manager:</p> <ul style="list-style-type: none"> ▪ Custom Fields
Wizards	Store Group Wizard	Use the Store Group Wizard in Central Manager.
	Task 190 - Reconcile Inventory	Use Task 190 to reconcile inventory in Central Manager.
	Inventory Wizard	Use the Inventory Wizard in Central Manager.
Journal	Post Closed Batches	Post closed batches in Central Manager.
Worksheets	340 - PO Planner	Use worksheet 340 in Central Manager.

8. Click **Save And Close**.

Setting up Store Manager user roles

If you typically manage store users in Central Manager, follow this procedure to set up roles and synchronize the roles to the applicable store groups. However, if you prefer to manage users at the store level, you can set up roles in Store Manager and they will synchronize to Central Manager.

1. Click **Setup**.
2. Expand **People and Security**.
3. Click **Manager User Roles**.
4. Click **New**.
5. In the **Code** field, enter a code for the manager role.
6. In the **Name** field, enter a name for the manager role.
7. Expand **Privileges** and assign privileges to the manager role.

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
Manage Con-figuration		Edit configuration options under File Configuration in Store Manager.	Available
Merchandising	Items	Add, edit, and delete items in Store Manager.	Available
	Item Messages	Set up, edit, and	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		delete item messages in Store Manager.	
	Item Creation Wizard	Use the Item Creation Wizard to add items to Store Manager.	
	Item Matrices	Use the Item Matrices screen to edit the properties of matrix item components such as quantity, cost, and price.	Available
	Departments	Set up, edit, and delete departments in Store Manager.	Available
	Categories	Set up categories in Store Manager.	Available
	Discounts	Set up, edit, and delete discounts in Store Manager.	Available
	Schedules	Set up, edit, and	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		delete schedules in Store Manager.	
	Advanced Item Wizard	Use the Advanced Item Wizard in Store Manager.	
	Label Wizard	Use the Label Wizard in Store Manager.	
	Inventory Wizard	Use the Inventory Wizard in Store Manager.	
Customer	Account	Add, edit, and delete company or person AR accounts in Store Manager.	Available
	Customer	Add, edit, and delete customer accounts in Store Manager.	Available
	Close Billing Cycle	Close the billing cycle for AR accounts in Store Manager.	

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
	Print Statements	Print or email statements for AR accounts in Store Manager.	
Inventory/Purchasing	Suppliers	Set up, edit, and delete suppliers in Store Manager.	Available
	Supplier Worksheet	Use the Supplier Worksheet in Store Manager.	
	Purchase Orders	Add, edit, and delete purchase orders in Store Manager.	Available
	Purchase Order Requisition	Use the Purchase Order Requisition Wizard in Store Manager.	
	Transfer Ins	Add, edit, and delete transfers in in Store Manager.	Available
	Transfer Outs	Add, edit, and delete transfers out	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		in Store Manager.	
	Purchasing Tasks	Use the Purchasing Tasks Wizard to change item purchasing information such as purchase tax or unit of measure (UOM), or to flag items with Do Not Order.	
	Transfer In Requisition	Use the Transfer In Requisition Wizard in Store Manager.	
	Invoice	Add invoices to Store Manager.	Available
	Credit Note	Add credit notes in Store Manager.	Available
	Cost Adjustment	Use the Cost Adjustment Wizard in Store Manager.	
	Offline Inventory	Manage offline inventory in Store Manager.	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
	Physical Inventory	Manage physical inventory count in Store Manager.	Available
	History	<p>Look up history for the following in Store Manager:</p> <ul style="list-style-type: none"> ▪ Purchase Orders ▪ Transfer Outs ▪ Transfer Ins ▪ Posted Receipts ▪ Posted Invoices ▪ Posted Credit Notes 	
Journal	View	View the Batch List and receipt information in the Journal Viewer in Store Manager.	
	Post Closed Batches	Post closed batches in Store Manager.	

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
	Update Batch Info	Use the filter to look up batches and update batch information in Store Manager.	
Setup	Merchandising	Set up, edit, and delete the following in Store Manager: <ul style="list-style-type: none"> ▪ Reason Codes ▪ Item Creation Setting ▪ Tares ▪ Item Settings 	Available
	People & Security	Set up, edit, and delete the following in Store Manager: <ul style="list-style-type: none"> ▪ Sales Representative ▪ Time Clock Password 	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		<ul style="list-style-type: none"> Policy ▪ POS User Roles ▪ Manager User Roles ▪ Users 	
	Inventory/Purchasing	<p>Set up, edit, and delete the following in Store Manager:</p> <ul style="list-style-type: none"> ▪ Shipping Methods ▪ Shipping Carriers ▪ Payment Terms ▪ Purchasers ▪ Charges ▪ Order Settings ▪ Import Orders 	Available, except for Import Orders
	Financial	<p>Set up, edit, and delete the fol-</p>	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		<p>Accounting in Store Manager:</p> <ul style="list-style-type: none"> ▪ Item Taxes ▪ Sales Tax ▪ Currencies ▪ Tender Types 	
	Customer	<p>Set up, edit, and delete the following in Store Manager:</p> <ul style="list-style-type: none"> ▪ Account Groups ▪ Account Managers ▪ Finance Charges ▪ Payment Terms ▪ Reason Codes ▪ Statement Types ▪ Number Ser- 	Available, except for Import Customers

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		<ul style="list-style-type: none"> ies ▪ Import Customers ▪ Accounting Defaults ▪ Email Message 	
		Customer Policy	Available
	Hardware	<p>Set up, edit, and delete the following in Store Manager:</p> <ul style="list-style-type: none"> ▪ Register List ▪ Pole Display Messages ▪ Net Display Channels ▪ Receipt Formats ▪ POS Profiles ▪ Custom POS Buttons ▪ POS Task 	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		Pad	
	Miscellaneous	Set up, edit, and delete the following in Store Manager: <ul style="list-style-type: none"> ▪ Custom Fields ▪ Printer Settings ▪ Item Properties ▪ Random Weight EAN 	Available
Reports	Active Reports	Generate Active Reports in Store Manager.	
	Queries Reports	Generate Query Reports in Store Manager.	
	Sharp Shooter	Generate Sharp Shooter Reports in Store Manager.	
Tools	Backup Database	Back up the store	

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		database in Store Manager.	
	Label Designer	Use the Label Designer in Store Manager.	
Items Privileges		Allow to change Item On Hand Quantity	
Loyalty Privileges		Allowed to access the Loyalty Program	

8. Click **Save And Close**. The role is synchronized to the applicable store groups.

Setting up POS user roles

If you typically manage store users in Central Manager, follow this procedure to set up roles and synchronize them to the applicable store groups. However, if you prefer to manage roles at the store level, you can set up roles in Store Manager and they will synchronize to Central Manager.

1. Click **Setup**.
2. Expand **People and Security**.
3. Click **POS User Roles**.

4. Click **New**.
5. In the **Code** field, enter a code for the POS user role.
6. In the **Role name** field, enter a name for the POS user role.
7. Select the check box beside each privilege you want to assign to the POS user role.

For example, if you are setting up cashier user roles you may want to set up separate user roles for administrative, senior, and regular cashier roles in the store.

Admin	Senior	Regular	Field	Description
X			Allowed to view cost information	Can view and edit Cost of Item in POS and Store Manager.
X			Allowed to review printed Journals	Can review printed Journal in POS.
X	X		Allowed to Exit POS	Can shut down (exit) the POS application.
X	X		Allowed to view sales graphs	Can view sales graphs in Store Manager.
X	X		Allowed to generate X reports	Can generate X reports in POS.
X		X	Allowed to enter Opening Amounts	Can enter an opening amount for a register or cash drawer.
X		X	Allowed to enter Closing Amounts	Can enter a closing amount for a register or cash drawer.

Admin	Senior	Regular	Field	Description
X	X		Allowed to access Pricing	Can view and edit Pricing information in POS and Store Manager.
X	X		Allowed to change tax status	Can change the tax status of an item in POS.
X	X		Allowed to perform No Sales	Can open the register or cash drawer by entering a no sale.
X	X		Allowed to perform Drops and Payouts	Can enter cash drops for the safe or payouts for managers.
X	X		Allowed to put transactions on hold	Can put a transaction on hold and recall at a later time.
X	X	X	Allowed to perform Closeouts	Can blind close out the register at the end of a shift.
X	X	X	Allowed to generate Z & ZZ Reports	Can generate Z and ZZ Reports in POS.
X	X		Allowed to delete entries from transactions	Can delete items added to a transaction.
X	X	X	Allowed to view and edit all customers	Can view and edit customer information. Can deactivate, but not delete, customer profiles.

Admin	Senior	Regular	Field	Description
X	X		Allowed to post empty transactions	Can post empty transactions.
X	X		Allowed to sell to employees with discounts	Can complete employee transactions with discounts.
X	X		Allowed to abort transactions	Can cancel transactions before completion.

8. In the **Over/Short Limits** section, choose one of the following:

- No Limit
- Limit amount
- Limit percent

Field	Description
No Limit	Select this option if you want the cashier to be able to close the batch regardless of the amount the cash drawer is over or short.
Limit amount	Select this option if you want to set an amount threshold above which the cashier is considered over or short. For example, if you enter \$10.00 and the cash drawer is short \$5.00 the cashier is not considered short and they can close the batch. However, if the cash drawer is short \$15.00 they are considered short and cannot close the batch.
Limit percent	Select this option if you want to set a percent threshold above which the cashier is considered over or short. For example, if you enter 10% and the batch total is \$1,000, if the cash drawer is short an amount less than \$100 the cashier is not considered short and they can close the batch. However, if the cash drawer is short an amount more than \$100 the cashier is considered short and cannot close the

Field	Description
	batch.

- Click **Save And Close**. The role is synchronized to the applicable store groups.

Setting up Central Manager users

Pre-requisites: You must set up Central Manager user roles before you set up Central Manager users.

- Click **Setup**.
- Expand **People and Security**.
- Click **Central Users**.
- Click **New**.
- Enter the following information:

Field	Description
User ID	The ID that the user will use to log in to Central Manager.
Name	The user's first and last name.
Email	The user's email address.
Password	A password that the user must enter to log in to Central Manager. Passwords are optional but recommended.

- From the **User Roles** drop-down, select the Central Manager user role you want to assign to the user.
- Select privileges that you want to assign to the user:

- Approve worksheets
 - Acknowledge worksheets
 - Create/edit worksheets
 - Delete worksheets
 - Administrator privileges
8. Click **Save And Close**.

Setting up store users

If you typically manage store users in Central Manager, follow this procedure to set up store users and synchronize the users to the applicable store groups. However, if you prefer to manage users at the store level, you can set up users in Store Manager and they will synchronize to Central Manager.

Pre-requisites: You must set up manager or POS user roles before you set up Store Manager or POS users.

1. Click **Setup**.
2. Expand **People and Security**.
3. Click **Store Users**.
4. Click **New**.
5. Enter user properties and register properties.

Field	Description
Login ID	The ID that the user will use to log in to Store Manager or POS.

Field	Description
	<p>Tip: The Login ID prints on the customer's receipt. To protect the privacy of employees, consider using a numeric ID. (An added benefit is that numeric IDs are also easier to enter in POS.) You might also consider using a number series for IDs that aligns with the user's role. For example, all 100's are cashiers, 200's are floor managers, 300's are manager, and so on.</p>
User Name	The user's first and last name.
Telephone	The user's telephone number.
Email	The user's email address.
Password	A password that the user must enter to log in to POS or Store Manager. Passwords are optional but recommended.
Cash Drawer	The cash drawer the user is permitted to access.
Floor Limit	The maximum non-cash transaction amount the user is allowed to process.
Return Limit	The maximum return transaction amount the user is allowed to process.
POS Task Pad	The POS Task Pad assigned to the user.

6. If you are setting up cashiers:

- a. From the **User Roles** drop-down, select the **POS Role** you want to assign to the user.
 - b. If desired, you can override privileges assigned to the **POS Role** by adding or removing them in the **POS Role Overwrite** list.
 - c. If desired, you can override the **Over/Short Limits** assigned to the **POS Role** by adding or removing new limits.
7. If you are setting up managers, from the **Manager Role** drop-down, select the **manager user role** you want to assign to the user.

Note: You can also assign a **POS Role** to managers if you want them to be able to process transactions in POS if required.

8. On the **Store Groups** tab, select the store groups where you want to add the user.
9. Click **Save And Close**.

Setting up password policies

Setting up a Central Manager user password policy

You can set up a password policy for Central users to control how frequently passwords expire, whether to lock accounts after failed login attempts, and to set requirements for password complexity.

1. Click **Setup**.
2. Expand **People and Security**.
3. Click **Central User Password Policy**.
4. If you want passwords to expire after a period of time:
 - a. Select **Password expire periodically**.

- b. In the **Maximum age of password (days)** field, enter how many days a user can use a password before they are required to change it.
 - c. In the **Show reminder (days before)** field, enter how many days notice users are given before they are required to change their password.
5. If you want to prevent Central users from reusing old passwords, in the **Number of password to save** field, enter how many previous passwords will be saved for each user.
6. If you want to lock out accounts after failed login attempts:
 - a. Select **Use account lockout**.
 - b. In the **Fail logon attempts allowed** field, enter how many failed login attempts are allowed before the user's account is locked.
 - c. In the **Lockout period (minutes)** field, enter how many minutes the user's account is locked before they can attempt to log in again.
7. If you want to set requirements for password complexity:
 - a. Select **Password complexity**.
 - b. In the **Minimum password length** field, enter the minimum number of characters required for passwords.
 - c. Optionally, in the **Required uppercase letter** field, enter the number of uppercase letters (e.g., A, B, C, etc) required in passwords.
 - d. Optionally, in the **Required numeric digit** field, enter the number of numeric characters (e.g., 1, 2, 3, etc) required in passwords.

- e. Optionally, in the **Required special character** field, enter the number of special characters (e.g., !, @, #, etc) required in passwords.
8. Click **Save And Close**.

Setting up a store user password policy

You can set up a password policy for store users to control how frequently passwords expire, whether to lock accounts after failed login attempts, and to set requirements for password complexity.

Tip: If cashiers or sales representatives must log on to POS for each transaction, it is best practice to lower the password complexity requirements so these users can create simpler passwords that are easier to enter in POS.

1. Click **Setup**.
2. Expand **People and Security**.
3. Click **Password Policy**.
4. If you want passwords to expire after a period of time:
 - a. Select **Password expire periodically**.
 - b. In the **Maximum age of password (days)** field, enter how many days a user can use a password before they are required to change it.
 - c. In the **Show reminder (days before)** field, enter how many days notice users are given before they are required to change their password.
5. If you want to prevent store users from reusing old passwords, in the **Number of password to save** field, enter how many previous passwords will be saved for each user.

6. If you want to lock out accounts after failed login attempts:
 - a. Select **Use account lockout**.
 - b. In the **Fail logon attempts allowed** field, enter how many failed login attempts are allowed before the user's account is locked.
 - c. In the **Lockout period (minutes)** field, enter how many minutes the user's account is locked before they can attempt to log in again.

Tip: Do not lock accounts for long periods of time. This could prevent employees from entering transactions in POS.

7. If you want to set requirements for password complexity:
 - a. Select **Password complexity**.
 - b. In the **Minimum password length** field, enter the minimum number of characters required for passwords.
 - c. Optionally, in the **Required uppercase letter** field, enter the number of uppercase letters (e.g., A, B, C, etc) required in passwords.
 - d. Optionally, in the **Required numeric digit** field, enter the number of numeric characters (e.g., 1, 2, 3, etc) required in passwords.
 - e. Optionally, in the **Required special character** field, enter the number of special characters (e.g., !, @, #, etc) required in passwords.
8. Click **Save And Close**.

Manage commission sales

Setting up store sales representatives

Note: The sales representative account is only used to track commission sales. You must also set up a store user account for sales representatives so they can log in to POS and process transactions.

1. Click **Setup**.
2. Expand **People and Security**.
3. Click **Sales Representatives**.
4. To add a new sales representative, click **New**.
5. Enter the following information:

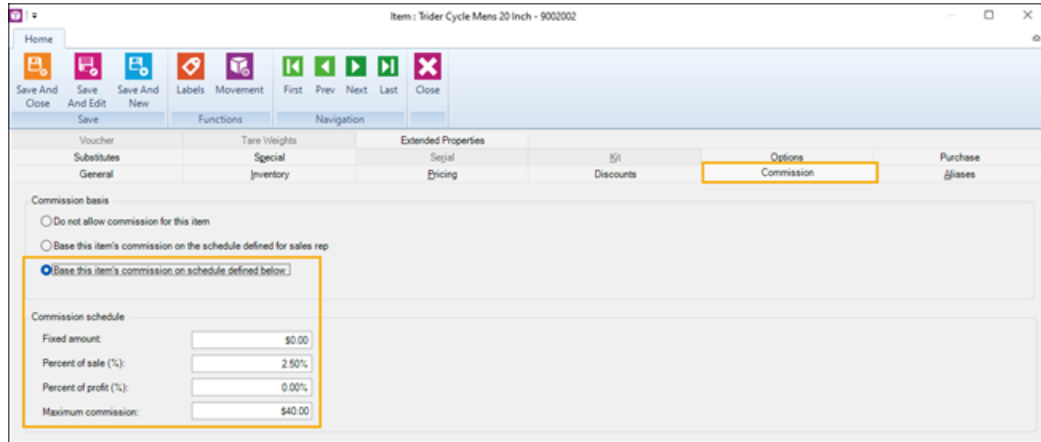
Field	Description
Name	The sales representative's full name, e.g., Jane Brown.
ID	The sales representative's ID number.
Telephone	The sales representative's mobile phone number.
E-mail	The sales representative's email address.
Fixed Amount	If the sales representative receives a commission based on a fixed dollar amount per sale, enter that amount.
Percent of Sale	If the sales representative receives a commission based on a percent of the sale amount, enter the percentage.
Percent of Profit	If the sales representative receives a commission based on a percent of the profit, enter the percentage.

6. On the **Store Groups** tab, select the store groups where the sales representative is active.
7. Click **Save And Close**.

Setting up commission sales for items

1. Click **Merchandising**.
2. Click **Items**.
3. Double-click the item.
4. Click the **Commission** tab.
5. Under **Commission basis**, select one of the following:
 - **Do not allow commission for this item:** Select this option if you no longer want to offer commission on sales of this item.
 - **Base this item's commission on the schedule defined for sales rep:** Select this option if the commission schedule is based on the sales representative, not the item being sold.
 - **Base this item's commission on schedule defined below:** Select this option if the commission schedule is based on the item being sold, not the sales representative.
6. If you selected **Base this item's commission on schedule defined below:**
 - **Fixed amount:** Enter the fixed dollar amount commission, if applicable.
 - **Percent of sale (%):** Enter the percentage of sale price commission, if applicable.

- **Percent of profit (%):** Enter the percentage of profit margin commission, if applicable.
- **Maximum commission:** Enter the maximum commission amount, if applicable.



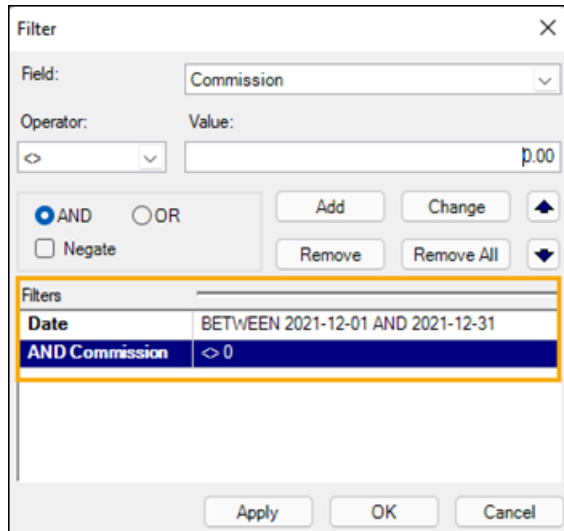
7. Click **Save And Close**.

Generating the commission sales report

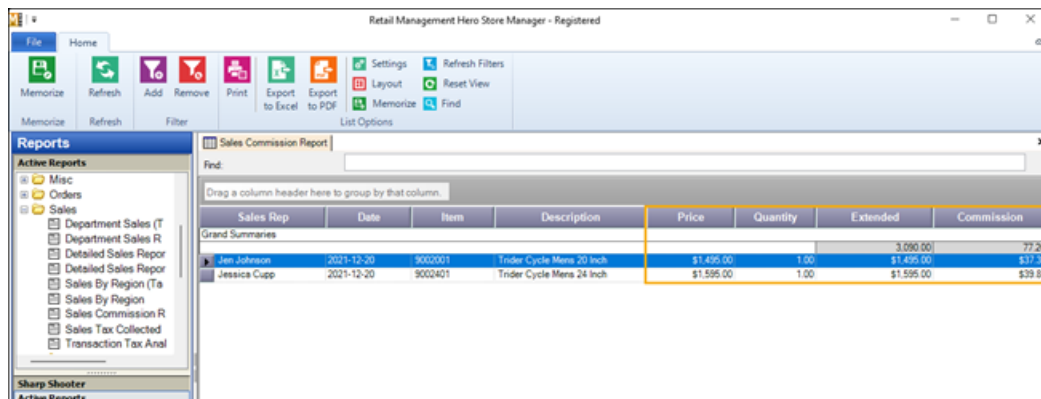
1. Click **Reports**.
2. Click **Active Reports**.
3. Expand **Sales**.
4. Double-click **Sales Commission Report**.
5. Build filters to control what data is included in the report:
 - **Field:** Select the type of data you want to filter on, e.g., Date.
 - **Operator:** Select a filter operator, e.g., BETWEEN.
 - **Value:** Select an appropriate value, e.g., December 1, 2021 and December 31, 2021.

Note: The values change depending on the Field you select.

- **AND:** Select AND if you only want the report to contain data where both filters are true.
 - **OR:** Select OR if want the report to contain data where either of the filters are true.
6. Click **Add** to add each filter to the report query.



7. Click **OK**. The Commission Sales Report displays.



8. Do the following as required:

- Click **Export to Excel** to export the report to Excel;
- Click **Export to PDF** to export the report to PDF; or
- Click **Print** to print the report.

Deactivating user accounts

When a person ceases to work at your store, the best practice is to deactivate their user account instead of deleting it. This helps to maintain important connections between data in the store database.

Note: If you rehire the person (for example, you might rehire a student who only works at the store during their school holidays), you do not have to create a new user account for them. You can reactivate their user account by clearing the **Cashier is inactive** setting on their account.

1. Click **Setup**.
2. Expand **People and Security**.
3. Do one of the following:
 - Click **Central Users**.
 - Click **Store Users**.
4. Double-click the user account that you want to deactivate.
5. On the **General** tab, select **Cashier is inactive**.
6. Click **Save And Close**.

Customers

Legal limits on collecting customer information

Store Manager and POS allow you to collect basic information about your store's customers, such as name, address, telephone number, fax number, and email address.

You can also customize Store Manager and POS to collect customer information that is unique to your store's products, services, or relationship-building strategy. For example:

- For a pet store, you might collect information about the type of pets the customer has, the number of pets, the names of their pets, and their pets' dietary or grooming needs;
- For an automotive store, you might collect information about the customer's vehicle, such as the make, model, year, color, and distinguishing features such as whether it is a special edition or has any customizations; or
- For a specialty liquor store, you might collect information about the customer's preferred beverages, the quantities they like to order, and whether they want to be notified of promotions or special events such as a Scotch whisky tasting or the annual Bordeaux wine release.

Before you collect any customer information you should make sure you understand the legal regulations in your state or country for the collection, use, and safe storage of a customer's personal information. For example, local laws may control:

- Whether you must get consent from customers to collect their information;
- What kind of information you can or cannot reasonably collect about your customers;
- How you can or cannot reasonably use that customer information;

- Whether you can share a customer's information with third parties, such as mass communication agencies;
- Whether customers can opt out of information collection or withdraw consent to use their information; or
- What steps you must take to safely store or prevent access to customer information.

It is particularly important that you safely store and prevent access to customer information. If there is a breach of your systems that exposes customer information, there can be legal repercussions for your store. Remediation of the breach can also be very time-consuming and costly. Ensure your computers and networks have adequate intrusion protection, and consider purchasing cyber risk and data breach insurance coverage.

Advantages of collecting customer information

There are a number of advantages to collecting information about your store's customers:

- If your customers consent to direct or mass communication, you can mail or email promotional material to them;
- You can generate reports on customer sales that identify top customers, customer ordering or purchasing trends, and profit margins; or
- You can use customer information to help you identify specific products or services that customers will be interested in buying from your store.

How to require customer selection in POS

Some stores, such as stores that sell firearms, are legally required to collect customer information for every transaction. Other stores like to collect customer information purely for marketing purposes or to provide a more personal shopping experience to customers.

You can configure Store Manager to require customer selection for every transaction in POS. This is defined in Store Manager in **File | Configuration | Store Rules**. Under **Customer Options**, select **Require customer selection for sales**.

Tip: If you have **Require customer selection for sales** enabled, but customers are not legally required to share their information with your store, be prepared for customers who will decline to share their name or contact information. In these circumstances, it can be useful to have a "bucket" customer account set up in the database. This is a generic customer account that does not belong to a real person but can be used to process transactions when customers do not want to share their information. For example, if your store sells pet food and pet supplies, you might create a bucket customer account for "Pet Lover".

How to use custom fields to collect customer information

Custom fields can help your store provide a more personal shopping experience to customers. For example, you might set up custom fields in Store Manager and POS to collect the customers' preferred name or their store-related interests. A skilled cashier or sales representative can use this information to warmly greet the customer and initiate a conversation about products or promotions that might be interesting to the customer.

In the example below, cashiers and sales representatives can see that customer Jorge Herrera prefers to be called Joe, and that he is a long-term customer who buys over \$75,000 in products annually. They can also see that Joe usually brings his dog Chewy to work with him, and suggests asking whether Chewy would like one of the dog treats that the store keeps under the counter for customers' pets.

Customer

Customer Billing Shipping Options Purchases Additional Alias

Note
Joe works for UltraPlumbr. He takes his dog Chewy to work with him every day. There are usually dog treats under the counter - ask Joe if Chewy would like a treat.

Preferred Name Joe

Greeting

Business Area Plumbing Supplies

Customer Since 2019

Sales Category Silver - \$75,000+ Annually

Save Cancel

Keyboard

You can configure custom fields in Store Manager in **Setup | Miscellaneous | Custom Fields**. You can enter customer information in these fields in either Store Manager or POS.

Create and manage customer accounts

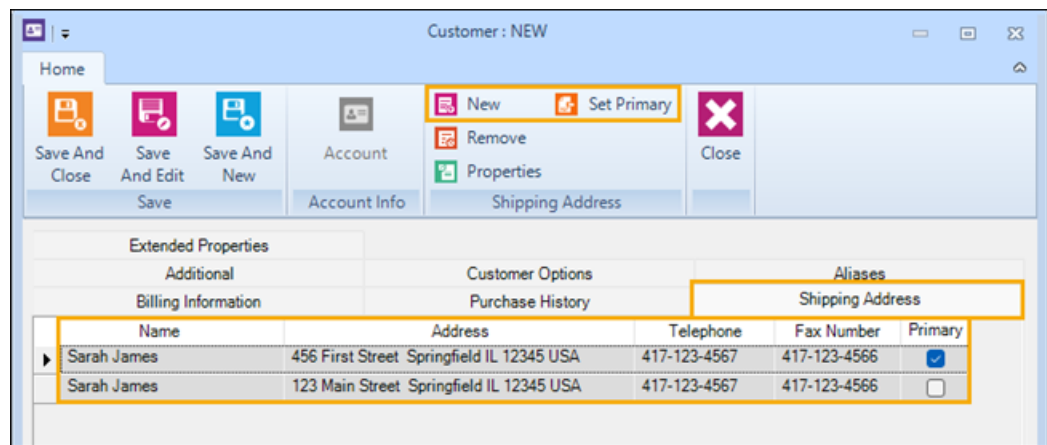
Setting up customer accounts

1. Click **Customer**.
2. Click **Customers**.
3. Click **New**.
4. On the **Billing Information** tab, enter the contact information that will be used for billing.

Field	Description
Account number	The customer account number. Store Manager can automatically generate an account number, if desired.
Title	The title to use to address the customer, such as Mr., Mrs., Ms., Miss, Dr.
First Name	The customer's first name.
Last Name	The customer's last name.
Create AR Account	Select this option to automatically create an AR account for the customer.
Company	The name of the customer's company, if applicable.
Address	The street address of the billing address.
City	The city of the billing address.
State	The state of the billing address.
Zip Code	The postal code of the billing address.
Country	The country of the billing address.
Telephone	The phone number to use for billing inquiries.
Fax Number	The fax number to use for billing inquiries.
E-mail Address	The e-mail address to use if emailing statements.

5. On the **Shipping Address** tab:
 - a. Click **New**.
 - b. When prompted "Do you want to use the existing Billing Information address?" click either **Yes** or **No**.
 - c. If you clicked **No**, enter the shipping address. Select **This is the primary shipping address for this customer** if applicable.

Note: You can enter multiple shipping addresses for a customer. If the primary shipping address for a customer changes, select the applicable address and click **Set Primary**.



6. On the **Customer Options** tab, enter the applicable customer settings.

Field	Description
Customer is exempt from taxes	Select this option if the customer is exempt from paying taxes on purchases.
Customer is an employee	Select this option if the customer is an employee.

Field	Description
	<p>Note: Refer to Best practices for employee discounts for more information.</p>
Price Level	<p>If you want to offer a price level discount to the customer, select Price A, Price B, or Price C. If a price level discount is not applicable to the customer, select Standard.</p>
Discount (%)	<p>If you want to offer a percent discount to the customer, enter the percentage in this field.</p> <p>Warning! This percent discount is applied to all items the customer purchases. If you want to limit discounts on items, consider using price level discounts or adding discounts in POS at the point-of-sale.</p>
Tax ID Number	<p>The customer's ID number for taxation purposes, if applicable.</p>
Picture	<p>If your store keeps pictures of customers on file, click the Browse icon and select the appropriate image file.</p>

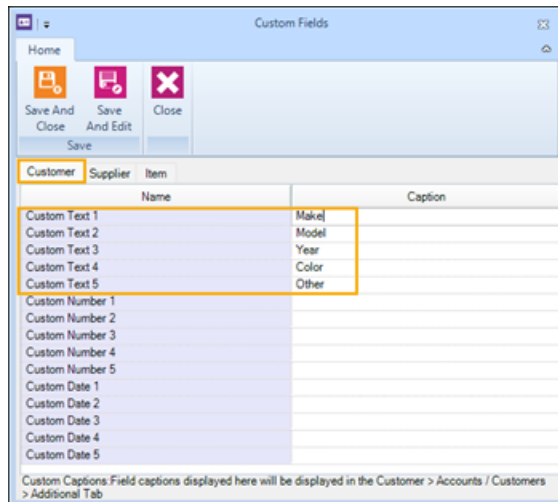
7. On the **Aliases** tab:
 - a. Click **New**.
 - b. Enter the alias to use to look up this customer in POS.
 - c. Click **OK**.
8. Click **Save And Close**.

Setting up custom fields

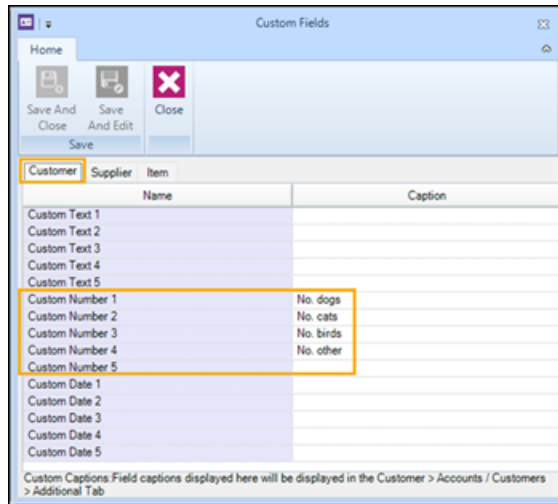
You can set up custom text fields for customers, suppliers, and items. Use these custom fields to capture additional information that is not captured in other fields. Custom fields can be a very useful way to build filters to identify customers, suppliers, and items when you are using wizards or generating reports.

To set up custom fields:

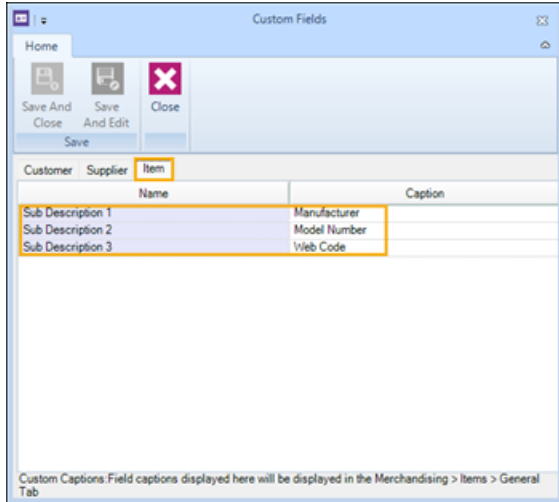
1. Click **Setup**.
2. Expand **Miscellaneous**.
3. Click **Custom Fields**.
4. On the **Customer** or **Supplier** tab, enter field labels for the following, as required:
 - **Custom Text:** You can enter field labels for up to five custom text fields. For example, if your store sells automotive parts or services, you might customize these Customer text fields to capture information such as the make, model, year, and color of the customer's vehicle.



- **Custom Number:** You can enter field labels for up to five custom number fields. For example, if your store sells pet supplies and services, you might customize these Customer number fields to capture information such as how many dogs, cats, birds, or other pets the customer has.

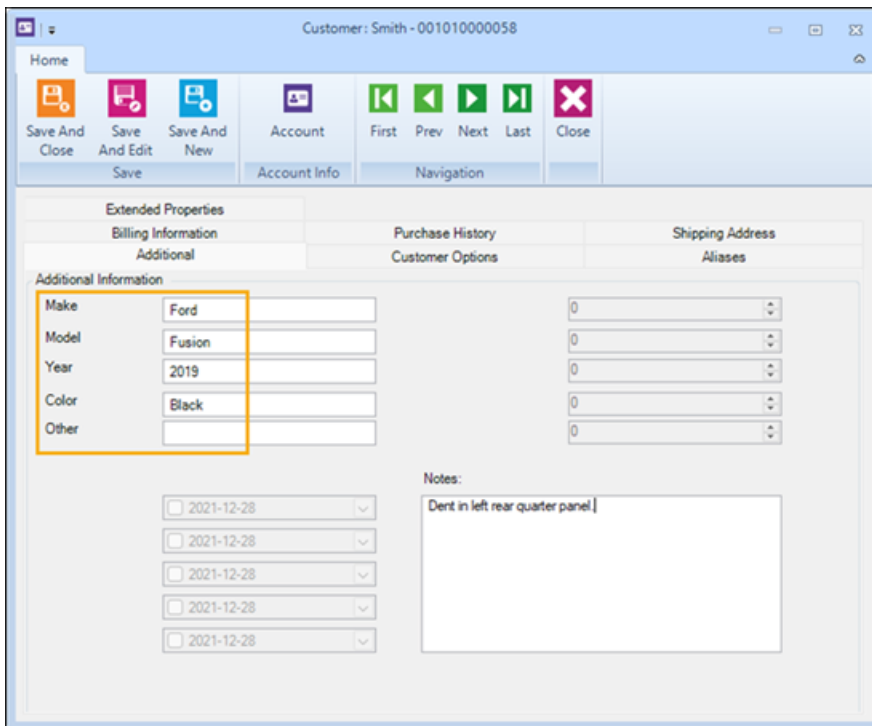


- **Custom Date:** You can enter field labels for up to five custom date fields. For example, you might customize these Customer date fields to identify the date the customer's account was created, the date of their first purchase, or any other important date related to their relationship with your store such as their vehicle's last servicing date.
5. On the **Item** tab, enter field labels for up to three custom item sub-description fields:



6. Click **Save And Close**.

Examples of custom fields in use:



Customer: Smith - 00101000058

Home

Save And Close Save And Edit Save And New Account First Prev Next Last Close

Extended Properties

Billing Information Purchase History Shipping Address

Additional Customer Options Aliases

Additional Information

No. dogs 1

No. cats 2

No. birds 0

No. other 1

Notes:

Other pet is an iguana

Item: M325 Wireless Mouse - 097855086457

Home

Save And Close Save And Edit Save And New Labels Movement First Prev Next Last Close

Voucher Substitutes General

Tare Weights Special Inventory

Extended Properties Serial Pricing

Item type Member Of

Item Lookup Code 097855086457

Description M325 Wireless Mouse

Extended Description

Manufacturer Logitech

Model Number 910-002332

Web Code 10276001

Barcode Code 128B

Standard

Type Item Lookup Code

Departments Computers Computer Accessories

Item tax: GST

Price \$29.98

Cost \$ 19.9800

Profit Margin: 33.356%

Suppliers

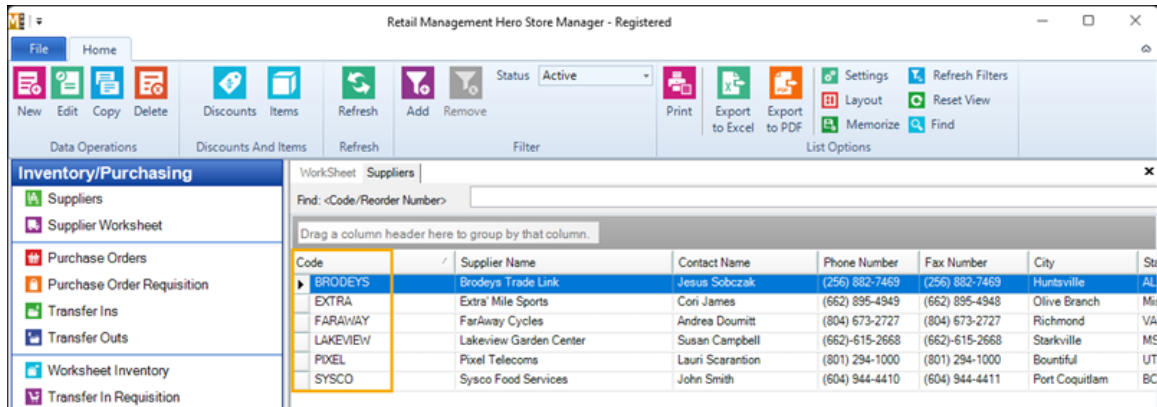
Suppliers best practices

There are a number of things you can do when you set up suppliers and supplier information that will make it significantly easier for you to manage things like restocking items

and creating purchase orders.

Use easy-to-recognize lookup codes to identify suppliers

Use easy-to-remember lookup codes for suppliers, instead of a numeric lookup code, to make it easier to generate reports on suppliers.



WorkSheet Suppliers

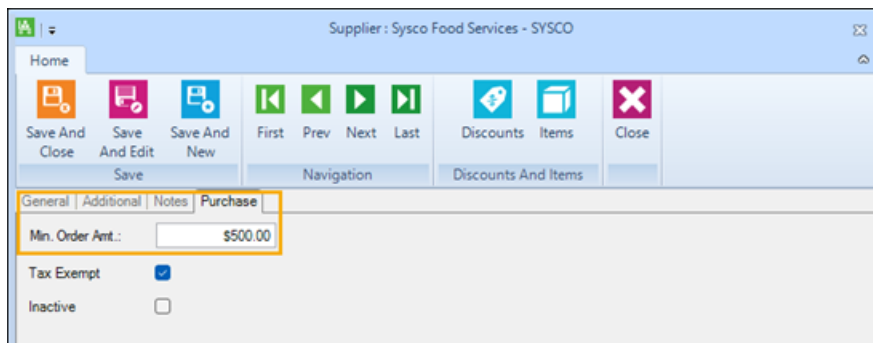
Find: <Code/Reorder Number>

Drag a column header here to group by that column.

Code	Supplier Name	Contact Name	Phone Number	Fax Number	City	State
BRODEYS	Brodeys Trade Link	Jesus Sobczak	(256) 882-7469	(256) 882-7469	Huntsville	AL
EXTRA	Extra Mile Sports	Cori James	(662) 895-4949	(662) 895-4948	Olive Branch	MS
FARAWAY	FarAway Cycles	Andrea Doumitt	(804) 673-2727	(804) 673-2727	Richmond	VA
LAKEVIEW	Lakeview Garden Center	Susan Campbell	(662)-615-2668	(662)-615-2668	Starkville	MS
PIXEL	Pixel Telecoms	Lauri Scaranton	(801) 294-1000	(801) 294-1000	Bountiful	UT
SYSCO	Sysco Food Services	John Smith	(604) 944-4410	(604) 944-4411	Port Coquitlam	BC

Identify the supplier's minimum order amount

Many suppliers set a minimum order amount in dollars, and they will not fulfill orders below that amount. If you identify this amount when you set up a supplier, Store Manager will warn you if your purchase order does not meet the supplier's minimum order amount.



Supplier: Sysco Food Services - SYSCO

Home

Save And Close Save And Edit Save And New First Prev Next Last Discounts Items Close

Save Navigation Discounts And Items

General Additional Notes **Purchase**

Min. Order Amt.: \$500.00

Tax Exempt

Inactive

Identify when purchases from the supplier are tax exempt

In some countries, like the U.S., items purchased through some suppliers or manufacturers may be tax exempt. This is because tax on the items is collected from the customer at the point-of-sale. When you set up a supplier, you can identify that most or all items purchased through the supplier are tax exempt. If you do this, Store Manager will not include tax in purchase orders for that supplier.

Supplier : Sysco Food Services - SYSCO

Home

Save And Close Save And Edit Save And New First Prev Next Last Discounts Items Close

Save Navigation Discounts And Items

General Additional Notes **Purchase**

Min. Order Amt.: \$500.00

Tax Exempt

Inactive

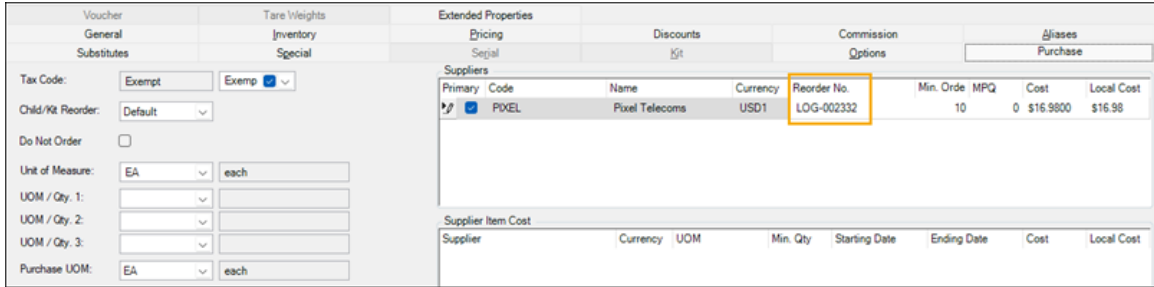
Use the supplier's product identification code

The product identification code that you use to identify an item in your store may be different from the product identification code that your supplier uses.

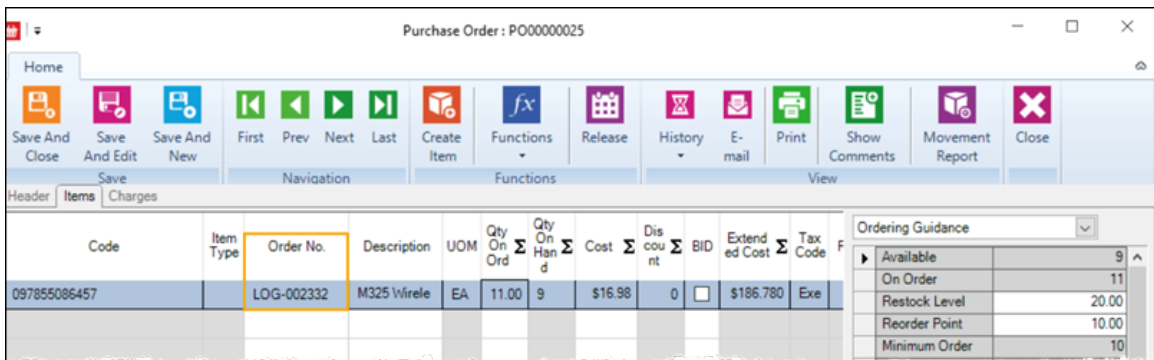
How you identify the product in your store:

Voucher	Tare Weights	Extended Properties	Kit	Options	Purchase
Substitutes	Special	Serial		Commission	Aliases
General	Inventory	Pricing	Discounts		
Item Lookup Code	097855086457	Item type	Standard		
Description	M325 Wireless Mouse	Member Of	Type	Item Lookup Code	
Extended Description					
Manufacturer	Logitech	Departments	Computers		
Model Number	910-002332	Categories	Computer Accessories		
Web Code	10276001	Item tax:	GST		
Barcode	Code 128B	Price	\$29.98		
		Cost:	\$ 19.9800		
		Profit Margin:	33.356%		

How the supplier identifies the product:



If you add the product identification code that the supplier uses in the **Reorder No.** field on the **Purchase** tab of the **Item** window, that product code will be included in the purchase order requisition and in the purchase order:



Create and manage suppliers

Setting up store suppliers

It is recommended that you set up suppliers before you start adding items. If you add supplier information to items immediately it is much easier to manage store inventory.

This topic describes how to manually set up suppliers in Store Manager. You can also use the Supplier Wizard to set up suppliers.

1. Click **Inventory/Purchasing**.

2. Click **Suppliers**.
3. To add a new supplier, click **New**.
4. Enter relevant information about the supplier.

Tab	Field	Description
General	Code	A unique code, e.g., a number or abbreviation, that identifies the supplier.
	Name	The name of the supplier.
	Pay Terms	The supplier's payment terms, e.g., 30 days.
	Address	The supplier's street address.
	City	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 store's account number with the

Tab	Field	Description
		supplier.
	Tax Number	If required in your locale, enter the supplier's tax number.
	Accepted	Select the supplier's currency. Select Default Currency to use the currency selected in the computer's Windows operating system.
	Contact	The name of the person who is your primary contact at the supplier.
	Telephone	The supplier's main telephone number.
	Fax Number	The supplier's fax number.
	E-mail	The supplier's main e-mail address.
	Web Page	The supplier's web site.
Additional	Custom Text	Any custom text that you want to enter.
	Custom Number	Any custom reference number that you want to enter.

Tab	Field	Description
	Custom Date	Any custom reference date that you want to enter.
Notes		Any notes that you want to enter about the supplier.
Purchase	Min. Order Amt.	The minimum order amount the supplier requires.
	Tax Exempt	Select this option if orders from this supplier are tax exempt.
	Inactive	Select this option if you want to deactivate the supplier. Deactivating a supplier instead of deleting them is recommended because it maintains relationships in the store database. If you delete a supplier it can break relationships in the database and have unexpected consequences for data look up, reporting, and more.
Store Groups		Select the store groups that use this supplier.

- To quickly apply discounts to items ordered from the supplier, click **Discounts** and enter the following:

Field	Description
Type	Select the type of discount: Department, Category, or Item.
Code	Click the Browse icon to look up the specific Department, Category, or Item.
Description	The Description is automatically populated with the Description of the Department, Category, or Item.
Starting Date	The date the discount starts.
Ending Date	The date the discount ends.
Discount	The percent reduction in price to offer on items from this supplier.
UOM	Select the unit of measure to use in a purchase order for the item. Note: Define the unit of measure using File Configuration Unit of measure.
Min. Qty	The minimum quantity of the item to include in the purchase order to qualify for the discount.

6. To quickly view the items your store has ordered from the supplier, click **Items**.

Note: You can add items by clicking Add, but this is not the recommended method for setting up items. Use the Item Setup Wizard instead.

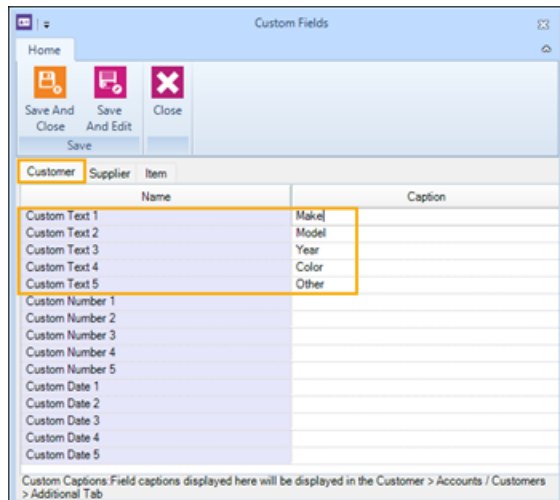
7. Click **Save And Close**.

Setting up custom fields

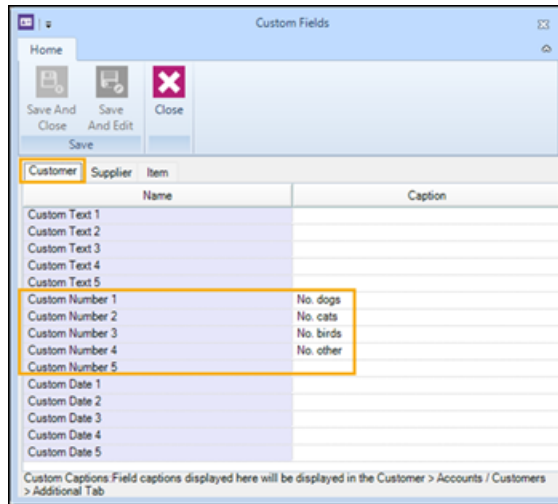
You can set up custom text fields for customers, suppliers, and items. Use these custom fields to capture additional information that is not captured in other fields. Custom fields can be a very useful way to build filters to identify customers, suppliers, and items when you are using wizards or generating reports.

To set up custom fields:

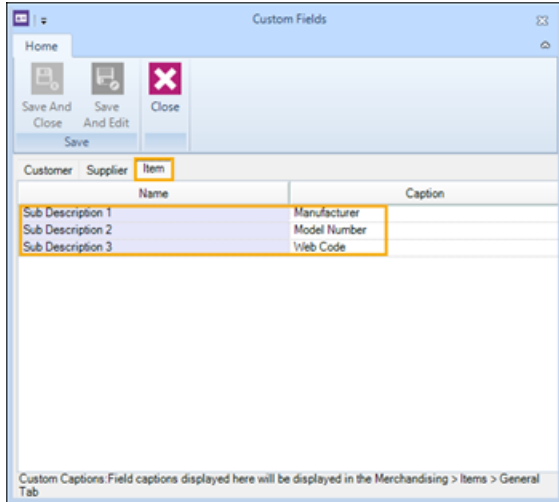
1. Click **Setup**.
2. Expand **Miscellaneous**.
3. Click **Custom Fields**.
4. On the **Customer** or **Supplier** tab, enter field labels for the following, as required:
 - **Custom Text:** You can enter field labels for up to five custom text fields. For example, if your store sells automotive parts or services, you might customize these Customer text fields to capture information such as the make, model, year, and color of the customer's vehicle.



- **Custom Number:** You can enter field labels for up to five custom number fields. For example, if your store sells pet supplies and services, you might customize these Customer number fields to capture information such as how many dogs, cats, birds, or other pets the customer has.

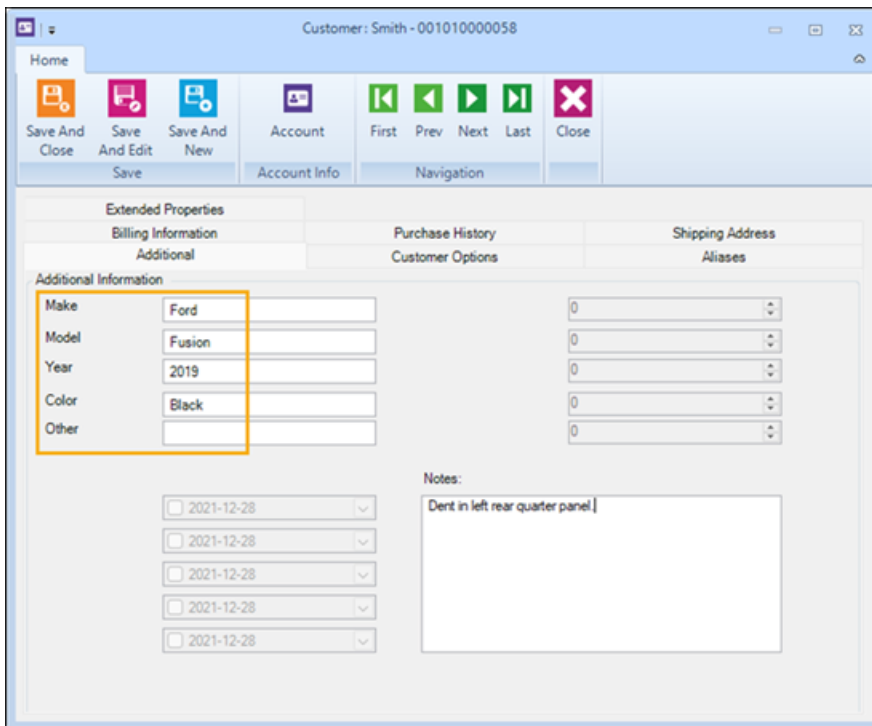


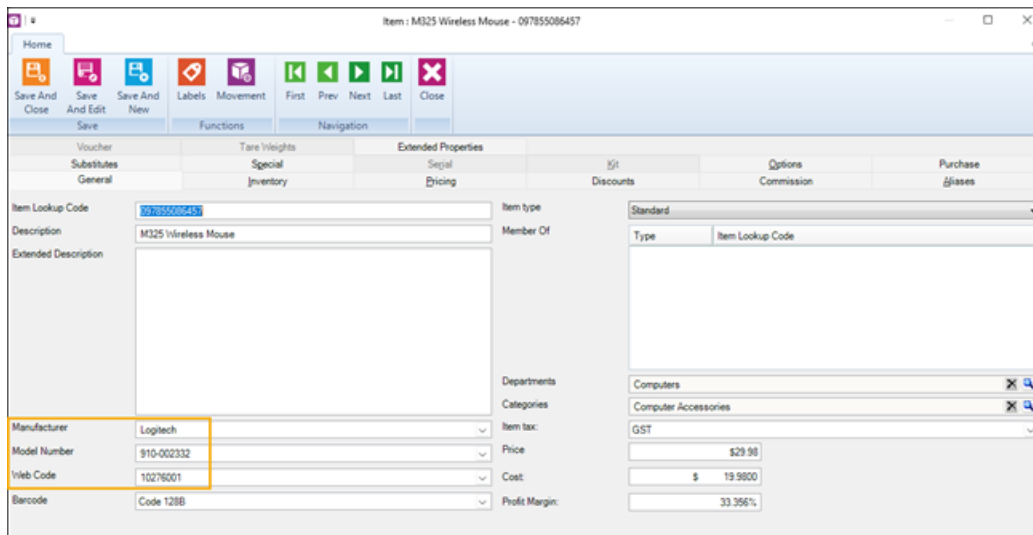
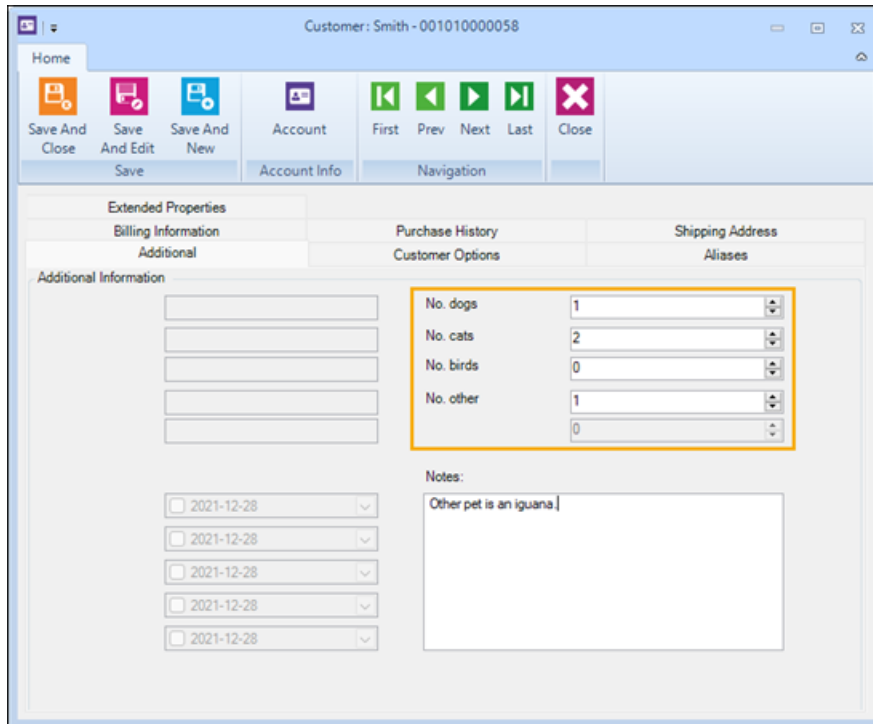
- **Custom Date:** You can enter field labels for up to five custom date fields. For example, you might customize these Customer date fields to identify the date the customer's account was created, the date of their first purchase, or any other important date related to their relationship with your store such as their vehicle's last servicing date.
5. On the **Item** tab, enter field labels for up to three custom item sub-description fields:



6. Click **Save And Close**.

Examples of custom fields in use:





Generating supplier reports

1. Click **Reports**.
2. Click **Active Reports**.
3. Expand **Standard**.

4. Do one of the following:
 - Expand **Items** and click **Items - Supplier List**.
 - Expand **Sales | Top Sales** and click **Sales - Top Suppliers Report**.

5. Build filters to control what data is included in the report:
 - **Field:** Select the type of data you want to filter on, e.g., Date Sold.
 - **Operator:** Select a filter operator, e.g., BETWEEN.
 - **Value:** Select an appropriate value, e.g., December 1, 2021 and December 31, 2021.
 - **Note:** The values change depending on the Field you select.
 - **AND:** Select AND if you only want the report to contain data where both filters are true.
 - **OR:** Select OR if want the report to contain data where either of the filters are true.

6. Click **Add** to add each filter to the report query.

7. Click **OK**. The report displays.

8. Do the following as required:
 - Click **Export to Excel** to export the report to Excel;
 - Click **Export to PDF** to export the report to PDF; or
 - Click **Print** to print the report.

Deactivating suppliers

When your store ceases to order products from a supplier, the best practice is to deactivate their supplier account instead of deleting it. This helps to maintain important

connections between data in the store database.

Note: If the supplier's account was deactivated and you want to start ordering products from them again, you do not have to create a new supplier account for them. You can reactivate their supplier account by clearing the **Inactive** setting on their account.

This topic describes how to deactivate a single supplier. If you need to deactivate multiple suppliers, refer to the [Using the Supplier Worksheet](#) topic.

1. Click **Inventory/Purchasing**.
2. Click **Suppliers**.
3. Double-click the supplier account to open it.
4. On the **Purchase** tab, select the check box next to **Inactive**.
5. Click **Save And Close**.

Inventory

Inventory best practices

There are a number of things you can do when you set up items that will make it significantly easier for you to manage things like discounts, ordering from suppliers, printing labels, and generating informative reports.

Use the UPC or EAN code for the item lookup code

Universal Product Code (UPC) is a product identification system that is typically used in the U.S. to identify items at the point of sale. In this system, every item sold has its own unique UPC code. For example, a case of bottled water has its own UPC code, but

if you break out the bottles of water to sell individually the bottles have a different UPC code from the case.

European Article Number (EAN) is a product identification system that is compatible with UPC that is typically used in Europe to identify items at the point of sale. In many cases the UPC and EAN codes are the same.

Using the UPC or EAN code for the item lookup code has a number of advantages:

- **Consistency:** Your item lookup code naming will always be consistent. This makes it easier to look up items, and it results in more professional-looking receipts, work orders, and purchase orders.
- **Specificity:** Each UPC or EAN code is unique to a single item and cannot be confused with another item at the point of sale.
- **Universality:** UPC and EAN codes are used worldwide by manufacturers, suppliers, and other merchants.
- **Labeling:** UPC and EAN codes also make product labeling easier. Almost every product sold has a UPC or EAN printed on it by the manufacturer. This means you can put a price label on the shelf instead of adding a price label to each item individually.
- **Reporting:** UPC and EAN codes can also make reporting easier. For example, most UPC codes are 12 digits. The first 6 digits are assigned to the manufacturer, including a check digit, and the next 6 digits identify the product, including a check digit. When generating reports you can use the Filter to include all products that have the same first 6 digits (that is, they have the same manufacturer).

Be consistent when you write item descriptions

If you are setting up your store database for the first time - or are cleaning up and optimizing an existing store database - you should aim for consistency in how you write item

descriptions. This makes it easier to search for items, but it also results in more professional-looking receipts, work orders, and purchase orders.

Consider setting up store rules for how you write item descriptions. For example:

- **Capitalization:** As a general rule, always follow the capitalization used for trademarked company and product names, for example iPhone. But how should you capitalize other words in the description like "adapter" or "charging cable" or "case" or "earbuds"? For consistency, use either title case or lower case, but not a mix of both. For example:
 - **Title case:** iPhone Silicone Case
 - **Lower case:** iPhone silicone case
- **Content:** The description field is limited to 30 characters or less, so your item descriptions should be concise and limited to the most important information. To save space, you might decide to not include the manufacturer name in the item description. You can put the manufacturer name in a custom field to aid with searching and filtering. Instead, use the description field just for the product name, for example AirPods Pro earbuds.

Use custom fields to aid with filtering

You can use filters with a number of different tools in Store Manager, such as:

- Advanced Item Wizard
- Purchase Order Requisitions
- Reports

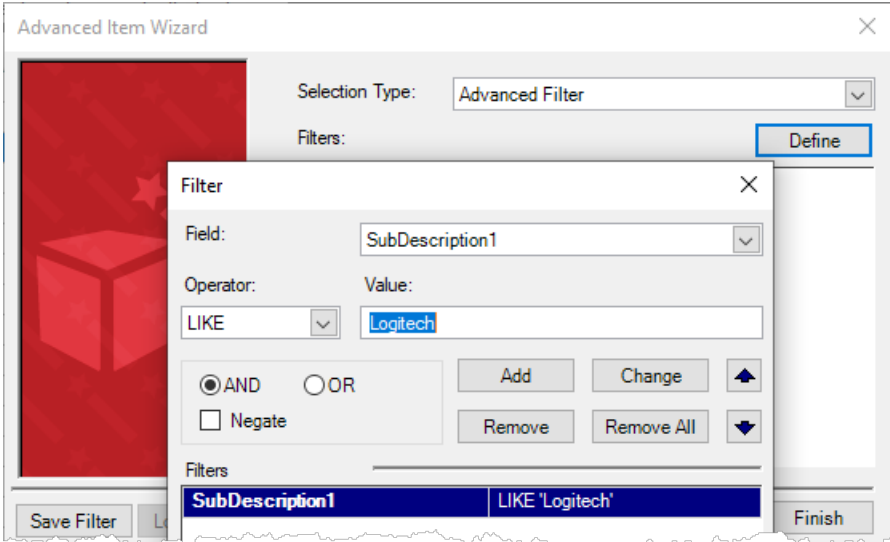
Consider using the customizable item fields (Sub Description 1, Sub Description 2, Sub Description 3) to aid with filtering. For example, you might use the customizable fields to enter the manufacturer, model number, or other stock keeping information such as SKU or web code.

Item Lookup Code	097855086457
Description	M325 Wireless Mouse
Extended Description	
Sub Description 1	
Sub Description 2	
Sub Description 3	
Barcode	NONE

Item Lookup Code	097855086457
Description	M325 Wireless Mouse
Extended Description	
Manufacturer	Logitech
Model Number	910-002332
Web Code	10276001
Barcode	NONE

Note: You customize these field labels in **Setup | Miscellaneous | Custom Fields** on the **Item** tab.

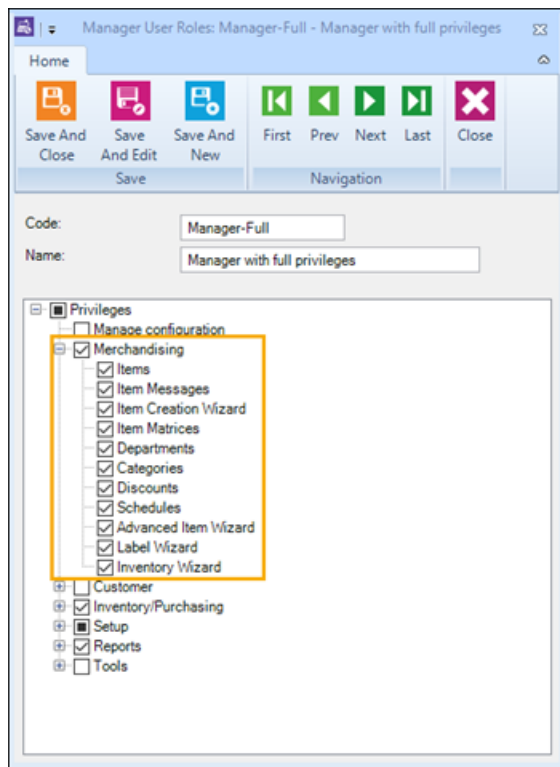
This is extremely useful if you want to use the filter to include all items from a particular manufacturer, for example to put those items on sale or to pull sales or to generate reports:

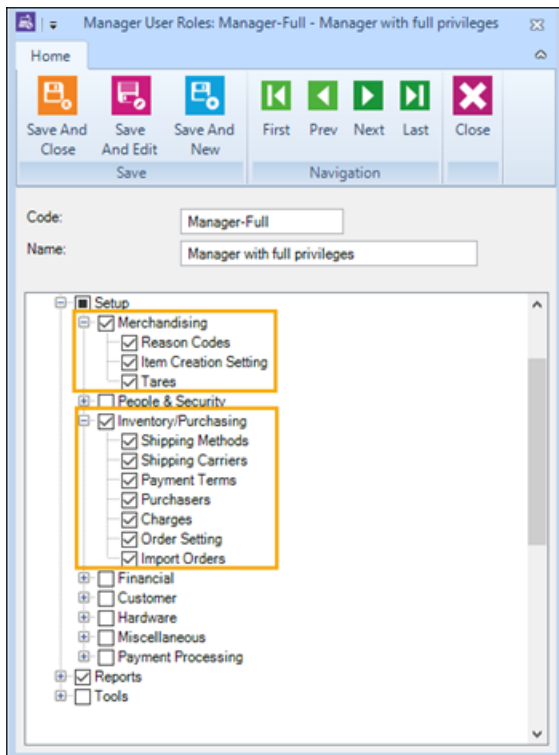
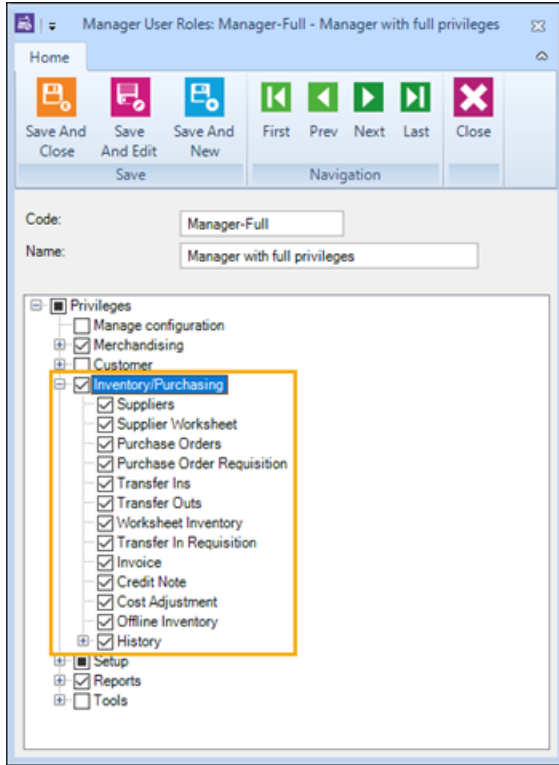


Privileges required to set up or manage inventory

Anyone who is responsible for setting up or managing inventory in Store Manager must be assigned to a manager user role that has inventory privileges.

1. Click **Setup**.
2. Expand **People & Security**.
3. Click **Manager User Roles**.
4. Ensure the manager role assigned to the user has the following inventory privileges:

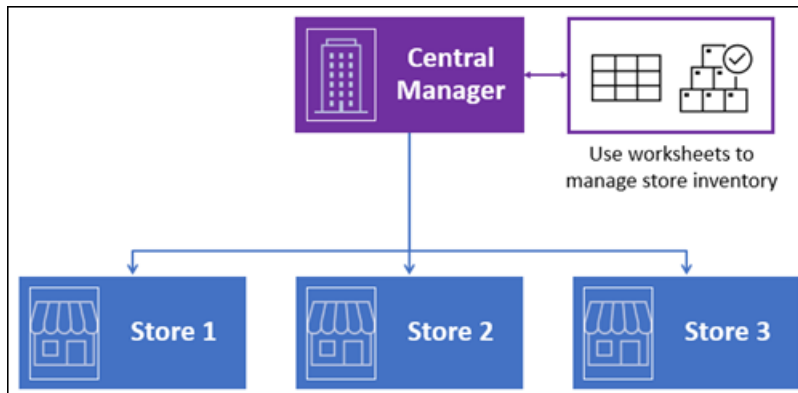




Using worksheets to manage store inventory

Worksheets are how you manage store inventory from Central Manager. You can use worksheets to add or update inventory items in stores, to set regular or sale prices on items, change ordering information, and create transfers or purchase orders.

To use worksheets, you select the stores whose inventory you want to update and then identify the inventory items you want to include in the worksheet. Central Manager generates either one worksheet for each store or one worksheet for all stores, depending on the type of worksheet. After the worksheet is generated you can add or remove items from the worksheet and change the item information as required.



Tip: For worksheets 251, 304, 330, 340, and 351 you can also export the worksheet to a Microsoft Excel spreadsheet, edit the item information in the spreadsheet, and import the spreadsheet data back into the worksheet.)

When you are satisfied with the item information in a worksheet you approve it for processing. By default, approved worksheets are processed immediately, unless you scheduled processing for a future date and time. Larger worksheets take longer to process. In some cases, the best practice is to process the worksheets while the stores are not open to business.

You can use worksheets to initiate transfers and purchase orders, but they must be released and received at the store level. In Central Manager, the processing status of these worksheets remains In Process until the stores have received the transfers or purchase orders.

After worksheets are completed you can acknowledge and file them.

List of available worksheets

The following worksheets are available in Central Manager:

#	Worksheet title and description	# worksheets created	Editable fields
251	<p>Update Inventory - Item Prices</p> <p>Use this worksheet to update item prices and sale prices (on the item's Pricing tab) for specified stores. It is recommended if the stores you are managing with Central Manager have different pricing information for items.</p> <p>Note: You can export the items to an Excel spreadsheet, make the changes in Excel, and then import the spreadsheet back into Central</p>	One per store	<ul style="list-style-type: none"> ▪ Price ▪ Price A, B, C ▪ MSRP ▪ Sale Price ▪ Sale Start Date ▪ Sale End Date ▪ Lower Bound ▪ Upper Bound ▪ Buydown Price ▪ Buydown Quantity

#	Worksheet title and description	# worksheets created	Editable fields
	<p>Manager.</p>		
252	<p>Update Matrix Items Prices</p> <p>Use this worksheet to update matrix item component prices and sale prices (on the item's Pricing tab) for specified stores. It is recommended if the stores you are managing with Central Manager have different pricing and cost information for matrix items.</p>	One per store	<ul style="list-style-type: none"> ▪ Price ▪ Price A, B, C ▪ MSRP ▪ Sale Price ▪ Sale Start Date ▪ Sale End Date ▪ Lower Bound ▪ Upper Bound ▪ Buydown Price ▪ Buydown Quantity
261	<p>Download Items</p> <p>Use this worksheet to add new items, and all item properties, to the specified stores. You can also use this worksheet to update existing items and item properties, excluding quantity.</p>	One per store	None

#	Worksheet title and description	# worksheets created	Editable fields
	<p>Note: This worksheet does not override the store item quantities.</p>		
303	<p>Change Item Ordering Info</p> <p>Use this worksheet to update ordering information for specified stores.</p> <p>Note: This worksheet is designed to update ordering information for all stores. You can modify the worksheet so it only updates ordering information for specific stores. However, you cannot use the worksheet to enter different ordering information per store.</p>	One	<ul style="list-style-type: none"> ▪ Min. Order ▪ Cost ▪ Reorder ▪ MPQ ▪ Purchase Tax
304	<p>Change Item Price (Regular)</p> <p>Use this worksheet to update item prices for specified stores. It is recommended if</p>	One	<ul style="list-style-type: none"> ▪ New Price

#	Worksheet title and description	# worksheets created	Editable fields
	the stores you are managing with Central Manager have the same item pricing.		
308	<p>Change Item Restocking Info</p> <p>Use this worksheet to update restocking information for the specified stores.</p>	One worksheet, or one per store	<p>One worksheet:</p> <ul style="list-style-type: none"> ▪ Reorder Point ▪ Restock Level <p>One per store:</p> <ul style="list-style-type: none"> ▪ New Reorder Point ▪ New Restock Level
320	<p>Adjust Item Sales Tax</p> <p>Use this worksheet to adjust item sales tax for specified stores.</p>	One per store	<ul style="list-style-type: none"> ▪ Sales Tax
321	<p>Change Item Block Sales</p> <p>Use this worksheet to block sales for the selected items in the selected stores. You can block sales based on a schedule and start/end date.</p>	One	<ul style="list-style-type: none"> ▪ Block Sales Type ▪ Block Sales Reason ▪ Block Sales Schedule

#	Worksheet title and description	# worksheets created	Editable fields
			<ul style="list-style-type: none"> ▪ Block Sales Start Date ▪ Block Sales End Date
322	<p>Change Item Discounts</p> <p>Use this worksheet to change discounts for the selected items in the selected stores.</p>	One	<ul style="list-style-type: none"> ▪ New Quantity Discount
330	<p>Inventory Transfer</p> <p>Use this worksheet to initiate inventory transfers between stores. After you initiate an inventory transfer in Central Manager, a transfer out is created in the source store where it must be released, shipped, and committed in Store Manager.</p> <p>When the transfer out is committed, a transfer in is created in the destination store that must be released,</p>	One	<ul style="list-style-type: none"> ▪ Quantity Transfer

#	Worksheet title and description	# worksheets created	Editable fields
	received, and committed in Store Manager. The worksheet status in Central Manager will be In Process until the transfer in is committed in the destination store.		
340	<p>PO Planner</p> <p>Use this worksheet to initiate purchase orders for stores. After you initiate a purchase order in Central Manager, the purchase order(s) are created at the applicable store(s), where they must be released in Store Manager.</p>	One per store	<ul style="list-style-type: none"> ▪ Order Number ▪ Item Description ▪ Quantity ▪ Price ▪ Extended ▪ Purchase Tax
351	<p>Update Inventory - Item Prices Cost (Regular)</p> <p>Use this worksheet to update item prices for specified stores. It is recommended if the stores you are managing with Central Manager have the same pricing and cost information for items.</p>	One	<ul style="list-style-type: none"> ▪ Price ▪ Price A, B, C ▪ MSRP ▪ Sale Price ▪ Sale Start Date ▪ Sale End Date ▪ Lower Bound

#	Worksheet title and description	# worksheets created	Editable fields
	<p>Note: You can export the items to an Excel spreadsheet, make the changes in Excel, and then import the spreadsheet back into Central Manager.</p>		<ul style="list-style-type: none"> ▪ Upper Bound ▪ Buydown Price ▪ Buydown Quantity
501	<p>Request Full Inventory Count</p> <p>Use this worksheet to request store quantities and synchronize them to the Central Manager database for the purpose of adjusting quantities in Central Manager to match the quantities in the stores. This worksheet is typically run after stores complete their physical inventory counts. When Worksheet 501 has finished processing you can use Task 190 to reconcile store quantities with the quantities in the Central Manager database.</p>	One	None

Set up store inventory

Setting up departments

It is recommended that you set up departments. If you organize your items into departments and categories it is easier to analyze inventory, pricing, and profits.

1. Click **Merchandising**.
2. Click **Departments**.
3. To add a new department, click **New**.
4. On the **Department** tab, enter the following information:

Field	Description
Code	A unique code, e.g., a number or abbreviation, that identifies the department.
Name	The name of the department.

5. To quickly add categories to a department, in the Categories section click **New** and enter a **Code** and **Name** for the category.
6. On the **Store Groups** tab, select the store groups that use this department.
7. Click **Save And Close**.

Setting up categories

It is recommended that you set up categories. If you organize your items into departments and categories it is easier to analyze inventory, pricing, and profits.

1. Click **Merchandising**.
-

2. Click **Categories**.
3. To add a new category, click **New**.
4. On the **Category** tab, enter the following information:

Field	Description
Code	A unique code, e.g., a number or abbreviation, that identifies the category.
Name	The name of the category.
Department	Select the department that the category belongs to.

5. On the **Store Groups** tab, select the store groups that use this category.
6. Click **Save And Close**.

Setting up items

Setting up standard items

Note: It is recommended that you set up suppliers before you enter a large number of items.

1. Click **Merchandising**.
2. Click **Items**.
3. Click **New**.
4. Select **Standard Item** and click **OK**.
5. Use the **General** tab to enter general information about the item.

Field	Description
Item Lookup Code	A unique code for the item. This is usually the UPC item code.
Description	The name or description of the item. There is a 30 character limit.
Ext Description	Any additional information that describes the item.
Sub Description 1, 2, 3	<p>You can rename this field and use it to define additional attributes for the item, e.g., Size, Colour.</p> <p>Note: Define the field label using Setup Miscellaneous Custom fields Item tab. Select the Show previously defined SubDescription option from File Configuration Store rules Item to change this from a text field to a drop-down list populated with previously-defined Sub Descriptions for the item.</p>
Barcode	The item's barcode type. For example, the UPC barcode type is the standard type of barcode for items sold to the general public. The barcode type affects how labels are formatted and printed.
Item type	<p>Select one of the following options:</p> <ul style="list-style-type: none"> ▪ Standard: The item does not have special attributes. ▪ Serialized: The item is associated with a unique

Field	Description
	<p>serial number, which Store Manager uses to track purchases.</p> <ul style="list-style-type: none"> ▪ Kit: The item is a kit that contains other items that are in the store database. These items are bundled together and sold as one item. ▪ Gasoline: The item quantity is recalculated when a new extended price is entered. ▪ Weighed: The item must be weighed to determine its sale price. The weight can be entered manually or using an electronic scale connected to the register. If you select this option, you can also assign a tare weight to the item on the Tare Weights tab. ▪ Non-Inventory: The item is not tracked, e.g., shipping charges, labor hours. ▪ Voucher: The item is a gift certificate or gift card sold by the store.
Member of	<p>If the item is a component of a matrix, lot matrix, or assembly item, the lookup code for the matrix, lot matrix, or assembly item it is sold under displays in this field.</p>
Department	<p>The department the item belongs to.</p> <p> Note: Define departments using Setup Mer-</p>

Field	Description
	<p>chandising Departments.</p>
Categories	<p>The category the item belongs to.</p> <p>Note: Define categories using Setup Merchandising Categories.</p>
Price	<p>The regular price for the item. You can either set the price on the General tab or the Pricing tab. The fields on both tabs are connected.</p>
Cost	<p>The amount the store paid to purchase the item. You can either set the cost on the General tab or the Pricing tab. The fields on both tabs are connected.</p>
Profit Margin	<p>The profit margin for the item. This field is calculated using the calculation $[(\text{Price} - \text{Cost}) / \text{Price}] \times 100$. You can either set the profit margin on the General tab or the Pricing tab. The fields on both tabs are connected.</p>

6. Use the **Inventory** tab manage your item inventory.

Field	Description
On Hand	<p>The current number of items in stock. The number is reduced whenever the item is sold. The number shown can be either a positive or negative. If the item is a non-inventory item, the number is zero.</p>

Field	Description
Committed	The current number of items in stock that are committed, e.g., they are included in layaways or work orders.
Available	The current number of items in stock that you can sell, i.e., on hand – committed. This field is calculated and cannot be edited.
On Order	The total number of the item that you have on order, e.g., in purchase orders or inventory transfers. This field is calculated and cannot be edited.
Transfer Out	The total number of the item that is included in outward inventory transfers that have not yet been issued. This field is calculated and cannot be edited.
Unit of Measure	How the item is counted or measured, e.g., weight, size, cans, bottles, packages.
Date created	The date the item was created. This field is calculated and cannot be edited.
Last received	The date the item was last received into the database. This field is calculated and cannot be edited.
Last ordered	The date the item was last ordered. This field is calculated and cannot be edited.

Field	Description
Last sold	The date the item was last sold. This field is calculated and cannot be edited.
Last cost	The last cost at which the item was sold. This field is calculated and cannot be edited.
Replacement cost	The amount the replacement item will cost.

7. Use the **Pricing** tab to manage item pricing.

Option	Field	Description
General Pricing	Price	The regular price for the item. You can either set the price on the General tab or the Pricing tab. The fields on both tabs are connected.
	Cost	The amount the store paid to purchase the item. You can either set the cost on the General tab or the Pricing tab. The fields on both tabs are connected.
	Profit Margin	The profit margin for the item. This field is calculated using the calculation $[(\text{Price} - \text{Cost}) / \text{Price}] \times 100$. You can either set the profit margin on the General tab or the Pricing tab.

Option	Field	Description
		The fields on both tabs are connected.
	Price level A, B, or C	If your store uses different price levels for items, enter the prices in these fields. If the price levels are not set, POS uses the value in the Price field (the regular price).
	MSRP	The manufacturer's suggested retail price (MSRP) for the item.
Price Bounds	Lower bound	The recommended lowest price for the item. If a cashier or sales representative attempts to sell the item below this price, POS displays a warning message.
	Upper bound	The recommended highest price for the item.
Sale Pricing	This item is on sale	Select if the item will be on sale during the specified number of days or according to a schedule.
	Sale price	The sale price that is in effect during the specified number of days or

Option	Field	Description
		according to a schedule.
	This sale is in effect for a specific period	Select this option if the item will be on sale for a specific number of days. Use the Start Date and End Date fields to select the time period.
	This sale is in effect according to a schedule	Select this option if the item will be on sale according to a specific schedule and select the Schedule from the drop-down list. Note: Define the schedule using Setup Merchandising Schedules .
Buydown Pricing	Buydown price	The price to charge for each qualifying buydown item.
	Buydown quantity	The quantity that is available at the buydown price. If the customer buys more of the items than the remaining buydown quantity, POS prices all of the items at the buydown price. In subsequent sales, POS uses the value in the Price field (the regular price).

- Use the **Discounts** tab to manage item discounts.

Field	Description
There is no discount scheme for this item	Select this option if there is no discount scheme currently applied to the item.
Use a Mix and Match discount theme	<p>Select this option to apply a mix and match discount scheme and select the scheme from the Discount scheme drop-down list.</p> <p>Note: Define the discount scheme under Setup Merchandising Discounts.</p>
Use a Buy X and get Y for Z discount scheme	<p>Select this option to apply a buy X and get Y for Z discount scheme and select the scheme from the Discount scheme drop-down list.</p> <p>Note: Define the discount scheme under Setup Merchandising Discounts.</p>
Use a quantity discount pricing table	<p>Select this option to use a discount table to establish discount prices for the item based on the quantity purchased. The Quantity column indicates the minimum number of items that must be purchased at the indicated Price in order to qualify for the discount prices in the Price A, B, or C columns. Select Discount odd items if you want to extend the discount price of the item to items above the Quantity that do not meet the next level of discount.</p>

9. Use the **Commission** tab to manage commissions on sales of this item.

Field	Description
Do not allow commission for this item	Select this option if there is no commission on this item. If a sales representative who earns commission sells this item, they will not earn a commission from it.
Base this item's commission on the schedule defined for the sales rep	Use the commission schedule defined for the sales representative. Note: Define the sales representative's commission schedule using Setup People & Security Sales Representative .
Base this item's commission on schedule defined below	Use a commission schedule that is specific to the item. If you select this option, the commission schedule you define for the item overrides the commission schedule defined for the sales representative.
Fixed Amount	If you want to base commission on a fixed dollar amount per sale, enter that amount.
Percent of sale	If you want to base commission on a percent of the sale amount, enter the percentage.
Percent of profit	If you want to base commission on a percent of the profit, enter the percentage.
Maximum commission	If you want to cap commissions on the item to a specific dollar value, enter that amount.

10. On the **Aliases** tab, enter any aliases for the item.

You can use aliases to look up items. They are like alternate item lookup codes. To be effective, aliases should be easy to remember and shorter than a standard UPC code. Aliases must be unique to a specific item.

11. On the **Substitutes** tab, enter any substitute items that are similar to the item that a customer could purchase if this item is out of stock.
12. Use the **Special** tab to manage other item characteristics.

Field	Description
Tag along item	If this item is sold with a tag along item, click the Browse icon and search for the lookup code of the tag along item.
Quantity	The number of tag along items that will be sold when the original item is sold.
Parent Item	The lookup code of the parent item (e.g., a case of bottled water) that contains a specific quantity of this item (e.g., a bottle of water), which can also be sold as a single item. If the on hand quantity of the single item reaches zero, the store can open up the parent item and add that quantity of the single item into inventory. This is known as breaking.
Child quantity	The quantity of single items (e.g., 12 bottles of water) within a parent item (e.g., a case of bottled water).
Item message	The item message that is displayed to the cashier at the register when the item is sold, e.g., Verify age limit.

Field	Description
	<p>Note: Set up item messages using Setup Merchandising Item Messages.</p>
Bin location	The location in the store where the item is stored.
Weight	The weight of the item.
Notes	Any special information about the item.
Picture	<p>If you want to display a picture of the item on net display, do one of the following:</p> <ul style="list-style-type: none"> ▪ Click the Browse icon and select the picture. ▪ Enter the file path to the picture (including the file name). ▪ Enter the file name. <p>Pictures must be in BMP, JPG, or GIF format.</p> <p>If you prefer to enter only the file name, the file must be saved to the Pictures folder. The Pictures folder is usually located at C:\Program Files (x86)\Retail Hero\RMH Central Manager\Pictures.</p> <p>The path to the Pictures folder must be configured in the Central Administrator app. In Central Administrator, click Configuration. On the Path tab, in the Pictures field, enter the path to the Pictures folder,</p>

Field	Description
	<p>then click Save And Close.</p> <p>If you enter a different file path to the picture, e.g., C:\Temp\Picture.jpg, when you save the item, the system saves copy of the picture in the Pictures folder.</p>

13. If the item is a serialized item, use the **Serial** tab to manage serial numbers.
14. If the item is a kit item, use the **Kit** tab to add the items that are included in the kit:
 - a. Click **New**.
 - b. Enter the item's lookup code in the **Find** field or scroll through the item list and select the item.
 - c. Click **OK**.
15. Use the **Options** tab to manage other options for the item.

Field	Description
Must enter price at the POS	Select this item to prompt the cashier to enter the price of an item before the item can be added to the transaction, e.g., the price of items sold at a deli counter.
Accept food stamps for this item	<p>Select this option if the customer can purchase the item using food stamps.</p> <p>Note: Set up food stamps as a tender type using Setup Financial Tender Types.</p>

Field	Description
Quantity entry at POS not allowed	Select this option if you want to restrict cashiers from entering the quantity of the item at the register.
Item is not discountable at the POS	Select this option if you want to restrict cashiers from entering discounted prices for the item at the register.
Item is available on the website	Select this option if you are using RMH Store Manager with a web store and you want to make this item available on the web store.
Item is now inactive	<p>Select this option if you are no longer selling this item as a single item. If an item is inactive, it can still be sold as part of a matrix, lot matrix, or assembly item.</p> <p>Note: Making an item inactive is the recommended approach. If you delete an item, it can break relationships in the database and cause problems with generating reports.</p>
Block sales for this item	Select this option if you want to block sales for the item for the specified number of days or according to a schedule.
The block is in effect for a specific period	Select this option if sale of the item will be blocked for a specific number of days. Use the Start Date and End Date fields to select the time period.

Field	Description
The block is in effect according to a schedule	<p>Select this option if the sale of this item will be blocked according to a specific schedule and select the Schedule from the drop-down list.</p> <p>Note: Define the schedule using Setup Merchandising Schedules.</p>

16. If the item is a voucher item, use the **Voucher** tab to manage voucher options and numbering.

Field	Description
Item can not be sold	Select this option if you want to prevent the item from being sold.
Item can not be returned	Select this option if you want to prevent the item from being returned.
Voucher can be reused	Select this option if you want to be able to reload pre-payment amounts to the voucher. This is particularly useful for gift cards.
Global	
Linked tender	<p>Select a voucher tender type. All vouchers must be linked to a tender type so they can be redeemed at point-of-sale.</p> <p>Note: Define tender types in Setup Fin-</p>

Field	Description
	Financial Tender Types.
Cashier entered	Select this option if you want the cashier to enter the voucher number in POS when a voucher is sold. For example, you might select this option if you sell pre-printed gift cards and you want the cashier to swipe the magnetic stripe to record the card's number when it is sold.
Auto generated	Select this option if you want POS to automatically generate a voucher number when a voucher is sold. For example, you might select this option if you sell gift certificates and you want POS to automatically generate a unique voucher number for each gift certificate.
Number format	If you selected auto generated numbering, enter the number format and length.

17. Use the **Purchase** tab to manage purchasing and reordering.

Field	Description
Tax Code	If applicable, the tax applied in a purchase order for the item. In the U.S. and Canada, stores typically purchase items tax free and collect tax from the customer at the point of sale.
Child/Kit Reorder	If the item is the child of a parent item, or part of a kit,

Field	Description
	use this option to determine whether to reorder the parent item when this item is purchased.
Do Not Order	Select this option if you no longer want to order this item.
Unit of Measure	Select the unit of measure to use in a purchase order for the item. Note: Define the unit of measure using File Configuration Unit of measure.
UOM/Qty 1, 2, 3	The options available for this field depend on how you have defined the unit of measure.
Purchase UOM	The unit of measure to use in a purchase order for this item.

18. On the **Store Groups** tab, select the store groups that stock this item.
19. On the **Extended Properties** tab:
 - a. Select **Whole Number** if you want to display quantities in whole numbers only, e.g., 8 instead of 8.5. In stores that only sell whole units, such as clothing stores, this can make quantities easier to read. Do not select this option if your store sells weighted items or items that sell in partial quantities, e.g., 6.5 yards of fabric.
 - b. Select **Do not allow to edit Unit of Measure on Inventory Tab** if you want to prevent cashiers and others from changing the unit of measure for sales.

20. Click **Save And Close**.

Setting up matrix items

A **matrix item**¹ is composed of items that are essentially the same, e.g., t-shirts or pants, but vary in one or two ways like size or color. These items, or *components*, typically have the same **lookup code**², description, and price as the matrix item.

However, you have the option of setting up unique lookup codes, descriptions, and prices for each component.

You can define up to three *dimensions*, e.g., size or color, to differentiate between components in the matrix. Within each dimension you can define several *attributes*, e.g., XS, S, M, L, XL, XXL, XXXL.

Note: It is recommended that you set up suppliers before you enter a large number of items.

1. Click **Merchandising**.
2. Click **Items**.
3. To add a new item, click **New**.
4. Select **Matrix Item** and click **OK**.
5. Use the **General** tab to enter general information about the item.

¹A matrix item is composed of items that are essentially the same, e.g., t-shirts or pants, but vary in one or two ways like size or color. These items, or components, typically have the same lookup code, description, and price as the matrix item. However, you have the option of setting up unique lookup codes, descriptions, and prices for each component. You can define up to three dimensions, e.g., size or color, to differentiate between components in the matrix. Within each dimension you can define several attributes, e.g., XS, S, M, L, XL, XXL, XXXL.

²A unique set of alphanumeric characters used to identify an item, e.g., barcode numbers if an item has a barcode.

Field	Description
Matrix lookup code	A unique code for the matrix item.
Description	The name or description of the matrix item.
Sub Description 1, 2, 3	You can rename this field and use it to define additional attributes for the item, e.g., Size, Colour.
Notes	Any notes that you want to enter about the matrix item.
Department	The department the item belongs to. Note: Define departments using Setup Merchandising Departments .
Category	The category the item belongs to. Note: Define categories using Setup Merchandising Categories .
Item Tax	The tax that is applied to the item when it is sold. Note: Define item tax using Setup Financial Item Taxes .
Price	The regular price for the item.
Cost	The amount the store paid to purchase the item.
Supplier	The primary supplier of the matrix item. Note: Define suppliers using Invent-

Field	Description
	ory/Purchasing Suppliers.
Barcode	The item's barcode type. For example, the UPC barcode type is the standard type of barcode for items sold to the general public. The barcode type affects how labels are formatted and printed.

6. On the **Component Item** tab:
 - a. In the **Dimension for component items** section, in the **Dimension 1** field, type a name for the type of dimension, e.g., Size.
 - b. In the **Attributes** and **Codes** area below the Dimension 1 field, define the attributes for the dimension, e.g., Extra Small, Small, Large, and the codes for those attributes, e.g., XS, S, L.
 - c. Define additional dimensions (up to three) and attributes as required.
 - d. After you have defined the dimensions, attributes, and codes, do one of the following:
 - If you want Store Manager to automatically create components for each dimension and attribute combination, click **Create Components** and then click **Yes** and **OK**.
 - If you want to manually create components for each dimension and attribute combination, click **Add Items**. Choose **Select an existing item to add** to add items that already exist in the database or select **Create new item to add** to create a new item and click **OK**.
7. On the **Quantity View** tab:

- a. In the **Display these quantities** field, select on hand, committed, available, on order, or transferred out. Use the dimension drop-down lists to control what displays in the quantity table.
 - b. If required, change the quantities in the quantity table.
8. On the **Store Groups** tab, select the store groups that stock this item.
9. Click **Save And Close**.

Setting up lot matrix items

A **lot matrix item**¹ is composed of items that are packaged in different quantities and have different prices based on the quantity purchases, e.g., a can of beer that may be sold individually, or in 6-pack, 12-pack, or 24-pack quantities.

Note: It is recommended that you set up suppliers before you enter a large number of items.

1. Click **Merchandising**.
2. Click **Items**.
3. To add a new item, click **New**.
4. Select **Lot Matrix Item** and click **OK**.
5. In the **Lot Matrix Lookup Code** field, type a unique code for the lot matrix item.
6. In the **Description** field, type the name or description of the lot matrix item.

¹A lot matrix item is composed of items that are packaged in different quantities and have different prices based on the quantity purchases, e.g., a can of beer that may be sold individually, or in 6-pack, 12-pack, or 24-pack quantities. Lot matrix items typically have the same lookup code but have different prices that correspond to the lot size (e.g., package quantity).

7. Click **Add**.
8. Choose **Select an existing item to add** to add items that already exist in the database or select **Create new item to add** to create a new item and click **OK**.
9. If required, change the quantities in the quantity table.
10. On the **Store Groups** tab, select the store groups that stock this item.
11. Click **Save And Close**.

Setting up assembly items

An **assembly item**¹ is composed of items that are bundled or assembled into a package and sold under a separate **lookup code**², e.g., a gaming package with a controller, console, and game, or a cell phone contract that includes a specific cell phone.

¹An assembly item is composed of items that are bundled or assembled into a package and sold under a separate lookup code, e.g., a gaming package with a controller, console, and game, or a cell phone contract that includes a specific cell phone. When a customer purchases an assembly item, the in-stock quantity of the individual assembly components is updated in the store database. More importantly, the cashier can change the quantity, price, or taxes of individual assembly components, e.g., the cashier can add or remove components and both the in-stock quantity of the components and the price of the assembly item are automatically adjusted.

²A unique set of alphanumeric characters used to identify an item, e.g., barcode numbers if an item has a barcode.

Kit items¹ (sold as standard items) and assembly items are not the same. When a customer purchases a kit item, the in-stock quantity of the individual kit components do not change in the store **database**². In addition, the cashier cannot change the quantity, price, or taxes of individual kit components.

When a customer purchases an assembly item, the in-stock quantity of the individual assembly components is updated in the store database. More importantly, the cashier can change the quantity, price, or taxes of individual assembly components, e.g., the cashier can add or remove components and both the in-stock quantity of the components and the price of the assembly item are automatically adjusted.

Note: It is recommended that you set up suppliers before you enter a large number of items.

1. Click **Merchandising**.
2. Click **Items**.
3. To add a new item, click **New**.
4. Select **Assembly Item** and click **OK**.
5. In the **Assembly Lookup Code** field, type a unique code for the assembly item.

¹Kit items contain other items that are in the store database but are only sold as one item, e.g., a first aid kit. Kit items are sold as standard items. Kit items and assembly items are not the same. When a customer purchases a kit item, the in-stock quantity of the individual kit components do not change in the store database. In addition, the cashier cannot change the quantity, price, or taxes of individual kit components.

²A structured set of data that is stored and accessed by a computer software application. In relational databases, data is organized into tables that can be linked (related) based on a value that is common to each, e.g., a lookup ID or customer ID.

6. In the **Description** field, type the name or description of the assembly item.
7. Click **Add**.
8. Choose **Select an existing item to add** to add items that already exist in the database or select **Create new item to add** to create a new item and click OK.
9. Click **Use Component Price** to display the **Price** column in the quantity table. It shows the regular price for the item if it is sold individually. If you want to charge a different price for the item when it is included in an assembly item, enter the assembly item price in this field.
10. If required, change the quantities in the quantity table.
11. On the **Store Groups** tab, select the store groups that stock this item.
12. Click **Save And Close**.

Generating automatic item lookup codes

You can simplify the process of adding items to the store database, and create consistency between items, by automatically generating item lookup codes for new items.

1. Click **Setup**.
2. Expand **Merchandising**.
3. Click **Item Settings**.
4. Select **Use Automatic Item Lookup Codes**.
5. In **Lookup code format**, enter any characters you want to include in the lookup code (for example, you might include a prefix) and use #'s to define the length of number portion of the lookup code.

Make sure the length of the number portion of the lookup code includes room for inventory growth. For example, if you use ###, the lookup code will support a numbering sequence from 001 to 999, but it will not support a numbering sequence of 1000 and higher.

6. In **Next Number**, enter the starting number for the number sequence. For example, if you enter 100, the numbering sequence will start at 100.
7. If desired, use **Increment Next Number By** to control how the number sequence increments. For example, if the number sequence starts at 100 and you enter 5 as the increment number, the numbering sequence will be 100, 105, 110, 115, etc.

Note: The maximum increment value is 10.

8. Click **Save And Close**.

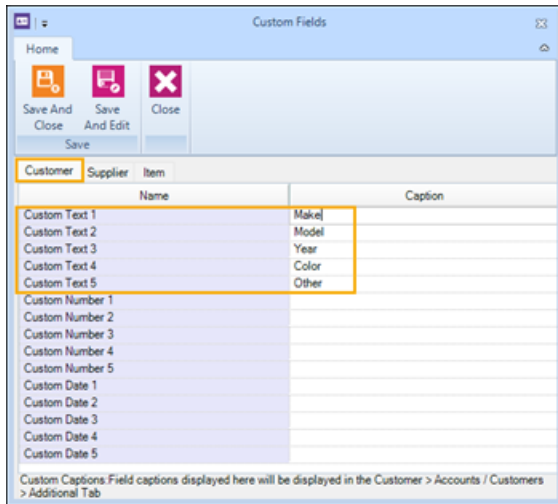
Setting up custom fields

You can set up custom text fields for customers, suppliers, and items. Use these custom fields to capture additional information that is not captured in other fields. Custom fields can be a very useful way to build filters to identify customers, suppliers, and items when you are using wizards or generating reports.

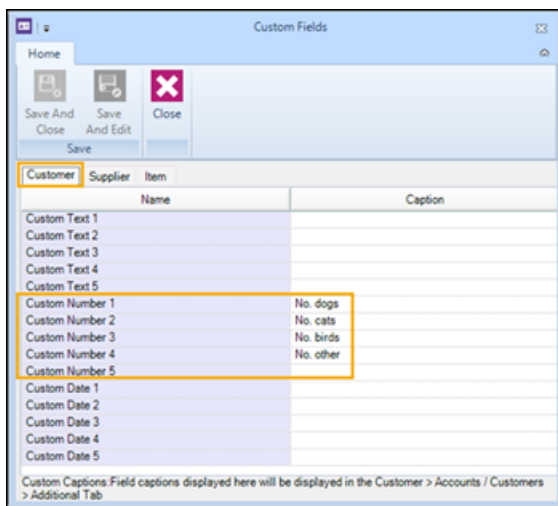
To set up custom fields:

1. Click **Setup**.
2. Expand **Miscellaneous**.
3. Click **Custom Fields**.
4. On the **Customer** or **Supplier** tab, enter field labels for the following, as required:

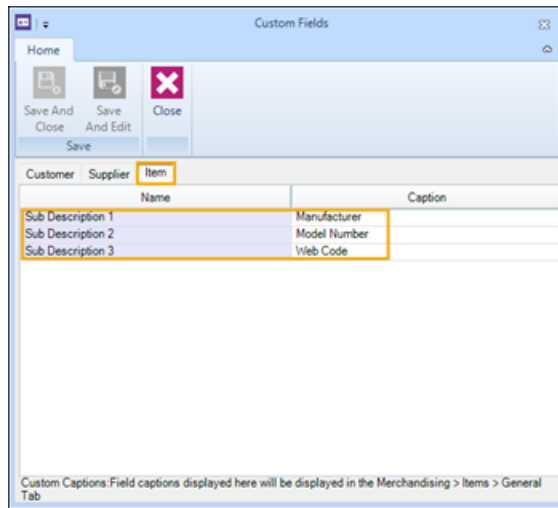
- Custom Text:** You can enter field labels for up to five custom text fields. For example, if your store sells automotive parts or services, you might customize these Customer text fields to capture information such as the make, model, year, and color of the customer's vehicle.



- Custom Number:** You can enter field labels for up to five custom number fields. For example, if your store sells pet supplies and services, you might customize these Customer number fields to capture information such as how many dogs, cats, birds, or other pets the customer has.



- **Custom Date:** You can enter field labels for up to five custom date fields. For example, you might customize these Customer date fields to identify the date the customer's account was created, the date of their first purchase, or any other important date related to their relationship with your store such as their vehicle's last servicing date.
5. On the **Item** tab, enter field labels for up to three custom item sub-description fields:



6. Click **Save And Close**.

Examples of custom fields in use:

Customer: Smith - 001010000058

Home

Save And Close Save And Edit Save And New Account First Prev Next Last Close

Extended Properties

Billing Information Purchase History Shipping Address

Additional Customer Options Aliases

Additional Information

Make	Ford	0
Model	Fusion	0
Year	2019	0
Color	Black	0
Other		0

Notes:

Dent in left rear quarter panel

Customer: Smith - 001010000058

Home

Save And Close Save And Edit Save And New Account First Prev Next Last Close

Extended Properties

Billing Information Purchase History Shipping Address

Additional Customer Options Aliases

Additional Information

No. dogs	1
No. cats	2
No. birds	0
No. other	1

Notes:

Other pet is an iguana

Download items to stores using Worksheet 261

You can use Worksheet 261 to add new items to the specified stores or to update existing item properties. For example, if you add new items to Central Manager, such as seasonal merchandise, you can use this worksheet to add the items to the databases of the specified stores. A separate worksheet is created for each store.

Note: For existing items, Worksheet 261 does not override store item quantities with item quantities from Central Manager. However, it does update all other item properties with the properties defined in Central Manager.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **261: Download Items**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.

7. Enter an **Effective date / time** if you want the items to be added to the store's inventory at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.

9. Select one of the following:

- Use items in these departments
- Use items in these categories
- Use items in these suppliers
- Add items manually
- Item filter

10. If you selected **departments**, **categories**, or **suppliers**:

- Select specific departments, categories, or suppliers; or
- Click **All** to select all.

11. If you selected **Item filter**:

- a. Click **Filter**.
- b. Use the **Filter** dialog options to identify the items.
- c. Click **OK**.

12. Select **Exclude inactive** to exclude inactive items.

13. Click **Next**.

14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. Double-click a worksheet or select a worksheet and click **Properties**.
17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
19. Do one of the following:
 - Click **OK**. The worksheet is saved but not approved.
 - Click **Approve**. The worksheet is approved. The items will be downloaded to the stores and will be added to inventory on the effective date and time.
20. To check the worksheet processing status:
 - a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **261: Download Items**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Setting up item messages

Use item messages to display messages to cashiers whenever they add specific items to transactions. Examples might include a message to check a customer's identification for age or a message to remind a customer that the item is final sale and cannot be returned or exchanged.

1. Click **Merchandising**.
2. Click **Item Messages**.
3. To add a new item message, click **New**.
4. On the **Item Message** tab, enter the following information:

Field	Description
Title	The title of the message, e.g., Verify age limit.
Age limit (Years)	If applicable, the minimum age (in years) that customer must be to buy the item, e.g., 21. Leave as 0 if the age limit does not apply.
Message	If you entered an age in the Age limit (Years) field, type [DATE] in the Message field. POS will automatically subtract the number of years that you entered in the Age limit (Years) field from the current date so the

Field	Description
	cashier can easily verify the age limit. You can enter other messages in this field, e.g., "No returns or exchanges on this item", "Returns and exchanges within 15 days only", or "This item is not equipped with batteries".

5. On the **Store Groups** tab, select the store groups that use this item message.
6. Click **Save And Close**.

Setting up tares

Some items that are sold by weight, such as fruits and vegetables, are sold in packages that may have an associated **tare weight**¹. When this is the case, the tare weight needs to be deducted from the item weight at the point-of-sale to determine the correct item price.

Note: You can add a tare on the Tare Weights tab of the Item screen. However, you can only edit or delete a tare in **Setup | Merchandising | Tares**.

1. Click **Setup**.
2. Expand **Merchandising**.
3. Click **Tares**.
4. To add a new tare, click **New**.

¹The tare weight is the extra weight accompanying an item that is not included in the item's weight when the sale price of the weighted item is calculated, e.g., packaging.

5. In the **Label** field, enter the name or description of the tare.
6. Enter one of the following:
 - **Weight:** A fixed value to subtract from the item's measured weight as the tare weight.
 - **Percent:** A percentage of the item's measured weight to subtract as the tare weight.
7. Click **Save and Close**.

Setting up random weight EAN-13 barcodes

By default, random weight EAN-13 barcodes (sometimes referred to as price embedded barcodes) support item prices up to \$999.99. With RMH, you can also configure the EAN-13 barcode format for to support item prices greater than \$999.99.

Pre-requisites: Before you can use EAN-13 barcodes in your store(s), you must configure POS to support random weight EAN-13 barcodes. You can do this by going to **File | Configuration | POS Options** and selecting **Utilize random weight EAN codes**.

The EAN-13 number starts with a GS1 prefix. The 02 and 20 prefixes are typically used for vendor-packaged goods with varying weight (such as chicken), while the 21 to 29 prefixes are used for either proprietary products (own brand or unbranded) or items packaged in store. The prefix is followed by an item code (sometimes referred to as the PLU), price, and a check digit. The format may also include a price verifier.

The number of digits used for the item code and price can vary. Together, the lengths of the item code and price must be 10 digits. For example, if the item code is 4 digits, the price must be 6 digits. Similarly, if you require 8 digits for the price, you are limited to 2 digits for the item code.

Note: If your stores are centrally-managed using Central Manager, you must configure the EAN-13 number format in Central Manager.

To configure the EAN-13 number format:

1. Click **Setup**.
2. Expand **Miscellaneous**.
3. **Click Random Weight EAN**.
4. From the **Random Weight EAN13** drop-down:
 - Select **None** if item prices will range up to (but not exceed) \$999.99.
 - Select one of the EAN-13 formatting options if item prices will exceed \$999.99.
5. Click **Save And Close**.

Providing tag along items with purchase

Tag along items can be:

- Items that are a gift with the purchase of a promotional item.

One of the ways that manufacturers and stores encourage customers to purchase specific products is to offer a free gift when they purchase a promotional item. For example, a store that sells pet food may enter into an arrangement with a manufacturer to give away a stuffed toy whenever a customer buys a large bag of their premium dry food. The store must enter the stuffed toy as a tag along item and then assign it to all of the manufacturer's large bags of premium dry food.

- Items that must or should be sold with another item.

An example of this kind of tag along item would be a specific type of memory card or battery that is required to operate a digital camera. The memory card and battery are not included with the purchase of the camera but are required for its operation. The store can sell the memory card and battery on their own, or as tag along items for the digital camera. You might also have to set up the battery as a tag along item if both the camera and the battery are serialized items and you need to record the serial numbers of each item separately.

Note: Cashiers and sales representatives can delete tag along items from a transaction in POS.

Adding tag along items to the store database

1. Click **Merchandising**.
2. Click **Items**.
3. Click **New**.
4. Select **Standard Item** and click **OK**.
5. Enter the item details. Refer to [Setting up standard items](#) for more information.
6. On the **General** tab, from the **Item type** drop-down, select one of the following:
 - **Standard:** Select this option if you want to track the tag along item with your regular inventory.
 - **Non-Inventory:** Select this option if you do not want to track the tag along item with your regular inventory.
7. On the **General** tab, in the **Price** field, do one of the following:

- Enter the regular price if you want to sell the tag along item at the regular price.
- Enter a promotional price if you want to sell the tag along item at a special price.
- Leave the amount as zero if you want to give away the tag along item for free.

The screenshot shows a software interface for setting up an item. The title bar reads "Item : Tag Along Fluffy Buddy Toy - TAGRoyalCaninLargeBag". The interface includes a ribbon with "Save And Close", "Save And Edit", "Save And New", "Labels", "Movement", "First", "Prev", "Next", "Last", and "Close". Below the ribbon are several tabs: "Voucher", "Substitutes", "General", "Tare Weights", "Special", "Inventory", "Extended Properties", "Serial", "Pricing", "Discounts", "Options", "Commission", and "Purchase". The "General" tab is selected, displaying the following fields:

- Item Lookup Code: TAGRoyalCaninLargeBag
- Description: Tag Along Fluffy Buddy Toy
- Item type: Non-Inventory
- Member Of: (empty)
- Type: (empty)
- Item Lookup Code: (empty)
- Extended Description: (empty)
- Departments: <none>
- Categories: <none>
- Item tax: Exempt
- Price: \$0.00
- Cost: \$ 0.0000
- Profit Margin: N/A
- Manufacturer: (empty)
- Model Number: (empty)
- Web Code: (empty)
- Barcode: NONE

8. Click **Save And Close**.

Assigning tag along items to individual items

1. Click **Merchandising**.
2. Click **Items**.
3. Double-click the item to open it.
4. Click the **Special** tab.
5. Click the **Browse** icon next to the **Tag along item** field and select the tag along item.
6. In the **Quantity** field, enter the number of tag along items to give away with the item.

Voucher	Tare Weights	Extended Properties
General	Inventory	Pricing
Substitutes	Special	Segal
Tag along item:	TAGRoyalCarinLargeBag	<input type="checkbox"/> <input type="checkbox"/>
Quantities:	1.00	
Parent item:		<input type="checkbox"/> <input type="checkbox"/>
Child quantity:	0.00	
Item message:		<input type="checkbox"/> <input type="checkbox"/>
Bin location:		
Weight:	0.00	
Notes:	<div style="border: 1px solid gray; height: 50px;"></div>	

7. Click **Save And Close**.

Manage inventory

Importing items using the Import Utility Wizard (Beta)

You can use the **Import Utility Wizard** to import new items, update existing item properties, or import item aliases from a CSV, XLS, or XLSX file. The Import Utility Wizard is useful if you want to import or update items in bulk.

Note: You cannot use the Import Utility Wizard to add a new Supplier Code, Department Code, Category Code, Item Tax Code, Parent Item Code, or Item Message Code. If these codes do not currently exist in the database, the Import Utility Wizard leaves these fields blank in the Item record. In addition, you cannot use the Import Utility Wizard to change the Item Lookup Code or change item quantities.

To import items or aliases using the Import Utility Wizard:

1. Click **Tools**.
2. Click **Import Utility**.

3. Select the **import file** containing the items you want to add or the item properties you want to update.

RMH Import Utility - Beta

Welcome to RMH Import Utility Wizard

This utility allows you to import items and aliases into RMH Central Manager quickly and easily. Your data must be in a CSV, XLS or XLSX import file to continue. You can find sample import files in the Import Utility folder, which is usually located under C:\Program Files (x86)\Retail Hero\RMH Central Manager\.

Items and aliases must be imported separately, using two separate import files. You must import items before you can import their aliases.

• Select the file to import (CSV, XLS, XLSX): Sheet name:

Select the mapping template from a previous session (JSON or YAML):

• Select the data type:

Update existing record

Note: Check this option to update the existing Item properties, e.g., Price, Cost, Description

Next > Cancel

DB: i [redacted] (MSSQLServer01) RMHCentral

Note: Sample import files are available under **C:\Program Files (x86)\Retail Hero\RMH Central Manager\Import Utility**. There are six import files to choose from (Item Import.xlsx, Item Import.xls, Item Import.csv, Alias Import.xlsx, Alias Import.xls, Alias Import.csv). Use the sample import files to create your own import files. Refer to **Item Import.txt** and **Alias Import.txt** for a list of supported columns. Refer to [Mapping rules for the import utility](#) for more information about mapping requirements. Do not merge cells in the import file.

Barcode	Bin Location	Warehouse	Item Description	Item Lookups	Price	Cost	Supplier	Department
1	0	1	Children's Bicycle for	1101	25	50	10.5 BYOUT	10.5 Bicycle Dept
2	1	1	Adult Bike (Plastic Helm	1110	25	50	14.5 SSCOM	14.5 Bicycle Dept
3	2	3	Bike Replacement Chai	1150	25	50	5.5 UNIK	5.5 Bicycle Dept
4	3	3	Hiking Boot Leather Hib	1100	5	10	15.5 ALLSNPSF	15.5 Sporting Gs
5	4	3	Baseball Spikes	1111	5	10	15.5 ALLSNPSF	15.5 Sporting Gs
6	3	3	Football Spikes	1120	5	10	15.5 ALLSNPSF	15.5 Sporting Gs
7	3	3	Soccer Shoes	1130	5	10	15.5 ALLSNPSF	15.5 Sporting Gs
8	7	0.1	Fishing Line	1102	10	20	0.01 ALLSNPSF	0.01 Fishing Dept
9	8	3	Fishing Lure	1160	10	15	1.5 ALLSNPSF	1.5 Fishing Dept

- Optionally, if you are importing an Excel file that contains multiple sheets, click **Sheet Name** and select the worksheet containing the items you want to add or item properties you want to update.

Note: If you do not select a specific worksheet, the Import Utility Wizard will use the first worksheet in the spreadsheet by default.

- Optionally, select a **mapping template file** from a previous import.

You have the option to save the column/item property mappings to a template file. This can save time in future imports. The mapping template file can be saved in either JSON or YAML format.

Note: You will need to enter the mappings manually the first time, and then click **Save Mapping** to create the mapping template file to use with future imports.

- For the **data type**, select one of the following:
 - Item:** Select if you are importing items or updating existing item properties (excluding the Item Lookup Code).
 - Alias:** Select if you are importing item aliases.

7. Select **Update existing record** if you want to import new items, or update properties for items that already exist in the database.

Note: If **Update existing record** is not selected, only new items will be imported. Properties will not be updated for existing items.

8. Click **Next**.
9. If you did not select a mapping template file, manually enter the mappings between the columns in the import file and the fields in the database:
 - a. In the **Map Fields** row, in the relevant column(s), select the item property mapping.

Map the file columns with item columns by dragging into mapped columns. Double click to remove the mapping.

File Fields	Barcode	Bin Location	Buydown Price	Buydown Quantity	Description	Extended Description	Item Lookup Code	Reorder Point	Restock Level	Price
Map Fields	BarcodeFormat	BinLocation	BuydownPrice	BuydownQuantity	Description	ExtendedDescription	ItemLookupCode	ReorderPoint	RestockLevel	Price
1	0	Warehouse 1	15	2	Children's Bike Helmet 1	Bicycle for children between 2 an	1101	25	50	15.96
2	1	Warehouse 2	15	5	Adult Bike Helmet 2	Plastic Helmet	1102	25	50	19.96
3	2	Warehouse 3	9	3	Bike Replacement Chain 3		1103	25	50	10.39
4	3	Warehouse 4	60	6	Hiking Boots 4	Leather Hiking Boots	1104	5	10	63.99
5	4	Warehouse 5	30	7	Baseball Spikes 5		1105	5	10	35.99
6	3	Warehouse 1	30	1	Football Spikes 6		1106	5	10	35.99
7	3	Warehouse 2	15	2	Soccer Shoes 7		1107	5	10	18.39
8	7	Warehouse 3	0.1	6	Fishing Line 8		1108	10	20	0.1
9	8	Warehouse 4	3	4	Fishing Lure 9		1109	10	15	3.65

Save Mapping < Back Next > Cancel

DB: (MSSQLServer01) RMH-Central

Note: The **File Fields** row shows the column headings from the import file. The **Map Fields** row is where you map the column(s) to item properties. Refer to **Item Import.txt** and **Alias Import.txt**, available under **C:\Program Files (x86)\Retail Hero\RMH Central Manager\Import Utility**, for a list of supported columns. Refer to [Mapping rules for the import utility](#) for more information about mapping requirements.

- b. Optionally, once you have selected the relevant mapping(s), click **Save Mapping** to save the column/item property mapping(s) to a mapping template file for future imports.

10. Click **Next**.

11. Review the mappings. If the import file contains duplicate items or aliases, they are highlighted in red. If necessary, remove or fix the duplicates before starting the import.

BarcodeFormat	BinLocation	BuydownPrice	BuydownQuantity	Description	ExtendedDescription	ItemLookupCode	ReorderPoint	RestockLevel	Cost	SupplierCode	Price
0.00	Warehouse 1	\$15.00	2.00	Children's Bike Helmet 1	Bicycle for children between 2 and 10.	1101	25.00	50.00	\$10.50	BYOUT	\$15.98
1.00	Warehouse 2	\$15.00	5.00	Adult Bike Helmet 2	Plastic Helmet	1102	25.00	50.00	\$14.50	SSCOM	\$19.98
2.00	Warehouse 3	\$9.00	3.00	Bike Replacement Chain 3		1103	25.00	50.00	\$5.50	UNBK	\$10.38
3.00	Warehouse 4	\$60.00	6.00	Hiking Boots 4	Leather Hiking Boots	1104	5.00	10.00	\$25.00	ALLSNSPSPY	\$63.98
4.00	Warehouse 5	\$30.00	7.00	Baseball Spikes 5		1105	5.00	10.00	\$15.00	ALLSNSPSPY	\$35.98
3.00	Warehouse 1	\$30.00	1.00	Football Spikes 6		1106	5.00	10.00	\$15.00	ALLSNSPSPY	\$35.98
3.00	Warehouse 2	\$15.00	2.00	Soccer Shoes 7		1107	5.00	10.00	\$3.00	ALLSNSPSPY	\$18.38
7.00	Warehouse 3	\$0.10	6.00	Fishing Line 8		1108	10.00	20.00	\$0.01	ALLSNSPSPY	\$0.18
8.00	Warehouse 4	\$3.00	4.00	Fishing Lure 9		1109	10.00	15.00	\$1.50	ALLSNSPSPY	\$3.68

12. Click **Import**.

13. Click **OK**.

Note: After the import is complete a log file displays so you can check the import for issues. You can find this log file, and previous log files, under **C:\ProgramData\RetailHero\RMH Central Import Utility**. If there were issues with the import, correct the issues with the applicable records and run the Import Utility Wizard again to complete the import.

14. Use **Worksheet 261: Download Items** to download the new items, updated item properties, or item aliases to stores. Refer to [Download items to stores using Worksheet 261](#) for more information.

Mapping rules for the Import Utility Wizard

When you are importing items or aliases using the Import Utility Wizard, ensure you follow the applicable mapping rules.

Rules for Items

- The **Item Lookup Code** column must be mapped. This is mandatory for item import.
- If you are mapping the **Category Code**, the **Department Code** must also be mapped. This is a requirement because of the relationship between Department and Category in the database.
- Any **Supplier Code**, **Department Code**, **Category Code**, **Tag Along Item Lookup Code**, **Tax Code**, **Parent Item Lookup Code**, or **Item Message Code** included in the import file must exist in the database prior to import. You cannot use the Import Utility Wizard to add these codes to the database.
- You cannot use the Import Utility Wizard to update the **Item Lookup Code** for existing items.

Rules for Aliases

- The **Item Lookup Code** and **Alias** columns must be mapped. This is mandatory for alias import.

Updating item prices using Worksheet 251

You can use Worksheet 251 to update item prices for specified stores. Worksheet 251 creates a separate worksheet for each store, and is recommended if the stores you are managing with Central Manager have different pricing information for items.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **251: Update Inventory - Item Prices**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.

11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. Double-click a worksheet or select a worksheet and click **Properties**.
17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
19. Do one of the following:
 - For each item, update item pricing information in the appropriate column.
Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 - Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.

- Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.
20. Do one of the following:
- Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
21. To check the worksheet processing status:
- a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **251: Update Inventory - Item Prices**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:
- a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Updating item prices using Worksheet 351

You can use Worksheet 351 to update item prices for specified stores. Worksheet 351 creates one worksheet for all selected stores, and is recommended if the stores you are managing with Central Manager have the same pricing and cost information for items.

Note: You can configure Central Manager so item prices are not changed in the central database when you process Worksheet 351. You define this in **File | Configuration**. Select the **Style 351 worksheet (Update Inventory - Change Item Prices, Cost (Regular)) does not change Central data** option.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **351: Update Inventory - Item Prices Cost (Regular)**.
4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.

9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. On the **General** tab:

- Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.
17. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
18. Do one of the following:
- For each item, update item pricing information in the appropriate column.
Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 - Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.
 - Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.
19. Do one of the following:
- Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
20. To check the worksheet processing status:
- a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **351: Update Inventory - Item Prices Cost (Regular)**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Updating matrix item prices using Worksheet 252

You can use Worksheet 252 to update matrix item component pricing and cost information for specified stores. Worksheet 252 creates a separate worksheet for each store, and is recommended if the stores you are managing with Central Manager have different pricing and cost information for matrix items.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **252: Update Matrix Items Prices**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.

7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.

14. Select the matrix items that you want to add to the worksheet.
15. Click **Next**.
16. Click **Finish**.
17. Click **OK** to confirm that the worksheet(s) are created.
18. Double-click a worksheet or select a worksheet and click **Properties**.
19. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
20. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
21. Do one of the following:
 - For each item, update item pricing information in the appropriate column.
Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 - Select a cell in an editable column and 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.
22. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
23. To check the worksheet processing status:
 - a. Click **Worksheets**.

- b. Expand **Worksheets Status**.
- c. Click **252: Update Matrix Items Prices**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

24. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Updating item prices using Worksheet 304

You can use Worksheet 304 to update item prices for specified stores. Worksheet 304 creates one worksheet for all selected stores, and is recommended if the stores you are managing with Central Manager have the same item pricing.

Note: You can configure Central Manager so item prices are not changed in the central database when you process Worksheet 304. You define this in **File | Configuration**. Select the **Style 304 worksheet (Change Item Regular Price) does not change Central data** option.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **304: Change Item Prices (Regular)**.

4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments, categories, or suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.

- b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. On the **General** tab:
 - Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.
17. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
18. Do one of the following to change the item pricing:
 - For each item, enter new pricing information.
 - **Tip:** To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 - Select a cell in an editable column and 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.
 - Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.

19. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

20. To check the worksheet processing status:
 - a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **304: Change Item Prices (Regular)**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Adjusting item sales tax using Worksheet 320

You can use Worksheet 320 to adjust item sales tax for specified stores. A separate worksheet is created for each store.

1. Click **Worksheets**.
-

2. Expand **Worksheets**.
3. Click **320: Adjust Item Sales Tax**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments, categories, or suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:

- a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
 13. Click **Next**.
 14. Click **Finish**.
 15. Click **OK** to confirm that the worksheet(s) are created.
 16. Double-click a worksheet or select a worksheet and click **Properties**.
 17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
 18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
 19. For each item, select the appropriate sales tax.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 20. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
 21. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **320: Adjust Item Sales Tax**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Initiating inventory transfers between stores using Worksheet 330

You can use Worksheet 330 to initiate inventory transfers between stores.

After you initiate an inventory transfer in Central Manager, a transfer out is created in the source store where it must be released, shipped, and committed in Store Manager.

Note: You can configure Central Manager so approved transfer outs are automatically set to Released status in Store Manager. You define this in **Setup | Inventory/Purchasing | Order Setting**. On the Global Option tab select **Auto Release Order**.

When the transfer out is committed, a transfer in is created in the destination store that must be released, received, and committed in Store Manager. The worksheet status in Central Manager will remain **In Process** until the transfer in is committed in the destination store.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **330: Inventory Transfer**.
4. From the **Move inventory from** drop-down, select the source store.
5. In the **Move inventory to** list, select the destination store(s).
6. Click **Next**.
7. Enter a different **Worksheet Title**, if desired.
8. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

9. Click **Next**.
10. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers

- Add items manually
 - Item filter
11. If you selected **departments**, **categories**, or **suppliers**:
- Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
12. If you selected **Item filter**:
- a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
13. Select **Exclude inactive** to exclude inactive items.
14. Click **Next**.
15. Select one of the following:
- Transfer items based on each store's reorder information
 - Transfer all items at a fixed quantity to each store
 - Transfer items that have recently sold at each store
16. Click **Next**.
17. Click **Finish**.
18. Click **OK** to confirm that the worksheet(s) are created.
19. Double-click a worksheet or select a worksheet and click **Properties**.

20. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
21. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

Tip: You can control whether the Details pane is displayed or hidden on the Contents tab of this worksheet. The Details pane shows Ordering Guidance, Sales History, Order History, and KPI Data. The Details pane is hidden by default because it can improve worksheet performance. You control whether the Details pane is displayed or hidden in **File | Configuration**. Select or clear **Show details in PO Planner and Inventory Transfer worksheets by default**.

22. For each item, confirm the transfer quantity or edit the transfer quantity as required.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

23. Click **Details** and confirm the transfer out details. Enter additional information about the transfer out, as required, and click **OK**. You can edit the following fields:
 - Requisitioner
 - Confirming to
 - Freight
 - Ship via
 - FOB point
 - Terms
 - Date required
 - Remarks

24. On the **Charges** tab, use **Add Row** and **Delete Row** to add or delete charges for the transfer out.
25. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
26. At the source store, open Store Manager and do the following:
 - a. Release the transfer out.
 - b. Ship and commit the transfer out.
27. At the destination store, open Store Manager and do the following:
 - a. Release the transfer in.
 - b. Receive and commit the transfer in.
28. To check the worksheet processing status:
 - a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **330: Inventory Transfer**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to

RMH Worksheet Process and click **Start Service** if the service is not running.

29. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Using file export and import to update worksheets

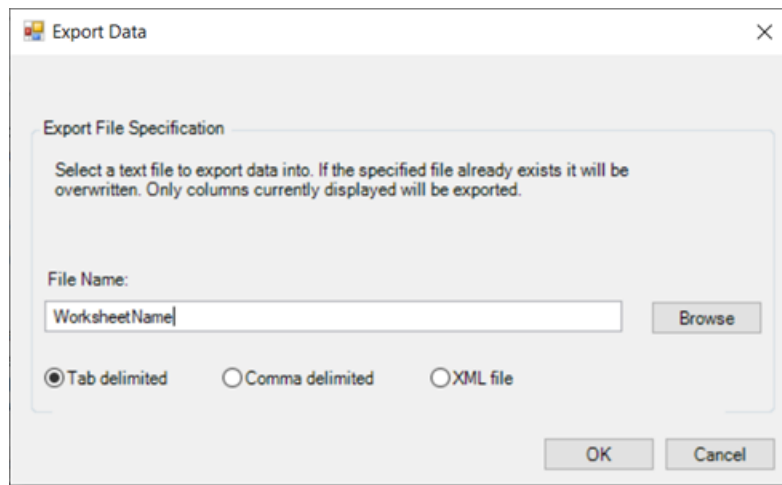
If you need to make changes to a lot of items in worksheets 251, 261, 303, 304, 308, 330, 340, or 351 in Central Manager, you may find it easier to export the items to a Microsoft Excel spreadsheet, make the changes in the spreadsheet, and then import the spreadsheet back into Central Manager.

Pre-requisites: You have created a worksheet (saved to **Worksheets | Worksheets Status**) and its **Status** is **Not Yet Approved**.

To export worksheet items to a spreadsheet:

1. Open a worksheet that you created previously.
2. On the **Contents** tab, right-click in the grid and select **Export**.

3. Type a **File Name** for the spreadsheet.



4. Select the file type (Tab delimited, Comma delimited, XML).
5. Click **Browse** and select the location where you would like to save the spreadsheet.
6. Click **Save**.
7. Click **OK**.
8. Click **OK**. You can now open the spreadsheet in Excel and make any changes necessary.

To import the spreadsheet into Central Manager:

1. Open the worksheet.
2. On the **Contents** tab, right-click in the grid and select **Import**.
3. Click **Browse**, go to the location where you saved the spreadsheet, and select it.
4. Click **Open**.
5. Click **OK**.

6. Click **OK**. The worksheet data is overridden by the data in the spreadsheet.

Reconcile store inventory with Central Manager using Worksheet 501 with Task 190

You can use Worksheet 501 with Task 190 to reconcile store inventory counts with Central Manager. You must approve and process Worksheet 501 to pull store quantities into the Central Manager database. When Worksheet 501 has finished processing you can use Task 190 to reconcile store quantities with the quantities in the Central Manager database.

Due to the amount of data being processed, it can take hours to reconcile inventory counts with Central Manager. For this reason, most organizations only reconcile inventory using Worksheet 501 with Task 190 on a quarterly or annual basis. The best practice is to reconcile inventory one store at a time and to schedule the process to run while the store is closed.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **501: Request Full Inventory Count**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want to process the worksheet at a future date and time.

Tip: The best practice is to process the worksheet while the store is closed or after store business hours.

8. Click **Next**.
9. Click **Finish**.
10. Click **OK** to confirm that the worksheet(s) are created.
11. Double-click the worksheet or select the worksheet and click **Properties**.
12. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
13. Do one of the following:
 - Click **OK**. The worksheet is saved but not approved.
 - Click **Approve**. A warning message displays to indicate that processing Worksheet 501 locks down item management functions in Central Manager until the worksheet is processed.
14. Click **Yes** to confirm that you want to process the worksheet.
15. To check the worksheet processing status:
 - a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **501: Request Full Inventory Count**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

16. When the worksheet has completed processing, run Task 190:
 - a. Click **Wizards**.
 - b. Click **Task 190 - Reconcile Inventory**.
 - c. Select the **Store**.
 - d. Select **Show Quantity Difference Only** if you only want Task 190 to show differences in inventory between the store and Central Manager.
 - e. Click **OK**.
 - f. Review the item quantities in the store database and any differences with the item quantities in the Central Manager database. Inventory reconciliation quantities are listed in the New Central Qty. column. Edit the quantities in the New Central Qty. column as required.
 - g. Click **Commit**. The Central Manager database will be updated with the item quantities in the New Central Qty. column.
 - h. Click **OK** to confirm the changes to the database.

17. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Looking up item quantities

There are a few ways to look up important quantity information such as quantity on hand, available quantity, quantity committed, reorder point, and restock level:

- On the **Item Lookup** screen in **POS**: Click **Items** | **Lookup Item** to display the **Item Lookup** screen. Search for the item by lookup code, alias, description, department, or category. This is a quick and easy way to see available quantity and price. Use one of the other lookup methods to see quantity on hand, quantity committed, order point, and restock level.
- On the **Items** screen: Click **Merchandising** | **Items** to display the **Items** screen. Search for the item by lookup code or alias. Scroll to the right to see quantity information.

Tip: You can click and drag the column headers to change the display order of the columns. You can also click the **Layout** button and select which columns to show or hide. Click **Memorize** in the **List Options** section to save your customized layout.

Item Lookup Code	Description	Manufacturer	Qty On Hand	Available Quantity	Price	Cost	Departments	Categories
037000308553	Metamucil Fibre 283g	Procter & Gamble	15	15	\$13.99	\$7.9900	Health	Diet & Nutrition
041953038351	Crema e Gusto Classico 250g	Lavazza	10	10	\$5.49	\$3.4900	Food	Drinks
050000361588	Coffee Mate Original 450g	Nestle	75	75	\$4.99	\$1.9900	Food	Drinks
055577113028	Maple & Brown Sugar 8pk 344g	Quaker	50	50	\$2.49	\$0.9900	Food	Cereals
056200805020	Red Hot Original 354mL	Frank's	12	12	\$4.69	\$3.9900	Food	Meals & Pasta
057000006976	Beans Molasses & Pork 398mL	KraftHeinz	20	20	\$1.48	\$0.9900	Food	Meals & Pasta

- On the **Inventory** tab of the **Item** window: Click **Merchandising** | **Items** to display the **Items** screen. Search for the item by lookup code or alias. Double-click the item to display the **Item** window. Click the **Inventory** tab to see quantity information.

Item : Chicken Broth

Home

Save And Close Save And Edit Save And New Labels Movement First Prev Next Last Close

Voucher Tare Weights Extended Properties

Substitutes Special Serial

General Inventory Pricing

Current

On hand: 20.00

Unit of Measure: EA

Available: 20.00

Offline: 0.00

On Order: 0

Transfer out: 0.00

Ordering Guidance

Available: 20

On Order: 0

Restock Level: 100

Reorder Point: 24

Minimum Order

MPQ

Suggested Qty.

Committed: 0

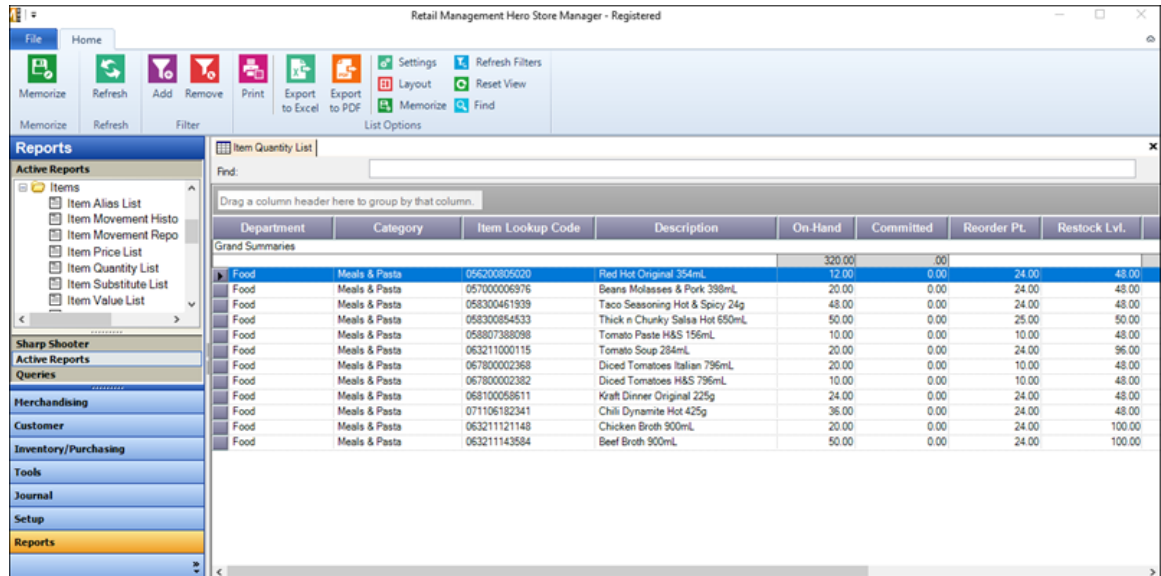
Cost: \$0.9900

Last Cost: \$0.0000

Price: 1.99

- **In the Item Quantity List report:** Click **Reports**, expand **Active Reports | Standard | Items**, and click **Item Quantity List**. Use the Filter to select the items to include in the report. You can print the report or export it to Excel or PDF.

Tip: You can click and drag the column headers to change the display order of the columns. You can also click the **Layout** button and select which columns to show or hide. Click **Memorize** in the **List Options** section to save your customized report layout. Click the larger **Memorize** button on the left to memorize the report parameters for future use.



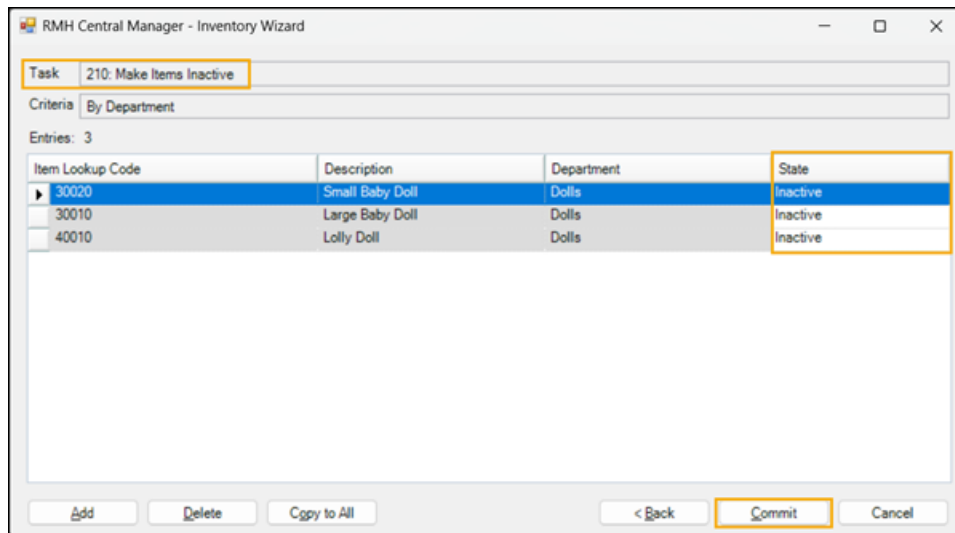
Making items active/inactive

You can use the Inventory Wizard to make items active or inactive.

1. Click **Wizards**.
2. Click **Inventory Wizard**.
3. Click **Next**.
4. From the **Tasks** drop-down, select one of the following:
 - Task 200: Make Items Active
 - Task 210: Make Items Inactive
5. Click **Next**.
6. Select one of the following:
 - Use items in these departments
 - Use items in these categories

- Use items in these suppliers
 - Item filter
7. If you selected **departments**, **categories**, or **suppliers**, do one of the following:
- Select specific departments, categories, or suppliers
 - Click **All** to select all departments, categories, or suppliers
8. If you selected **Item filter**:
- a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify items.
 - c. Click **OK**.
9. Click **Next**.

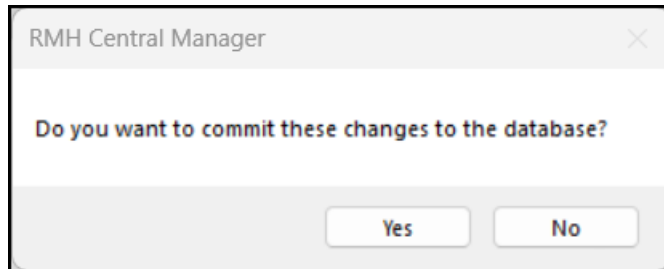
Depending on which task you selected, the **State** will be either **Active** or **Inactive**.



10. (Optional) Use the **Add** and **Delete** buttons to add or remove items from the list.

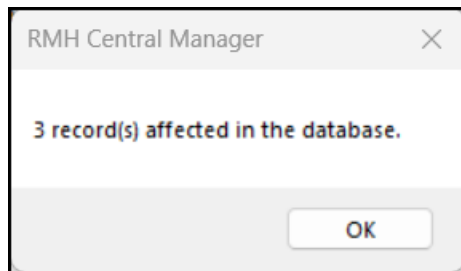
11. Click **Commit**.

A message displays asking if you want to commit the changes to the database.



12. Click **Yes**.

A message displays how many records were changed in the database.



13. Click **OK**.

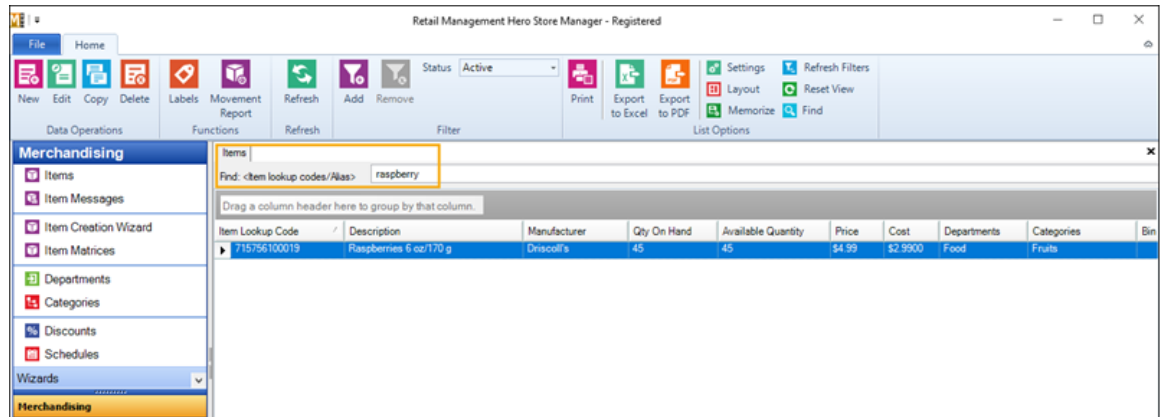
Blocking sales temporarily

Your store might need to temporarily block sales of an item:

- If the item is new to your store and you need to set up pricing, discounts, supplier information, and reordering information in Store Manager and print labels;
- If there are restrictions on when you can sell the item in your locale. For example, some locales restrict the days and times when stores can sell alcohol; or
- If there was a product recall issued by a manufacturer or health authority.

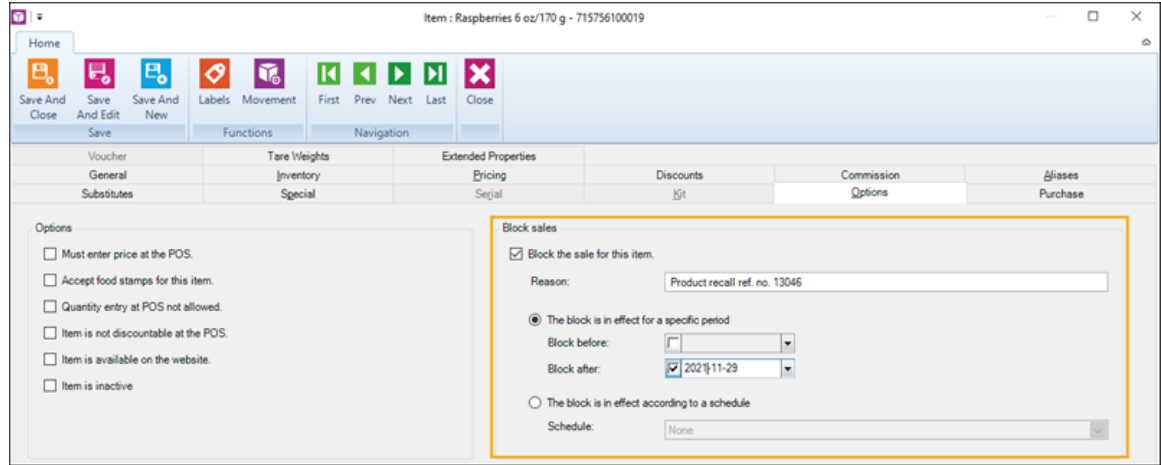
1. Click **Merchandising**.

2. Click **Items**.
3. Search for the item by lookup code or alias.



4. Double-click the item to display the **Item** window.
5. Click the **Options** tab.
6. In the **Block sales** section, select **Block the sale for this item**.
7. In the **Reason** field, enter a reason for blocking the sale.
8. Select one of the following:
 - **The block is in effect for a specific period:** Select this option if you want to block sales of the item starting or ending on a specific date.
 - **The block is in effect according to a schedule:** Select this option if you want to block sales of the item according to a predefined daily or weekly schedule.

Note: Schedules are defined in **Merchandising | Schedules**.



9. Click **Save And Close**.

Manage discounts, sales, and promotions

Setting up discounts

Your store may offer common discounts such as Mix and Match or Buy X and Get Y for Z. Use this setup screen to define discounts that your store offers.

1. Click **Merchandising**.
2. Click **Discounts**.
3. To add a new discount, click **New**.
4. In the **Description** field enter the name of the discount.
5. Select the discount option and the parameters of the discount.

Option	Field	Description
Mix and Match: Unit Price		Select this option if you want to offer a lower unit price for an item if the cus-

Option	Field	Description
		<p>customer buys the specified quantity, e.g., the item is regularly \$0.79/ea. but you are offering a discount of \$0.50/ea. if the customer buys 3 of the same item.</p>
Pricing Schedule	Quantity	<p>The quantity of the item the customer must buy to qualify for the lower unit price.</p>
	Reg. Price	<p>The price for the specified quantity, i.e., the discounted price times the number of items.</p>
	Level	<p>The price for the specified quantity, i.e., the discounted price times the number of items, if the customer buys additional items in the specified quantity. Examples might include 3 for \$0.50 (Reg. Price \$1.50) and 6 for \$0.45 (Level A \$2.70).</p>
	Discount odd items	<p>Select this option to extend the discounted unit price to items above the Quantity that do not meet the next Level discount. Examples might include an item that is regularly</p>

Option	Field	Description
		<p>\$0.79/ea. with a discount of \$0.50/ea. if the customer buys 3 of the same item. If Discount odd items is selected and the customer buys 4 of the same item, the customer pays the discount unit price of \$0.50/ea. for the 4 items.</p>
<p>Mix and Match: Percent Off</p>		<p>Select this option if you want to offer a percent reduction on the price of the item if the customer buys the specified quantity, e.g., you are offering a discount of 30% off the price if the customer buys 3 of the same item.</p>
<p>Pricing Schedule</p>	<p>Quantity</p>	<p>The quantity of the item the customer must buy to qualify for the percent reduction in price.</p>
	<p>Reg. Price</p>	<p>The percentage discount on price for the specified quantity.</p>
	<p>Level</p>	<p>The percentage discount for the specified quantity if the customer buys additional items in the specified quantity. Examples might include 30% off the price if the customer buys 3 of the same item and 35% off the price if the</p>

Option	Field	Description
		customer buys 6 of the same item.
	Discount odd items	Select this option if you want to extend the percent reduction on the price of the item to items above the Quantity that do not meet the next Level of discount. Examples might include a discount of 30% off the price if the customer buys 3 of the same item. If Discount odd items is selected and the customer buys 4 of the same item, the customer pays the discount price of 30% off for the 4 items.
Buy X and get Y for Z: Unit Price		Select this option if you want to offer items for free or at a lower unit price if the customer buys the specified quantity of items at full price, e.g., buy one t-shirt at full price (\$29.99), get a second t-shirt for \$15.99.
Pricing Schedule	Quantity to Buy at full price	The quantity of the item the customer must buy at full price to qualify for the discount.
	Quantity to Get at discount	The quantity of the item the customer will receive at a discount.

Option	Field	Description
	Discount Price	The unit price for the discounted item (s).
Buy X and get Y for Z: Percent Off		Select this option if you want to offer items for free or at a percent reduction on price if the customer buys the specified quantity of items at full price, e.g., buy one t-shirt at full price (\$29.99), get a second t-shirt at 50% off.
Pricing Schedule	Quantity to Buy at full price	The quantity of the item the customer must buy at full price to qualify for the discount.
	Quantity to Get at discount	The quantity of the item the customer will receive at a discount.
	Discount Percent	The percentage that will be deducted from the price of the discounted item (s).

6. On the **Store Groups** tab, select the store groups that use this discount.

7. Click **Save And Close**.

Setting up schedules

Use schedules to define when to offer discounts or sales prices, or to identify times when the sales of certain items are blocked.

1. Click **Merchandising**.
2. Click **Schedules**.
3. To add a new schedule, click **New**.
4. Enter the following information:

Field	Description
Description	The description of the schedule, e.g., Weekday Lunch Special.
Time Increment	Select the time increments to use in the schedule, i.e., 15 minute increments, 30 minute increments, 1 hour increments.

5. Select a block of time when you want the schedule to be in effect, e.g., Monday 11:00 am to 11:15 am and click **Set**. Repeat until you have set the schedule for all of the desired blocks of time.
6. If you want to remove a block of time from the schedule, select it and click **Clear**.
7. On the **Store Groups** tab, select the store groups that use this schedule.
8. Click **Save And Close**.

Assigning discounts to items

Pre-requisites: Define discounts in **Merchandising | Discounts**.

There are two ways to assign discounts to items. You can:

- Open each item individually and assign the discount on the Discounts tab; or
- Use the Inventory Wizard to assign discounts to multiple items at the same time.

Assigning discounts to individual items

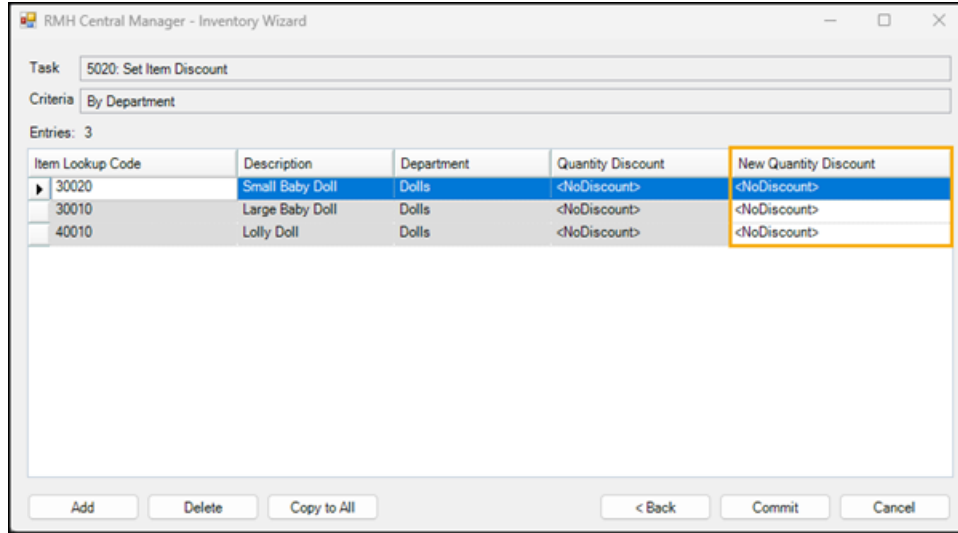
1. Click **Merchandising**.
2. Click **Items**.
3. Double-click the item to open it.
4. Click the **Discounts** tab.
5. Select one of the following:
 - **There is no discount scheme for this item:** Select this option if no discount scheme applies to this item, or to stop using a discount scheme for the item.
 - **Use a Mix and Match discount scheme:** From the **Discount scheme** drop-down, select the appropriate discount scheme for this item.
 - **Use a Buy X and get Y for Z discount scheme:** From the **Discount scheme** drop-down, select the appropriate discount scheme for this item.
 - **Use a quantity discount pricing table:** In the **Pricing table**, enter the Quantity, Price, and price levels as appropriate.
6. Click **Save And Close**.

Assigning discounts to multiple items using the Inventory Wizard

1. Click **Wizards**.
2. Click **Inventory Wizard**.
3. Click **Next**.

4. From the **Tasks** drop-down, select **Task 5020: Set Item Discount**.
5. Click **Next**.
6. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Item filter
7. If you selected **departments**, **categories**, or **suppliers**, do one of the following:
 - Select specific departments, categories, or suppliers
 - Click **All** to select all departments, categories, or suppliers
8. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify items.
 - c. Click **OK**.
9. Click **Next**.

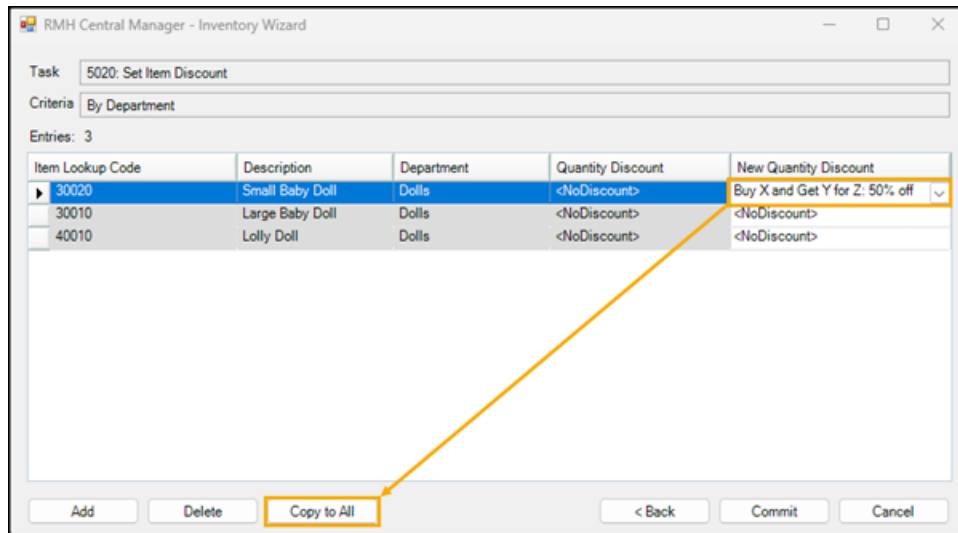
The selected items are listed.



10. (Optional) Use the **Add** and **Delete** buttons to add or remove items from the list.

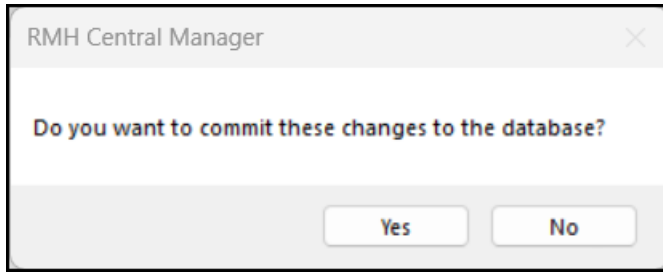
11. Do one of the following:

- Click the **New Quantity Discount** drop-down next to an item and select the discount you want to apply to the item.
- Click the **New Quantity Discount** drop-down next to an item and click **Copy to All** to apply the same discount to all items in the list.



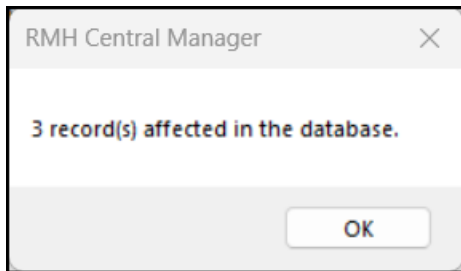
12. Click **Commit**.

A message displays asking if you want to commit the changes to the database.



13. Click **Yes**.

A message displays how many records were changed in the database.



14. Click **OK**.

Providing tag along items with purchase

Tag along items can be:

- Items that are a gift with the purchase of a promotional item.

One of the ways that manufacturers and stores encourage customers to purchase specific products is to offer a free gift when they purchase a promotional item. For example, a store that sells pet food may enter into an arrangement with a manufacturer to give away a stuffed toy whenever a customer buys a large bag of their premium dry food. The store must enter the stuffed toy as a tag along item and then assign it to all of the manufacturer's large bags of premium dry food.

- Items that must or should be sold with another item.

An example of this kind of tag along item would be a specific type of memory card or battery that is required to operate a digital camera. The memory card and battery are not included with the purchase of the camera but are required for its operation. The store can sell the memory card and battery on their own, or as tag along items for the digital camera. You might also have to set up the battery as a tag along item if both the camera and the battery are serialized items and you need to record the serial numbers of each item separately.

Note: Cashiers and sales representatives can delete tag along items from a transaction in POS.

Adding tag along items to the store database

1. Click **Merchandising**.
2. Click **Items**.
3. Click **New**.
4. Select **Standard Item** and click **OK**.
5. Enter the item details. Refer to [Setting up standard items](#) for more information.
6. On the **General** tab, from the **Item type** drop-down, select one of the following:
 - **Standard:** Select this option if you want to track the tag along item with your regular inventory.
 - **Non-Inventory:** Select this option if you do not want to track the tag along item with your regular inventory.
7. On the **General** tab, in the **Price** field, do one of the following:

- Enter the regular price if you want to sell the tag along item at the regular price.
- Enter a promotional price if you want to sell the tag along item at a special price.
- Leave the amount as zero if you want to give away the tag along item for free.

8. Click **Save And Close**.

Assigning tag along items to individual items

1. Click **Merchandising**.
2. Click **Items**.
3. Double-click the item to open it.
4. Click the **Special** tab.
5. Click the **Browse** icon next to the **Tag along item** field and select the tag along item.
6. In the **Quantity** field, enter the number of tag along items to give away with the item.

The screenshot shows a software interface with three main sections: 'Voucher', 'Tare Weights', and 'Extended Properties'. Under 'Voucher', there are sub-sections for 'General' and 'Substitutes'. Under 'Tare Weights', there are sub-sections for 'Inventory' and 'Special'. Under 'Extended Properties', there are sub-sections for 'Pricing' and 'Serial'. The 'Tag along item' field is highlighted with an orange box and contains the text 'TAGRoyalCarinLargeBag'. The 'Quantities' field next to it contains '1.00'. Other fields include 'Parent item', 'Child quantity' (0.00), 'Item message', 'Bin location', and 'Weight' (0.00). There is also a 'Notes' section at the bottom.

7. Click **Save And Close**.

Updating item prices using Worksheet 251

You can use Worksheet 251 to update item prices for specified stores. Worksheet 251 creates a separate worksheet for each store, and is recommended if the stores you are managing with Central Manager have different pricing information for items.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **251: Update Inventory - Item Prices**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. Double-click a worksheet or select a worksheet and click **Properties**.
17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.

18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

19. Do one of the following:

- For each item, update item pricing information in the appropriate column.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

- Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.
- Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.

20. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

21. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **251: Update Inventory - Item Prices**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and

type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Updating item prices using Worksheet 351

You can use Worksheet 351 to update item prices for specified stores. Worksheet 351 creates one worksheet for all selected stores, and is recommended if the stores you are managing with Central Manager have the same pricing and cost information for items.

Note: You can configure Central Manager so item prices are not changed in the central database when you process Worksheet 351. You define this in **File | Configuration**. Select the **Style 351 worksheet (Update Inventory - Change Item Prices, Cost (Regular)) does not change Central data** option.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **351: Update Inventory - Item Prices Cost (Regular)**.
4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments, categories, or suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.

12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. On the **General** tab:
 - Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.
17. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
18. Do one of the following:
 - For each item, update item pricing information in the appropriate column.
 - **Tip:** To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 - Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.
 - Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.
19. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

20. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **351: Update Inventory - Item Prices Cost (Regular)**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Purchase orders

Purchase order best practices

Set the reorder point and restock level for items

Use the Reorder Point and Restock Level fields to make it easier to reorder items when you start to run low on stock.

- Reorder Point:** The reorder point establishes the threshold for when you need to reorder an item. If your on hand stock falls below the quantity specified by the reorder point, you should create a purchase order to restock the item.
- Restock Level:** The restock level establishes the maximum quantity of the item you want to have in stock at any time. The quantity on hand may exceed the restock level if, for example, the supplier has minimum order or master pack quantity (MPQ) requirements for the item.

Voucher	Tare Weights	Extended Properties
Substitutes	Special	Serial
General	Inventory	Pricing
Current		
On hand:	9.00	
Unit of Measure:	EA	
Available	9.00	
Offline:	0.00	
On Order	0	
Transfer out:	1.00	
Ordering Guidance		
Available	9	
On Order	0	
Restock Level	20	
Reorder Point	10	
Minimum Order		
MPQ		
Suggested Qty.		
Committed	0	
Cost	\$16.9800	
Last Cost	\$16.9800	
Price	29.98	

So, if you have 9 items on hand in stock and your reorder point is 10 and your restock level is 20, Store Manager can automatically generate a purchase order requisition for 11 items to bring the on hand stock level back up to 20.

Purchase Order Requisition

Order Date: 2021-11-19

Method:

Order Items based on re-order information

Order Items that have been recently sold

Manual

Starting Date: Ending Date: 2021-12-03

Update open Orders

Supplier: 0003 Pixel Telecoms

Primary Supplier Low cost Supplier Specified

Cancel < Back Next > Finish

Code	Accept	Description	Supplier Code	Supplier Name	UOM	Quantity	Curr.	Cost	Extended	Reorder Num	Quantity on Ha
L23600wHS-9N	<input type="checkbox"/>	V7 24" Full HD LED Monitor	PIXEL	Pixel Telecom	EA	11	USD1	\$50.0000	\$550.0000		9

Set up the unit of measure correctly

When you set up items, make sure you understand how the unit of measure fields affect orders and inventory:

- **Unit of Measure:** The unit of measure you use when you sell the item, e.g., EA (each).
- **Purchase UOM:** The unit of measure you use when you order the item, e.g. CS (case).
- **UOM/Qty:** If you purchase an item in one unit of measure (for example, you buy the item in a case of 12) but sell the item in a different unit of measure (for example, you sell the item individually), you use this field to identify the purchase unit of measure (case) and the quantity of items to add to inventory to sell (12). For example, if you order one case, when you receive the item Store Manager automatically adds 12 items to inventory, not one.

Voucher		Tare Weights		Extended Properties		Discounts		Commission		Aliases	
General		Inventory		Pricing		Kit		Options		Purchase	
Substitutes		Special		Serial							
Tax Code:	Exempt	Exempt	<input checked="" type="checkbox"/>								
Child/Kit Reorder:	Default										
Do Not Order:	<input type="checkbox"/>										
Unit of Measure:	EA	each									
UOM / Qty. 1:	CS	case	12								
UOM / Qty. 2:											
UOM / Qty. 3:											
Purchase UOM:	CS	case									

Suppliers											
Primary	Code	Name	Currency	Reorder No.	Min. Orde	MPQ	Cost	Local Cost			
<input checked="" type="checkbox"/>	SYSCO	Sysco Food Services		P&GMET283	0	12	\$7.0000	\$7.00			

Supplier Item Cost							
Supplier	Currency	UOM	Min. Qty	Starting Date	Ending Date	Cost	Local Cost

Set up the supplier's minimum order amount and MPQ correctly

When you set up items, make sure you understand how the supplier's minimum order and MPQ affect purchase orders:

- Min. Order:** The minimum number of the item that you must order from the supplier, or the minimum number of the item that your store orders from the supplier to qualify for better pricing, free freight, or other ordering incentives. If a Min. Order amount is specified, Store Manager will automatically add that amount to purchase order requisitions. For example, if your quantity on hand is 12, your restock level is 20, and the supplier's minimum order amount is 10, Store Manager will create a purchase order requisition for 10 items, not 8 items.
- MPQ:** The manufacturer pack quantity (MPQ) indicates how many items come in one package. For example, if your quantity on hand is 12, your restock level is 20, and the supplier's MPQ is 12, Store Manager will create a purchase order requisition for 12 items, not 8 items.

Note: You must configure Store Manager to order in MPQ quantities. Go to **Setup | Inventory/Purchasing | Order Setting** and select **Check supplier MPQ**

Primary Code	Name	Currency	Reorder No.	Min. Orde	MPQ	Cost	Local Cost
SYSCO	Sysco Food Services		P&GMET283	0	12	\$7.0000	\$7.00

If you order by MPQ, make sure you adjust the Cost to the cost per item. So, for example, if the MPQ is 12 and the item cost is \$7.00, enter \$7.00 in the Cost field, not \$84.00. When Store Manager creates the purchase order requisition, it will calculate the reorder cost based on $MPQ * Cost$.

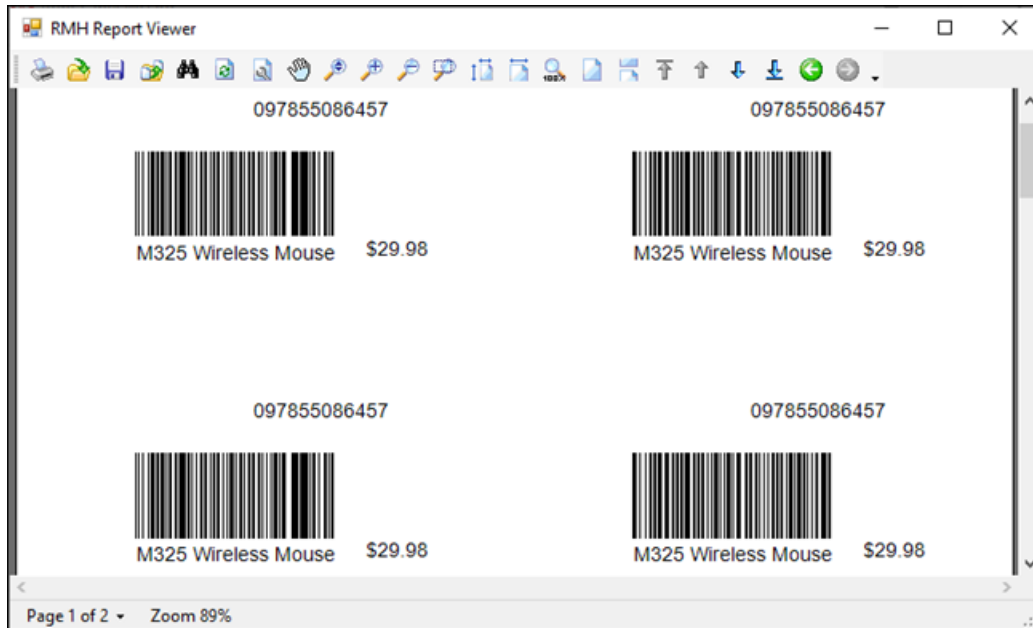
Print labels from purchase orders

You can save yourself a lot of time and effort by printing labels based on purchase orders. One of the options in the Label Wizard is **Print labels for items from this**. Select **Purchase Order** from the drop-down list and click the Browse button to select the purchase order.

Item Lookup Code	Description	Quantity
097855086457	M325 Wireless Mouse	11

By printing the labels from the purchase order, you have them ready to use when you receive the purchase order. This is particularly useful if your store is large enough to have separate purchasing and merchandising teams, where the purchasing team

manages inventory levels and the merchandising team manages shelf restocking, shelf and product labeling, signage, and other aspects of product display.



Set up purchasing

Setting up shipping methods

Use shipping methods to identify carriers for incoming freight. Shipping methods are not linked to freight rate schedules.


1. Click **Setup**.
2. Expand **Inventory/Purchasing**.
3. Click **Shipping Methods**.
4. Click **New**.
5. On the **General** tab, in the **Code** field, enter a unique code that identifies the shipping method.
6. In the **Name** field, enter a name for the shipping method.

Tip: If you enter your account number in the Name field it displays on the purchase order or transfer. This can help clarify the account to charge for shipments.

7. On the **Store Groups** tab, select the store groups that use this shipping method.
8. Click **Save And Close**.

Setting up payment terms for purchase orders and transfers

1. Click **Setup**.
2. Expand **Inventory/Purchasing**.
3. Click **Payment Terms**.
4. Click **New**.
5. On the **General** tab, in the **Code** field, enter a unique code that identifies the payment terms.
6. In the **Name** field, enter a name for the payment terms. Whatever you enter in this field is printed on the purchase order or transfer as the payment terms.

RMH Sample		Purchase Order	
7727 Lake Underhill Road Orlando, FL 32899		Number: PO00000025	
			
To	Ship To		
Pixel Telecoms 390 North Main Street Bountiful, UT 84010 Phone: (801) 294-1000 Fax: (801) 294-1000	RMH Sample - Test Andrewq 7727 Lake Underhill Road Orlando, FL 32899 Phone: (407) 303-8110 Fax: (407) 303-8110		
Contact: Lauri Scarantion			
Order Date: 2021-11-19	Ship Via:		
Date Required: 2021-11-19	F.O.B. point:		
Your Reference:	Freight:		
Payment Terms: 30 Days From Statement			

7. On the **Store Groups** tab, select the store groups that use these payment terms.
8. Click **Save And Close**.

Setting up purchasers

Some stores have specific managers who handle purchasing. If you set up purchasers you can select them from the Purchaser field for purchase orders. This can make it easier to search for specific purchase orders and to generate purchase order reports.

1. Click **Setup**.
2. Expand **Inventory/Purchasing**.
3. Click **Purchasers**.
4. Click **New**.
5. On the **General** tab, enter the following information for the purchaser:
 - Code
 - Name

- Telephone
 - E-mail Address
6. On the **Store Groups** tab, select the store groups that use this purchaser.
 7. Click **Save And Close**.

Setting up charges

Charges are fees that your store pays for things like supplier deliver fees or inter-store transfers. These charges are only applicable to purchase orders and transfers.

1. Click **Setup**.
2. Expand **Inventory/Purchasing**.
3. Click **Charges**.
4. Click **New**.
5. On the **General** tab, in the **Code** field, enter a unique code that identifies the charge.
6. In the **Description** field, enter a name or description for the charge.
7. In the **Ext. Description** field, enter any additional descriptive information for the charge.
8. From **Tax Code**, select any taxes that apply to the charge.
9. On the **Store Groups** tab, select the store groups that use this charge.
10. Click **Save And Close**.

Other order settings

The Order Setting screen contains settings for a number of different options related to inventory and purchasing.

1. Click **Setup**.
2. Expand **Inventory/Purchasing**.
3. Click **Order Setting**.
4. On the **Global Option** tab, choose settings for things such as:
 - Automatically release purchase orders
 - Block transfers out when the quantity on hand is less than the transfer out quantity
 - Automatically reorder child and kit items
 - Check supplier master pack quantity (MPQ)

Field	Select this option to...
Sort entries by	Set the default sort order for lists. Select the column that you want to sort on and then select whether you want to sort in ascending or descending order.
Auto release order	Automatically release purchase orders or transfers as soon as they are saved.
Block transfer out when quantity on hand is less than transfer out quantity	Display a warning if the on hand quantity of an item is lower than the quantity in a transfer out. When you try to commit the transfer out, a warning message displays with the following options:

Field	Select this option to...
	<ul style="list-style-type: none"> ▪ Adjust the quantity to what is available ▪ Cancel and try again when stock is available
Disable order number editing	Lock the purchase order number so it cannot be edited.
Block purchase order when quantity on hand is less than quantity being received	Block the purchase order when the quantity on hand is less than the quantity being received.
Child reorder	Consider the child item quantities when re-ordering the parent.
Kit reorder	Consider the kit item quantities when re-ordering the kit components.
Check supplier MPQ	Order items using only multiples of the supplier's MPQ. Refer to Purchase order best practices for more information.
Hide cost information in purchase order	Hide the store's cost information in purchase orders for users who do not have full manager privileges.
Hide cost information in transfer in	Hide the store's cost information in transfer ins for users who do not have full manager privileges.
Hide cost information	Hide the store's cost information in transfer outs for users

Field	Select this option to...
in transfer out	who do not have full manager privileges.
Do not allow to make change to purchase order when shipped	Lock the Header and Items tabs of purchase orders after they have been shipped so they cannot be edited. Select this option to prevent people from adding or removing items or updating cost.

5. On the **Templates** tab, select custom templates (in .rst format) for purchase orders, transfers, and purchase receipts, if desired.
6. On the **Masks** tab, set up masks for purchase orders, transfers, invoices, and credit notes, if desired.

You can use masks to establish a prefix for order, invoice, and credit note numbers, and to control the start number of the numbering sequence. For example, you might set up a mask for purchase orders that uses PO as the prefix for all order numbers, and sets the start number as 1000000. The next purchase order created will have the order number PO1000001.

7. On the **Matrix** tab, set up matrix columns and dimensions, if desired:
 - a. Select the **No. of Columns** for matrices.
 - b. Select the layout for matrices with two dimensions from the **2 - Dimensions** drop-down.
 - c. Select the layout for matrices with three dimensions from the **3 - Dimensions** drop-down.
 - d. Select **Hide matrix header**, if desired.

- e. Click **OK**.
8. Click **Save And Close**.
9. Restart Store Manager to activate these order settings.

Changing item ordering information using Worksheet 303

You can use Worksheet 303 to update ordering information for specified stores. Worksheet 303 creates one worksheet for all selected stores.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **303: Change Item Ordering Info**.
4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:

- Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:
- Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item Filter**:
- a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude Inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet was created.
16. On the **General** tab:
- Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.

17. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

Note: If an item is ordered from more than one supplier, you will see duplicate lines for the item, e.g., a separate item line for each supplier.

18. For each item, enter new ordering information in the appropriate column.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

19. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

20. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **303: Change Item Ordering Info**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Initiating purchase orders using Worksheet 340

You can use Worksheet 340 to initiate purchase orders for stores.

After you initiate a purchase order in Central Manager, the purchase order(s) are created at the applicable store(s), where they must be released in Store Manager.

Note: You can configure Central Manager so approved purchase orders are automatically set to Released status in Store Manager. You define this in **Setup | Inventory/Purchasing | Order Setting**. On the Global Option tab select **Auto Release Order**.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **340: PO Planner**.
4. Under **Inventory delivery**, select one of the following:
 - **Create individual POs for each store:** Individual purchase orders are created for the selected store(s) based on the order information for the selected store(s). Inventory is delivered to each store separately.
 - **Create a master PO and deliver to each store:** A master purchase order is created for all stores based on the order information for those stores. Inventory is delivered to each store separately.

- **Deliver to this store for later disbursement:** A purchase order is created based on the order information for the selected store(s). Inventory is delivered to the selected delivery store for disbursement at a later date.
5. Select specific stores from the list, or click **All** to select all stores.
 6. Click **Next**.
 7. Enter a different **Worksheet Title**, if desired.
 8. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.
 9. Click **Next**.
 10. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
 11. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
 12. If you selected **Item filter**:

- a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
13. Select **Exclude inactive** to exclude inactive items.
14. Click **Next**.
15. Under **Order method**, select one of the following:
- Order items based on re-order information
 - Order all items at a fixed quantity
 - Order items that have recently sold
16. Under **Supplier selection**, select one of the following:
- Order from primary supplier
 - Order from the lowest cost supplier
17. Click **Next**.
18. Click **Finish**.
19. Click **OK** to confirm that the worksheet(s) are created.
20. Double-click a worksheet or select a worksheet and click **Properties**.
21. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
22. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

Tip: You can control whether the Details pane is displayed or hidden on the Contents tab of this worksheet. The Details pane shows Ordering Guidance, Sales History, Order History, and KPI Data. The Details pane is hidden by default because it can improve worksheet performance. You control whether the Details pane is displayed or hidden in **File | Configuration**. Select or clear **Show details in PO Planner and Inventory Transfer worksheets by default**.

23. Do one of the following:

- For each item, update the purchase order information in the appropriate columns.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

- Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.
- Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.

24. Click **Details** and confirm the purchase order details. Enter additional information about the purchase order, as required, and click **OK**. You can edit the following fields:

- Requisitioner
- Confirming to
- Freight
- Ship via

- FOB point
 - Terms
 - Date required
 - Remarks
25. On the **Charges** tab, use **Add Row** and **Delete Row** to add or delete charges for the purchase order.
26. Do one of the following:
- Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
27. At the applicable store(s), open Store Manager and process the purchase order(s).
28. To check the worksheet processing status:
- a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **340: PO Planner**.

Note: Once approved, the worksheet status will not change until the purchase order is received at the store. Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

29. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

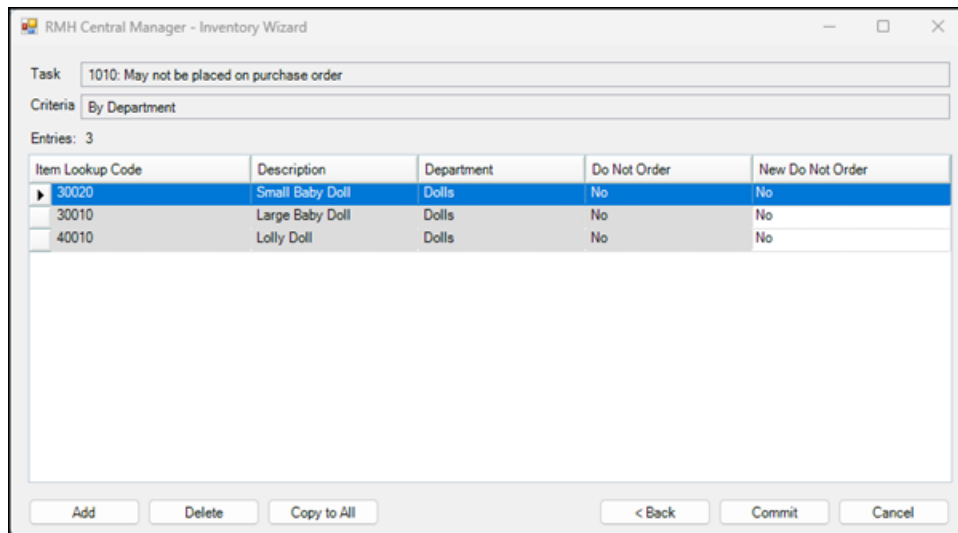
Preventing items from being added to purchase orders

You can use the Inventory Wizard to prevent items from being added to purchase orders.

1. Click **Wizards**.
2. Click **Inventory Wizard**.
3. Click **Next**.
4. From the **Tasks** drop-down, select **Task 1010: May not be placed on purchase order**.
5. Click **Next**.
6. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Item filter
7. If you selected **departments**, **categories**, or **suppliers**, do one of the following:
 - Select specific departments, categories, or suppliers
 - Click **All** to select all departments, categories, or suppliers

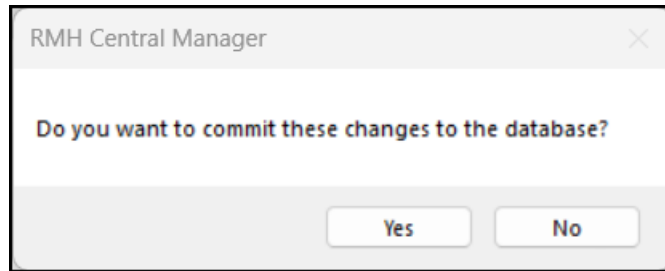
8. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify items.
 - c. Click **OK**.
9. Click **Next**.

The selected items are listed.



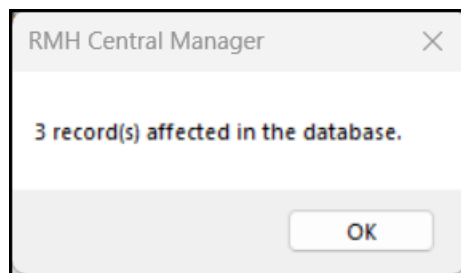
10. (Optional) Use the **Add** and **Delete** buttons to add or remove items from the list.
11. Click **Commit**.

A message displays asking if you want to commit the changes to the database.



12. Click **Yes**.

A message displays how many records were changed in the database.



13. Click **OK**.

Generating purchase order reports

1. Click **Reports**.
2. Click **Active Reports**.
3. Expand **Standard | Orders** and click **Orders - Purchase Order List**.
4. Build filters to control what data is included in the report:
 - **Field:** Select the type of data you want to filter on, e.g., Status.
 - **Operator:** Select a filter operator, e.g., =.
 - **Value:** Select an appropriate value, e.g., Released.

▪ **Note:** The values change depending on the Field you select.

- **AND:** Select AND if you only want the report to contain data where both filters are true.
 - **OR:** Select OR if want the report to contain data where either of the filters are true.
5. Click **Add** to add each filter to the report query.
 6. Click **OK**. The report displays.
 7. Do the following as required:
 - Click **Export to Excel** to export the report to Excel;
 - Click **Export to PDF** to export the report to PDF; or
 - Click **Print** to print the report.

Accounts receivable

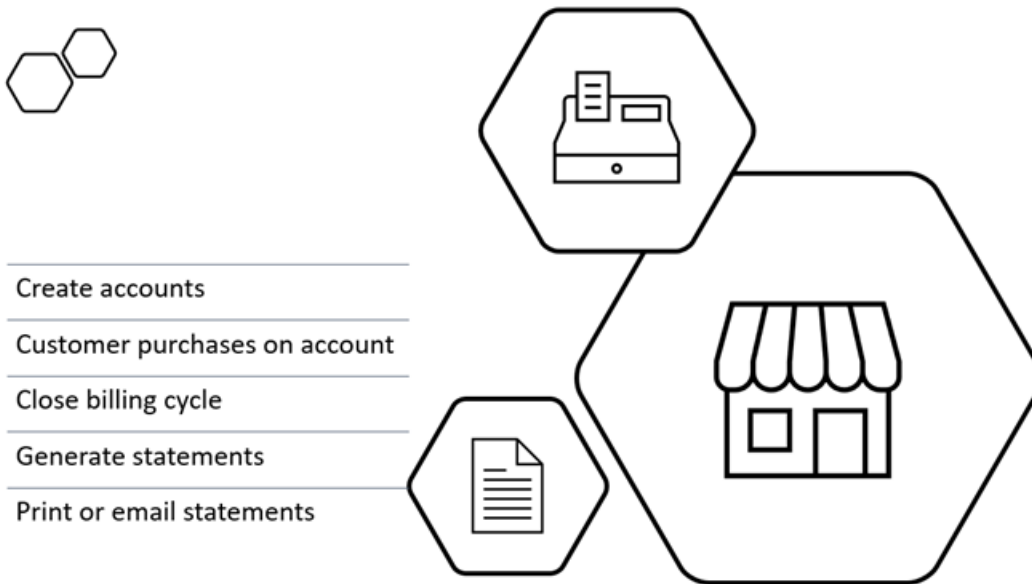
Accounts receivable in Store Manager and POS

Accounts receivable (AR)¹ is easy to set up and use in Store Manager and POS. You have the flexibility of creating AR accounts in both POS and Store Manager. You can also establish default settings for new AR accounts, which makes it easy to create new accounts and ensures consistency in account configuration.

You can link one or more customer accounts to an AR account to allow authorized individuals to make purchases on the account. You can also set up credit limits on AR accounts to prevent overspending and reduce your store's exposure to financial risk.

¹The accounts receivable (AR) is money that is owed to a company by a customer who received products and services that were provided on credit.

You can assign AR accounts to account groups to manage them as a group and simplify reporting and account administration. You also have the flexibility to define your own billing cycles, set your own payment terms, and create custom statements.



Accounts receivable best practices

Accounts receivable (AR)¹ exposes your store to financial risk. It can also require a substantial amount of time to properly administer AR. If you decide that offering store purchases on account is necessary to the success of your store, try to follow these AR best practices.

Make sure the company or person is credit worthy

Use an application form to collect relevant information about the company or person who wants to open an account. As part of that form, get the applicant's permission to run a credit check to determine their credit worthiness. Do not open accounts for com-

¹The accounts receivable (AR) is money that is owed to a company by a customer who received products and services that were provided on credit.

panies or people with low credit scores or a history of liens, court judgments, or bankruptcies.

Ask to see bank statements and accounting records to determine the applicant's liquidity. Do not open accounts for companies or people who have significant debt.

If the applicant is a company, ask the president or owner of the company to sign a personal guarantee to pay any overdue or unpaid account balances that the company has failed to pay. If you need to pursue repayment by filing a lawsuit, a personal guarantee may not be sufficient on its own to win your case. However, it is a meaningful document in the sense that it demonstrates responsibility for the company's debts and a clear intent to repay. This can be beneficial to your argument.

If you feel the company or person is not credit worthy, you do not have to send them away empty-handed. Instead, consider offering them discounts to make purchasing products or services from your store more affordable and attractive.

Set credit limits based on risk exposure to your business

You should always set a credit limit if you open an AR account for a company or person. The credit limit needs to be high enough to allow them to make the purchases they require, but it should also reflect how much money your store is prepared to lose if they fail to pay their balance and you have to write off bad debt.

You also have the option of setting a lower credit limit for new AR accounts and then increasing the credit limit after 6 months or a year if the company or person consistently pays the balances on their account in a timely manner.

Be disciplined about sending statements on time

If you want balances to be paid on time you have to send statements on time. Store Manager does not automatically generate statements on the billing cycle close date. You have to manually close the billing cycle, generate statements, and either mail or

email the statements to the AR account holders. This takes time, so make sure you build sufficient time into your schedule to close each billing cycle and send statements.

Hold the company or person to their credit limit and payment terms

Always hold AR account holders to their credit limits and payment terms. This can lead to uncomfortable conversations with customers, but it is essential that you get paid for your products and services in a timely manner. Use Store Manager's AR reports to monitor balances on AR accounts and follow up with AR account holders who have unpaid balances that are more than 30 days old. Do not hesitate to temporarily block purchases on an account until the AR account holder pays balances that are 60, 90, or more than 90 days old.

Only accept payments by cash, check, or debit

Some AR account holders may offer to pay balances by credit card. The problem with this is that stores are typically charged transaction fees on credit card purchases. By accepting payments by credit card, you are essentially paying money to get paid.

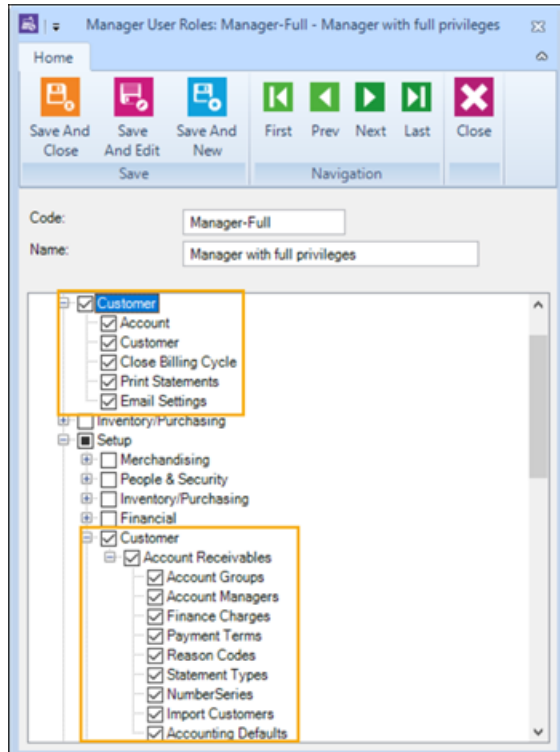
A more economical approach is to only accept payments on account balances by cash or check. If it is absolutely necessary you may also opt to accept debit card payments. Like credit cards, stores are typically charged transaction fees for debit card purchases, but debit card fees are usually much lower than the fees for credit cards. If you really want a customer to pay a balance and the only option available is debit card, you may decide that paying the fees is an acceptable trade off for recovering the balance owing.

Privileges required to set up or administer accounts receivable

Anyone who is responsible for setting up or administering AR in Store Manager must be assigned to a manager user role that has AR privileges.

1. Click **Setup**.

2. Expand **People & Security**.
3. Click **Manager User Roles**.
4. Ensure the manager role assigned to the user has the following AR privileges:



Set up accounts receivable

Setting up a store account tender type

If your store provides AR to customers, it means you are selling items to customers on store account. At the register, the customer does not pay for their items with cash, check, debit, or credit. Instead, they pay for their items using a store account tender type that you set up in Central Manager.

Refer to [Setting up tender types](#) for more information.

Tender Type : Store Account - SA

Home

Save And Close Save And Edit Save And New First Prev Next Last Close

Save Navigation

General Vouchers

General Settings

Description: Store Account

Tender Code: SA

Tender Type: Account

Currency: Default Currency

Tender Type is inactive:

Maximum Amount: \$0.00

Denominations ...

Register Settings

Display Order: 5

Scan Code: 0

Round To Value: \$0.00

Prevent Cashier overtending:

POP Cash Drawer:

Require signature:

Allow multiple entries:

(Extra lines will be added on the tender screen when a partial amount is entered)

Setting up account managers

You have the option of assigning account managers to AR accounts.

To set up an account manager:

1. Click **Setup**.
2. Expand **Customer**.
3. Expand **Account Receivables**.
4. Click **Account Managers**.
5. Click **New**.
6. Enter the following information:

Field	Description
Code	A unique code that identifies the account manager.
Name	The name of the account manager. Click the full name selection box if you want to include a title, middle name, or suffix like Jr.
Inactive	Select this option to deactivate the account manager.
Phone	The account manager's phone number.
Mobile	The account manager's mobile phone number.
E-mail	The account manager's email address.

7. To copy an existing account manager, select it and click **Copy**.
8. To edit an existing account manager, select it and click **Edit**.
9. Click **Save And Close**.

Setting up finance charges

You have the option of applying finance charges to AR accounts.

To set up a finance charge:

1. Click **Setup**.
2. Expand **Customer**.
3. Expand **Account Receivables**.

4. Click **Finance Charges**.
5. Click **New**.
6. Enter the following information:

Field	Description
Code	A unique code that identifies the finance charge.
Name	The name of the finance charge.
Inactive	Select this option to deactivate the finance charge.
Apply Charges on Fin. Charges	<p>Select this option if you want Store Manager to include any previously unpaid finance charges, along with the current outstanding balance, when calculating the current billing cycle's finance charges.</p> <p>In some states is it against the law to include any previously unpaid finance charges when calculating new finance charges. Check your state laws before selecting this option.</p>
Min. Finance Charges	<p>Enter the minimum amount that the AR account holder must pay if there is an outstanding account balance. Store Manager compares this amount with the computed finance charges for the current billing cycle and charges the higher amount.</p>
Annual Interest Rate	Enter the annual finance rate for AR accounts. Store

Field	Description
	<p>Manager uses this rate to calculate finance chargers for each billing cycle for accounts that have an outstanding account balance.</p> <p>The finance charge on each AR account is calculated as:</p> $(\text{daily interest rate}) * (\text{days overdue}) * (\text{chargeable balance})$ <p>Where:</p> $(\text{daily interest rate}) = (\text{annual interest rate} / 100) / 365$ <p>(days overdue) = either the number of days overdue or the number of days since the last closing of the billing cycle. Store Manager uses the lower number for the calculation.</p> <p>(chargeable balance) = zero if paid in full before the grace period ends or the average daily account balance during the billing cycle.</p> <p>Example:</p> <p>The AR account holder is charged an 18% annual finance rate. There are two unpaid balances: AR1 is \$140 which is 15 days overdue and AR2 \$352 which is 45 days overdue.</p>

Field	Description
	<p>(daily interest rate) = $(18\% / 100) / 365 = 0.000493$</p> <p>The finance charge for AR1 is $(0.000493) * (15) * (140) = 1.035$</p> <p>The finance charge for AR2 is $(0.000493) * (45) * (352) = 5.206$</p> <p>The total finance charges are $1.035 + 5.206 = 6.241$, rounded to 6.24.</p>

7. To copy an existing financial charge, select it and click **Copy**.
8. To edit an existing financial charge, select it and click **Edit**.
9. Click **Save And Close**.

Setting up payment terms for accounts receivable

1. Click **Setup**.
2. Expand **Customer**.
3. Expand **Account Receivables**.
4. Click **Payment Terms**.
5. Click **New**.
6. Enter the following information:

Field	Description
Code	A unique code that identifies the payment terms.
Name	The name of the payment terms.
Inactive	Select this option to deactivate the payment terms.
Due After Date	<p>Select one of the following:</p> <ul style="list-style-type: none"> ▪ Closing ▪ Invoice <p>If there is a balance owing, the AR account holder has the number of days specified in the Grace Period to pay the entire balance without incurring finance charges.</p>
Grace Period	The number of days after the billing cycle closing date or invoice date the AR account holder has to pay the entire balance without penalties. If you have set net payment terms, e.g., net 30, enter 30 into the Grace Period field.
Minimum Payment	The minimum payment that you want the AR account holder to pay on the account balance. This amount is displayed in the account statement. It is a recommendation only. Store Manager and POS do not enforce this amount and the AR account holder can make a payment that is less than the specified Minimum Payment amount.

- To copy an existing payment term, select it and click **Copy**.

- To edit an existing payment term, select it and click **Edit**.
- Click **Save And Close**.

Setting up AR reason codes

To set up AR reason codes:

- Click **Setup**.
- Expand **Customer**.
- Expand **Account Receivables**.
- Click **AR Reason Codes**.
- Click **New**.
- Enter the following information:

Field	Description
Code	A unique code that identifies the reason code.
Name	A short description of the AR credit/debit adjustment type.
Inactive	Select this option to deactivate the reason code.
Type	Select one of the following: <ul style="list-style-type: none">AdjustmentHoldReversal

Field	Description
	<ul style="list-style-type: none"> Unapply

- To copy an existing reason code, select it and click **Copy**.
- To edit an existing reason code, select it and click **Edit**.
- Click **Save And Close**.

Setting up statement types

To set up statement types:

- Click **Setup**.
- Expand **Customer**.
- Expand **Account Receivables**.
- Click **Statement Types**.
- Click **New**.
- Enter the following information:

Field	Description
Code	A code that identifies the statement type.
Name	The name of the statement type.
Dataset	Select Standard.

Field	Description
Customized	Select this option if you want to customize the statement. For example, you might want to create a custom statement for each account group. Click the Design button to display an editable version of the statement.
Inactive	Select this option to deactivate the statement type.

7. To copy an existing statement type, select it and click **Copy**.
8. To edit an existing statement type, select it and click **Edit**.
9. Click **Save And Close**.

Setting up a number series

Use number series if you want Store Manager to automatically generate AR account numbers that follow a specific format and numbering sequence. For example, you might create a unique number series for each account group. Setting up an account series is optional. You can enter AR account numbers manually if you prefer.

To set up a number series:

1. Click **Setup**.
2. Expand **Customer**.
3. Expand **Account Receivables**.
4. Click **Number Series**.
5. Click **New**.

6. Enter the following information:

Field	Description
Code	A code that identifies the number series.
Name	The name of the number series.
Inactive	Select this option to deactivate the number series.
Prefix	The prefix for the number series, if applicable.
No. of Digit	The required length of the account number, e.g., 4 would mean the account number must be 4 digits long or 0001.
Last Used	The starting point for account number series, e.g., if you enter 1 the next account number in the series will be 2.

7. To copy an existing number series, select it and click **Copy**.
8. To edit an existing number series, select it and click **Edit**.
9. Click **Save And Close**.

Setting up account groups

You have the option of assigning AR accounts to account groups. This can save time setting up AR accounts, because critical choices such as payment terms, finance charges, and credit limits are set for the group and do not have to be set for each indi-

vidual AR account. Using account groups also ensures consistency in how the AR accounts are set up.

To set up account groups:

1. Click **Setup**.
2. Expand **Customer**.
3. Expand **Account Receivables**.
4. Click **Account Groups**.
5. Click **New**.
6. Set up the account group defaults.

For example:

Field	Description
Code	A code that identifies the account group.
Name	The name of the account group.
Inactive	Select this option to deactivate the account group.
Finance Charge	If you are opting to apply finance charges to accounts in this account group, select the type of finance charges to apply.
Payment Terms	Select the payment terms to apply to accounts in this account group.

Field	Description
Account Manager	If you are opting to assign account managers to account groups, select the account manager for accounts in this account group.
Number Series	If you are opting to automatically generate account numbers based on a number series, select the number series to apply to accounts in this account group.
Credit Limit	The maximum amount of credit you are willing to extend to accounts in this account group.
Statement Type	The statement type to use for invoices sent to accounts in this account group.
Credit Limit Check	<p>Select one of the following:</p> <ul style="list-style-type: none">▪ Account: Check if the company account is over its credit limit.▪ Customer: Check if the person account is over their credit limit.▪ Both: Check if either the company account or the person account are over their credit limit. <p>If an account is over its credit limit, Store Manager will not allow any further transactions to be charged to the account.</p>
Application Method	Select one of the following:

Field	Description
	<ul style="list-style-type: none"> ▪ Manual: Manually select the ledger entry to apply the adjustment to. ▪ Apply to oldest: Automatically apply the adjustment to the oldest ledger entry. <p>Whatever you choose is selected by default for adjustments, but you can override the default if desired.</p>

7. To copy an existing account group, select it and click **Copy**.
8. To edit an existing account group, select it and click **Edit**.
9. Click **Save And Close**.

Setting up accounting defaults

If you set up accounting defaults they are applied to new AR accounts.

You must select a Default Account Group to enable Store Manager to automatically create AR accounts from customer accounts or to enable cashiers to create AR accounts in POS.

To set up accounting defaults:

1. Click **Setup**.
2. Expand **Customer**.
3. Expand **Account Receivables**.
4. Click **Accounting Defaults**.
5. On the **Account** tab, enter the following information:

Field	Description
Default Account Group	The account group to add new company accounts to.
Default Customer Group	The account group to add new customer accounts to.
Default Number Series	The number series to use for new account numbers, if the number series is not already defined for the account group.
Default Statement Type	The statement type to use for new accounts by default.
Use RMH Account Number	Select this option if you want Store Manager to use the customer account number for the AR account number if you create the AR account from the customer account.
RMH Customer Custom Field	

- On the **Billing** tab, enter the **Closing Day of the Month**. This day is the day you close the billing cycle for accounts.
- Click **Save And Close**.

Setting up the email message

Pre-requisites: Before you can email statements you must set up SMTP in Store Administrator. You can set up SMTP under **Configuration | SMTP**. You must also enter an e-mail address for the AR account in Store Manager under **Customer |**

Account | Communication. It is possible to set up SMTP for most Microsoft email services (for example, outlook.com or 365office.com) but at this time it is not possible to set up SMTP for other email services like gmail.com. Always test the SMTP set up in Store Administrator to ensure emails can be sent and received.

When you generate statements, you have the option of automatically emailing the statements to account holders. Use the email message set up screen to define the subject, body text, and signature of the emails that Store Manager sends.

To set up the email message:

1. Click **Setup**.
2. Expand **Customer**.
3. Expand **Email message**.
4. Click **Accounting Defaults**.
5. Edit the email subject, body, and signature as required.

Note: In the Subject, <ClosingDate> is a variable that pulls in the Closing Date that you used when you closed the billing cycle.

6. Click **OK** to save your changes. Click **OK** to confirm.

Using Import Customers

The Import Customers function is only used to import accounts and balances if you are migrating from Microsoft Dynamics Retail Management System (RMS) Store Operations to Retail Management Hero (RMH) Store Manager.

Refer to the [Migrate from Store Operations to Store Manager](#) procedure in the Installation Guide.

Create and manage accounts

Understanding company, person, and customer accounts

There are two different types of AR accounts: **company accounts** and **person accounts**.

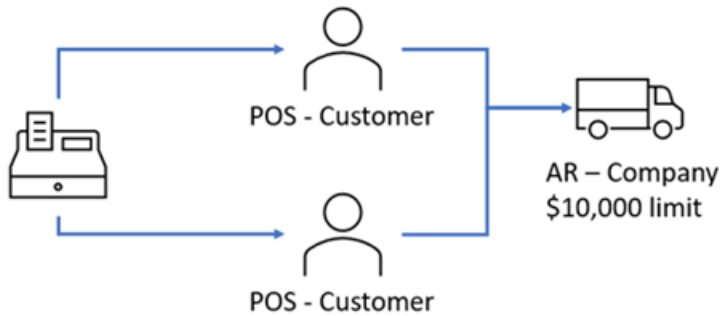
Set up **company accounts** for businesses or business operators. For example, if your store sells plumbing supplies, you might set up a company account for UltraPlumbr, a large plumbing repair company with multiple locations and 10 trucks. You might also set up a company account for Dan's Drains, a local plumber who runs his plumbing repair company by himself.

Set up **person accounts** for individuals. For example, if your store sells general goods, you might set up a person account for good customers like Jane DuGood, a local woman who runs an informal grassroots after-school program for local kids, because she buys a lot of food, household supplies, art supplies, and sporting goods for the program. You might also set up person accounts for employees on a company account. This allows you to set credit limits for individual employees that are different from the credit limit for the company. For example, you might set up person accounts with credit limits of \$10,000 for each individual plumber who works for UltraPlumbr and set the company's credit limit at \$500,000.

Set up **customer accounts** for store customers who will make purchases in POS. An AR account (company or person) must be linked to at least one customer account to enable purchases on the account in POS. In POS, the cashier looks up the customer account, enters all of the items for the transaction, and selects store account as the payment type. This triggers POS and Store Manager to add the customer's purchase amount to the balance of the connected AR account.

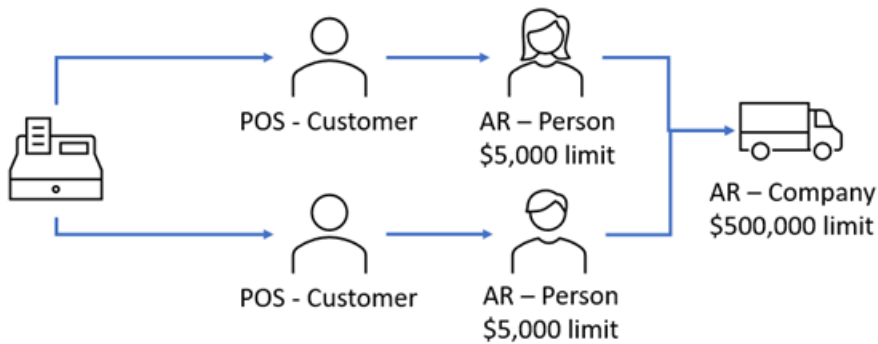
Example of a company account linked to customer accounts

In this example, the company account is linked directly to customer accounts to enable purchases in POS. You cannot set credit limits on customer accounts. This means that any of the customers connected to the company account can spend up to the company's credit limit.



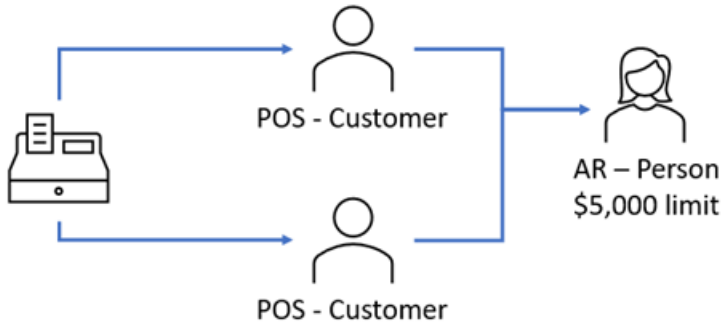
Example of a company account linked to person accounts

In this example, the company account is linked to person accounts. You can set a credit limit for each person account that is different from the company's credit limit. The person accounts are then linked to customer accounts to enable purchases in POS.



Example of a person account linked to customer accounts

In this example, a person account is linked to customer accounts to enable purchases in POS. As mentioned previously, you cannot set credit limits on customer accounts.



Recommended account set up workflow

1. Create the customer accounts that you will use to make purchases in POS.
2. Create the primary AR account. This might be a company or person account.
3. Create secondary AR accounts, if desired. These are typically person accounts with their own credit limit.
4. Link AR accounts (customer or person) to customer accounts.

Setting up accounts

The two procedures below describe how to set up a primary AR account (e.g., a company account) and how to set up (link) secondary AR accounts (e.g., person accounts) to the primary AR account.

To set up a primary AR account in Central Manager:

1. Click **Customer**.
2. Click **Accounts**.
3. To add a new account, click **New**.
4. On the **General** tab, enter general information about the account.

For example:

Field	Description
Number	<p>The account number. Store Manager can automatically generate the account number based on the number series or you can enter account numbers manually.</p> <p>To automatically generate the account number, click Save And Edit.</p> <p>Note: Define the number series using Setup Customer Account Receivables Number Series and select it in the Account Defaults or Account Groups set up screens.</p>
Type	<p>The type of account. Select one of the following:</p> <ul style="list-style-type: none"> ▪ Person ▪ Company
Full Name	<p>The full name of the account owner. Click the Full Name button if you want to include a title, middle name, or suffix like Jr.</p>
Job Title	<p>The job title of the account owner.</p>
Company	<p>The full name of the company if the account is a company account.</p>
Name	<p>The full name of the account owner. This field is pre-populated with the name that you enter into the Full Name or Company field.</p>

Field	Description
Role	The role field is read only. It is based on the account type.
Account Group	<p>The account group the account is assigned to.</p> <p>Note: Define account groups using Setup Customer Account Receivables Account Groups.</p>
Account Manager	<p>The account manager assigned to the account.</p> <p>Note: Define account managers using Setup Customer Account Receivables Account Managers.</p>
Status	<p>The status of the account. Select one of the following:</p> <ul style="list-style-type: none"> ▪ Active: The account is active.
Balance	The current balance of the account, including purchases since the last invoice and all unpaid invoices.
Balance Due	The balance due on all unpaid invoices.
Credit Limit	The account owner's credit limit. Store Manager and POS will block purchases if they will result in an account balance that exceeds the credit limit.
Closing Date	The closing date of that last billing cycle. If the account is new, this field is blank.

Field	Description
Closing Balance	The account balance at the time the billing cycle was closed.
Date Opened	The date the account was created.
Last Updated	The last date the account was updated.

5. On the **Communication** tab, enter the contact information that will be used for billing.

Field	Description
Address	The street address of the billing address.
City	The city of the billing address.
State	The state of the billing address.
Zip	The postal code of the billing address.
Country	The country of the billing address.
Phone Number	The phone number to use for billing inquiries.
Mobile Number	The mobile phone number to use for billing inquiries.
Fax Number	The fax number to use for billing inquiries.
E-Mail	The e-mail address to use if emailing statements.

Field	Description
Home Page	The URL of the business' web site, if applicable.

6. On the **Billing** tab, enter the following information:

Field	Description
Billing Account	If the billing account field is empty, the current account is the billing account and statements will be sent to the account holder using the information on the General and Communication tabs. If purchases will be paid by another account holder, select the appropriate billing account.
Credit Limit Check	This option determines how Store Manager and POS calculate if an account balance is over the credit limit. If the field background is gray, this means the value is controlled at the account group level. Note: Define account groups using Setup Customer Account Receivables Account Groups .
Payment Terms	The payment terms for account balances. Note: Define payment terms using Setup Customer Account Receivables Payment Terms .
Finance Charge	The finance charge for unpaid account balances.

Field	Description
	<p>Note: Define payment terms using Setup Customer Account Receivables Finance Charge.</p>
Last Statement	The date the last billing statement was created.
Customer Balance	The current account balance.

7. On the **Options** tab, enter the following information:

Field	Description
Application Method	<p>Select one of the following:</p> <ul style="list-style-type: none"> ▪ Manual: Manually select the ledger entry to apply the adjustment to, usually the oldest entry. ▪ Apply to oldest: Automatically apply the adjustment to the oldest ledger entry.
Type	<p>The statement type to use for invoices.</p> <p>Note: Define statement types using Setup Customer Account Receivables Statement Types.</p>
Delivery	<p>The delivery method for invoices. Select one of the following:</p> <ul style="list-style-type: none"> ▪ Print ▪ E-Mail

Field	Description
	<p>Note: Define an standard email message for invoices using Setup Customer Account Receivables Email Message.</p>
E-Mail	The e-mail address to send invoices to if the delivery method selected is e-mail.

8. On the **Notes** tab, enter any notes related to the account.
9. To copy an existing account, select it and click **Copy**.
10. To edit an existing account, select it and click **Edit**.
11. Click **Save And Close**.

The primary AR account is created. You still need to link the primary account to a customer account to enable purchases in POS. You can either link directly to a customer account or you can set up a secondary AR account with its own credit limit and link the secondary account to a customer account to enforce purchase limits.

To set up a secondary AR account in Central Manager:

1. Open the primary AR account.
2. Click **Accounts** and select **Customer**.
3. Click **New**.
4. On the **General** tab:
 - a. From the **Type** drop-down select **Person**.

- b. Enter the person's **Full Name**, **Job Title**, and **Company**.
 - c. Click **Save And Edit** to automatically generate the account **Number**, or enter the account number manually.
 - d. Enter a **Credit Limit**. The credit limit set for a secondary AR account must be less than the credit limit set for the primary AR account.
5. On the **Billing** tab, confirm that the account number in the **Billing Account** field is the account number of the primary AR account.

Note: You do not need to change any other fields because Store Manager bases all communication, billing, etc. on the selections you made for the primary AR account.

6. Click **Save And Close**.

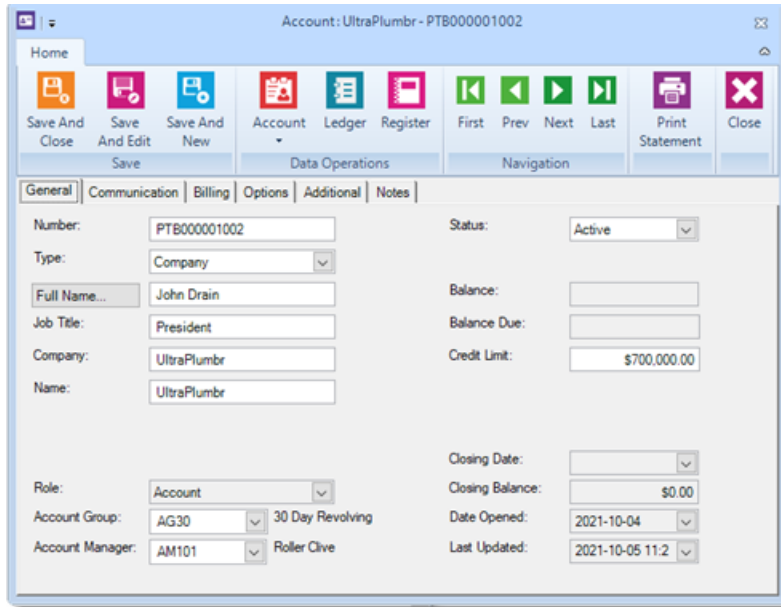
The secondary AR account is created and automatically linked to the primary AR account. You still need to link the secondary AR account to a customer account to enable purchases in POS.

Linking to a customer account

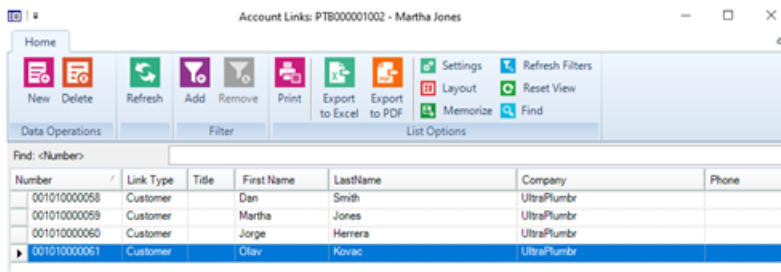
To link to a customer account:

1. Click **Customer**.
2. Click **Account**.

3. Double-click on an AR account (company or person) to open it.



4. Click **Account** and select **Link**.
5. Click **New**.
6. Double-click on a customer account to link it to the AR account.



7. Close the Account Links dialog when you have finished linking all relevant customer accounts.

Deactivating accounts

Always deactivate AR accounts instead of deleting them. Deactivation allows you to maintain account purchase and invoicing history in the store database for accounting

and tax purposes.

To deactivate an accounts receivable account:

1. Click **Customer**.
2. Click **Account**.
3. Double-click the account that you want to deactivate.
4. On the **General** tab, from **Status**, select **Inactive**.
5. Click **Save And Close**.

Administer accounts receivable

Viewing ledger entries

There are two ways to view ledger entries on accounts receivable accounts: via the accounts receivable account or via the customer account.

To view ledger entries via the accounts receivable account:

1. Click **Customer**.
2. Click **Account**.

3. Double-click the accounts receivable account.

Account: UltraPlumbr - PTB000001002

Home

Save And Close Save And Edit Save And New Account Ledger Register First Prev Next Last Print Statement Close

Save Data Operations Navigation

General Communication Billing Options Additional Notes

Number: PTB000001002 Status: Active

Type: Company

Full Name...: John Drain Balance:

Job Title: President Balance Due:

Company: UltraPlumbr Credit Limit: \$700,000.00

Name: UltraPlumbr

Role: Account Closing Date:

Account Group: AG30 30 Day Revolving Closing Balance: \$0.00

Account Manager: AM101 Roller Clive Date Opened: 2021-10-04

Last Updated: 2021-10-05 11:2

4. Click **Ledger**.

To view ledger entries via the customer account:

1. Click **Customer**.
2. Click **Customers**.

3. Double-click the customer account that is linked to the accounts receivable account.

4. Click **Account**.
5. Click **Ledger**.

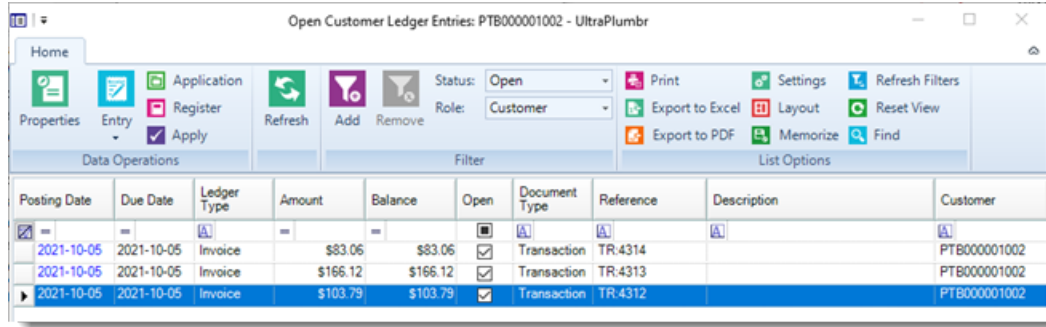
Entering adjustments on accounts

Payments on AR accounts are typically made in POS. These payments are either applied manually to specific ledger entries or automatically to the oldest ledger entries based on the application method you selected for the AR account or its account group.

You can apply a payment toward an account balance in Store Manager by making an adjustment to the ledger. You can also make other ledger adjustments such as reversing payments or reversing finance charges.

To enter adjustments on accounts in Store Manager:

1. Open the AR account.
2. If desired, click **Ledger** to view the account's ledger entries.



3. Do one of the following:

To do this...	Then do this...
<p>Adjust all or part of a ledger entry</p>	<ol style="list-style-type: none"> a. Select a ledger entry. b. Click Register. c. In the Amount field, enter the amount of the adjustment. This amount can be the same amount as the balance, or less than the balance. d. Enter a Reference code, as required. e. Enter a Description, as required. f. Select the Reason Code. g. If Application Method is Apply to Oldest, click Finish. h. If the Application Method is Manual, click Next. i. Select the ledger entries to apply the adjustment

To do this...	Then do this...
	to and click Finish .
Apply an adjustment	<ol style="list-style-type: none"> Select a ledger entry. Click Apply. Enter a Reference code, as required. Click Next. Select the adjustment(s) you want to apply. Click Finish.
Undo (delete) an adjustment Note: You cannot undo entries in a closed billing cycle.	<ol style="list-style-type: none"> Select a ledger entry. Click Entry Undo. Select the Undo Reason. Click Finish. Click Yes to confirm you want to undo the adjustment.
Un-apply an adjustment	<ol style="list-style-type: none"> Select a ledger entry. Click Application. Select the entry you want to un-apply. Click Un-apply.

To do this...	Then do this...
	<ul style="list-style-type: none"> e. Enter a Reference code, as required. f. Select the Undo Reason. g. Click Finish.

Blocking purchases on account

To temporarily block purchases on account:

1. Click **Customer**.
2. Click **Account**.
3. Double-click the account.
4. From the **Status** drop-down, select one of the following:
 - **On Stop:** The account is active but the customer's ability to charge purchases on the account is temporarily suspended. Customers can still make payments in POS and you can make adjustments in Store Manager. Select this status if you require an AR account holder to clear outstanding balances before you will authorize further purchases on the account.
 - **Blocked:** The account is active but all purchases, payments, and adjustments to the account are temporarily blocked.
5. Click **Save And Close**.

Closing the billing cycle

Store Manager does not automatically close the billing cycle on the closing date. Instead, you have to manually close the billing cycle for your AR accounts on or after

the closing date.

To close the billing cycle:

1. Click **Customer**.
2. Click **Close Billing Cycle**.
3. Select the **Closing Date**.

Note: If you select the 31st of the month, Store Manager will include all ledger entries up to and including the 31th.

4. Enter a **Reference**, if desired.
5. From **Filter**, select **Standard** or **Advanced**.
6. Click **Next**.
7. From **Selection Type**, select one of the following:
 - **ACCGROUP:** Close the billing cycle for the selected account groups. Select the account groups from the list.
 - **Advanced Filter:** Use the filter to close the billing cycle for filtered AR accounts. Click **Define** to display the **Filter** dialog.
8. Click **Finish**. Click **OK** to confirm the billing cycle has been closed for the selected AR accounts.

Printing or emailing statements

Pre-requisites: Before you can email statements you must set up SMTP in Store Administrator. You can set up SMTP under **Configuration | SMTP**. You must also enter an e-mail address for the AR account in Store Manager under **Setup | Account | Communication**. It is possible to set up SMTP for most Microsoft email

services (for example, outlook.com or 365office.com) but at this time it is not possible to set up SMTP for other email services like gmail.com. Always test the SMTP set up in Store Administrator to ensure emails can be sent and received.

Store Manager does not automatically print or email statements after you close the billing cycle. Instead, you have to manually print or email the statements for your AR accounts.

To print or email statements:

1. Click **Customer**.
2. Click **Print Statements**.
3. Select the **Closing Date** that you selected when you closed the billing cycle.
4. From **Delivery Method**, select **Print** or **E-Mail**.
5. From **Filter**, select **Standard** or **Advanced**.
6. Do one of the following:
 - If you selected **Standard**, select the account group(s) for which you want to print or email statements.
 - If you selected **Advanced**, enter filter criteria to select the AR accounts for which you want to print or email statements.
7. Click **Finish**.
8. If you are printing statements, enter a file name and select the location where you want to save the file.
9. Click **OK** to confirm the statements were printed or emailed.

Looking up previous statements

To look up previous statements:

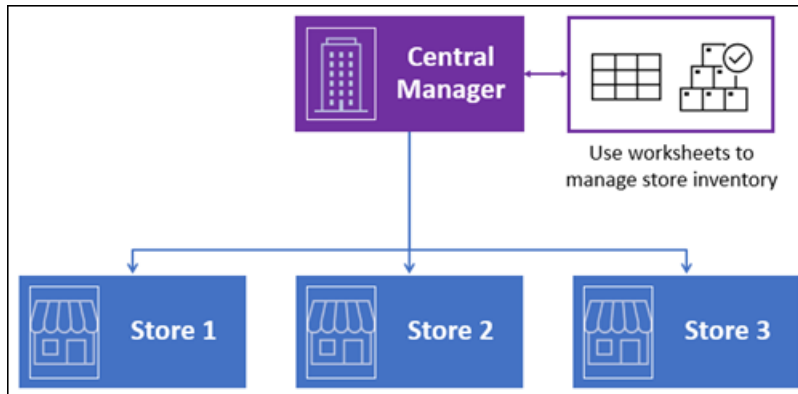
1. Click **Customer**.
2. Click **Account**.
3. Double-click the account.
4. Click **Account** and select **Statement**.
5. Select the statement you want to view.
6. Click **Print**. Click **Preview**, **Print**, or **E-Mail**.

Worksheets

Using worksheets to manage store inventory

Worksheets are how you manage store inventory from Central Manager. You can use worksheets to add or update inventory items in stores, to set regular or sale prices on items, change ordering information, and create transfers or purchase orders.

To use worksheets, you select the stores whose inventory you want to update and then identify the inventory items you want to include in the worksheet. Central Manager generates either one worksheet for each store or one worksheet for all stores, depending on the type of worksheet. After the worksheet is generated you can add or remove items from the worksheet and change the item information as required.



Tip: For worksheets 251, 304, 330, 340, and 351 you can also export the worksheet to a Microsoft Excel spreadsheet, edit the item information in the spreadsheet, and import the spreadsheet data back into the worksheet.)

When you are satisfied with the item information in a worksheet you approve it for processing. By default, approved worksheets are processed immediately, unless you scheduled processing for a future date and time. Larger worksheets take longer to process. In some cases, the best practice is to process the worksheets while the stores are not open to business.

You can use worksheets to initiate transfers and purchase orders, but they must be released and received at the store level. In Central Manager, the processing status of these worksheets remains In Process until the stores have received the transfers or purchase orders.

After worksheets are completed you can acknowledge and file them.

List of available worksheets

The following worksheets are available in Central Manager:

#	Worksheet title and description	# worksheets created	Editable fields
251	<p>Update Inventory - Item Prices</p> <p>Use this worksheet to update item prices and sale prices (on the item's Pricing tab) for specified stores. It is recommended if the stores you are managing with Central Manager have different pricing information for items.</p> <p>Note: You can export the items to an Excel spreadsheet, make the changes in Excel, and then import the spreadsheet back into Central Manager.</p>	One per store	<ul style="list-style-type: none"> ▪ Price ▪ Price A, B, C ▪ MSRP ▪ Sale Price ▪ Sale Start Date ▪ Sale End Date ▪ Lower Bound ▪ Upper Bound ▪ Buydown Price ▪ Buydown Quantity
252	<p>Update Matrix Items Prices</p> <p>Use this worksheet to update matrix item component prices and sale prices (on the item's Pricing tab) for specified stores. It is recommended if the stores you are managing with Central Man-</p>	One per store	<ul style="list-style-type: none"> ▪ Price ▪ Price A, B, C ▪ MSRP ▪ Sale Price ▪ Sale Start Date ▪ Sale End Date

#	Worksheet title and description	# worksheets created	Editable fields
	<p>ager have different pricing and cost information for matrix items.</p>		<ul style="list-style-type: none"> ▪ Lower Bound ▪ Upper Bound ▪ Buydown Price ▪ Buydown Quantity
261	<p>Download Items</p> <p>Use this worksheet to add new items, and all item properties, to the specified stores. You can also use this worksheet to update existing items and item properties, excluding quantity.</p> <p>Note: This worksheet does not override the store item quantities.</p>	One per store	None
303	<p>Change Item Ordering Info</p> <p>Use this worksheet to update ordering information for specified stores.</p> <p>Note: This worksheet</p>	One	<ul style="list-style-type: none"> ▪ Min. Order ▪ Cost ▪ Reorder ▪ MPQ ▪ Purchase Tax

#	Worksheet title and description	# worksheets created	Editable fields
	<p>is designed to update ordering information for all stores. You can modify the worksheet so it only updates ordering information for specific stores. However, you cannot use the worksheet to enter different ordering information per store.</p>		
<p>304</p>	<p>Change Item Price (Regular)</p> <p>Use this worksheet to update item prices for specified stores. It is recommended if the stores you are managing with Central Manager have the same item pricing.</p>	<p>One</p>	<ul style="list-style-type: none"> ▪ New Price
<p>308</p>	<p>Change Item Restocking Info</p> <p>Use this worksheet to update restocking information for the specified stores.</p>	<p>One worksheet, or one per store</p>	<p>One worksheet:</p> <ul style="list-style-type: none"> ▪ Reorder Point ▪ Restock Level <p>One per store:</p>

#	Worksheet title and description	# worksheets created	Editable fields
			<ul style="list-style-type: none"> ▪ New Reorder Point ▪ New Restock Level
320	<p>Adjust Item Sales Tax</p> <p>Use this worksheet to adjust item sales tax for specified stores.</p>	One per store	<ul style="list-style-type: none"> ▪ Sales Tax
321	<p>Change Item Block Sales</p> <p>Use this worksheet to block sales for the selected items in the selected stores. You can block sales based on a schedule and start/end date.</p>	One	<ul style="list-style-type: none"> ▪ Block Sales Type ▪ Block Sales Reason ▪ Block Sales Schedule ▪ Block Sales Start Date ▪ Block Sales End Date
322	<p>Change Item Discounts</p> <p>Use this worksheet to change discounts for the selected items in the selec-</p>	One	<ul style="list-style-type: none"> ▪ New Quantity Discount

#	Worksheet title and description	# worksheets created	Editable fields
	ted stores.		
330	<p>Inventory Transfer</p> <p>Use this worksheet to initiate inventory transfers between stores. After you initiate an inventory transfer in Central Manager, a transfer out is created in the source store where it must be released, shipped, and committed in Store Manager.</p> <p>When the transfer out is committed, a transfer in is created in the destination store that must be released, received, and committed in Store Manager. The worksheet status in Central Manager will be In Process until the transfer in is committed in the destination store.</p>	One	<ul style="list-style-type: none"> ▪ Quantity Transfer
340	<p>PO Planner</p> <p>Use this worksheet to initiate purchase orders for stores.</p>	One per store	<ul style="list-style-type: none"> ▪ Order Number ▪ Item Description

#	Worksheet title and description	# worksheets created	Editable fields
	After you initiate a purchase order in Central Manager, the purchase order(s) are created at the applicable store(s), where they must be released in Store Manager.		<ul style="list-style-type: none"> ▪ Quantity ▪ Price ▪ Extended ▪ Purchase Tax
351	<p>Update Inventory - Item Prices Cost (Regular)</p> <p>Use this worksheet to update item prices for specified stores. It is recommended if the stores you are managing with Central Manager have the same pricing and cost information for items.</p> <p>Note: You can export the items to an Excel spreadsheet, make the changes in Excel, and then import the spreadsheet back into Central Manager.</p>	One	<ul style="list-style-type: none"> ▪ Price ▪ Price A, B, C ▪ MSRP ▪ Sale Price ▪ Sale Start Date ▪ Sale End Date ▪ Lower Bound ▪ Upper Bound ▪ Buydown Price ▪ Buydown Quantity
501	Request Full Inventory Count	One	None

#	Worksheet title and description	# worksheets created	Editable fields
	Use this worksheet to request store quantities and synchronize them to the Central Manager database for the purpose of adjusting quantities in Central Manager to match the quantities in the stores. This worksheet is typically run after stores complete their physical inventory counts. When Worksheet 501 has finished processing you can use Task 190 to reconcile store quantities with the quantities in the Central Manager database.		

Updating item prices using Worksheet 251

You can use Worksheet 251 to update item prices for specified stores. Worksheet 251 creates a separate worksheet for each store, and is recommended if the stores you are managing with Central Manager have different pricing information for items.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **251: Update Inventory - Item Prices**.
4. Select specific stores from the list, or click **All** to select all stores.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments, categories, or suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.

12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. Double-click a worksheet or select a worksheet and click **Properties**.
17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
19. Do one of the following:
 - For each item, update item pricing information in the appropriate column.
Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 - Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.
 - Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.
20. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

21. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **251: Update Inventory - Item Prices**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Updating matrix item prices using Worksheet 252

You can use Worksheet 252 to update matrix item component pricing and cost information for specified stores. Worksheet 252 creates a separate worksheet for each store, and is recommended if the stores you are managing with Central Manager have different pricing and cost information for matrix items.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **252: Update Matrix Items Prices**.

4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments, categories, or suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.

- c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Select the matrix items that you want to add to the worksheet.
15. Click **Next**.
16. Click **Finish**.
17. Click **OK** to confirm that the worksheet(s) are created.
18. Double-click a worksheet or select a worksheet and click **Properties**.
19. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
20. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
21. Do one of the following:
 - For each item, update item pricing information in the appropriate column.
Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.
 - Select a cell in an editable column and 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.
22. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

23. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **252: Update Matrix Items Prices**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

24. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Download items to stores using Worksheet 261

You can use Worksheet 261 to add new items to the specified stores or to update existing item properties. For example, if you add new items to Central Manager, such as seasonal merchandise, you can use this worksheet to add the items to the databases of the specified stores. A separate worksheet is created for each store.

Note: For existing items, Worksheet 261 does not override store item quantities with item quantities from Central Manager. However, it does update all other item properties with the properties defined in Central Manager.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **261: Download Items**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the items to be added to the store's inventory at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:

- Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
 12. Select **Exclude inactive** to exclude inactive items.
 13. Click **Next**.
 14. Click **Finish**.
 15. Click **OK** to confirm that the worksheet(s) are created.
 16. Double-click a worksheet or select a worksheet and click **Properties**.
 17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
 18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
 19. Do one of the following:
 - Click **OK**. The worksheet is saved but not approved.
 - Click **Approve**. The worksheet is approved. The items will be downloaded to the stores and will be added to inventory on the effective date and time.
 20. To check the worksheet processing status:
 - a. Click **Worksheets**.

- b. Expand **Worksheets Status**.
- c. Click **261: Download Items**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Changing item ordering information using Worksheet 303

You can use Worksheet 303 to update ordering information for specified stores. Worksheet 303 creates one worksheet for all selected stores.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **303: Change Item Ordering Info**.
4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments, categories, or suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item Filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.

12. Select **Exclude Inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet was created.
16. On the **General** tab:
 - Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.
17. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

Note: If an item is ordered from more than one supplier, you will see duplicate lines for the item, e.g., a separate item line for each supplier.

18. For each item, enter new ordering information in the appropriate column.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

19. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
20. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **303: Change Item Ordering Info**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Updating item prices using Worksheet 304

You can use Worksheet 304 to update item prices for specified stores. Worksheet 304 creates one worksheet for all selected stores, and is recommended if the stores you are managing with Central Manager have the same item pricing.

Note: You can configure Central Manager so item prices are not changed in the central database when you process Worksheet 304. You define this in **File | Configuration**. Select the **Style 304 worksheet (Change Item Regular Price) does not change Central data** option.

1. Click **Worksheets**.

2. Expand **Worksheets**.
3. Click **304: Change Item Prices (Regular)**.
4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:

- Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
 12. Select **Exclude inactive** to exclude inactive items.
 13. Click **Next**.
 14. Click **Finish**.
 15. Click **OK** to confirm that the worksheet(s) are created.
 16. On the **General** tab:
 - Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.
 17. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
 18. Do one of the following to change the item pricing:
 - For each item, enter new pricing information.
 - Tip:** To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

- Select a cell in an editable column and 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.
- Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.

19. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

20. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **304: Change Item Prices (Regular)**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.

- c. Select a worksheet and click **Acknowledge**.

Updating restocking information using Worksheet 308

You can use Worksheet 308 to update restocking information for specified stores. Worksheet 308 creates one worksheet for all selected stores. However, if the option **Create individual worksheet per store** is selected, Worksheet 308 can create one worksheet per store.

The function of Worksheet 308 is affected by the option **Style 308 worksheet (Change Item Restocking Info) uses current data in Central database**, which is available in Central Manager under **File | Configuration | Options**. If this option is selected, the worksheet synchronizes the current **Reorder Point** and **Restock Level** values for the selected stores with Central Manager. If this option is not selected, you can use the worksheet to change Reorder Point and Restock Level values for the selected stores.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **308: Change Item Restocking Info**.
4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Select **Create individual worksheet per store** if you want to create one worksheet per store. If you do not select this option, one worksheet will be created for all selected stores.
6. Click **Next**.

7. Enter a different **Worksheet Title**, if desired.
8. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

9. Click **Next**.
10. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
11. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
12. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
13. Select **Exclude inactive** to exclude inactive items.

14. Click **Next**.
15. Click **Finish**.
16. Click **OK** to confirm that the worksheet(s) are created.
17. On the **General** tab:
 - Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.
18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
19. For each item, enter new **Reorder Point** and **Restock Level** information.

The Restock Level value must be greater than the Reorder Point value. You have the option to use a CSV file to import the new values. Refer to the [Using file export and import to update worksheets](#) topic for more information.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

20. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
21. To check the worksheet processing status:
 - a. Click **Worksheets**.

- b. Expand **Worksheets Status**.
- c. Click **308: Change Item Restocking Info**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Adjusting item sales tax using Worksheet 320

You can use Worksheet 320 to adjust item sales tax for specified stores. A separate worksheet is created for each store.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **320: Adjust Item Sales Tax**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.

7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.

9. Select one of the following:

- Use items in these departments
- Use items in these categories
- Use items in these suppliers
- Add items manually
- Item filter

10. If you selected **departments**, **categories**, or **suppliers**:

- Select specific departments, categories, or suppliers; or
- Click **All** to select all.

11. If you selected **Item filter**:

- a. Click **Filter**.
- b. Use the **Filter** dialog options to identify the items.
- c. Click **OK**.

12. Select **Exclude inactive** to exclude inactive items.

13. Click **Next**.

14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. Double-click a worksheet or select a worksheet and click **Properties**.
17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
19. For each item, select the appropriate sales tax.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

20. Do one of the following:
 - Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
21. To check the worksheet processing status:
 - a. Click **Worksheets**.
 - b. Expand **Worksheets Status**.
 - c. Click **320: Adjust Item Sales Tax**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and

type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Blocking item sales using Worksheet 321

You can use Worksheet 321 to block sales of specified items for specified stores. Worksheet 321 creates one worksheet for all selected stores.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **321: Change Item Block Sales**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. Double-click a worksheet or select a worksheet and click **Properties**.
17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.

18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

19. For each item, select the following:

- Block Sales Type
- Block Sales Reason
- Block Sales Schedule
- Block Sales Start Date
- Block Sales End Date

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

20. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

21. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **321: Change Item Block Sales**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to

RMH Worksheet Process and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:
 - a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

Changing item discounts using Worksheet 322

You can use Worksheet 322 to change discounts for the specified items for specified stores. Worksheet 322 creates one worksheet for all selected stores.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **322: Change Item Discounts**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.

9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
10. If you selected **departments**, **categories**, or **suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. Double-click a worksheet or select a worksheet and click **Properties**.
17. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.

18. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

19. For each item, select the **New Quantity Discount**.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

20. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

21. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **322: Change Item Discounts**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

22. To acknowledge processed worksheets:

- a. Click **Worksheets**.

- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Initiating inventory transfers between stores using Worksheet 330

You can use Worksheet 330 to initiate inventory transfers between stores.

After you initiate an inventory transfer in Central Manager, a transfer out is created in the source store where it must be released, shipped, and committed in Store Manager.

Note: You can configure Central Manager so approved transfer outs are automatically set to Released status in Store Manager. You define this in **Setup | Inventory/Purchasing | Order Setting**. On the Global Option tab select **Auto Release Order**.

When the transfer out is committed, a transfer in is created in the destination store that must be released, received, and committed in Store Manager. The worksheet status in Central Manager will remain **In Process** until the transfer in is committed in the destination store.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **330: Inventory Transfer**.
4. From the **Move inventory from** drop-down, select the source store.
5. In the **Move inventory to** list, select the destination store(s).
6. Click **Next**.
7. Enter a different **Worksheet Title**, if desired.

8. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

9. Click **Next**.

10. Select one of the following:

- Use items in these departments
- Use items in these categories
- Use items in these suppliers
- Add items manually
- Item filter

11. If you selected **departments**, **categories**, or **suppliers**:

- Select specific departments, categories, or suppliers; or
- Click **All** to select all.

12. If you selected **Item filter**:

- a. Click **Filter**.
- b. Use the **Filter** dialog options to identify the items.
- c. Click **OK**.

13. Select **Exclude inactive** to exclude inactive items.

14. Click **Next**.

15. Select one of the following:
 - Transfer items based on each store's reorder information
 - Transfer all items at a fixed quantity to each store
 - Transfer items that have recently sold at each store
16. Click **Next**.
17. Click **Finish**.
18. Click **OK** to confirm that the worksheet(s) are created.
19. Double-click a worksheet or select a worksheet and click **Properties**.
20. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
21. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

Tip: You can control whether the Details pane is displayed or hidden on the Contents tab of this worksheet. The Details pane shows Ordering Guidance, Sales History, Order History, and KPI Data. The Details pane is hidden by default because it can improve worksheet performance. You control whether the Details pane is displayed or hidden in **File | Configuration**. Select or clear **Show details in PO Planner and Inventory Transfer worksheets by default**.

22. For each item, confirm the transfer quantity or edit the transfer quantity as required.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

23. Click **Details** and confirm the transfer out details. Enter additional information about the transfer out, as required, and click **OK**. You can edit the following fields:
- Requisitioner
 - Confirming to
 - Freight
 - Ship via
 - FOB point
 - Terms
 - Date required
 - Remarks
24. On the **Charges** tab, use **Add Row** and **Delete Row** to add or delete charges for the transfer out.
25. Do one of the following:
- Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
26. At the source store, open Store Manager and do the following:
- a. Release the transfer out.
 - b. Ship and commit the transfer out.
27. At the destination store, open Store Manager and do the following:
- a. Release the transfer in.
 - b. Receive and commit the transfer in.

28. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **330: Inventory Transfer**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

29. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Initiating purchase orders using Worksheet 340

You can use Worksheet 340 to initiate purchase orders for stores.

After you initiate a purchase order in Central Manager, the purchase order(s) are created at the applicable store(s), where they must be released in Store Manager.

Note: You can configure Central Manager so approved purchase orders are automatically set to Released status in Store Manager. You define this in **Setup | Inventory/Purchasing | Order Setting**. On the Global Option tab select **Auto Release Order**.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **340: PO Planner**.
4. Under **Inventory delivery**, select one of the following:
 - **Create individual POs for each store:** Individual purchase orders are created for the selected store(s) based on the order information for the selected store(s). Inventory is delivered to each store separately.
 - **Create a master PO and deliver to each store:** A master purchase order is created for all stores based on the order information for those stores. Inventory is delivered to each store separately.
 - **Deliver to this store for later disbursement:** A purchase order is created based on the order information for the selected store(s). Inventory is delivered to the selected delivery store for disbursement at a later date.
5. Select specific stores from the list, or click **All** to select all stores.
6. Click **Next**.
7. Enter a different **Worksheet Title**, if desired.
8. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.
9. Click **Next**.
10. Select one of the following:

- Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter
11. If you selected **departments**, **categories**, or **suppliers**:
- Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
12. If you selected **Item filter**:
- a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
13. Select **Exclude inactive** to exclude inactive items.
14. Click **Next**.
15. Under **Order method**, select one of the following:
- Order items based on re-order information
 - Order all items at a fixed quantity
 - Order items that have recently sold
16. Under **Supplier selection**, select one of the following:

- Order from primary supplier
 - Order from the lowest cost supplier
17. Click **Next**.
 18. Click **Finish**.
 19. Click **OK** to confirm that the worksheet(s) are created.
 20. Double-click a worksheet or select a worksheet and click **Properties**.
 21. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
 22. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.

Tip: You can control whether the Details pane is displayed or hidden on the Contents tab of this worksheet. The Details pane shows Ordering Guidance, Sales History, Order History, and KPI Data. The Details pane is hidden by default because it can improve worksheet performance. You control whether the Details pane is displayed or hidden in **File | Configuration**. Select or clear **Show details in PO Planner and Inventory Transfer worksheets by default**.

23. Do one of the following:
 - For each item, update the purchase order information in the appropriate columns.
- Tip:** To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

- Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.
 - Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.
24. Click **Details** and confirm the purchase order details. Enter additional information about the purchase order, as required, and click **OK**. You can edit the following fields:
- Requisitioner
 - Confirming to
 - Freight
 - Ship via
 - FOB point
 - Terms
 - Date required
 - Remarks
25. On the **Charges** tab, use **Add Row** and **Delete Row** to add or delete charges for the purchase order.
26. Do one of the following:
- Click **OK**. Your changes to the worksheet are saved but not approved.
 - Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.
27. At the applicable store(s), open Store Manager and process the purchase order(s).

28. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **340: PO Planner**.

Note: Once approved, the worksheet status will not change until the purchase order is received at the store. Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

29. To acknowledge processed worksheets:

- a. Click **Worksheets**.
- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

Updating item prices using Worksheet 351

You can use Worksheet 351 to update item prices for specified stores. Worksheet 351 creates one worksheet for all selected stores, and is recommended if the stores you are managing with Central Manager have the same pricing and cost information for items.

Note: You can configure Central Manager so item prices are not changed in the central database when you process Worksheet 351. You define this in **File | Configuration**. Select the **Style 351 worksheet (Update**

Inventory - Change Item Prices, Cost (Regular) does not change **Central data** option.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **351: Update Inventory - Item Prices Cost (Regular)**.
4. Select specific stores from the list, or click **All** to select all stores.

Note: You can add or remove stores after the worksheet is generated while the worksheet is in a Not Yet Approved state.

5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want the changes to come into effect at a future date and time.

Tip: The best practice is to select a date and time that does not interfere with the operations of an open store.

8. Click **Next**.
9. Select one of the following:
 - Use items in these departments
 - Use items in these categories
 - Use items in these suppliers
 - Add items manually
 - Item filter

10. If you selected **departments, categories, or suppliers**:
 - Select specific departments, categories, or suppliers; or
 - Click **All** to select all.
11. If you selected **Item filter**:
 - a. Click **Filter**.
 - b. Use the **Filter** dialog options to identify the items.
 - c. Click **OK**.
12. Select **Exclude inactive** to exclude inactive items.
13. Click **Next**.
14. Click **Finish**.
15. Click **OK** to confirm that the worksheet(s) are created.
16. On the **General** tab:
 - Confirm the **Effective date / time** and add **Notes**, if desired.
 - If you want to change which stores will be updated by the worksheet, click **Stores** and add or remove stores from the **Selected Stores** list.
17. On the **Contents** tab, confirm that the list of items is accurate. If necessary, use **Add Row** and **Delete Row** to add or delete items from the list.
18. Do one of the following:
 - For each item, update item pricing information in the appropriate column.

Tip: To apply the same value to all rows in a column, right-click the value, select **Copy**, and then right-click anywhere in the column and select **Paste to All Rows**.

- Select a cell in an editable column and click **Formula** to set values based on a formula that you define. You can apply the formula to a cell or to an entire column.
- Import pricing information from an Excel spreadsheet. Refer to [Using file export and import to update worksheets](#) for more information.

19. Do one of the following:

- Click **OK**. Your changes to the worksheet are saved but not approved.
- Click **Approve**. The worksheet is approved. The changes will be synchronized to the stores and the changes will come into effect on the effective date and time.

20. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **351: Update Inventory - Item Prices Cost (Regular)**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

21. To acknowledge processed worksheets:

- a. Click **Worksheets**.

- b. Click **Acknowledge Worksheets**.
- c. Select a worksheet and click **Acknowledge**.

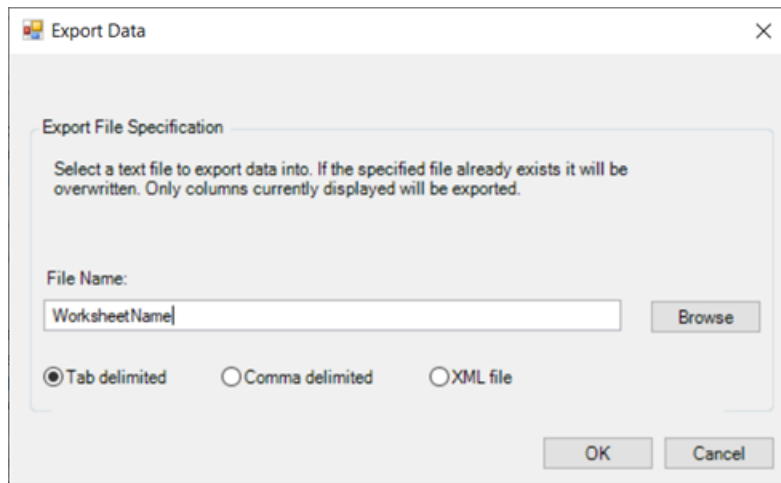
Using file export and import to update worksheets

If you need to make changes to a lot of items in worksheets 251, 261, 303, 304, 308, 330, 340, or 351 in Central Manager, you may find it easier to export the items to a Microsoft Excel spreadsheet, make the changes in the spreadsheet, and then import the spreadsheet back into Central Manager.

Pre-requisites: You have created a worksheet (saved to **Worksheets | Worksheets Status**) and its **Status** is **Not Yet Approved**.

To export worksheet items to a spreadsheet:

1. Open a worksheet that you created previously.
2. On the **Contents** tab, right-click in the grid and select **Export**.
3. Type a **File Name** for the spreadsheet.



4. Select the file type (Tab delimited, Comma delimited, XML).

5. Click **Browse** and select the location where you would like to save the spreadsheet.
6. Click **Save**.
7. Click **OK**.
8. Click **OK**. You can now open the spreadsheet in Excel and make any changes necessary.

To import the spreadsheet into Central Manager:

1. Open the worksheet.
2. On the **Contents** tab, right-click in the grid and select **Import**.
3. Click **Browse**, go to the location where you saved the spreadsheet, and select it.
4. Click **Open**.
5. Click **OK**.
6. Click **OK**. The worksheet data is overridden by the data in the spreadsheet.

Reconcile store inventory with Central Manager using Worksheet 501 with Task 190

You can use Worksheet 501 with Task 190 to reconcile store inventory counts with Central Manager. You must approve and process Worksheet 501 to pull store quantities into the Central Manager database. When Worksheet 501 has finished processing you can use Task 190 to reconcile store quantities with the quantities in the Central Manager database.

Due to the amount of data being processed, it can take hours to reconcile inventory counts with Central Manager. For this reason, most organizations only reconcile inventory using Worksheet 501 with Task 190 on a quarterly or annual basis. The best practice is to reconcile inventory one store at a time and to schedule the process to run while the store is closed.

1. Click **Worksheets**.
2. Expand **Worksheets**.
3. Click **501: Request Full Inventory Count**.
4. Select specific stores from the list, or click **All** to select all stores.
5. Click **Next**.
6. Enter a different **Worksheet Title**, if desired.
7. Enter an **Effective date / time** if you want to process the worksheet at a future date and time.

Tip: The best practice is to process the worksheet while the store is closed or after store business hours.

8. Click **Next**.
9. Click **Finish**.
10. Click **OK** to confirm that the worksheet(s) are created.
11. Double-click the worksheet or select the worksheet and click **Properties**.
12. On the **General** tab, confirm the **Effective date / time** and add **Notes**, if desired.
13. Do one of the following:

- Click **OK**. The worksheet is saved but not approved.
 - Click **Approve**. A warning message displays to indicate that processing Worksheet 501 locks down item management functions in Central Manager until the worksheet is processed.
14. Click **Yes** to confirm that you want to process the worksheet.
15. To check the worksheet processing status:

- a. Click **Worksheets**.
- b. Expand **Worksheets Status**.
- c. Click **501: Request Full Inventory Count**.

Note: Worksheet processing time depends on the size of the worksheet. However, if you think the worksheet is taking too long to process, check that the worksheet processing service is running. To do this, click **Start** and type **Services** in the search field. In the Services window, scroll down to **RMH Worksheet Process** and click **Start Service** if the service is not running.

16. When the worksheet has completed processing, run Task 190:
- a. Click **Wizards**.
 - b. Click **Task 190 - Reconcile Inventory**.
 - c. Select the **Store**.
 - d. Select **Show Quantity Difference Only** if you only want Task 190 to show differences in inventory between the store and Central Manager.
 - e. Click **OK**.

- f. Review the item quantities in the store database and any differences with the item quantities in the Central Manager database. Inventory reconciliation quantities are listed in the New Central Qty. column. Edit the quantities in the New Central Qty. column as required.
 - g. Click **Commit**. The Central Manager database will be updated with the item quantities in the New Central Qty. column.
 - h. Click **OK** to confirm the changes to the database.
17. To acknowledge processed worksheets:
- a. Click **Worksheets**.
 - b. Click **Acknowledge Worksheets**.
 - c. Select a worksheet and click **Acknowledge**.

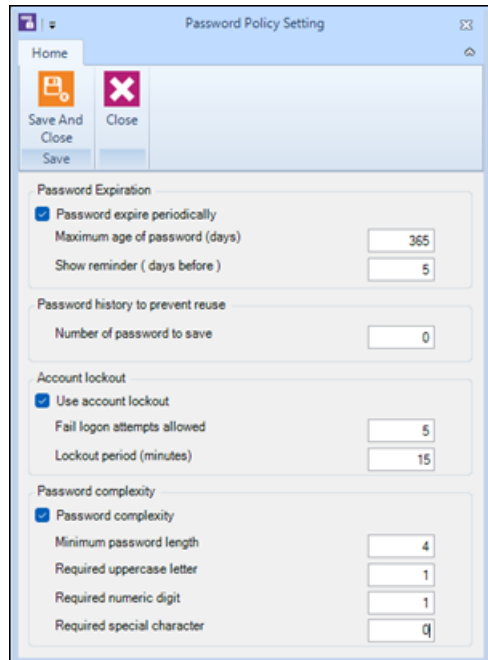
Administration

Setting up a password policy

You can set up a password policy to control how frequently passwords expire, whether to lock accounts after failed login attempts, and to set requirements for password complexity.

Tip: If cashiers or sales representatives must log on to POS for each transaction, it is best practice to lower the password complexity requirements so these users can create simpler passwords that are easier to enter in POS.

1. Click **Setup**.
2. Expand **People & Security**.
3. Click **Password Policy**.



4. If you want passwords to expire:
 - a. Select **Password expire periodically**.
 - b. In the **Maximum age of password (days)** field, enter how many days a user can use a password before they are required to change it.
 - c. In the **Show reminder (days before)** field, enter how many days notice users are given before they are required to change their password.
5. If you want to prevent reuse of passwords, in the **Number of password to save** field, enter how many previous passwords Store Manager will remember for each user.
6. If you want to lock out accounts after failed login attempts:
 - a. Select **Use account lockout**.

- b. In the **Fail logon attempts allowed** field, enter how many failed login attempts are allowed before the user's account is locked.
- c. In the **Lockout period (minutes)** field, enter how many minutes the user's account is locked before they can attempt to log in again.

Tip: Do not lock accounts for long periods of time. This could prevent employees from entering transactions in POS.

- 7. If you want to set requirements for password complexity:
 - a. Select **Password complexity**.
 - b. In the **Minimum password length** field, enter the minimum number of characters required for passwords.
 - c. Optionally, in the **Required uppercase letter** field, enter the number of uppercase letters (e.g., A, B, C, etc) required in passwords.
 - d. Optionally, in the **Required numeric digit** field, enter the number of numeric characters (e.g., 1, 2, 3, etc) required in passwords.
 - e. Optionally, in the **Required special character** field, enter the number of special characters (e.g., !, @, #, etc) required in passwords.
- 8. Click **Save And Close**.
- 9. Restart the Store Manager and POS applications to start using the password policy.

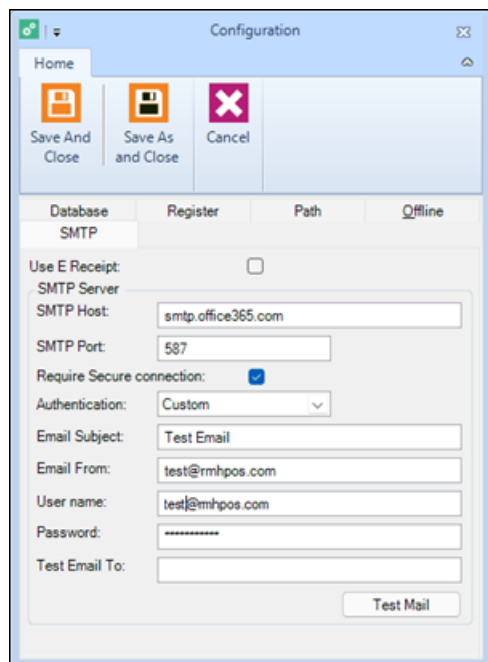
Configuring email

Many customers prefer emailed receipts over printed receipts. Similarly, it may be more convenient for your store to send purchase orders, account statements, and

other documents by email rather than printing and mailing them. If you want the RMH apps to send receipts and other documents by email, you must configure access to the Simple Mail Transfer Protocol (SMTP) host that your store uses to send email.

Note: At this time it is not possible to configure access to free email services such as Gmail and Yahoo. The providers of these free email services (e.g., Google) classify emails sent from the RMH apps as suspicious and the emails are blocked.

1. Start **Central Administrator**. The shortcut may be available on your desktop.
2. Click **Configuration**.
3. Click the **SMTP** tab.
4. In the **SMTP Host** field, enter the SMTP host name, e.g., smtp.office365.com.
5. In the **SMTP Port** field, enter the port used by the SMTP host, e.g., 25, 587.



The screenshot shows the 'Configuration' window with the 'SMTP' tab selected. The 'SMTP Host' field contains 'smtp.office365.com' and the 'SMTP Port' field contains '587'. The 'Require Secure connection' checkbox is checked. The 'Authentication' dropdown is set to 'Custom'. The 'Email Subject' field contains 'Test Email', 'Email From' contains 'test@rmhpos.com', 'User name' contains 'test@rmhpos.com', and 'Password' is masked with asterisks. A 'Test Mail' button is visible at the bottom right.

6. Select **Require Secure Connection**.

7. From **Authentication**, select **Custom**.
8. In the **Email Subject** field, enter a generic subject heading for outgoing emails, e.g., Your Store Name Email.
9. In the **Email From** field, enter the from email address for all outgoing emails, e.g., info@yourstore.com.

Note: The Email From email address may be different than the User Name email address, which is the email account you use to actually send the email. This is common if you want to direct all incoming emails to a generic store email account.

10. If the **User Name** field, enter the user name or email account to use to send email from the SMTP host.
11. In the **Password** field, enter the password for the User Name account.
12. In the **Test Email To** field, enter an email address where Store Manager can send a test email.
13. Click **Test Email**. If SMTP is configured correctly, a test email is sent to the Test Email To email address.
14. Check the Test Email To email account to see if the test email was received.
15. Click **Save And Close**.

Changing the user interface language

The Central Manager user interfaces has been translated into a number of different languages, including Spanish, French, German, and Swedish. You can easily change the user interface language using Central Administrator.

1. Start **Central Administrator**. The shortcut should be available on your desktop.
2. Click **Configuration**.
3. Click the **Settings** tab.
4. From the **Language** drop-down, select one of the available languages.

Note: There are some languages in the drop-down list that are not yet available for use. If you select a language that is not available for use, Store Manager and POS will default to using English in the interface.

5. Click **Save And Close**.
6. Restart Central Manager to see the change in language.

Glossary

A

accelerators

A mechanism for multiplying collected loyalty points.

alias

Aliases are like nicknames. You can define one or more aliases for an item. Aliases are a useful way to search for an item in POS or Store Manager. Each alias must be unique and cannot be the same as the item lookup code.

AR

The accounts receivable (AR) is money that is owed to a company by a customer who received products and services that were provided on credit.

assembly item

An assembly item is composed of items that are bundled or assembled into a package and sold under a separate lookup code, e.g., a gaming package with a controller, console, and game, or a cell phone contract that includes a specific cell phone. When a customer purchases an assembly item, the in-stock quantity of the individual assembly components is updated in the store database. More importantly, the cashier can change the quantity, price, or taxes of individual assembly components, e.g., the cashier can add or remove components and both the in-

stock quantity of the components and the price of the assembly item are automatically adjusted.

B

back office

In a retail store, the back office usually refers to office space at the back of the store where managers and other team members perform tasks like counting cash, running reports, or reordering inventory out of sight of customers. This area may or may not be secured to prevent unauthorized entry. At Retail Management Hero, sometimes the Store Manager application is referred to as the Back Office Manager (BOM).

back order

An order for an item that is currently out-of-stock.

backup

A copy of a file, such as the store database, that is created in case the original file is damaged or deleted. Stores should backup their database every day.

bar code

A code that can be read by a scanning device. The bars that make up the barcode represent a series of numbers.

batch

Store Manager uses batches to export data to external accounting software applications. 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 the register. You can then post the information in the closed batch to an external file that can be imported into your accounting software.

billing cycle

The period of time between billings for products or services, e.g., a month.

bin location

The location in the store where an item is stored.

blind closeout

A blind closeout is the process of closing a batch at a register without running a Z report. Typically, cashiers will perform a blind closeout at the register at the end of their shift and then take their cash drawer to the back office where they can balance their cash drawer and complete the closing process out of sight of customers.

block sale

You can block sales of items according to a schedule or starting or ending on a specific date.

buy X and get Y for Z

A type of discount where a customer buys a specified quantity of items ("X") at full price and then gets a specified number of items ("Y") for free or at a discounted price, e.g., BOGO or "buy one get one" free discounts.

C

cash drawer

A electronic cash drawer is a cash drawer that is connected to the register via a cable. Typically, electronic cash drawers open automatically at the end of a transaction.

child item

A child item is an item that can either be sold singly or in a specific quantity within a parent item, e.g., 24 single bottles of water (child) in a case (parent). When the on-hand quantity of the single item is depleted, the parent item can be opened up to add the single items to the quantity on-hand.

collection schedule

A set of rules which determines how the points are collected.

committed

A value that represents the quantity of an item that has been back ordered or work ordered. This value does not represent what is currently in-stock.

conversion rate

The ratio between two currencies, e.g., 1:2, which indicates how much of one currency is needed to exchange for the equivalent value of another currency. Store Manager uses the conversion rate to convert the local currency used by the store to a foreign currency.

custom commands

You can define custom commands that display on the right side of the POS screen. You might use custom commands to provide access to third party integrations or any custom POS functions that you have built using the POS Software Development Kit (SDK). At Retail Management Hero, these custom commands are sometimes referred to as shortcut keys that allow cashiers to access a function quickly. You can use custom commands with custom keys and task pads.

customer group

A group of customers to which collection or redemption apply. Consists of individual customer accounts.

D

database

A structured set of data that is stored and accessed by a computer software application. In relational databases, data is organized into tables that can be linked (related) based on a value that is common to each, e.g., a lookup ID or customer ID.

denomination

Denomination refers to the recognized face value of specific units of a currency, usually in the form of coins and bank notes. For example, in the U.S. the most recognized denominations for coins are pennies (\$0.01), nickels (\$0.05), dimes (\$0.10), and quarters (\$0.25). The most recognized denominations for bank notes are \$1.00, \$2.00, \$5.00, \$10.00, \$20.00, \$50.00, and \$100.00.

device

In Retail Management Hero, a device refers to any electronic device such as a keyboard, monitor, cash drawer, scale, scanner, printer, etc.

drop

Excess cash that is removed from a cash drawer and put in the store's safe until the register is reconciled at the end of the cashier's shift.

E

EAN

The European Article Number (EAN) is an international numbering and barcode standard used to identify a specific item that is sold in a specific packaging configuration by a specific manufacturer.

exchange rate

The rate, e.g., 1.35, at which one country's currency can be exchanged for another currency. Store Manager uses the exchange rate to convert any amounts tendered in foreign currencies to the local currency.

F

field

A field in a computer software application is a drop-down, checkbox, or text box where you can select pre-defined values (drop-down or checkbox) or enter text (text box). Field data is stored in a database record.

function button

In the POS user interface, there are a number of function buttons at the bottom of the screen: Items, Customers, Taxes, Transaction, Orders, Discounts, and Operations. Use these button to access related functions.

G

gift card

There are two types of gift cards: (1) A voucher generated by the store in the form of a gift card, which may have a magnetic strip or barcode; and (2) A gift card from Visa, Amex, or another company that is processed through the payment system.

gift certificate

A type of voucher, usually printed on heavy card stock. The voucher number and prepaid dollar amount can be preprinted on the certificate or written on the certificate by the cashier. The gift certificate holder can use the certificate to purchase goods or services up to the total dollar amount specified on the certificate.

GL

The general ledger (GL) is a book that summarizes all of a company's financial transactions through offsetting debit and credit accounts.

GST

Goods and Services Tax (GST) is a value added tax. Countries that charge GST include Canada, the UK, France, Spain, Italy, Vietnam, Singapore, South Korea, and India.

I

incentive group

A group of items to which collection or redemption may apply. An incentive group may contain individual items, or entire departments and categories.

inventory

In a retail store, inventory refers to a list of items sold by the store and the quantity of each item that the store has on hand.

Inventory Wizard

In Store Manager, the Inventory Wizard is a tool you can use to make bulk changes to items in your store database, e.g., change the item price, cost, reorder information, or sales tax, or apply discounts.

item

In Retail Management Hero, items are specific goods or services sold by the store. Every item must have a unique item lookup code.

J

journal

The journal contains all transactions in the store's database.

K

kit item

Kit items contain other items that are in the store database but are only sold as one item, e.g., a first aid kit. Kit items are sold as standard items. Kit items and assembly items are not the same. When a customer purchases a kit item, the in-stock quantity of the individual kit components do not change in the store database. In addition, the cashier cannot change the quantity, price, or taxes of individual kit components.

L

Label Designer

In Store Manager, the Label Designer is a tool you can use to create templates for your own labels, e.g., add graphics and custom text.

Label Wizard

In Store Manager, the Label Wizard is a tool that you can use to select a template, enter filter criteria to select items, and then print the required number of labels for those items.

landed cost

Store Manager can automatically calculate the landed cost for each item received through purchase orders and inventory transfers. The landed cost of an item is the sum of the item's cost, tax, shipping, and other fees. You can specify the default cost distribution method that RMH Store Manager uses when items are received: Quantity, Value, or Manual.

lane

In a retail store, a lane refers to a checkout lane where a customer takes the items they wish to purchase so the cashier can add the items to a transaction in POS and collect payment. A lane may be configured as an actual lane, or it may simply be a counter or desk.

layaway

Layaway is a process where a customer pays for an item (or items) in increments. The customer only receives the item when it has been fully paid for. The customer typically pays a minimum deposit on the item to place it on layaway.

lookup code

A unique set of alphanumeric characters used to identify an item, e.g., barcode numbers if an item has a barcode.

lot matrix item

A lot matrix item is composed of items that are packaged in different quantities and have different prices based on the quantity purchases, e.g., a can of beer that

may be sold individually, or in 6-pack, 12-pack, or 24-pack quantities. Lot matrix items typically have the same lookup code but have different prices that correspond to the lot size (e.g., package quantity).

loyalty batch

A complete set of the loyalty transactions - between the first instance of collecting the points, and redemption (full or partial).

loyalty points

A mechanism of collecting loyalty value. Depending on the collection, type may be awarded based on the purchased items price, quantity, or on the transaction subtotal.

loyalty program

A combination of the collection schedule and redemption schedule with some optional parameters (such as effective dates).

M

matrix item

A matrix item is composed of items that are essentially the same, e.g., t-shirts or pants, but vary in one or two ways like size or color. These items, or components, typically have the same lookup code, description, and price as the matrix item. However, you have the option of setting up unique lookup codes, descriptions, and prices for each component. You can define up to three dimensions, e.g., size or color, to differentiate between components in the matrix. Within each dimension you can define several attributes, e.g., XS, S, M, L, XL, XXL, XXXL.

merchant account

A merchant account is a special business account set up to process debit and credit card transactions. It is not a normal bank account. Its sole purpose is to process debit and credit card transactions and deposit those funds into the store's checking account, minus any transaction fees.

mix and match

A type of discount where the customer can buy a specified quantity of items (the same item or similar items) for a discounted price, e.g., you have candy bars A, B, and C that you normally sell for \$.85/ea. but you set up a mix and match discount where the customer can buy three of those candy bars, in any combination, for \$1.99.

N

net display

A net display is a monitor, usually connected to a register, where you can display product photos, multimedia advertisements, or websites.

New Item Wizard

The New Item Wizard is a tool that you can use to add items and their components to the store database. The New Item Wizard is particularly useful for adding matrix, lot matrix, and assembly items to the store database.

no sale

In POS, a no sale is a type of transaction that allows the cashier to open the cash drawer without completing a sale. In Store Manager, you can control whether cashiers are allowed to enter a no sale. If they are allowed to enter a no sale, you can require a reason code and printed receipt.

O

offline database

You can set up POS to use an offline database if the network connection to the main database is disrupted.

offline inventory

Offline inventory are items that are not for sale, such as items that are damaged, have been returned, or that you plan to transfer out of the store. Note: Do not confuse offline inventory with items that are blocked for sale.

on hold

An on hold transaction is one that has not been completed. It has been saved for retrieval and completion at a later time. When an on hold transaction is retrieved, it appears in the state it was in when it was saved.

open up

When the on-hand quantity of a single (child) item is depleted, you can use Store Manager to open up the parent item and add the quantity of child items to the on-hand quantity for the single item, e.g., you open up a case of 24 bottles of water so you can sell the 24 bottles of water individually as single items. This is also known as breaking. It is a useful way to extract single items from carton or case inventories.

OPOS

OLE for Point of Sale (OPOS) is a standard that ensures that hardware and software is compatible. You can connect OPOS compatible hardware or peripherals, e.g., printers, pole displays, cash drawers, scales, and scanners, to registers running POS.

P

parent item

A parent item contains a set quantity of a single item, e.g., a case (parent item) of 24 bottles of water (single or child items). When the on-hand quantity of the single

item is depleted, the parent item can be opened up to add the single items to the quantity on-hand.

payment provider

A payment provider is responsible for collecting cash from authorized debit or credit card transactions and depositing it into the merchant account according to the settlement transactions submitted by the store.

peripheral

A peripheral is a device, e.g., printer, scale, scanner, that is plugged in to a computer.

PO

A purchase order (PO) is an order for specific items that is placed with a supplier.

R

reason code

A reason code is a pre-defined list of explanations for a specific action, e.g., price correction, cancelled sale, staff discount, etc.

redemption schedule

A set of rules which determines how the points are redeemed.

register

A register refers to the computer running POS in a lane. A number of devices may be connected to the register, such as a monitor, keyboard, mouse, electronic cash drawer, scanner, or scale.

reorder point

The reorder point is the minimum number of items you can have on-hand before you should place a PO with the supplier to reorder the item.

restock level

The restock level is the quantity of an item that you want to have in stock. Store Manager uses the restock level to computer the quantity of the item to order when you generate a PO for the item.

return

A return is a transaction in which a customer returns an item they purchased. They may return the item for exchange with the same or a similar item, or for a full or partial refund on the purchase price.

reward transaction

A sales transaction in which the collected loyalty value is being redeemed.

role

In Store Manager, you create roles for different employee functions in the store (e.g., manager, cashier, sales representative) and assign specific privileges or rights to the role. When you create a user account for a new employee you assign a role to the user account, and then customize their privileges or rights as required.

S

sales quote

A sales quote contains a list of items that the store or sales representative is willing to sell for the price specified in the quote. A sales quote is typically only valid for a limited period of time, e.g., two weeks.

serial number

A serial number is a unique identifier assigned to an item. It is typically a sequential or incremented number, e.g., 1, 2, 3, 4.

serialized item

A serialized item has a unique serial number assigned to it. Store Manager can track the purchase of serialized items by serial number.

settlement

Settlement is a process where the store sends authorized debit or credit card transactions to the acquiring bank to be processed. The acquiring bank then "purchases" the transactions and deposits cash in the store's bank account.

T

tag along item

A tag along item is sold along with another item. When the other item is rung up at the register, the tag along item is automatically added to the sale.

tare weight

The tare weight is the extra weight accompanying an item that is not included in the item's weight when the sale price of the weighted item is calculated, e.g., packaging.

tender type

The tender type is a monetary classification, e.g., cash, debit, credit.

transaction

A transaction is any action at the register (using POS) that involves the entry of items from the store database, e.g., sales, returns.

U

UPC

A universal product code (UPC) is a type of code printed on item packaging that identifies the item. The code has two parts: a scannable barcode and a 12-digit number located beneath the barcode.

URL

A universal resource locator (URL) is a website address, e.g., <http://www.rmh-pos.com>

user account

A user account is required to log in to Central Manager, Store Manager, Loyalty, or POS. Every employee should have their own unique user account.

V

VAT

Value added tax (VAT) is a type of tax that is levied on the price of a product or service. It is typically applied to items when they are rung up at the register (the point-of-sale). Stores that charge VAT must have a VAT account with the government so they can both submit VAT that they collected from customers and request credit for VAT they paid for products and services.

void

You may opt to void a transaction if, for example, the customer paid for the transaction using the wrong credit card or debit card. When a transaction is voided, it is as if it never happened. Inventory is not affected, and the sale method is cancelled (for example, their card will not be charged). You can only void a transaction if the batch is still open. You cannot void transactions in closed batches.

voucher

A voucher is an item that acts as a gift card or gift certificate.

W

weighted item

A weighted item is an item whose sale price at the register (the point-of-sale) is determined by its weight. The cashier must input the weight of the item manually or through an electronic scale. The item may have an associated tare weight.

work order

A work order is a type of transaction that is saved so it can be retrieved and completed at a later time. A deposit is typically collected from the customer for work orders.

X

X report

An X report is a report that displays current sales statistics for a register. Running an X report does not close the batch; it only displays sales information.

XML

Extensible markup language (XML) is a way of formatting data so it is easy to distribute across networks or between computer software applications.

Z

Z report

A Z report is similar to an X report because it displays current sales statistics for a register. However, running a Z report closes the batch. You should only run a Z report once a day. Most stores run a Z report at store closing.

ZZ report

A ZZ report is similar to a Z report. However, it is a report on all of the Z reports that were generated since the last ZZ report.