Store Manager User Guide

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Setting up manager user roles

User **roles**[1] define privileges that specific types of users have in Store Manager and POS.

> **Note:** You should set up at least one manager user role with full privileges before you set up manager user roles with limited privileges.

To set up a manager user role:

1. Click **Setup**.

2. Expand **People & Security**.

3. Click **Manager User Roles**.

4. Click **New**.

5. In the **Code** field, enter a code for the manager role.

   > **Note:** You must enter a unique Code for each type of manager user role, e.g. Manager-Full, Manager-Merch, Manager-Inv.

6. In the **Name** field, enter a name for the manager role, .e.g., Manager with full privileges.

7. Expand **Privileges** and assign privileges to the manager role.

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[1]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.

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 delete item mes-sages in Store Man-ager.	Available
	Item Matrices	Use the Item Matrices screen to edit the properties of matrix item com-ponents 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

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
	Discounts	Set up, edit, and delete discounts in Store Manager.	Available
	Schedules	Set up, edit, and delete schedules in Store Manager.	Available
	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

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
	Close Billing Cycle	Close the billing cycle for AR accounts in Store Manager.	
	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	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		delete transfers in in Store Manager.	
	Transfer Outs	Add, edit, and delete transfers out in Store Manager.	Available
	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 Cost Adjustment Wizard in	

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		Store Manager.	
	Offline Inventory	Manage offline inventory in Store Manager.	Available
	Physical Inventory	Manage physical inventory count in Store Manager.	Available
	History	**Look up history for the following in Store Manager:** ▪ Purchase Orders ▪ Transfer Outs ▪ Transfer Ins ▪ Posted Receipts ▪ Posted Invoices ▪ Posted Credit Notes	
Journal	View	View the Batch List and receipt inform-	

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		ation in the Journal Viewer in Store Manager.	
	Post Closed Batches	Post closed batches in Store Manager.	
	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:** - Reason Codes - Tares - Item Settings	Available
	People & Security	**Set up, edit, and delete the following in Store Manager:**	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		- Sales Representative - Time Clock - Password Policy - POS User Roles - Manager User Roles - Users	
	Inventory/Purchasing	**Set up, edit, and delete the following in Store Manager:** - Shipping Methods - Shipping Carriers - Payment Terms - Purchasers - Charges - Order Setting	Available, except for Import Orders

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		▪ Import Orders	
	Financial	**Set up, edit, and delete the following in Store Manager:** ▪ Item Taxes ▪ Sales Tax ▪ Currencies ▪ Tender Types	Available
	Customer	**Set up, edit, and delete the following for Accounts Receivable in Store Manager:** ▪ Account Groups ▪ Account Managers ▪ Finance Charges ▪ Payment Terms	Available, except for Import Customers

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		- Reason Codes - Statement Types - Number Series - Import Customers - Accounting Defaults - Email Message	
		Customer Policy	Available
	Hardware	**Set up, edit, and delete the following in Store Manager:** - Register List - Pole Display Messages - Net Display Channels - Receipt	Available

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
		Formats ▪ POS Profiles ▪ Custom POS Buttons ▪ POS Task Pad	
	Miscellaneous	**Set up, edit, and delete the following in Store Manager:** ▪ 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.	

Privilege Group	Privilege	If Selected, User Has Full Access to	View Only
	Sharp Shooter Reports	Generate Sharp Shooter reports in Store Manager.	
Tools	Backup Database	Back up the store 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**.

Setting up cashier user roles

User **roles**[1] define privileges that specific types of users have in Store Manager and POS.

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[1]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.

You should set up at least one cashier user role with full privileges before you set up cashier user roles with limited privileges. There are typically three types of cashiers in a store:

- Regular cashiers: Responsible for entering customer transactions at a register.

- Senior cashiers: Responsible for correcting transactions at registers, performing drops to the safe, generating X, Z, and ZZ reports, and entering more complex transactions.

- Admin cashiers: Responsible for all cashier operations.

To set up cashier user roles:

1. Click **Setup**.

2. Expand **People & Security**.

3. Click **POS User Roles**.

4. Click **New**.

5. In the **Code** field, type a code for the cashier user role.

   Note: You must enter a unique Code for each type of cashier user role, e.g., Cashier-Reg, Cashier-Full.

6. In the **Name** field, type a short description of the user role, .e.g., Cashier with regular privileges.
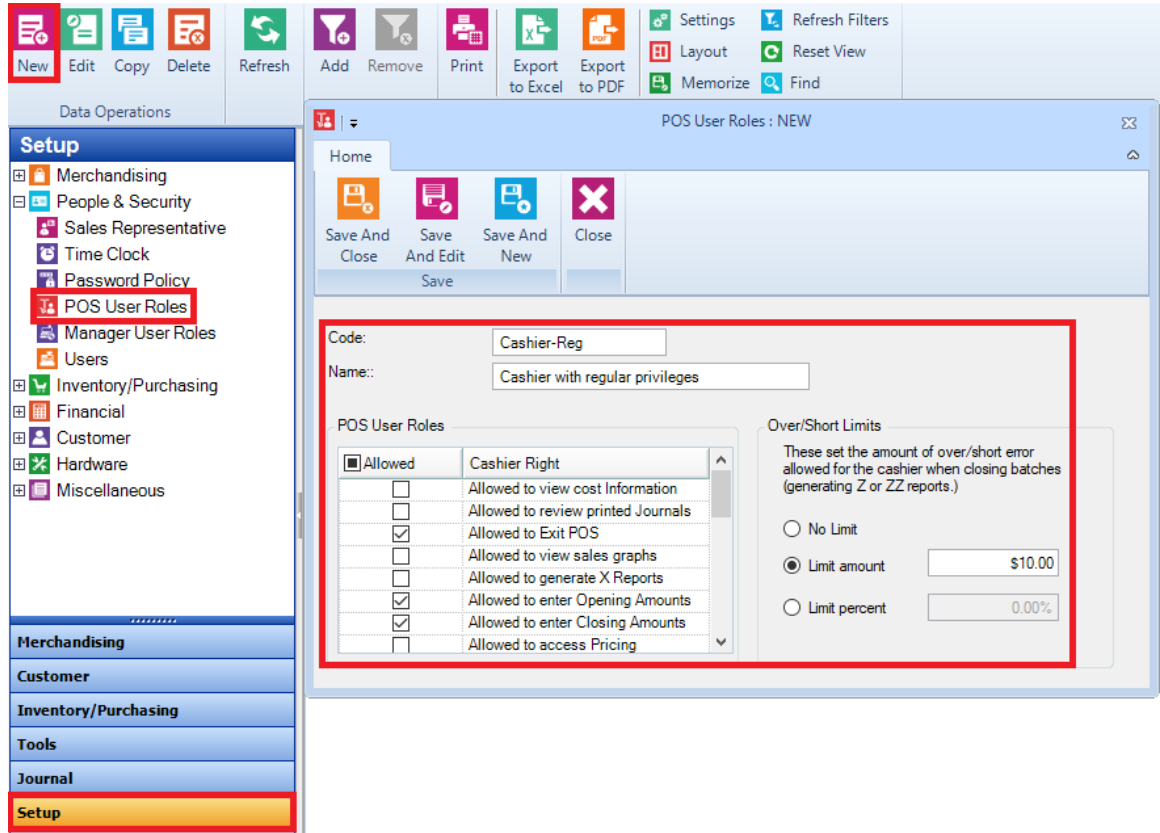
7. Click the checkbox beside each **Cashier Right** you want to give to cashiers assigned to this user role.

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	Can review prin-

Admin	Senior	Regular	Field	Description
			review printed Journals	ted 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.
X	X		Allowed to access Pricing	Can view and edit Pricing information in

Admin	Senior	Regular	Field	Description
				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.

Admin	Senior	Regular	Field	Description
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.
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	Can cancel

Admin	Senior	Regular	Field	Description
			transactions	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

Field	Description
	$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 batch.

9.   Click **Save and Close**.

Setting up sales representatives

You need to create sales representative accounts if your store has employees who earn commissions on specific types of sales. Cashiers, managers, or the sales representatives themselves can then select the appropriate sales representative account when entering transactions in POS. This allows Store Manager to calculate commissions for sales representatives and to generate reports on commission sales.

> **Note:** When you set up Items, you identify whether sales representatives can earn a commission on the sale of the item or not. You can define a commission schedule for the item itself or you can define a commission schedule for sales representative.

1.   Click **Setup**.

2.   Expand **People & Security**.

3.   Click **Sales Representative**.

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 Number	The sales representative's ID number.
Telephone	The sales representative's mobile phone number.
E-mail Address	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. To copy an existing sales representative, select it and click **Copy**. You must enter a new Name and ID Number, but all other values are copied.

7. To edit an existing sales representative, select it and click **Edit**.

8. Click **Save And Close**.

> **Note:** The sales representative account is only used to track commission sales. You still need to set up a user account for the employee so they can use POS.

Setting up a user

Every person who uses Store Manager or POS should have their own unique **user account**[1].

To set up a user and assign a user role:

1. Click **Setup**.

2. Expand **People & Security**.

3. Click **Users**.

4. Click **New**.

5. Enter the following information:

Field	Description
Login ID	The ID that the person will use to log in to POS. **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.

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[1]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.

Field	Description
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. User accounts that do not have passwords are vulnerable to fraud and theft.

6. In the **User Roles** section, click the **Search** icon beside **POS Role** or **Manager Role** and select the user role with the appropriate privileges, e.g., Cashier-Reg, Manager-Full.

    You can customize the privileges for the cashier by adding or removing cashier rights from the list. If the manager may need to enter transactions, you can assign both a POS Role and a Manager Role.

    There are two default Manager roles: Manager-Full has full privileges and Manager has read only access.

7.   Click **Save and Close**.

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.

Deactivate 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 & Security**.

3. Click **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**.

Manage employee time

Adding or editing time entries

> **Pre-requisites:** To add or edit time entries in Store Manager, managers must have the Time Clock privilege. To add this privilege, click **Setup** | **People & Security** | **Manager User Roles** and expand Setup and People & Security.

There are two ways to add time entries:

- Team members can enter their time in POS by punching in and out; or

- Managers can manually add time entries for each team member in the Time Clock in Store Manager.

This topic explains how to add time entries in Store Manager. You may need to edit time entries in Store Manager if, for example, a team member uses POS to punch in but forgets to punch out.

1. Click **Setup**.

2. Expand **People & Security**.

3. Click **Time Clock**.

4. To add a time entry:

   a. Click **New**.

   b. Click the **Browse** icon beside the **Cashier Name** field, select the team member and click **OK**.

   c. In the **In** section, enter the date and time the team member punched in.

   d. In the **Out** section, enter the date and time the team member punched out.
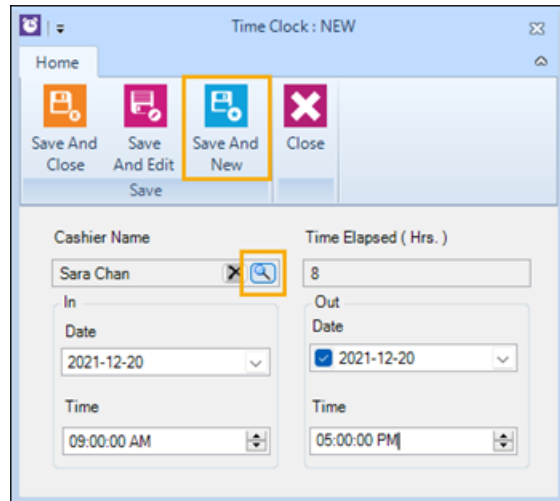
e.   Do one of the following:

○ Click **Save And Close** if you have finished entering time.

○ Click **Save And New** if you need to add more time entries.

5.   To edit a time entry:

a.   Look up time entries for the team member.

b.   Select the time entry and click **Edit**.

c.   Edit the time entry as required.

d.   Click **Save And Close**.

Viewing time entries

Pre-requisites: To view time entries in Store Manager, managers must have the Time Clock privilege. To add this privilege, click **Setup | People & Security | Manager User Roles** and expand Setup and People & Security.

1.   Click **Setup**.

2.   Expand **People & Security**.

3. Click **Time Clock**.

    Employees are listed by name, along with the dates and times they punched in and punched out.
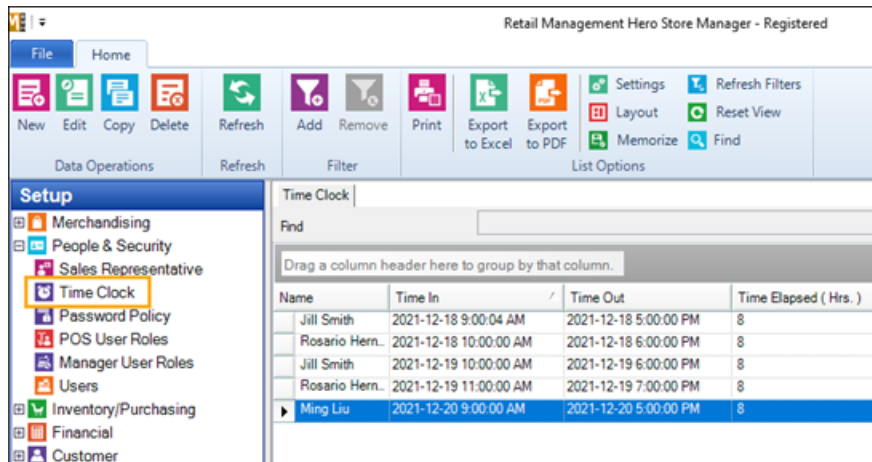
    > **Note:** Starting with release 3.9.13, by default the Time Clock only shows active user accounts. To view time entries for inactive user accounts, in the **Filter** section click **Add** and select **Inactive**.

4. To look up the time entries for a specific team member, use the **Filter** or **Find** options:

    To look up the time entries for a team member using the **Filter**:

    a. In the **Filter** section, click **Add**.

    b. From the **Field** drop-down, select **Cashier**.

    c. From the **Value** drop-down, select the team member's name.

    d. Click **Add**.

    e. Click **OK**.

To look up the time entries for a team member using **Find**:

    a.   In the **List Options** section, click **Find**.

    b.   In the **Find What** field, type the team member's name.

    c.   From the **Field/Level** field, select **Name**.

    d.   Select one of the **Match** options.

    e.   Click **Find First** or **Find Next**.

Generating the time entry report

1. Click **Reports**.

2. Click **Active Reports**.

3. Expand **Custom** | **Cashiers**.

4. Click one of the following:

   - Cashier Time Clock with Time in Hours-Minutes
   - Cashier Time Clock

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., Time In (Date Only).
   - **Operator:** Select a filter operator, e.g., BETWEEN.
   - **Value:** Select an appropriate value, such as a pay period, e.g., December 16, 2021 and December 31, 2021.

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

- **AND:** Select AND if you only want to 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.
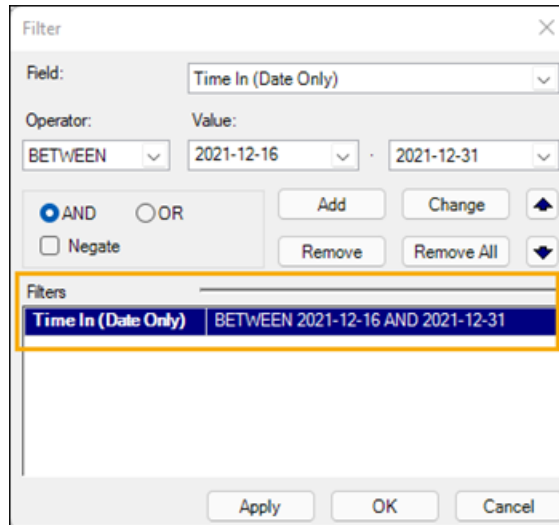
7. Click **OK**. The Cashier Time Clock Report displays.

> **Tip:** As you can see in the report above, time entries are listed on separate rows. However, you may want to view time entries grouped by employee name. To do this, click and drag the Cashier Name header row up to **Drag a column header here to group by that column** area above. Click the **+**

icon to view the time entries for each employee. You may also want to shorten the width of the Time column. To do this, in the **List Options** section of the ribbon, click **Settings**. From the **Auto Fit** drop-down, select **None**.

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.

Manage commission sales

Setting up sales representatives

You need to create sales representative accounts if your store has employees who earn commissions on specific types of sales. Cashiers, managers, or the sales representatives themselves can then select the appropriate sales representative account when entering transactions in POS. This allows Store Manager to calculate commissions for sales representatives and to generate reports on commission sales.

> **Note:** When you set up Items, you identify whether sales representatives can earn a commission on the sale of the item or not. You can define a

commission schedule for the item itself or you can define a commission schedule for sales representative.

1. Click **Setup**.

2. Expand **People & Security**.

3. Click **Sales Representative**.

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 Number	The sales representative's ID number.
Telephone	The sales representative's mobile phone number.
E-mail Address	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.

Field	Description
Percent of Profit	If the sales representative receives a commission based on a percent of the profit, enter the percentage.

6. To copy an existing sales representative, select it and click **Copy**. You must enter a new Name and ID Number, but all other values are copied.

7. To edit an existing sales representative, select it and click **Edit**.

8. Click **Save And Close**.

> **Note:** The sales representative account is only used to track commission sales. You still need to set up a user account for the employee so they can use POS.

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**.

Setting up commission sales for customers

Depending on your store's policies, you may have specific sales representatives assigned to handle all transactions for specific customers. This arrangement is common in stores where sales representatives specialize in certain verticals or product ranges, or where sales representatives are paid primarily through commission sales.

If you select a primary sales representative for a customer, all sales to that customer are credited to that sales representative.

> **Note:** You can configure Store Manager to require sales representative 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**.

1. Click **Customer**.

2. Click **Customers**.

3. Double-click the customer account.

4. Click the **Customer Options** tab.

5. Click the **Browse** icon next to the **Primary Sales Rep** field, select the customer's primary sales representative from the list, and click **OK**.

6. Click **Save And Close**.

Entering sales representatives

Depending on your store's policies, you may need to enter sales representatives for some or all transactions in POS.

1. Enter all of the items in the transaction.

2. To enter a sales representative for all items in the transaction, tap **Transaction** | **Sales Reps** | **Transaction Sales Rep**.

3. To enter a sales representative for specific items in the transaction, do one of the following:

- Tap the item once to select it and tap **Transaction** | **Sales Reps** | **Current Item Sales Rep**.

- Tap the **Action** button next to the item and tap **Sales Rep**.

4. On the **Sales Rep Lookup** screen, do one of the following:

- Tap the sales rep's name once to select them and tap **Add**.

- Tap the sale rep's name twice.

The sales representative's name displays next to the item.
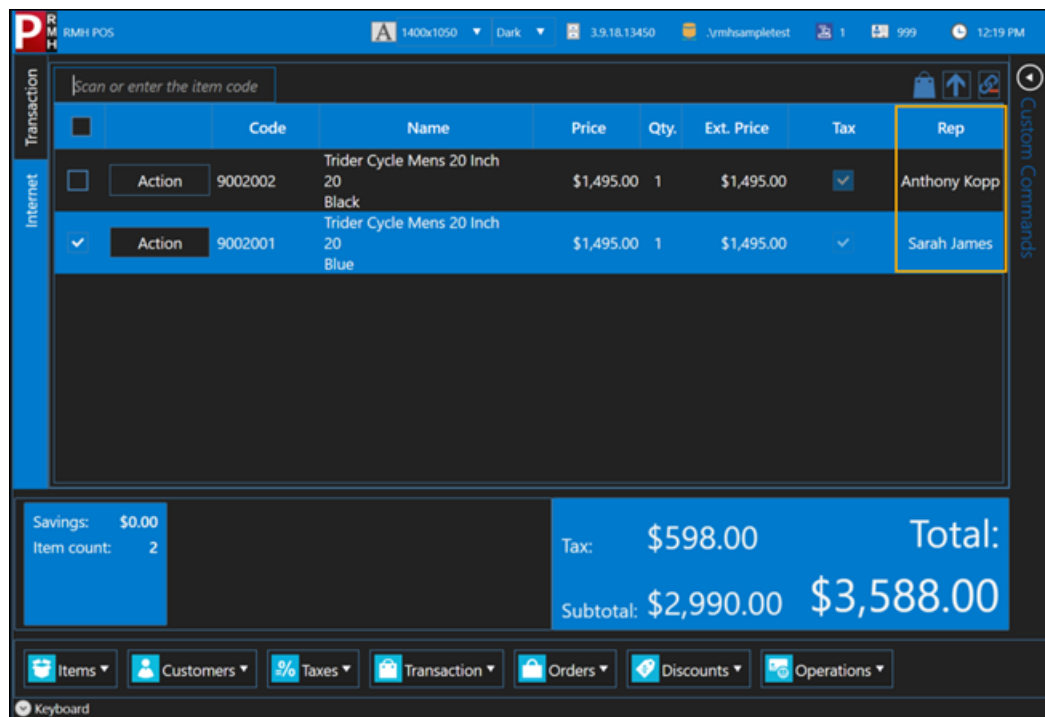
5. Tender the sale.

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 to 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.
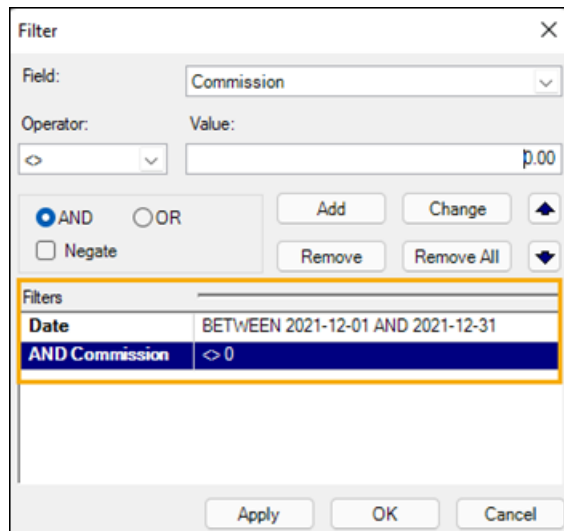
7. Click **OK**. The Commission Sales Report displays.
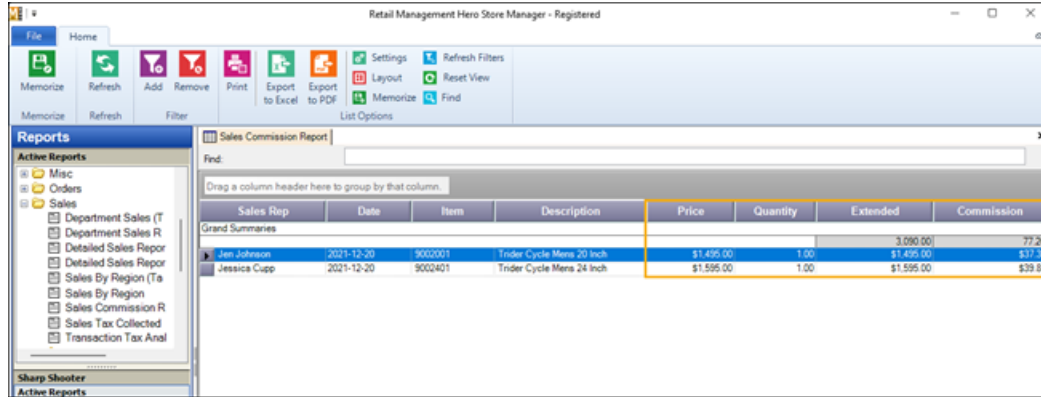
8. Do the following as required:

- 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.

Manage employee discounts

Best practices for employee discounts

If you decide to offer discounts to employees who purchase items in your store, try to follow these best practices.

Set up customer accounts for employees

There are two benefits to setting up customer accounts for employees:

- **It is easier to generate reports to track employee purchases.** For example, if you use a special account number for employee customer accounts, such as EE0001, you can filter on all account numbers like EE to see those transactions. You can then customize the columns in the report to display things like customer (employee) name, which cashier processed the transaction, price, sold price, and date sold.
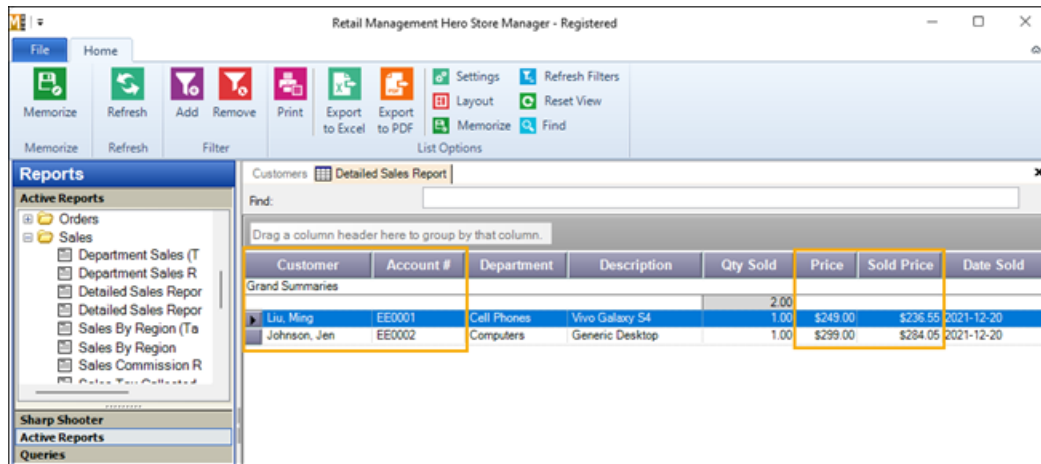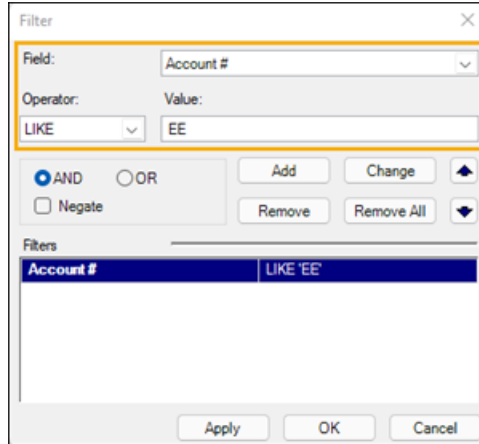
- **You can set discounts directly in the customer account.** When the transaction is processed in POS, the discount is automatically applied to the purchase price and the cashier does not have to add discounts manually.

One drawback to the percent discount approach is that the discount is applied to all items. You may want to limit employee discounts to only certain items in the store, such as items that have a healthy profit margin. If this is the case, you should still set up a customer account to track employee purchases, but to manage employee discounts you can do one of the following:

- Use one of the alternate price levels (A, B, C) to set employee discounts on specific items, and set up the employee customer accounts to use that Price Level discount; or

- Do not set discounts in the customer account. Instead, have cashiers add employee discounts manually in POS.

Set up an employee discount reason code

If you want cashiers to add discounts manually in POS, consider setting up an employee discount reason code. This is particularly important if you do not use customer accounts to track employee purchases - the reason code becomes your only way to generate reports to track employee purchases.

If you want to use a reason code to track employee discounts, make sure you set up store rules to prompt or require reason codes on discounts. You define these in **File** | **Configuration** | **Store Rules** | **Reason Code Options**.

Privileges required to process discounts on employee purchases

The cashier who processes the discounted employee transaction must have the **Allowed to sell to employees with discounts** privilege. You define this privilege in **Setup** | **People & Security** under either **POS User Roles** or **Users**.

Processing transactions with employee discounts

Depending on your store's policies, employees may be qualify for a discount on specific items sold in the store. There are two ways to apply employee discounts in POS:

- (Recommended) Add the employee to POS as a customer and specify a discount in their customer record. This discount is automatically applied to the transaction when the customer record is selected.

- Enter items in a transaction and manually select a discount to apply a discount to the transaction.

Pre-requisites: You must have the **Allowed to sell to employees with discounts** permission to process transactions with employee discounts in POS.

If the employee discount is specified in a customer record:

1. Tap **Customers** | **Lookup Customer** or press **F7**.

2. To select the employee, do one of the following:

   - Tap the employee's name once and tap **Select**.
   - Tap the employee's name twice.

3. Enter all of the items in the transaction.

   The discount is automatically applied and the price that displays is the discounted price. The total savings from the employee discount displays in the lower left corner of the screen.
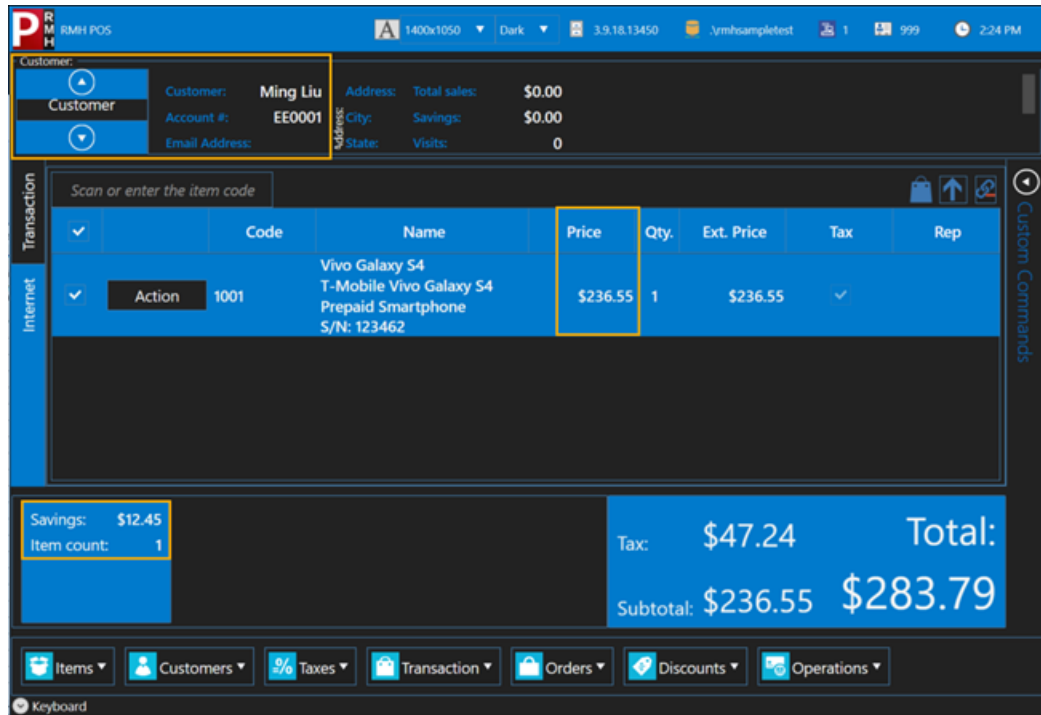
4. Tender the sale.

If the employee discount is manually selected for the transaction:

1. Enter all of the items in the transaction.

2. Do one of the following:

   - Tap **Discounts** and select the appropriate discount type.

   - Tap the **Action** button next to the item and tap **Discount**. Enter the percentage discount and tap **OK**.

3. If prompted, tap the appropriate discount reason code to select it and tap **OK**.

4. Tender the sale.

Tracking transactions with employee discounts

If your store offers employee discounts, you will want to generate reports that track discounted employee transactions to ensure employees are using their discounts appropriately.

1. Click **Reports**.

2. Click **Active Reports**.

3. Expand **Standard**.

4. Expand **Sales**.

5. Click the **Detailed Sales Report**.

6. Build filters to control what data is included in the report:

    ▪ **Field:** Select the type of data you want to filter on, e.g., Discount Reason Code.

    ▪ **Operator:** Select a filter operator, e.g., LIKE.

    ▪ **Value:** Select an appropriate value, e.g., Employee Discount.

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

    ▪ **AND:** Select AND if you only want to 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.

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

8. Click **OK**. The Detailed Sales Report Displays.
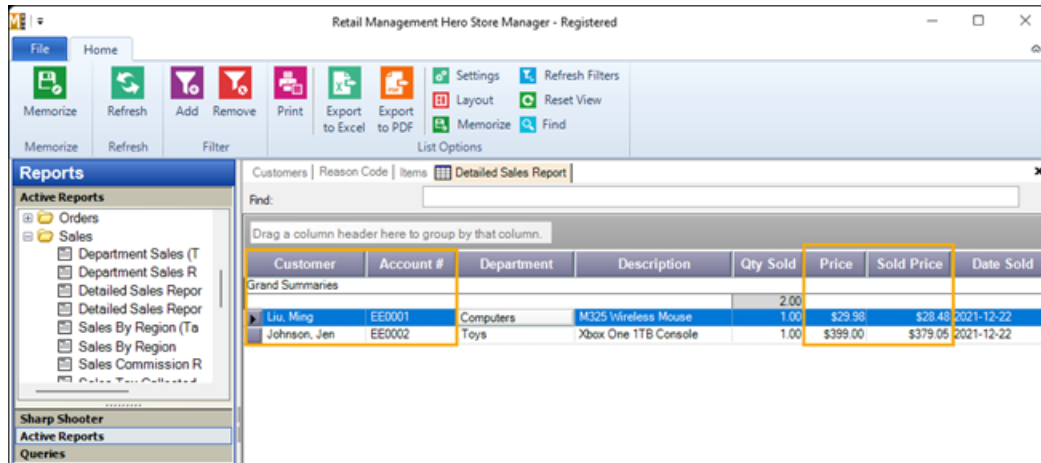
9. Do the following as required:

    ▪ 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.

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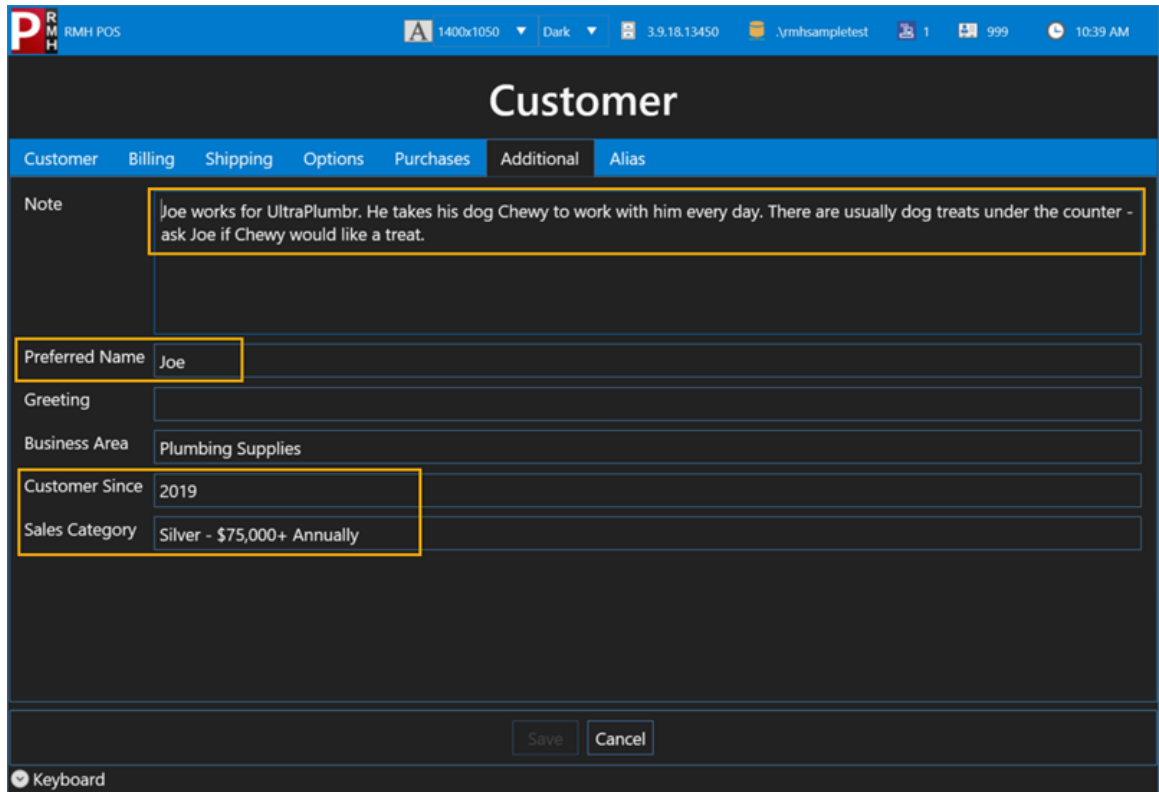
You can configure custom fields in Store Manager in **Setup** | **Miscellaneous** | **Custom Fields**. You can enter customer information in these fields in either Store Manager or POS.

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.

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 Code	The postal code of the billing address.
Country	The country of the billing address.
Telephone	The phone number to use for billing inquiries. By default, the data enter into this field is not validated. It is only validated if you set up a mask under **Setup**	**Customer**	**Customer Policy**.
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**.
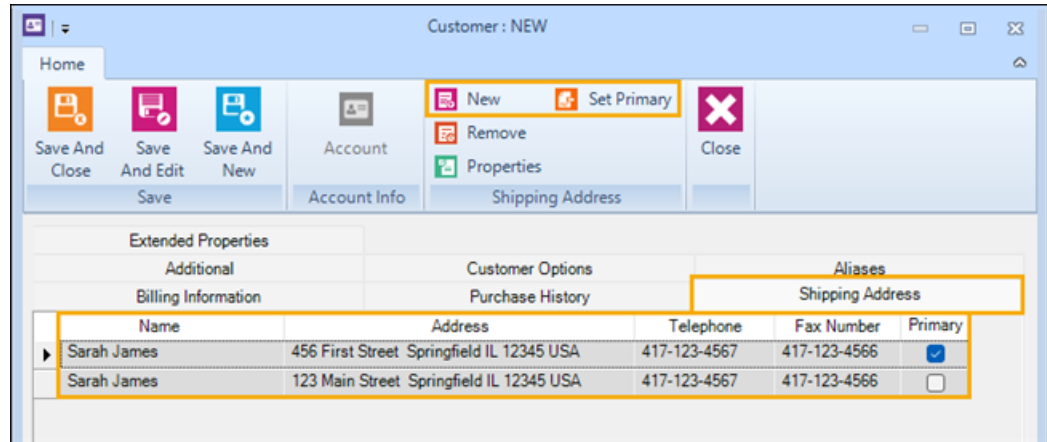
6. On the **Customer Options** tab, enter the applicable customer settings.

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. **Note:** Refer to Best practices for employee discounts for more information.
Price Level	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**.
Discount (%)	If you want to offer a percent discount to the customer, enter the percentage in this field.

Field	Description
	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.
Tax ID Number	The customer's ID number for taxation purposes, if applicable.
Primary Sales Rep	If you store assigns sales representatives to manage purchases for specific customers, click the Browse icon and select the appropriate sales representative.
Primary Cashier	If your store assigns cashiers to enter purchases for specific customers, click the Browse icon and select the appropriate cashier.
Shipping Carriers	The shipping carrier to use when shipping purchases to this customer.
Shipping Service	The shipping service to use when shipping purchases to this customer.
Picture	If your store keeps pictures of customers on file, click the Browse icon and select the appropriate image file.

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 a customer policy

Set up a customer policy to identify mandatory fields for customers or a required telephone number format.

> **Note:** If you set up a customer policy, it is only applied to new customers added in POS or Store Manager. It is not applied to existing customers. When new customers are added, if mandatory fields are not filled out or the telephone number does not conform to the required format, the **Save** button is disabled in POS and an error message displays in Store Manager. Each store can set up and use its own unique customer policy.

1. Click **Setup**.

2. Expand **Customer**.

3. Click **Customer Policy**.

4. On the **Options** tab, select all of the fields that should be mandatory for new customers.

5. On the **Mask** tab, define the required telephone number format, if applicable.

   Use # to represent the number of required digits for the country code, area code, or telephone number. Add any other formatting requirements, such as dashes. For example: ###-###-###-#### or 1-###-###-####. There are no restrictions on the number of digits you use for the country code, area code, or telephone number. However, you can only enter a maximum of 30 characters in the field.

6. Click **Save and Close**.

If you selected required fields, they are identified by a * and bold text:
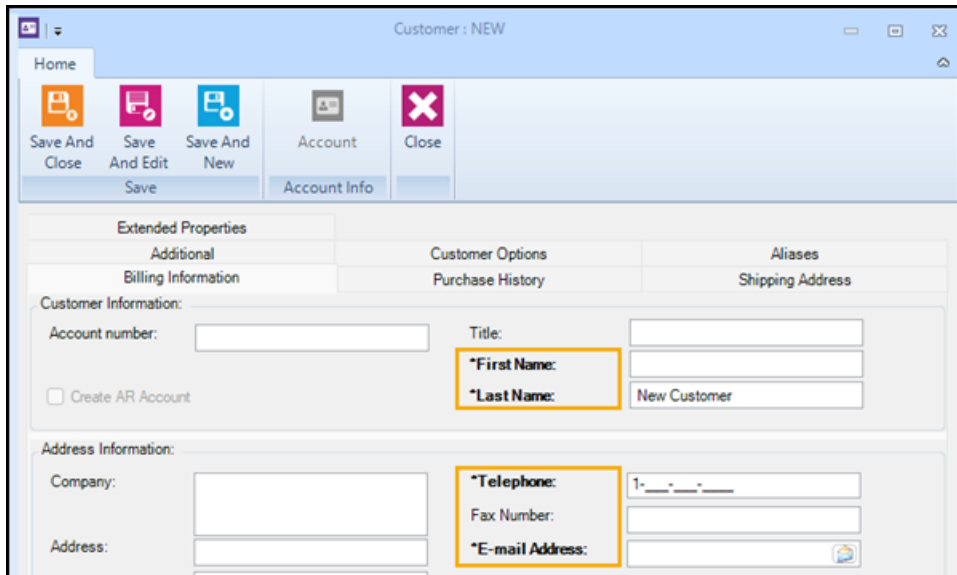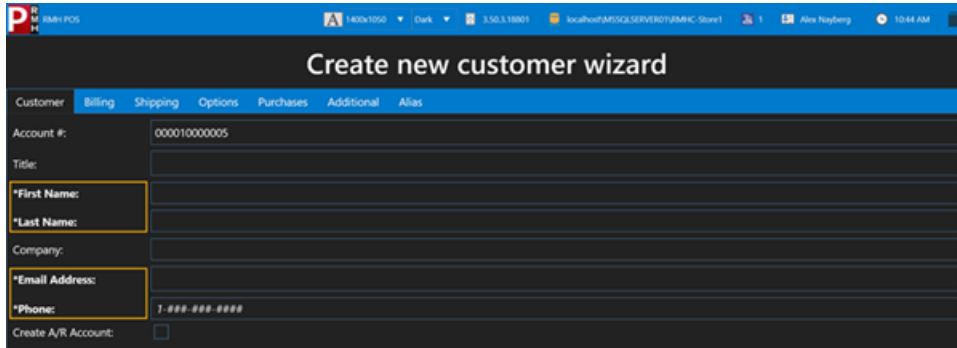
If you defined a mask, prompts display on screen to help cashiers and store managers enter telephone numbers in the required format:

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 customer reports

1. Click **Reports**.

2. Click **Active Reports**.

3. Expand **Standard**.

4. Do one of the following:

    ▪ Expand **Customers** and click **Customer List**.

    ▪ Expand **Sales | Top Sales** and click **Top Customers 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 to 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 customer accounts

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

> **Note:** If the customer's account was deactivated and they want to start making purchases again, you do not have to create a new customer account for them. You can reactivate their customer account by clearing the **Inactive** setting on their account.

1. Click **Customer**.

2. Click **Customers**.

3. Double-click the customer account to open it.

4. On the **Extended Properties** tab, select the check box next to **Inactive**.

5. Click **Save And Close**.

Suppliers

Suppliers best practices

There are a number of things you can do when you set up suppliers and supplier inform-ation 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.

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 Man-ager will warn you if your purchase order does not meet the supplier's minimum order amount.
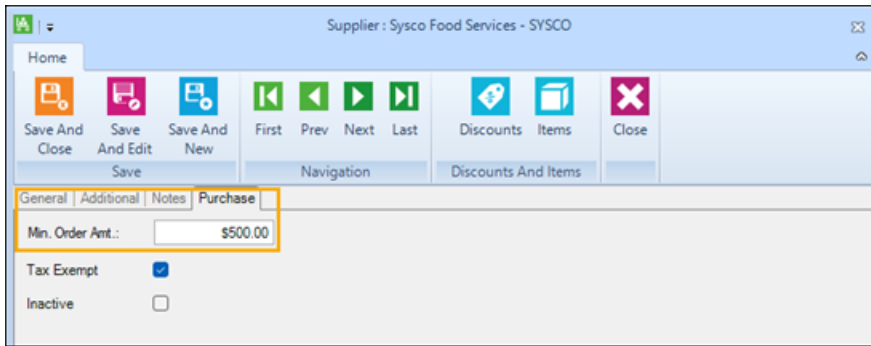
Identify when purchases from the supplier are tax exempt

In some countries, like the U.S., items purchased through some suppliers or man-ufacturers 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.
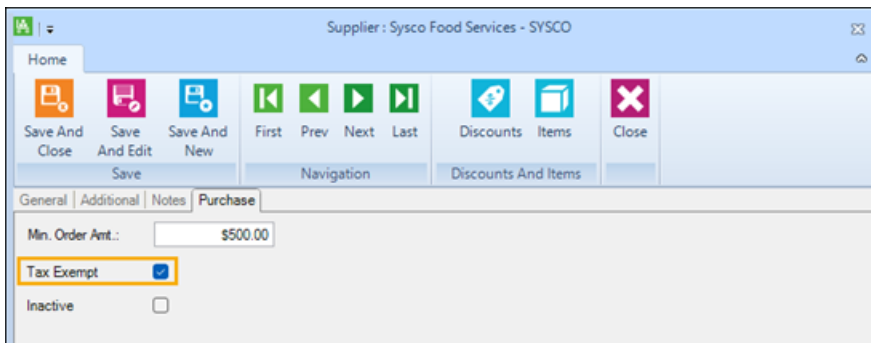
Use the supplier's product identification code

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

How you identify the product in your store:

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

Setting up suppliers is not required, but 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.

Tab	Field	Description
	Name	The name of the supplier.
	Term	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 supplier.
	Tax Number	If required in your locale, enter the supplier's tax number.
	Accepted Currency	Select the supplier's currency. Select Default Currency to use the currency selected in the computer's Windows operating system.

Tab	Field	Description
	Contact Name	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 Address	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.
	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

Tab	Field	Description
		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.

5. 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.

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

8.   To edit an existing supplier, select it and click **Edit**.

9.   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.
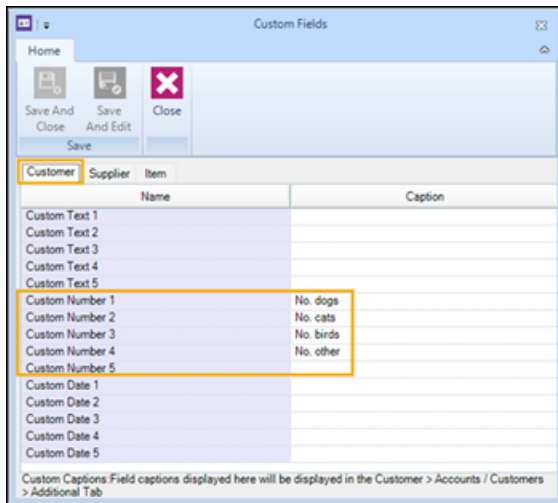
To set up custom fields:

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:

Entering supplier invoices

You have the option of entering supplier invoices into Store Manager.

> **Pre-requisites:** You must set up your Invoice GL Accounts before you can post supplier invoices. You define these in **File** | **Configuration** | **GL Accounts** | **Invoice GL Accounts**.

1. Click **Inventory/Purchasing**.

2. Click **Invoice**.

3. Click **New**.

Field	Description
Invoice No.	The invoice number. Store Manager can automatically generate an invoice number, if required.
Invoice Status	The invoice status. This value is set by Store Manager. Values include Open, Posted.

Field	Description
Posting Date	The date the supplier invoice was posted.
Reference	Reference information related to the supplier invoice.
Supplier Invoice No.	The supplier's invoice number.
Invoice Date	The date the supplier issued the invoice.
Invoice Amount	The invoice amount.
Supplier	The supplier who submitted the invoice.
Purchaser	The purchaser who requested or authorized the order from the supplier, if applicable.
Terms	The payment terms for the invoice, if applicable.
Comment	Comments related to the supplier invoice.
Invoice Discount	The discount on the invoice items, if applicable. Select one of the following: ▪ **Nil:** No discount. ▪ **Amount:** Enter the dollar amount of the discount. ▪ **Percent:** Enter the percent discount.
Currency/Rate	The currency and rate associated with the shipping method, if applicable.

4.   On the **Items** tab, click **Match** and select the purchase order that your store sub-
     mitted to the supplier and for which the supplier is now invoicing the store.

5.   On the **Charges** tab, if required click **Add** and add any charges from the supplier's
     invoice.

6.   Click **Save And Close**.

7.   When you are ready to post the supplier's invoice:

     a.   Select the invoice in the **Open Invoices** list and click **Post**.

     b.   Click **OK** to confirm you want to post the invoice.

 Viewing supplier invoices

1.   Click **Inventory/Purchasing**.

2.   Do one of the following:

     ▪ If the invoice is still open, click **Invoice**.

     ▪ If the invoice was posted, in the **History** section, click **Posted Invoices**.

3.   Do one of the following:

     ▪ In the **Filter** area of the ribbon, click **Add** and build a filter to control which
       invoices are displayed in the list.

     ▪ Click a column heading, such as **Supplier**, **Invoice No.**, or **Invoice Date**, to sort
       the results in the list to make it easier to scroll down and find the desired supplier
       invoice.

4.   Double-click the supplier invoice to open it.

Generating supplier reports

1. Click **Reports**.

2. Click **Active Reports**.

3. Expand **Standard**.

4. Do one of the following:

   ▪ Expand **Items** and click **Supplier List**.

   ▪ Expand **Sales | Daily Sales** and click **Daily Sales by Supplier Report**.

   ▪ Expand **Sales | Top Sales** and click **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 to 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**.

Using the Supplier Worksheet

Use the Supplier Worksheet if you need to:

- Identify that incoming items from suppliers are tax exempt;

- Set the minimum order amount for suppliers; or

- Deactivate suppliers.

1.   Click **Inventory/Purchasing**.

2.   Click **Supplier Worksheet**.

3.   From **Supplier Task**, select one of the following:

   - Change "Inactive"

   - Change "Tax Exempt"

   - Assign "Min. Order Amount"

4.   Click **Next**.

5.   From the **Selection Type** drop-down, select one of the following:

   - Advanced Filter

   - Add Items Manually

6.   If you selected **Advanced Filter**:

   a.   Click **Define**.

   b.   Use the **Filter** dialog options to identify the suppliers.

   c.   Click **OK**.

7.   Click **Next**.

8.   Do one of the following:

- Select **Inactive**.

- Select **Tax Exempt**.

- Enter a **Min. Order Amount**.

9. Click **Finish**. A list of suppliers displays.

   The gray column (Inactive, Tax Exempt, Min. Order Amount) displays the supplier's current setting. The New column (Inactive New, Tax Exempt New, Min. Order Amount New) indicates how the setting will be changed.

10. Do the following, as required:

- Click **Add** to add suppliers to the list.

- Select a supplier in the list and click **Delete** to remove it.

- Clear check marks next to suppliers that you do not want to deactivate or set as tax exempt.

- Change the minimum order amount.

11. When you are satisfied with the changes, click **Commit**.

12. Click **OK** to confirm.

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.

> **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:
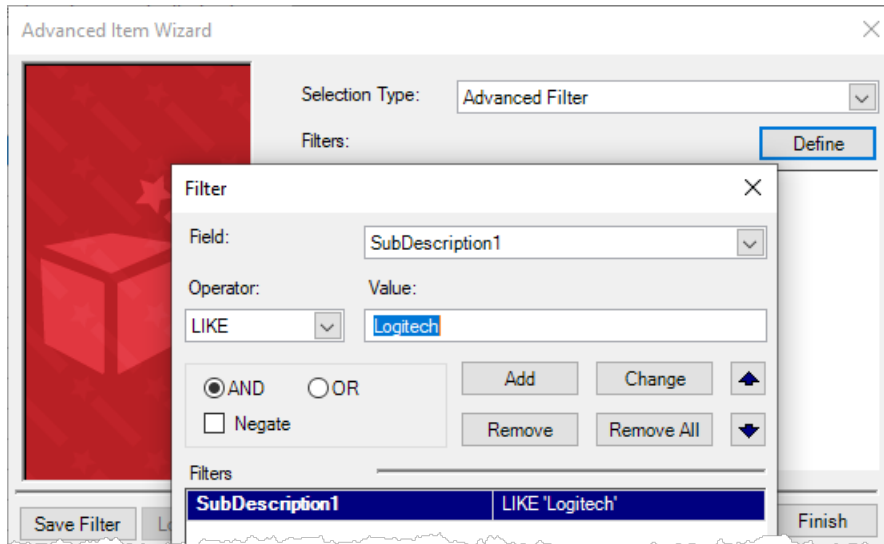
Privileges required to set up or manage inventory

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:
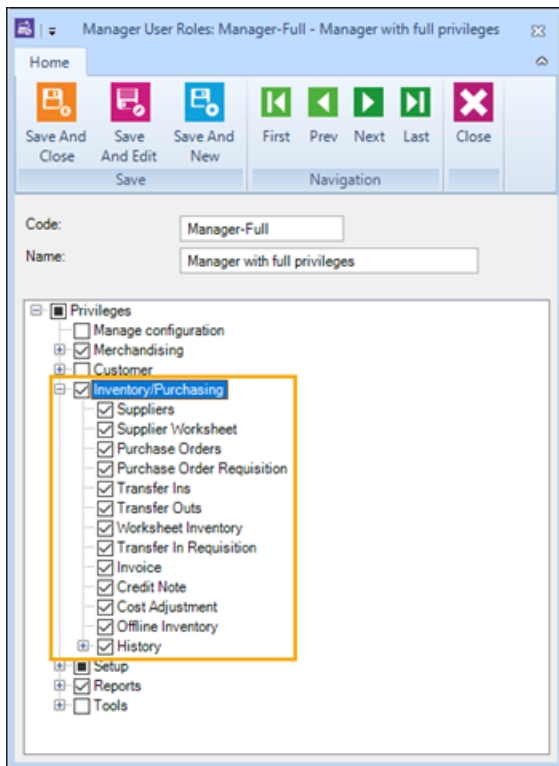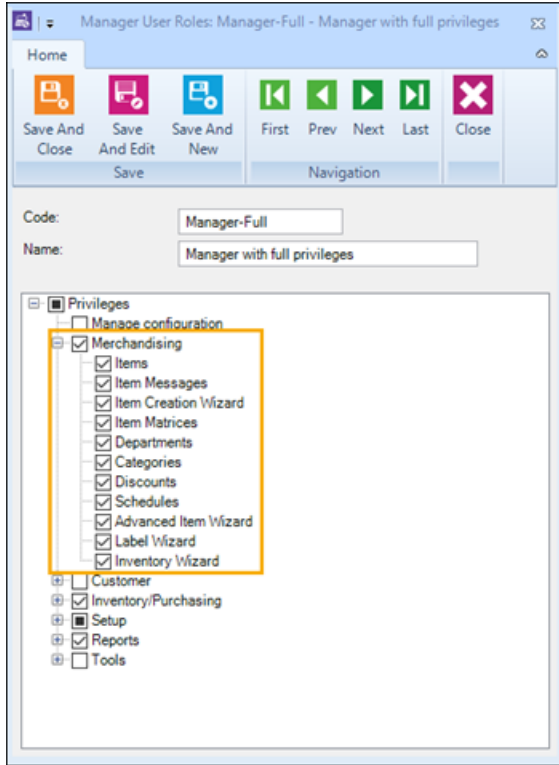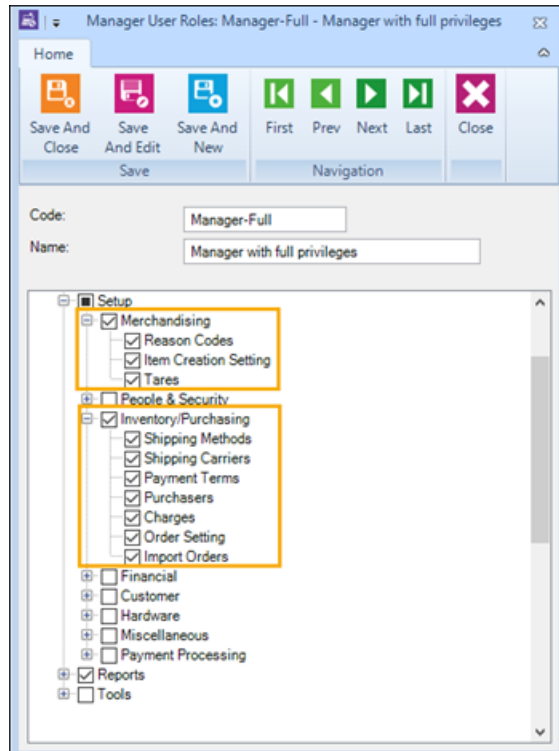
Set up store inventory

Setting up departments

Setting up departments is not required, but it is recommended. 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. 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. To copy an existing department, select it and click **Copy**. You must enter a new **Code**, but all other values are copied.

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

8. Click **Save And Close**.

Setting up categories

Setting up categories is not required, but it is recommended. 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. Enter the following information:

Field	Description
Code	A unique code, e.g., a number or abbreviation, that

Field	Description
	identifies the category.
Name	The name of the category.
Department code	Click the checkbox to select the department that the category belongs to.

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

6. To edit an existing category, select it and click **Edit**.

7. 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. **Note:** You can set up Store Manager to automatically generate item lookup codes. Refer to Generating automatic item lookup codes for more information.
Description	The name or description of the item. There is a 30 character limit.
Extended Description	Any additional information that describes the 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. **Note:** Define the field label using **Setup** | **Miscellaneous** |**Custom fields** | **Item** tab. Select the **Show previously defined SubDecription** 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.
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

Field	Description
	how labels are formatted and printed.
Item type	Select one of the following options: ▪ **Standard:** The item does not have special attributes. ▪ **Serialized:** The item is associated with a unique serial number, which Store Manager uses to track purchases. ▪ **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	If the item is a component of a matrix, lot matrix, or

Field	Description
	assembly item, the lookup code for the matrix, lot matrix, or assembly item it is sold under displays in this field.
Departments	The department the item belongs to. **Note:** Define departments using **Setup** | **Merchandising** | **Departments**.
Categories	The category the item belongs to. **Note:** Define categories using **Setup** | **Merchandising** | **Categories**.
Item tax	The local tax to apply to this item. **Note:** If you have enabled POS to apply tax on a per customer basis in the Tax Schedule Basis section under **File** | **Configuration** | **Sales Tax**, and you are shipping the item to the customer, POS will apply the local tax at the destination instead of the tax selected in this field.
Item is taxable	Select this option if the item is taxable.
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.

Field	Description
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 [(Price - Cost) / Price] x 100. You can either set the profit margin on the General tab or the Pricing tab. The fields on both tabs are connected.

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

Field	Description
On hand	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.
Unit of Measure	How the item is counted or measured, e.g., weight, size, cans, bottles, packages.
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.
Offline	The total number of all entries for the item stored in offline inventory. This field is calculated and cannot be edited.

Field	Description
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.
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.
Last sold	The date the item was last 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 Gen-

Option	Field	Description
		eral 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 [(Price - Cost) / Price] x 100. You can either set the profit margin on the General tab or the Pricing tab. 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

Option	Field	Description
		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 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** |

Option	Field	Description
			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).

8. 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	Select this option to apply a mix and match discount scheme and select the scheme from the **Discount scheme** drop-down list. **Note:** Define the discount scheme under **Setup | Merchandising | Discounts**.
Use a Buy X and get Y for Z discount	Select this option to apply a buy X and get Y for Z discount scheme and select the scheme from the **Dis-**

Field	Description
scheme	**count scheme** drop-down list. **Note:** Define the discount scheme under **Setup** | **Merchandising** | **Discounts**.
Use a quantity discount pricing table	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.

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**.

Field	Description
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.
Quantities	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. **Note:** Set up item messages using **Setup** | **Merchandising** | **Item Messages**.
Bin location	The location in the store where the item is stored.
Weight	The weight of the item.

Field	Description
Notes	Any special information about the item.
Picture	If you want to display a picture of the item on net display, do one of the following: ▪ Click the **Browse** icon and select the picture. ▪ Enter the file path to the picture (including the file name). ▪ Enter the file name. Pictures must be in BMP, JPG, or GIF format. 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 Store Manager\Pictures**. The path to the **Pictures** folder must be configured in the Store Administrator app. In **Store Administrator**, click **Configuration**. On the **Path** tab, in the **Pictures** field, enter the path to the Pictures folder, then click **Save And Close**. 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.

13. 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 trans- action, e.g., the price of items sold at a deli counter.
Accept food stamps for this item	Select this option if the customer can purchase the item using food stamps. **Note:** Set up food stamps as a tender type using **Setup** | **Financial** | **Tender Types**.
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 dis- countable 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 avail- able on the web store.
Item is now inactive	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. **Note:** Making an item inactive is the recom- mended approach. If you delete an item, it can break relationships in the database and cause problems with generating reports.

Field	Description
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.
The block is in effect according to a schedule	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. **Note:** Define the schedule using **Setup** | **Merchandising** | **Schedules**.

14. 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, 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

Field	Description
	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	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.

15. 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.

Field	Description
Global	
Linked tender	Select a voucher tender type. All vouchers much be linked to a tender type so they can be redeemed at point-of-sale. **Note:** Define tender types in **Setup** | **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.

16. If the item is a weighed item, use the **Tare Weights** tab manage tares as required:

- **Allow Open Tare:** Select this option if you want to enter the tare in POS. For example, you might select this option if you sell gravel by the ton and you have to

enter the tare weight of the vehicle in order to correctly calculate the cost of the load of gravel. Select decimal rounding from Open Tare Rounding, as required.

- **Fixed Tare Weight:** Enter either a fixed value or a percentage of the item's measured weight to deduct as tare weight. This tare is specific to the item and cannot be used with other items.

- **Recommended:** Select a predefined tare from the table. These tares are defined in **Setup** | **Merchandising** | **Tares**.

  Note: You can click **New** in the Manage Tares section of the ribbon to set up a predefined tare. It will display in the table. However, you can only edit or delete the predefined tare in **Setup** | **Merchandising** | **Tares**.

17. 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.

18. 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.

---

[1]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.

[2]A 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. **Note:** You can set up Store Manager to auto-matically generate item lookup codes. Refer to Generating automatic item lookup codes for more information.
Description	The name or description of the matrix item.
Sub Description 1, 2, 3	You can rename this field and use it to define addi-tional 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** | **Mer-chandising** | **Departments**.
Category	The category the item belongs to. **Note:** Define categories using **Setup** | **Mer-chandising** | **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.

Field	Description
Cost	The amount the store paid to purchase the item.
Supplier	The primary supplier of the matrix item. **Note:** Define suppliers using **Inventory/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. 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**.

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[1]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).

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.

> **Note:** You can set up Store Manager to automatically generate item lookup codes. Refer to Generating automatic item lookup codes for more information.

6. In the **Description** field, type the name or description of the lot matrix 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. If required, change the quantities in the quantity table.

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.

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[1]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.

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

Kit items[1] (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.

---

[1]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.

[2]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.

> **Note:** You can set up Store Manager to automatically generate item lookup codes. Refer to Generating automatic item lookup codes for more information.

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.

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:

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.   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

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

6.   To edit an existing item message, select it and click **Edit**.

7.   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.

---

[1]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.

> **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**.

5. In the **Label** field, enter the name or description of the tare.

6. Enter one of the following:

    ▪ **Fixed:** 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**.

Computing tax on item weight instead of price

1. Set up a **Sales Tax** type based on weight:

    a. Click **Setup**.

    b. Expand **Financial**.

    c. Click **Sales Tax**.

    d. Click **New**.

e.   In the **Description** field, type a description of the sales tax type, e.g., State Tax on Weight.

f.   In the **Code** field, type a short code for the sales tax type, e.g., ST-WEIGHT.

g.   In the **Fixed Amount** field, type the amount of sales tax, e.g., 0.05.

h.   Click **Save And Close**.

2.   Set up an **Item Tax** type based on weight:

a.   Click **Setup**.

b.   Expand **Financial**.

c.   Click **Item Tax**.

    d.   Click **New**.

    e.   In the **Description** field, type a description of the item tax type, e.g., Tax on Weight.

    f.   In the **Code** field, type a short code for the item tax type, e.g., TAX-WEIGHT.

    g.   Select **Compute tax on Item Weight instead of Price**.

    h.   In the **Apply individual taxes in the following order** section, for the 1st tax select the **Sales Tax type** you set up earlier, e.g., State Tax on Weight.

    i.   Select **On Receipt** to print the sales tax on receipts.

    j.   Click **Save And Close**.
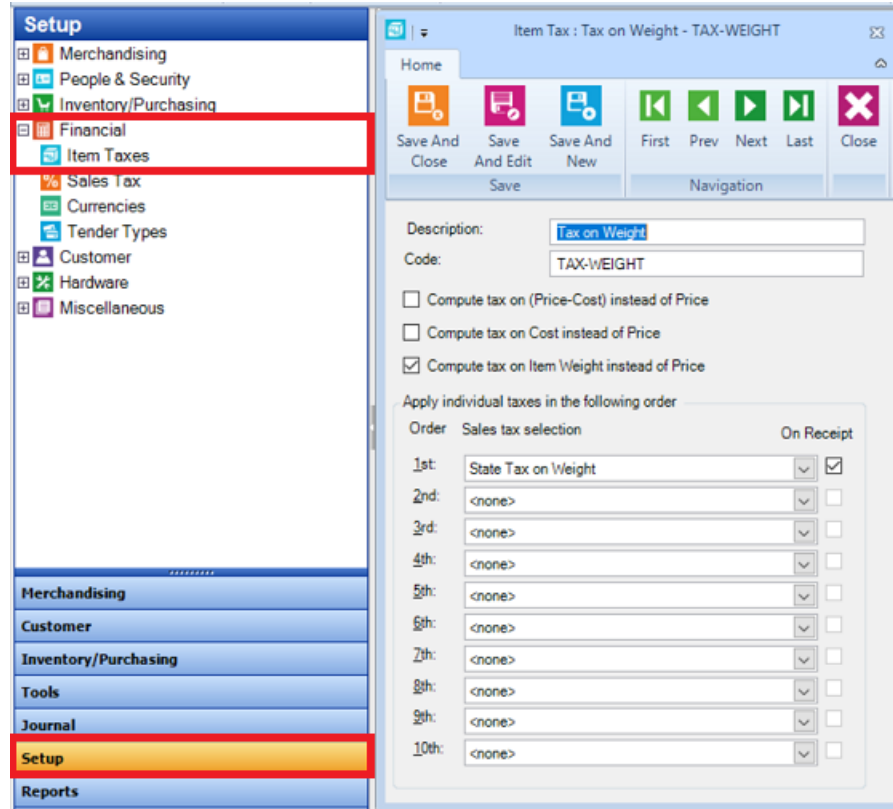
3.   Set up an item so that POS computes tax on the item's weight:

   a.   Click **Merchandising**.

   b.   Click **Items**.

   c.   Look up and open the item.

   d.   Click the **General** tab.

   e.   From the **Item tax** drop down, select the **Item Tax type** that you set up earlier, e.g., Tax on Weight.

   f.   Click the **Special** tab.

   g.   In the **Weight** field, type the weight of the item, e.g., 100.

h.   Click **Save And Close**. Now, when the item is added to a transaction in POS, the tax is calculated on the item's weight. For example: Item Tax ($0.05) x Weight (100) = $5.00.
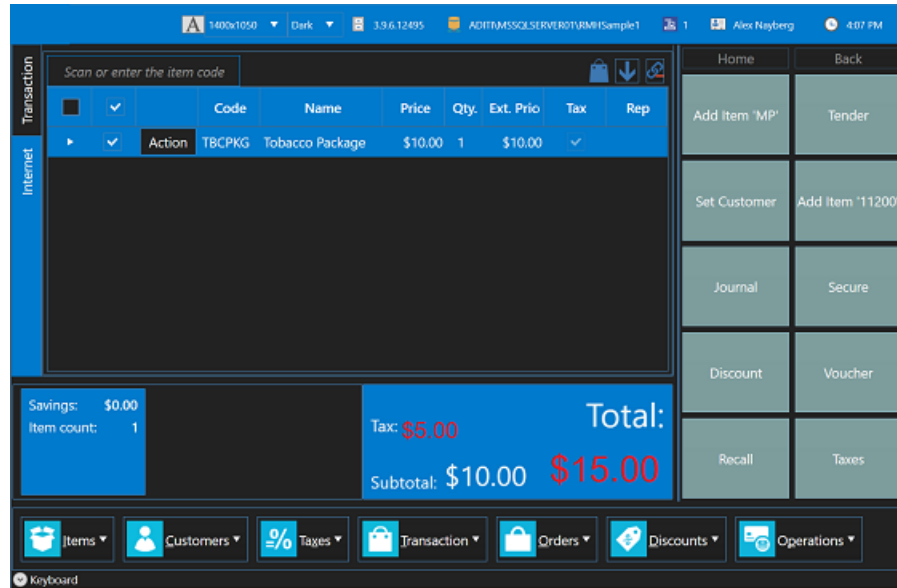
Computing tax on item cost instead of price

1.   Set up a **Sales Tax** type based on cost:

a.   Click **Setup**.

b.   Expand **Financial**.

c.   Click **Sales Tax**.

d.   Click **New**.

e.   In the **Description** field, type a description of the sales tax type, e.g., State Tax on Cost.

f.   In the **Code** field, type a short code for the sales tax type, e.g., ST-COST.

g. In the **Sales Tax Rate (%)** field, type the amount of sales tax, e.g., 10.000.

h. Click **Save And Close**.

2. Set up an **Item Tax** type based on cost:

a. Click **Setup**.

b. Expand **Financial**.

c. Click **Item Tax**.

d. Click **New**.

e. In the **Description** field, type a description of the item tax type, e.g., Tax on Cost.

f. In the **Code** field, type a short code for the item tax type, e.g., TAX-COST.

g. Select **Compute tax on Cost instead of Price**.

h. In the **Apply individual taxes in the following order** section, for the 1st tax select the **Sales Tax type** you set up earlier, e.g., State Tax on Cost.

i. Select **On Receipt** to print the sales tax on receipts.

j. Click **Save And Close**.

3. Set up an item so that POS computes tax on the item's cost:

    a. Click **Merchandising**.

    b. Click **Items**.

    c. Look up and open the item.

    d. Click the **General** tab.

    e. From the **Item tax** drop down, select the **Item Tax type** that you set up earlier, e.g., Tax on Cost.

    f. In the **Cost** field, type the cost per unit, e.g., $8.00.

    g. Click **Save And Close**. Now, when the item is added to a transaction in POS, the tax is calculated on the item's cost. For example: Item Tax (%10) x Cost ($8.00) = $8.80.
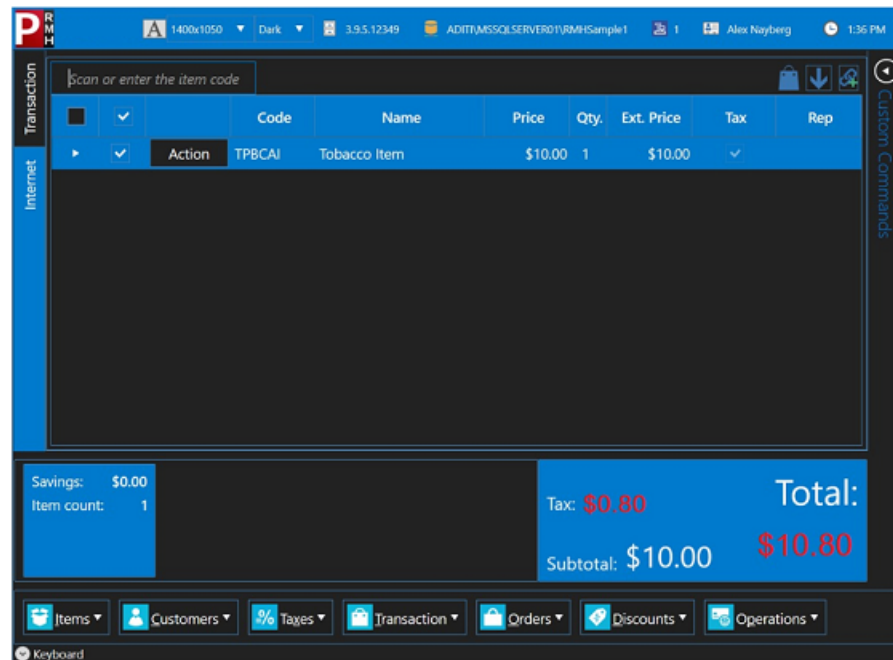
Setting up random weight EAN-13 barcodes

By default, random weight EAN-13 barcodes (sometimes referred to as price embed-ded 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, from the **Item tax** drop-down, select a tax exempt option if the tag along item is being given away for free.

8.   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.

9. 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 **Quantities** field, enter the number of tag along items to give away with the item.

7. Click **Save And Close**.

Assigning tag along items to multiple items using the Inventory Wizard

1. Click **Merchandising**.

2. Under **Wizards**, click **Inventory Wizard**.

3. Click **Next**.

4. From the **Tasks** drop-down, select the following:

   a. TASK5050: Change Tag Along Item

   b. TASK5060: Change Tag Along Quantity

   > **Note:** You must run TASK5050 first and TASK5060 second.

5. Click **Next**.

6. From the **Select the items to update** drop-down, select one of the following:

   ▪ Items from these departments

   ▪ Items from these categories

- Items from these suppliers

- Add items manually

- Items from this filter

7. If you selected departments, categories, or suppliers, do one of the following:

- Select specific departments, categories, or suppliers; or

- Click **All** to select all.

8. If you selected filter:

    a. Click **Filter**.

    b. Use the Filter options to identify the items.

    c. Click **OK**.

9. Click **Next**.

10. If you are changing the tag along item, select it from the **Tag Along Item** drop-down and click **Next**.

11. Click **Finish**.

12. Use **Add** or **Delete** to add or remove items from the list.

13. If you are changing the tag along item, if desired, select a different tag along item from the **New Tag Along Item** column.

14. If you are changing the tag along item quantity, enter the tag along quantity for each item in the **New Tag Along Quantity** column.

    > **Tip:** Click **Copy to All** to copy the selected tag along quantity to all items in the list.

15. Click **OK**.

16. Click **Yes** to confirm you want to update the database.

17. Click **OK**.

Manage inventory

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.

- **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.

- **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.

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.

Note: Sample import files are available under **C:\Program Files (x86)\Retail Hero\RMH Store 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.

4. 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.

5. 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 you 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.

6. 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 prop-
erties 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 map-
ping.

> **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 prop-
> erties. Refer to **Item Import.txt** and **Alias Import.txt**, available under
> **C:\Program Files (x86)\Retail Hero\RMH Store 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.

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 Store 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.

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.

Using the Advanced Item Wizard to update item information

You can use the **Advanced Item Wizard** to update item information in the store database.

1. Click **Merchandising**.

2. Click **Advanced Item Wizard**

3. Click **Next**.

4. From the **Selection Type** drop-down, select one of the following:

- Department

- Category

- Supplier

- Primary Supplier

- Advanced Filter

- Add items manually
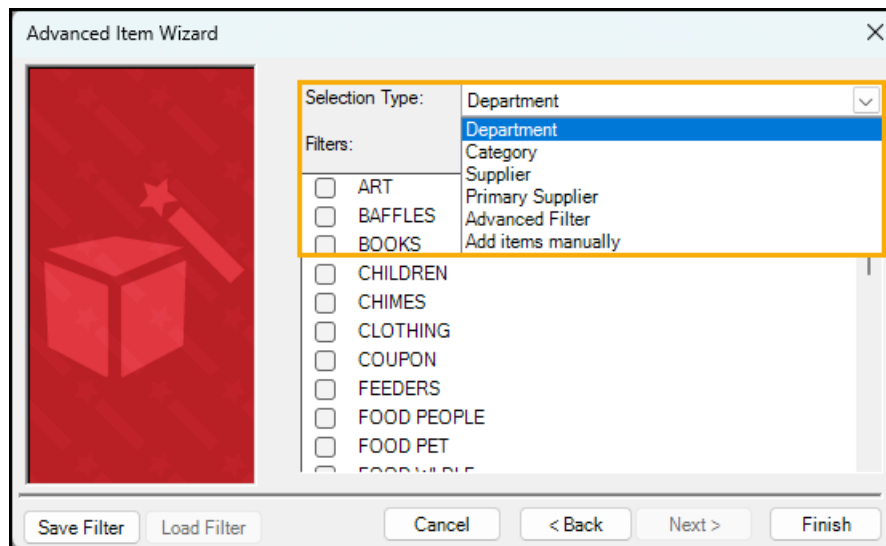
5. If you selected **Department**, **Category**, **Supplier**, or **Primary Supplier**, do one of the following:

- Select specific departments, categories, suppliers, or primary suppliers

- Click **All** to select all departments, categories, suppliers, or primary suppliers
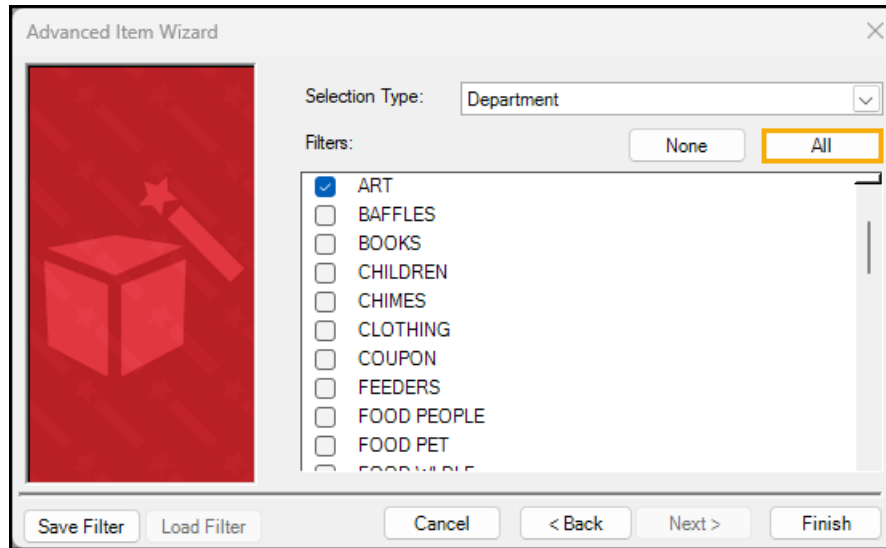
6. If you selected **Advanced Filter**:

    a. Click **Define**.
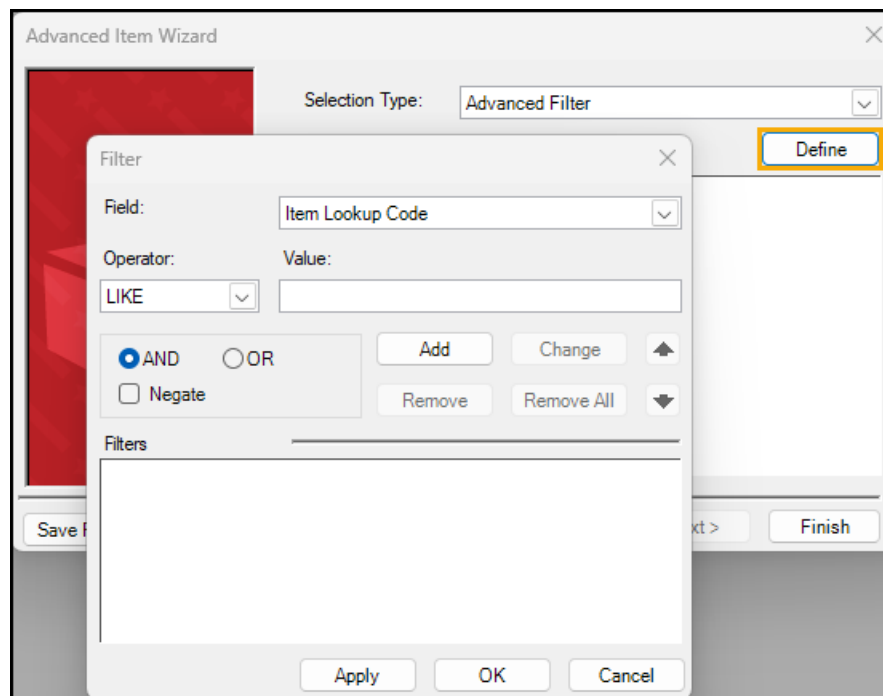
    b. Use the **Filter** dialog options to identify the items.

    c. Click **OK**.

7.   Click **Finish**. The selected items are listed.

8.   (Optional) Add or remove items from the list.

9.   From the **Select Task** drop-down, select one of the following tasks:

- Task 110: Change Item Prices

- Task 120: Change Item Price Limits

- Task 130: Change Item Costs

- Task 150: Change Item Quantity

- Task 160: Change Item Restocking Info

- Task 170: Assign Item Sales Tax

- Task 180: Change Item Sales Prices

- Task 200: Make Items Active

- Task 210: Make Items Inactive

- Task 1010: Change "May not be placed on purchase order" value

- Task 1030: Change "Bin Location"

- Task 1040: Change "Buydown Price and Quantity"

- Task 1060: Change "Description"

- Task 1070: Change "Accept food stamps for items" value

- Task 1080: Change "Item is not discountable at POS" value

- Task 1120: Change Department and Category

- Task 1150: Change Item Sub Description 1, 2, 3

- Task 1190: Change "Quantity Entry at POS Not Allowed" value

- Task 1200: Change "Price Must Be Entered at POS" value

- Task 1220: Change "Item is taxable" value

- Task 1230: Change "Item is available on Web Site" value

- Task 1240: Change "Extended Description"

- Task 1260: Change Primary Supplier

- Task 5000: Add Suppliers

- Task 5020: Set Item Discount

- Task 5040: Block Sales

- Task 5050: Change Tag Along Item and Quantity

- Task 5070: Change Parent Item and Quantity

- Task 5090: Change Item Barcode

Refer to Task reference for the Advanced Item Wizard for more information.
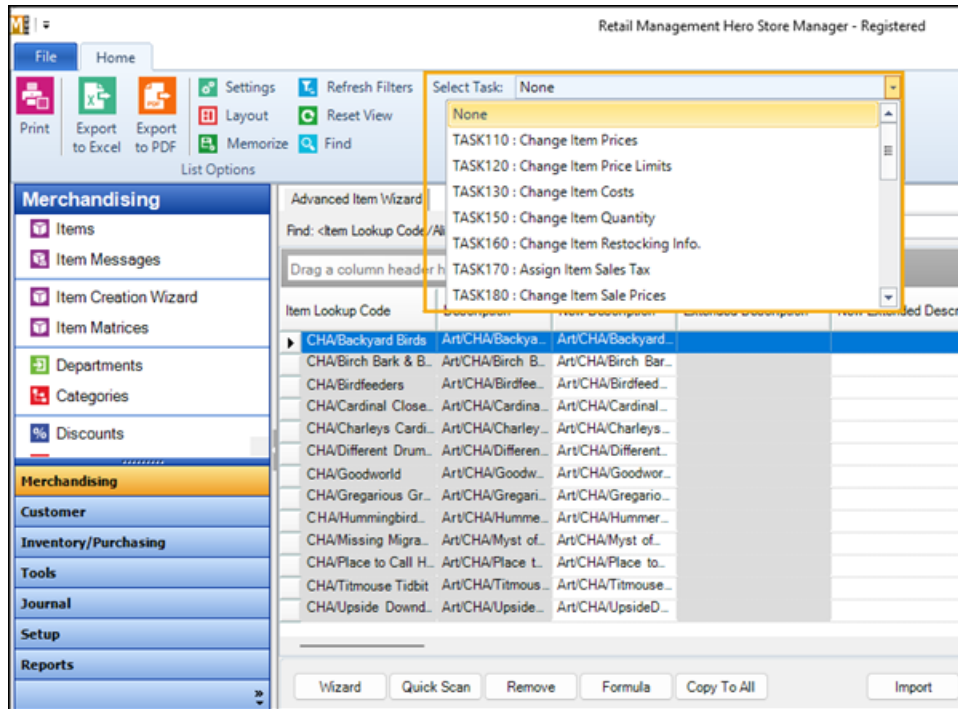
10. (Optional) Change the grid layout.

11. Update the item information in the editable fields.

12. Click **Commit**.

    A message displays asking if you want to commit the changes to the database.
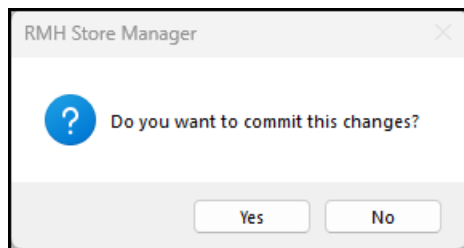
13. Click **Yes**.

    A success (or failure) message displays.
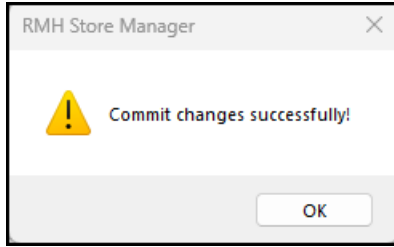
14. Click **OK**.

Adding or removing items from the grid view

Adding items

To add items to the grid view, do one or both of the following:

▪ Click the **Wizard** button to re-launch the **Advanced Item Wizard** and change your item selection criteria.
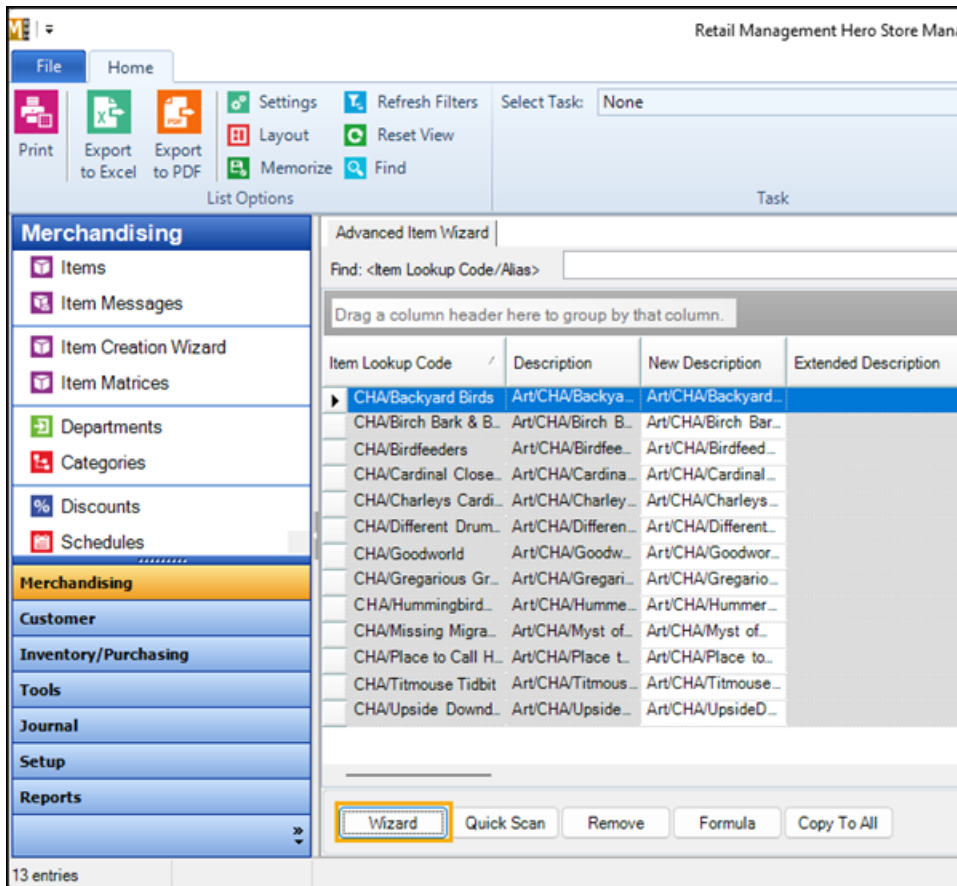
- Click **Quick Scan**, enter the item lookup code or alias, and press **Enter**. When you have finished adding items manually, click **Done** to close the **Quick Scan** dialog.
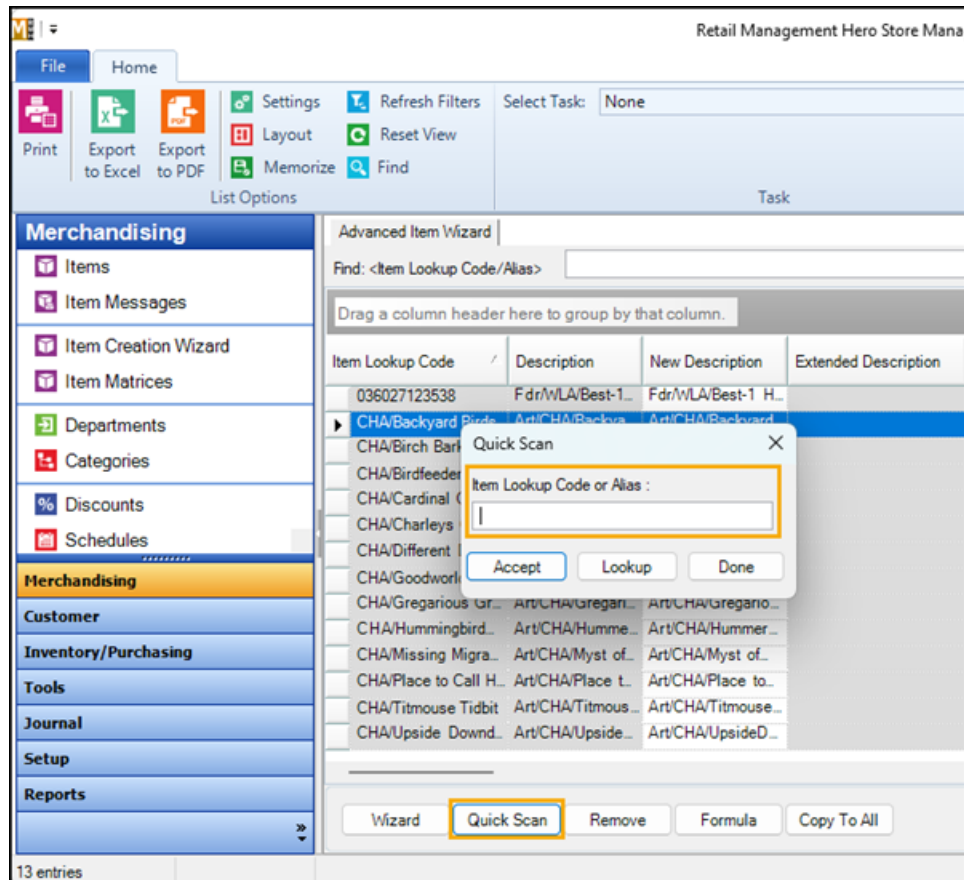
If the item is not added to the list (because the item lookup code or alias does not match an existing item in the database), enter part of the item lookup code or alias and click **Lookup**. The system will display all possible matches. Select the appropriate item from the list and click **OK**, then click **Accept**.
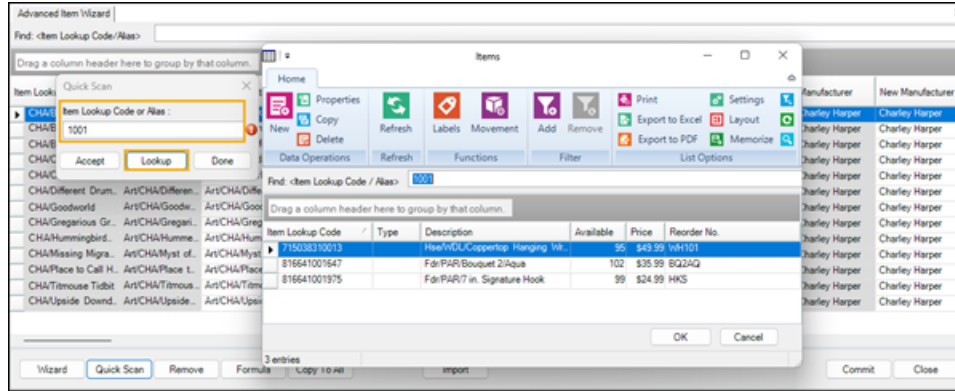
Removing items

To remove items from the grid view, select the item(s) and click **Remove**.
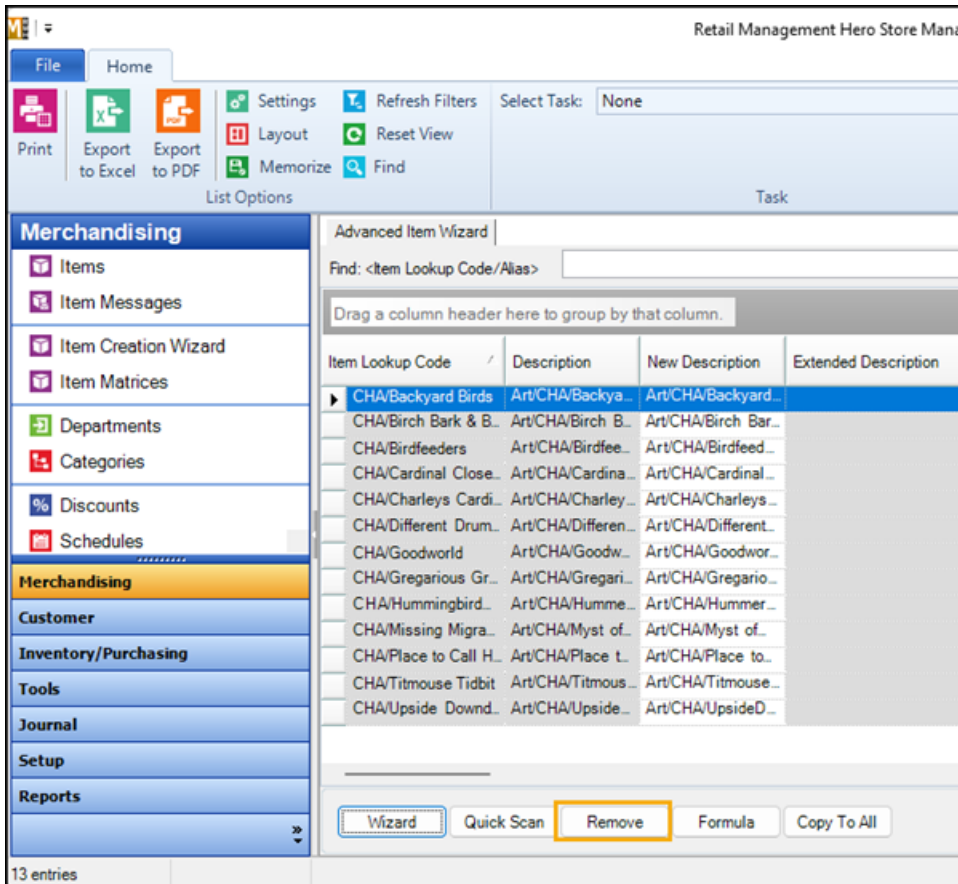
Changing the grid layout

To change the columns displayed in the grid:

1. Click **Layout**.

2. Select which columns are visible or hidden.

3. Click **OK**. The column layout in the list grid is updated to match your selection.

4. (Optional) Click **Memorize** to save that column layout as the default.
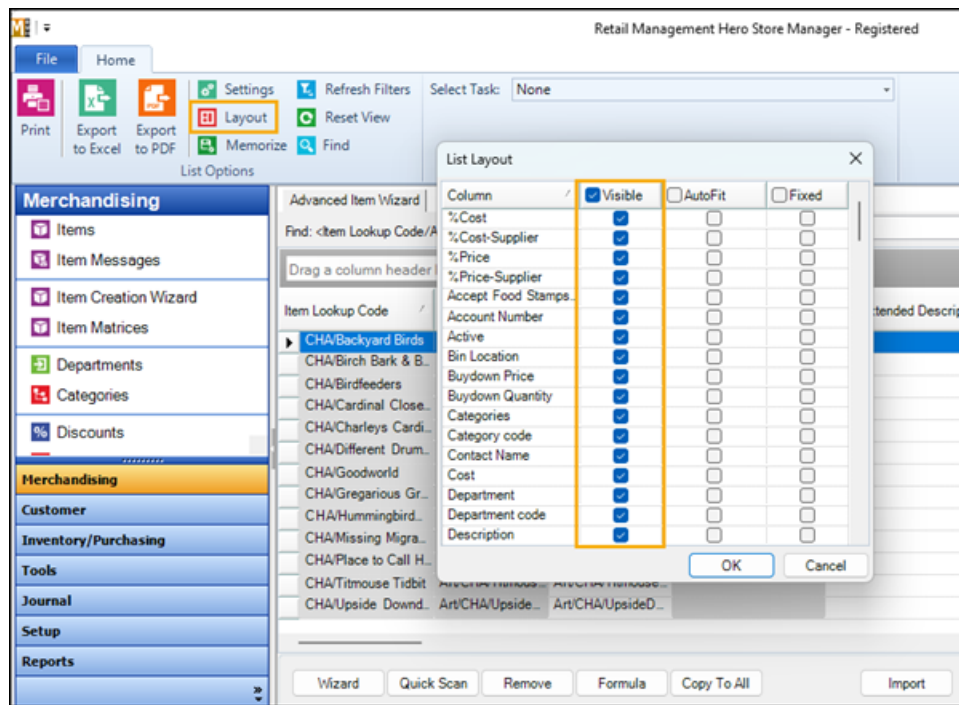
Updating item information

You can edit item information if the column background is white. If the column background is gray, the item information is read only. There are a variety of ways to edit item information:

- Manually enter new values for each item. This is reasonable if there are only a few items in the item list, but for longer lists entering values manually can be time-consuming and prone to error.

- Manually enter a new value for one item and click **Copy to All** to copy the value to all other items in the list.
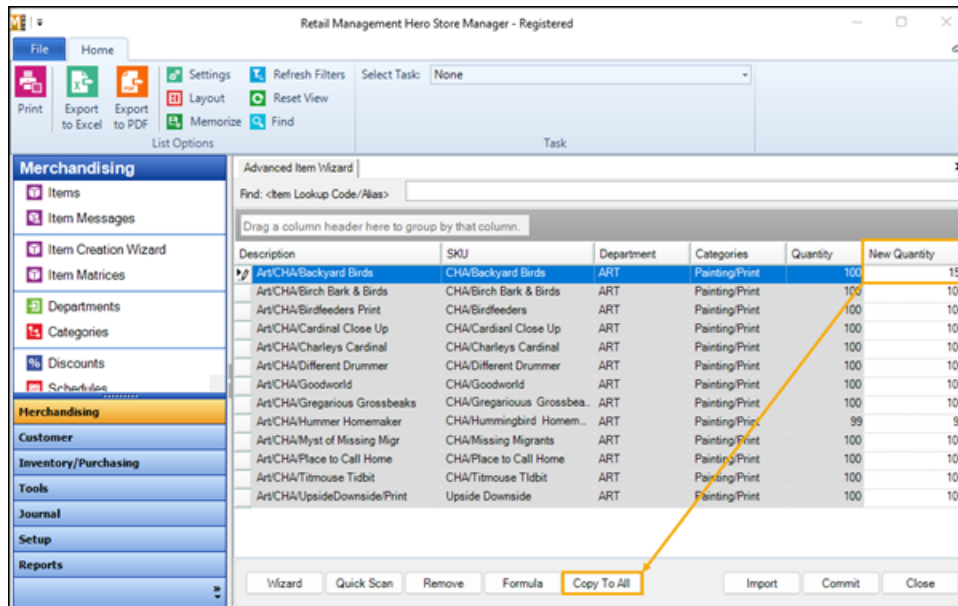
- Click in a cell in a pricing column, such as New Price, click **Formula**, and define a formula for calculating the new value. Select **Rounding** options, if applicable. Select **Apply formula to all rows in this column** to use the same formula for all other items in the list.

  Note: If you are using a formula to update item prices, you can apply rounding rules to perform realistic rounding for item prices. Refer to Setting up rounding rules for more information.
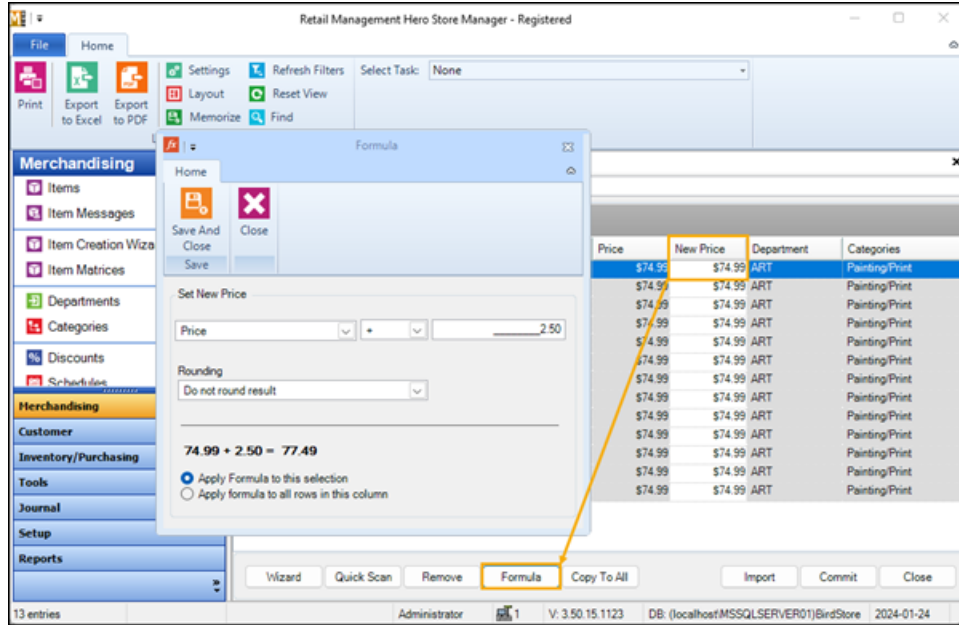
- Click **Export to Excel** and update item information in the editable columns in the spreadsheet. Click **Import** to import the data from the spreadsheet back into the **Advanced Item Wizard**.
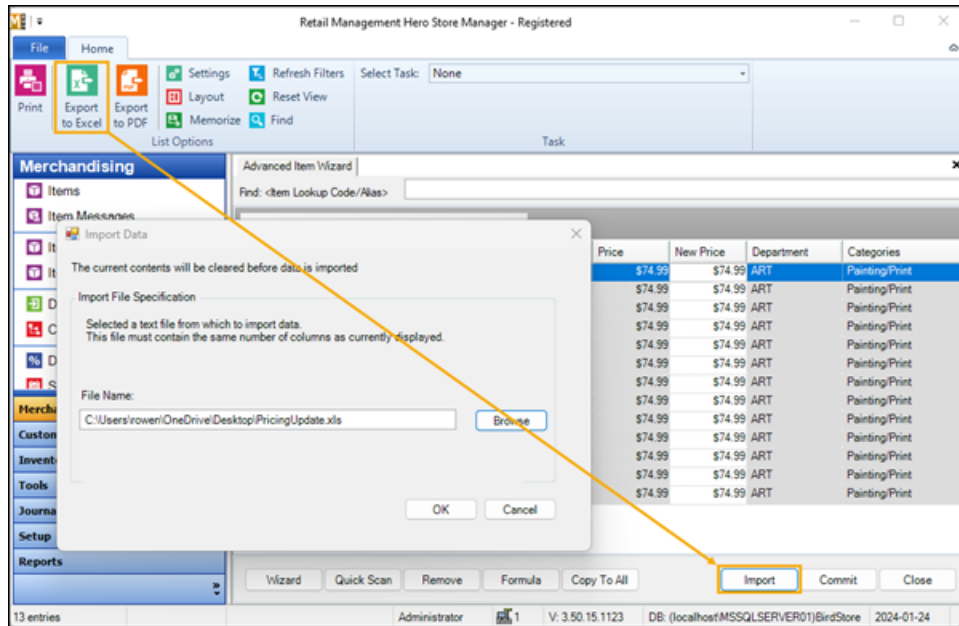
Task reference list for the Advanced Item Wizard

Task	Description	Editable Fields/Columns
110	Change Item Prices	New Price New Price A, B, C New MSRP
120	Change Item Price Limits	New Price Lower Bound New Price Upper Bound
130	Change Item Costs	New Cost New Replacement Cost
140	Change Item Ordering Info	New Min. Order New Supplier Cost New Reorder No. New MPQ
150	Change Item Quantity	New Quantity Reason Code
160	Change Item Restocking Info	New Restock Level New Reorder Point
170	Assign Item Sales Tax	New Item Tax
180	Change Item Sales Prices	New Sales Price New Sales Type New Sale Start Date New Sale End Date New Sale Schedule

Task	Description	Editable Fields/Columns
200	Make Items Active	Active/Inactive
210	Make Items Inactive	Active/Inactive
1010	Change "May not be placed on purchase order" value	Yes/No
1030	Change "Bin Location"	New Bin Location
1040	Change "Buydown Price and Quantity"	New Buydown Price New Buydown Quantity
1060	Change "Description"	New Description
1070	Change "Accept food stamps for items" value	Yes/No
1080	Change "Item is not discountable at POS" value	Yes/No
1120	Change Department and Category	New Department New Category
1130	Change Item Message	New Item Message
1150	Change Item Sub Description 1, 2, 3	New [Sub Description 1] New [Sub Description 2] New [Sub Description 3]
1180	Change Unit of Measure	New Unit of Measure

Task	Description	Editable Fields/Columns
1190	Change "Quantity Entry at POS Not Allowed" value	Yes/No
1200	Change "Price Must Be Entered at POS" value	Yes/No
1220	Change "Item is taxable" value	Yes/No
1230	Change "Item is available on Web Site" value	Yes/No
1240	Change "Extended Description"	New Extended Description
1260	Change Primary Supplier	New Primary Supplier
5000	Add Suppliers	New Supplier
5020	Set Item Discount	New Quantity Discount
5030	Set Item Commission	New Commission Mode** **If you select "Base this item's commission on schedule defined below", the following additional fields become editable: Fixed Amount ($) Percent of Sale (%) Percent of Profit (%) Maximum Commission ($)

Task	Description	Editable Fields/Columns
5040	Block Sales	New Block Sales Type
		New Block Sales Reason
		New Block Sales Schedule
		New Block Sales Before Date
		New Block Sales After Date
5050	Change Tag Along Item and Quantity	New Tag Along Item
		New Tag Along Quantity
5070	Change Parent Item and Quantity	New Parent Item
		New Parent Quantity
5090	Change Item Barcode	New Barcode

Using the Inventory Wizard to update item information

You can use the Inventory Wizard to update item information in the store database. Once you have updated the item properties in the wizard you must commit the changes to the database.

> **Note:** The Inventory Wizard is tentatively scheduled to be deprecated by the end of January 2024. It will be replaced by the Advanced Item Wizard.

1. Click **Merchandising**.

2. Click **Inventory Wizard**

3. Click **Next**.

4. Select a task from the **Tasks** drop-down.

- Task 110: Change Item Prices

- Task 120: Change Item Price Limits

- Task 130: Change Item Costs

- Task 140: Change Item Ordering Info

- Task 150: Change Item Quantities

- Task 160: Change Item Restocking Info

- Task 170: Assign Item Sales Tax

- Task 200: Make Items Active

- Task 210: Make Items Inactive

- Task 1010: Change "May not be placed on purchase order" value

- Task 1020: Change "MSRP"

- Task 1030: Change "Bin Location"

- Task 1040: Change "Buydown Price"

- Task 1050: Change "Buydown Quantity"

- Task 1060: Change "Description"

- Task 1070: Change "Accept food stamps for items" value

- Task 1080: Change "Item is not discountable at POS" value

- Task 1090: Change Tare Weight Percent

- Task 1100: Change Tare Weight

- Task 1120: Change Department or Category

- Task 1130: Change Item Message

- Task 1140: Change Item Type

- Task 1150: Change "SubDescription1"

- Task 1160: Change "SubDescription2"

- Task 1170: Change "SubDescription3"

- Task 1180: Change "Unit of measure"

- Task 1190: Change "Quantity Entry at POS Not Allowed" value

- Task 1200: Change "Price Must Be Entered at POS" value

- Task 1210: Change Weight

- Task 1220: Change "Item is taxable" value

- Task 1230: Change "Item is available on Web Site" value

- Task 1240: Change "Extended Description"

- Task 1250: Change "Notes"

- Task 1260: Change Primary Supplier

- Task 5000: Add Suppliers

- Task 5010: Add Item Substitutes

- Task 5020: Set Item Discount

- Task 5030: Set Item Commission

- Task 5040: Block Sales

- Task 5050: Change Tag Along Item

- Task 5070: Change Parent Item

- Task 5080: Change Parent Item Quantity

- Task 5090: Change Item Barcode

- Task 6000: Change quantity format to be whole number

5.   Click **Next**.

6.   Select the items to update:

- Items from these departments

- Items from these categories

- Items from these suppliers

- Items from this filter

7. If you selected departments, categories, or suppliers:

- Select specific departments, categories, or suppliers; or

- Click **All** to select all.

8. If you selected filter:

    a. Click **Filter**.

    b. User the **Filter** dialog options to identify the items.

    c. Click **OK**.

9. Click **Next**.

10. Select any other options, as required.

11. Click **Finish**.

12. Add or remove items from the list, as required.

13. Click **OK**.

14. Click **Yes** to confirm you want to commit the changes to the database.

15. A message displays that indicates how many records were changed in the database. Click **OK**.

Performing a physical inventory count

Physical inventory count best practices

Stores perform physical inventory counts periodically to determine the quantity of items on hand and to update the store's database if there is a difference between the physical count and the database.

Perform at least one full inventory count each year

The frequency of a store's physical inventory counts depends on several factors. All stores should complete at least one physical inventory count each year, typically at the end of the fiscal year. Most stores complete physical inventory counts twice a year or more frequently.

Consider performing partial inventory counts more frequently

You can use Store Manager to perform either a full inventory count of every item in the store or a partial inventory count of the items in a section of the store, such as a department or set of aisles. Depending on the size of your store, performing a full inventory count can be time consuming and labor intensive. You may find it easier to perform partial inventory counts on a more frequent basis, such as quarterly.

Perform inventory counts while the store is closed and hire help if needed

The best practice is to perform a physical inventory count while the store is closed. If you cannot perform the physical inventory count during this time with your existing team members, consider contracting a third party vendor to perform the count for you. An inventory count vendor can provide a large, trained team to perform the count, and they typically provide their own hand-held devices for scanning and counting your inventory.

Prepare for the inventory count

Before you initiate a physical inventory count, make sure that all shelf and product labels are up-to-date and clearly visible. Depending on your store size, consider

creating a zone map of the store that clearly identifies which sections of the store need to be counted. The zones should be small enough to be counted by one or two people without overlap, such as two separate aisles.

Avoid setting expectations about quantities

Do not provide your team members with expected item counts for the physical inventory count. This can inadvertently affect the perception of team members and result in inaccurate counts. For example, giving team members a list that includes expected quantities can lead them to think their count is complete once they have counted the expected number of items. The best practice is to provide only a list of items to count, with no information about how many items you expect to be on hand.

Managing the physical inventory count

Once you have generated a list for the physical inventory count, you need to manage the count itself. Follow the general best practices for inventory counts. For example:

- Schedule the count to take place while the store is closed.

- Hire a third party vendor to perform the count for you, if necessary.

- Create a zone map of the store that identifies which sections of the store need to be counted.

There are also some practical things you can do to make the physical inventory count run smoothly:

- **Use hand-held devices like scanners to count items.** With these devices, your team members can scan or input ILC codes on labels and then enter the physical item count. This information can then be exported to a tab delimited or comma delimited file that can be easily imported into Store Manager.

- **If you must use paper and pencil to count items, print copies of the Physical Inventory Report to aid with the count.** You can use the Reference No. of

the physical inventory list to generate the report. Edit the report layout so it only includes relevant information like bin location, department, category, item lookup code, or item description. Do not include expected quantity.

- **Create copies of the physical inventory list for specific team members or store zones and merge the results.** This is helpful if you have the same item displayed in different sections of the store. For example, you might have a large display of Coca Cola products at the entrance to the store, but the same products may also be displayed in coolers, in aisles, or in the POS lanes. In Store Manager you can create copies of the physical inventory list and then merge the results for the final calculation. Each copy of the physical inventory list will have a unique number. Assign each number to a different team member for the inventory count.

Generating the physical inventory count file

1. Click **Inventory/Purchasing**.
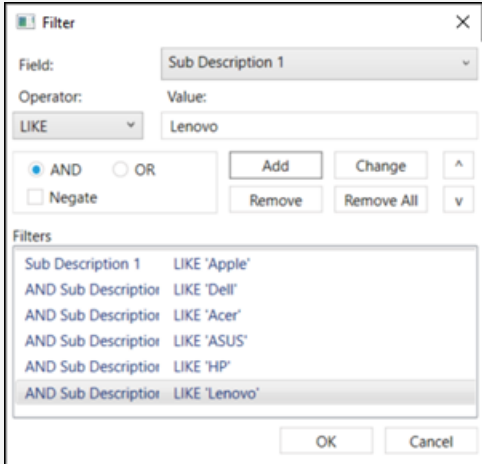
2. Click **Physical Inventory**. The Physical Inventory screen displays.
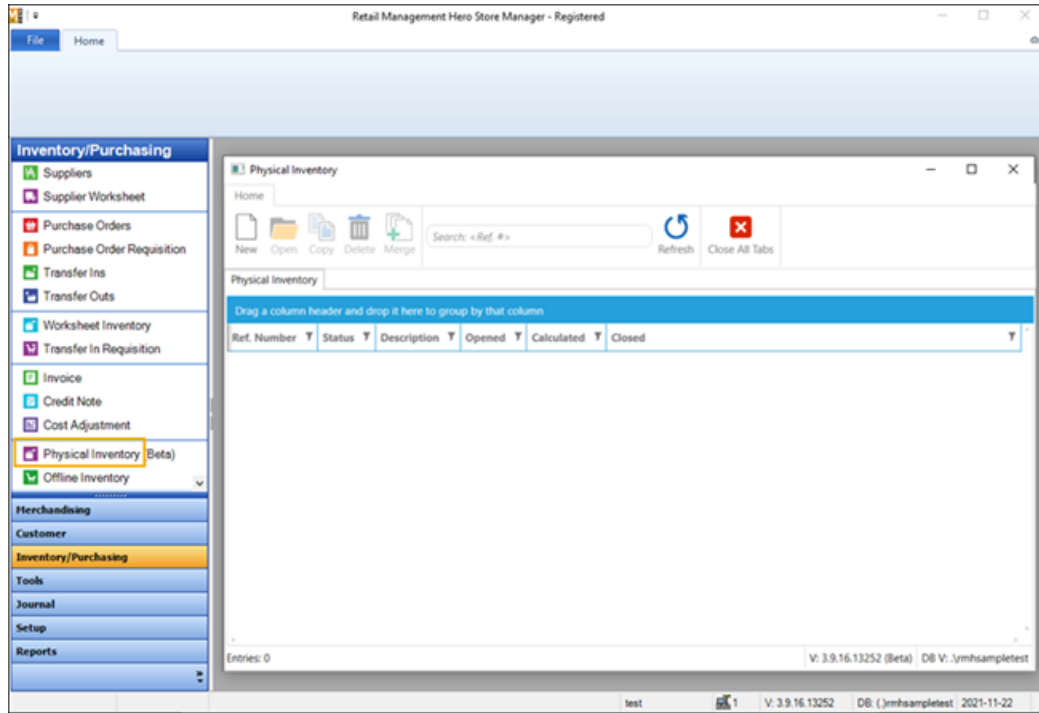
3. Click **New**.

4. The option you select under **General Selection** determines how you include items to the inventory count:

General Selection	Include Items
Generate for all items in the selected Group	Select one of the following: ▪ All items ▪ Only items in selected department ▪ Only items in selected categories ▪ Only items from selected suppliers

General Selection	Include Items
	▪ Only items from selected primary suppliers Select the appropriate departments, categories, and suppliers, as required.
Create a new blank physical inventory count for manual entry	Select this option if you want to create a blank physical inventory count file. For example, you might do this if you plan to use hand-held devices for the physical inventory count and you will import the count results as a tab delimited or comma delimited file.
Generate for all items in the specified Filter	Click **Set Filter** and use the filter to select the items you want to include in the physical inventory count file.
Generate for all items with a Last Counted date older than the specified	Enter a date. Any items with a Last Counted date that is older than the specified date will be included in the physical inventory count file.

General Selection	Include Items
date	
Exclude inactive	Select this option if you want to exclude all inactive items from the physical inventory count file.
Exclude inactive where on hand quantity is not equal to zero	Select this option if you want to exclude all inactive items from the physical inventory count file if the on hand quantity is zero, but include inactive items if the on hand quantity is any +/- value.

5.   Click **OK**. Store Manager generates the physical inventory count file.
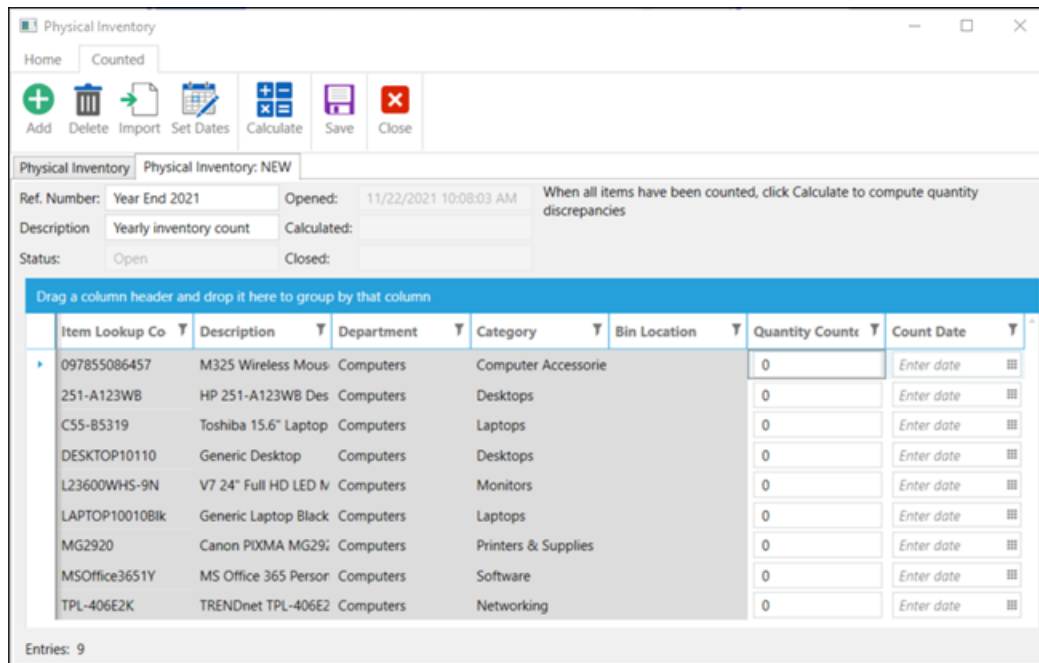
6.   In the **Ref. Number** field, enter a reference number for the physical inventory count file, such Year End 2021.

> **Note:** A reference number is required. If you do not specify a reference number, Store Manager can automatically generate one for you.

7. In the **Description** field, enter a description as required.

8. Click **Save**. The physical inventory count file is created.
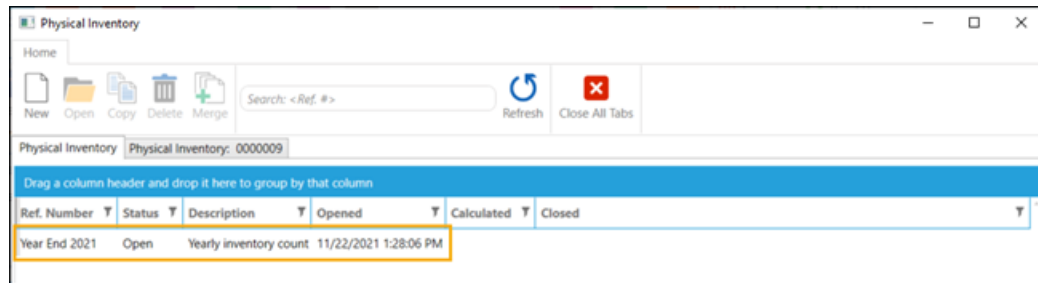
Copying or merging physical inventory count files

You can create copies of physical inventory count files and merge the results together to create a master inventory count file. For example, you might do this if you have created a zone map of the store for the physical inventory count and you have the same item, such as Coca-Cola, displayed in multiple zones. You might count 40 items in Zone 1, 10 items in Zone 3, and 20 items in Zone 5. When you merge the results Store Manager will recognize that these are the same products and that the correct count is 70.

> **Pre-requisites:** You have generated a physical inventory file and saved it under a unique reference number, for example Year End 2021.

Copying physical inventory count files

Repeat this procedure as required to create enough copies for your team members to complete the physical inventory count.

1. In the **Physical Inventory** window, select the physical inventory file you want to copy.

2. Click **Copy**.

3. Click **Yes** to copy the selected file.

4. In the **Ref. Numbe**r field, enter a unique reference number, for example YE 2021 Zone 1.

5. In the **Description** field, enter a description as required.

6. Click **Save**.
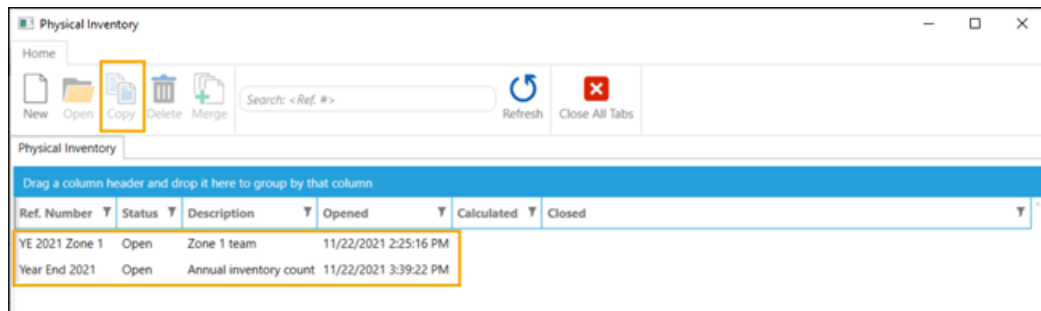
Merging physical inventory count results

> **Pre-requisites:** Import or enter the results of each team member's physical inventory count.

1. In the **Physical Inventory** window, press and hold the **Ctrl** key and select the physical inventory results you want to merge.

2. Click **Merge**.
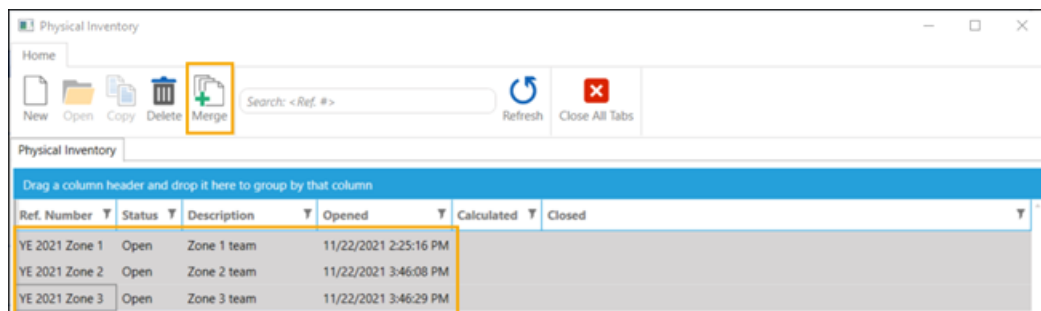
3.   Click **Yes** to merge the results into a single file.

> **Warning!** The original physical inventory counts that you selected are deleted after the merge file is created. This process cannot be undone.

Importing physical inventory count results

> **Pre-requisites:** You have completed the physical inventory count and saved the results to a tab delimited or comma delimited file.

1.   Click **Inventory/Purchasing**.

2.   Click **Physical Inventory**.

3.   Double-click the physical inventory file that you want to update with the count results.

4.   Click **Import**.

5.   Click **Next**.

6.   On the **Select File to Import** screen, select the **File Type**:

   ▪ Tab delimited

   ▪ Comma delimited

7.   Click **Browse** and select the file containing the count results.
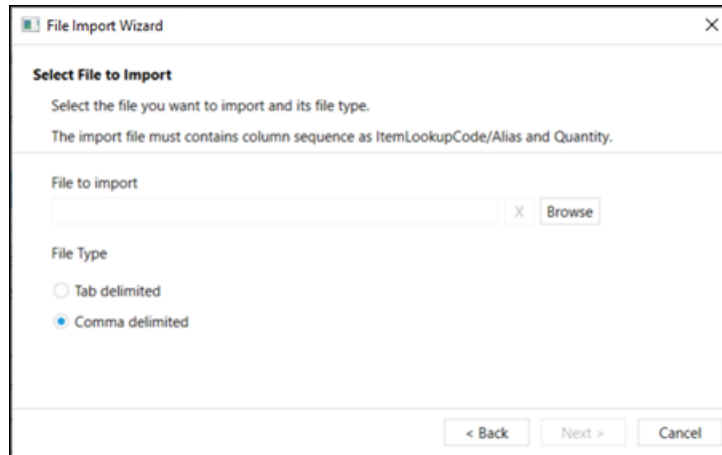
8. Click **Open**.

9. Click **Next**.

10. On the **Select Import Options** screen, specify how to import items and quantities:

    ▪ **Update matching items only:** Select this option to import only the matching items in the batch. For example, if the import file has items that do not exist in the batch being counted, they will not be imported and updated. Only the matching items will be imported and updated.

    ▪ **Update matching items and add new items:** Select this option to import matching item and add new items in the batch. For example, if the import file has items that do not exist in the batch being counted, they will be imported and updated in addition to all matching items.

    ▪ **Add existing counts:** Select this option to add the item count from this import file to existing item count in the batch.

    ▪ **Replace existing count:** Select this option to replace the existing item count in the batch with the item count from this import file.
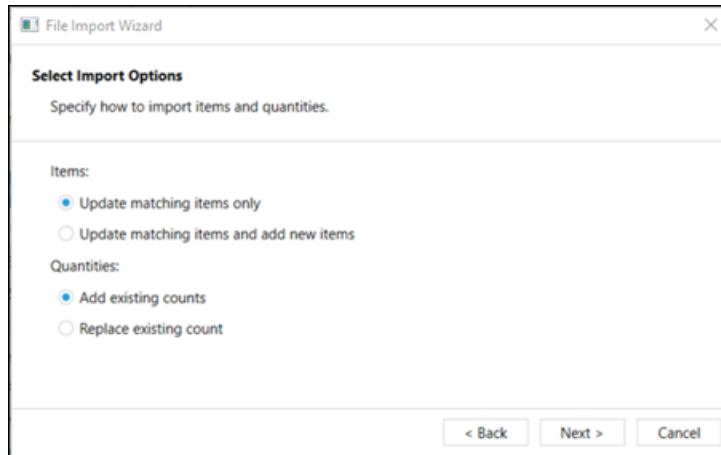
11. Click **Next**.

12. If any errors are reported:

    a.   Click **Cancel**.
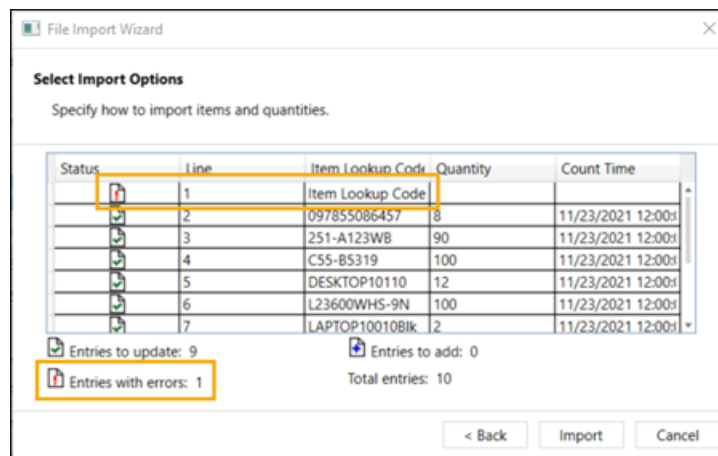
    b.   Fix the errors in the import file.

    c.   Restart the import.

13. Click **Import**. The physical inventory count file is updated with the count results.
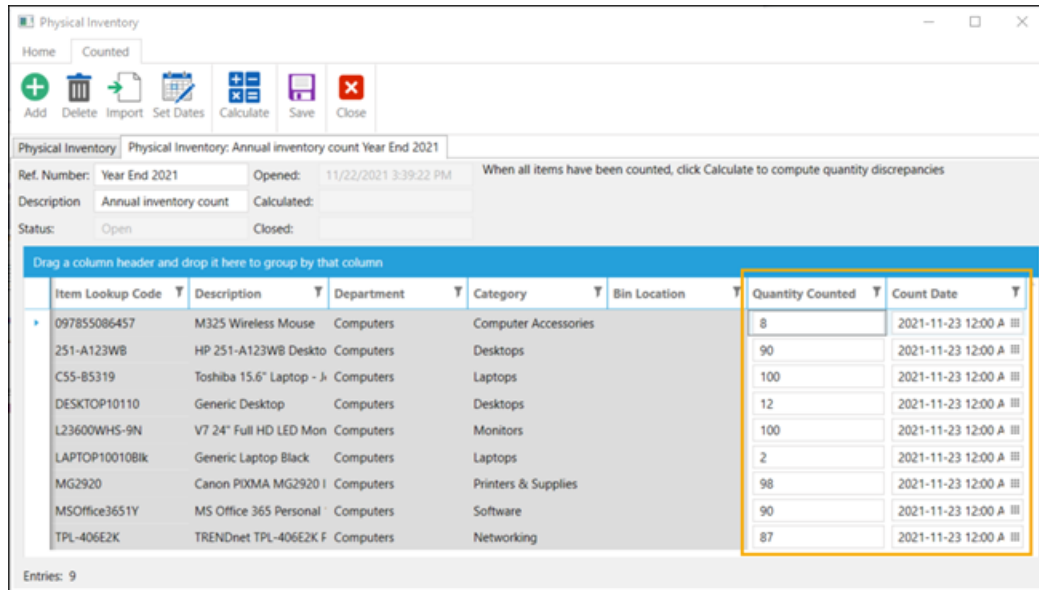
Calculating and committing physical inventory count results

> **Pre-requisites:** You have entered or imported the count results and, if necessary, merged results to create a master inventory count file.

1. If the physical inventory count file is not open, double-click it to open it.

2. Click **Calculate**.

3. Click **OK** to proceed with the calculation.

4. Evaluate any differences between the count quantity and the expected quantity.
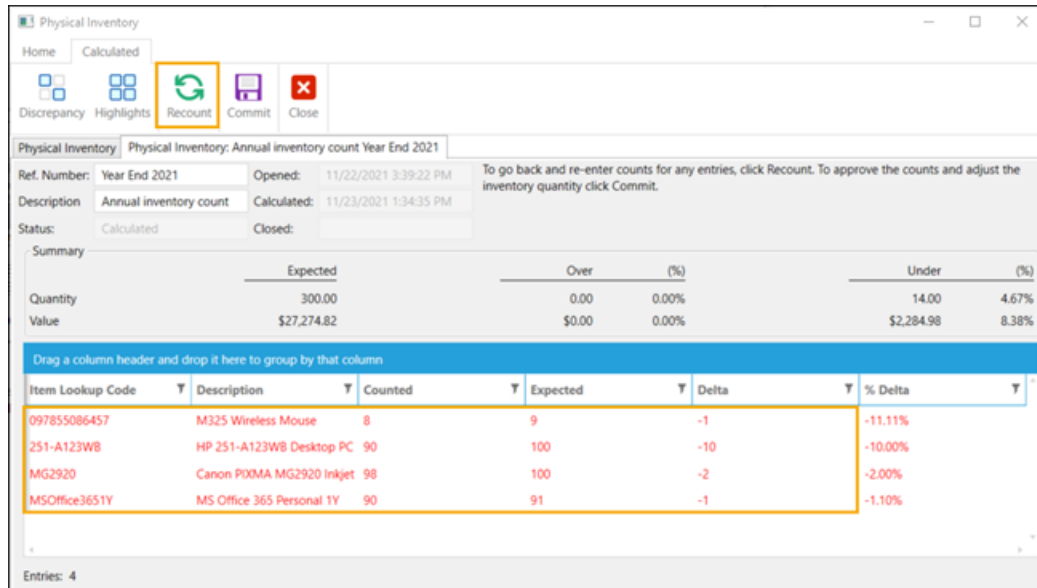
Items where the count quantity and expected quantity are equal are filtered out of the results list by default. Click **Discrepancy** to remove or reapply the filter.

If there is a variance between the count quantity and the expected quantity, the items and count quantities are highlighted in red by default. Click **Highlights** to remove or reapply the highlights.

Determining whether a variance is normal or abnormal depends on factors that are unique to your store. It may be helpful to compare your current physical inventory count results to historic count results to determine if the variation is within normal parameters or not.

> **Note:** Starting with version 3.9.19, Store Manager automatically reconciles any item movement (such as sales, returns, exchanges, transfers in, or transfers out) that occurs between when a physical inventory count starts and when the count is calculated. This reconciliation of item movement is performed automatically in the database. No further action or inputs are required.

5.   If there is an unusually variance that you want to investigate:

    a.   Click **Recount** to discard the calculation.

    b.   Confirm the original count. Revise the count results as required.

    c.   Look for other reasons for the variance, such as item mislabeling, items in storage locations that were not counted, items displayed in parts of the store that were not counted, or items moved to offline inventory.

6.   If you are satisfied with the count results, click **Commit**.
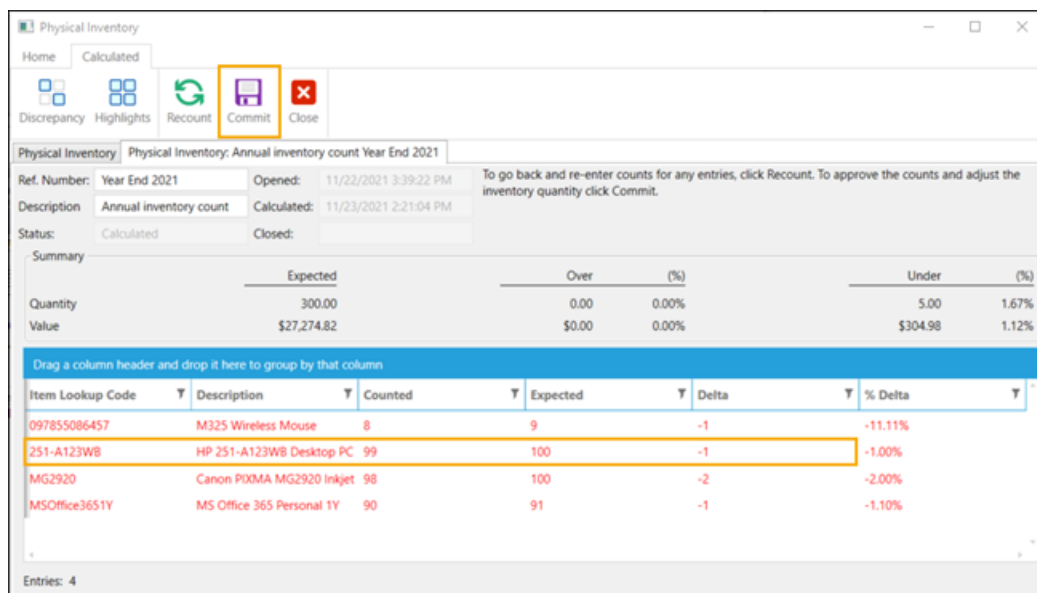
7.   Click **Yes** to confirm that you want to commit the results.

> **Warning!** Committing updates the store database with the counted item quantities and closes the physical inventory count file.

Generating physical inventory reports

> **Pre-requisites:** You have generated a physical inventory file and saved it under a unique reference number.

1.   Click **Reports**.

2. Click **Active Reports**.

3. Expand **Physical Inventory Count**.

4. Select one of the following reports:

   ▪ Physical Inventory Report (Detailed)

   ▪ Physical Inventory Report (Summary)

5. Use the **Filter** dialog to look up the physical inventory list based on the reference number:

   a. From the **Field** drop-down, select **Ref#**.

   b. From the **Operator** field, select either **=** or **LIKE**.

   c. In the **Value** field, enter the reference number of the physical inventory list you want to use.

   d. Click **Add**.

   e. Click **OK**.

6. Click **Layout**.
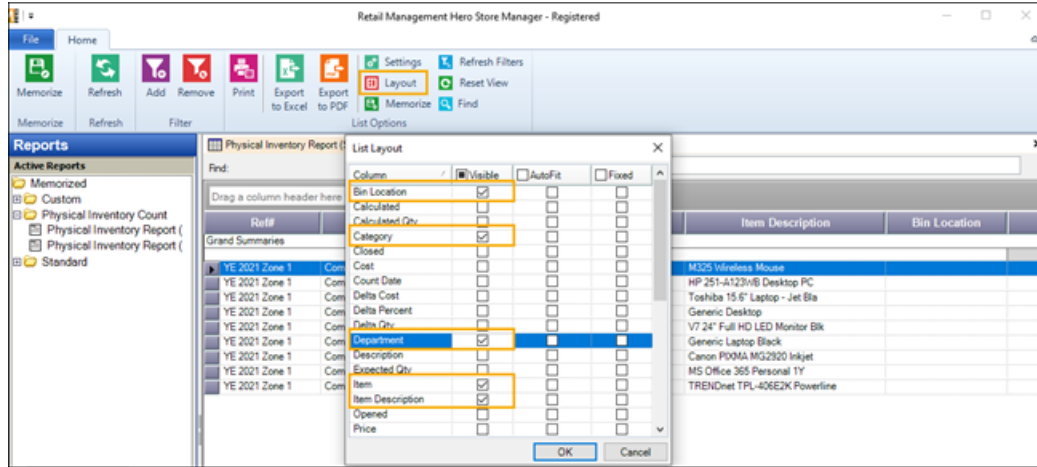
Add or remove columns based on how you intend to use the report results.

If you want to...	Include these columns...
Print the report so team members can write down inventory count quantities by hand	▪ Ref# ▪ Department ▪ Category ▪ Bin Location ▪ Item (this displays the item lookup code) ▪ Item Description ▪ Qty Counted to Date **Tip:** Do not include Expected Qty. This can lead to confusion amount team members, who may think their count is complete once they have counted the expected number of items.
Export the physical inventory count file	▪ Item ▪ Qty Counted to Date

If you want to...	Include these columns...
to CSV so that it can be imported into a hand-held device for the inventory count	Count Date
Print or create a PDF of the final physical inventory count result and calculations	- Ref# - Department - Category - Item - Item Description - Cost - Calculated Qty - Qty Counted to Date - Expected Qty - Delta Qty - Count Date

7. Click **OK**.

8. Click **Print**. The physical inventory report displays in the Print Preview screen.

9. Change the printing preferences as required.

10. Click **Print**.

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.

Note: This topic describes how to block sales for a single item. You can also use **Task 5040: Block Sales** in the **Inventory Wizard** to block sales of multiple items based on department, category, supplier, or a custom filter.

1. Click **Merchandising**.

2. Click **Items**.

3. Search for the item by lookup code or alias.
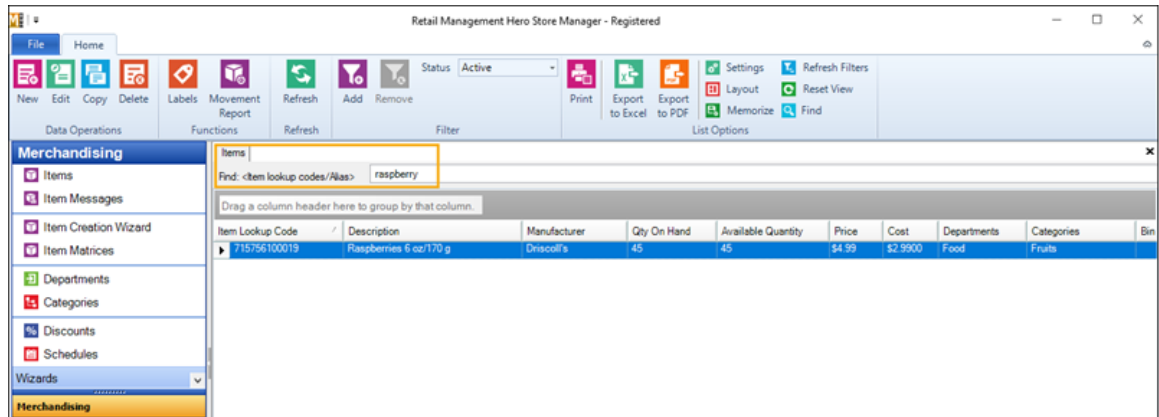
4. Double-click the item to display the **Item** window.

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**.

Transferring items in and out

Use inventory transfers to add or remove items from your store's inventory at cost without generating a purchase order. You may want to use transfers to:

- Balance inventory items between stores;

- Transfer items from a warehouse to a store; or

- Transfer a large or specialty item from a bigger store to a smaller store to support a sale.
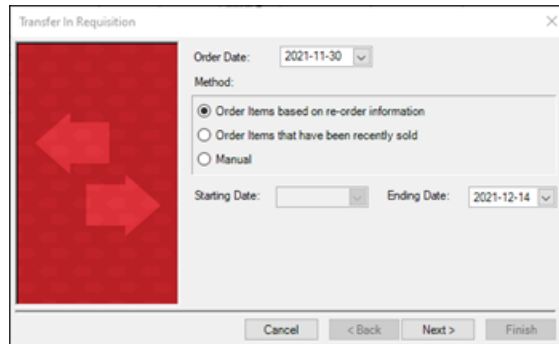
> **Note:** For information about moving items between the main store database and offline inventory, refer to Managing offline inventory.

Creating a transfer in requisition

If you use transfers to move items into inventory from a warehouse or from a larger store, you can use transfer in requisitions to partially automate the process of adding items to a transfer order. With the Transfer In Requisition wizard you can automatically add items to the requisition based on reorder information or recent sales. You can also add items based on department, category, or supplier, or use the filter to identify which items to add. When you commit a requisition a transfer order is created.

1. Click **Inventory/Purchasing**.

2. Click **Transfer In Requisition**.
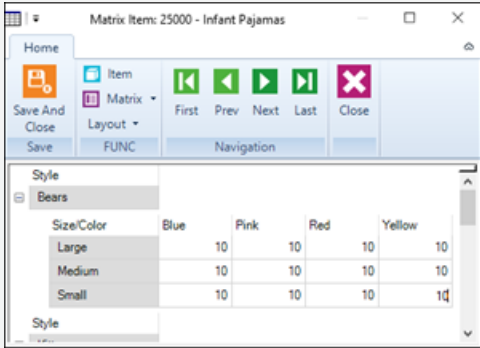
3. Enter the **Order Date**.

4. Select one of the following:

   - **Order items based on re-order information:** Select this option if you want to use the Reorder Point and Restock Level defined for the item to add items and quantities to the transfer in requisition.

   - **Order items that have been recently sold:** Select this option if you want to use Sale History to add items and quantities to the transfer in requisition.

   - **Manual:** Select this option if you want to manually add items and quantities to the transfer in requisition.

5. Select the **Starting Date** and **Ending Date** as required.

6. Click **Next**.

7. From the **Selection Type** drop-down, select one of the following:

   - Department

   - Category

■ Supplier

■ Advanced Filter

8. If you selected **Department**, **Category**, or **Supplier**:

■ Select specific departments, categories, or suppliers; or

■ Click **All** to select all.

9. If you selected **Advanced Filter**:

a. Click **Define**.

b. Use the **Filter** dialog options to identify the items.

10. Click **Finish**.

11. Click the **Accept** check box for the requisition.

12. Click **Commit**.

13. Click **OK** to confirm the transfer in was created.

14. Click **Transfer Ins** to view the transfer in.

15. Enter any additional information required to process the transfer in.

16. Click **Save And Edit**.

17. Click **Release** to release the transfer in.

18. Click **OK** to confirm that you want to release the transfer in. The **Order Status** changes to **Released**.

Creating a transfer in or out

1. Click **Inventory/Purchasing**.

2. Click **Transfer Ins** or **Transfer Outs**.

3. Click **New**.

4. On the **Header** tab, enter the transfer order information.

Field	Description
Order No.	The order number. Store Manager can automatically generate an order number, if required.
Order Status	The order status. This value is set by Store Manager. Values include Open, Released, Completed.
Order Date	The date the transfer order was created.
Date Required	The date the transferred items are required by the transfer recipient.
Delivery Status	The delivery status. This value is set by Store Manager. Values include Open, Partial, and Completed.
Invoice Status	The invoice status. This value is set by Store Manager. Values include Open, Partial, and Completed.
Reference	Reference information related to the transfer order.
Date Placed	The date the transfer order was placed.

Field	Description
Matrix Layout	Select this option if you want to add matrix items to the transfer. If this option is selected, on the **Items** tab you can then add matrix items: a. Click **Add**. b. From **Type**, select **Matrix**. c. From **Code**, click **Browse**, select the matrix item, and click **OK**. d. Click **Save And Close**. The **Matrix Item** dialog displays:
Transfer Type	Select one of the following: ▪ **Standard:** The transfer is a standard transfer. ▪ **Supplier:** The transfer is between the store and a supplier. Click the **Browse** icon to select the supplier. Store Manager will add the supplier's

Field	Description
	address to the Ship To field. ■ **Inter-Store:** The transfer is between a warehouse and stores whose inventory is managed by Central Manager. Click the **Browse** icon to select the store that acts as the warehouse. Store Manager will add the store's address to the Transfer From field.
Transfer From	The name and address of the source of the transferred items.
Ship To	The name and address of the recipient of the transferred items.
Requisitioner	The person who requested or authorized the transfer order, if applicable.
Terms	The payment terms for the invoice, if applicable. **Note:** You set up payment terms in **Setup** | **Customer** | **Account Receivables** | **Payment Terms**.
Invoice Discount	The discount on the invoice items, if applicable. Select one of the following: ■ **Nil:** No discount.

Field	Description
	▪ **Amount:** Enter the dollar amount of the discount. ▪ **Percent:** Enter the percent discount.
Shipping Methods	The shipping method to use, if applicable. **Note:** You set up shipping methods in **Setup** | **Inventory/Purchasing** | **Shipping Methods**.
FOB point/Freight	Enter the free on board (FOB) designation in the first field. This indicates who has ownership of the items during shipment. In the second field, enter who is paying for shipping. It is typically prepaid or collect.
Currency/Rate	The currency and rate associated with the Shipping Method.
Comment	Comments related to the transfer order, invoice, or shipment.

5. On the **Items** tab, add the items that you want to transfer.

Button	Description
Add	Click **Add** to add an item to the transfer order. a. Click the **Browse** icon beside the **Code** field and search for the item by lookup code or

Button	Description
	alias.
	b. In the **Details** field, enter any details about the transfer of this item.
	c. In the **Quantity** field, enter the quantity of the item being transferred.
	Note: You can configure Store Manager to block transfer outs on items if the quantity on hand is less than the transfer out quantity. You define this in **Setup | Inventory/Purchasing | Order Setting**. On the **Global Option** tab, select **Block transfer out when quantity on hand is less than transfer out quantity**.
	d. Enter an **Order Number**, if required.
	e. Enter a different **Unit Cost**, if required.
	f. Enter a **Line Discount**, if required.
	Note: You can also add discounts using the **Formula** button.
	g. From **Tax Code**, select any applicable taxes.
	h. Click **Save And Close**.

Button	Description
Edit	Select a line and click **Edit** to edit the line item.
Delete	Select a line and click **Delete** to delete the line item from the transfer order.
Quick Scan	Click **Quick Scan** to add an item to the transfer order by scanning it.
Formula	Click **Formula** to set discounts on line items (by amount or percentage). You can save the discounts for a specific period of time. You can also apply discounts to selected line items or to all line items in the transfer order.
Show Details	Click **Show Details** to show or hide the details panel to the right. Use the drop-down list to view Ordering Guidance, Sales History, Order History, or KPI data for the selected line item.

6. On the **Charges** tab, add any charges that apply, such as shipping charges.

   SHOW MORE INFO

Button	Description
Add	Click Add to add charges to the transfer order. a. Click the **Browse** icon beside the **Code** field to select the charges.

Button	Description
	b. In the **Details** field, enter any details about the charges. c. In the **Quantity** field, enter the quantity of the charges being applied. d. Enter an **Order Number**, if required. e. Enter a **Unit Price** for the charges. f. From **Tax Code**, select any applicable taxes. g. Click **Save And Close**.
Edit	Select a line and click Edit to edit the charges.
Delete	Select a line and click Delete to delete the charges from the transfer order.

7. Click **Save and Edit**.

8. Click **Print** or **E-mail** to print or e-mail the transfer order.

9. Click **Release** to release the transfer order.

10. Click **OK** to confirm that you want to release the transfer order. The **Order Status** changes to **Released**.

Generating transfer reports

1. Click **Reports**.

2.   Click **Active Reports**.

3.   Expand **Standard**.

4.   Expand **Orders**.

5.   Select one of the following reports:

   ▪ Inventory Transfer In List

   ▪ Inventory Transfer Out List

6.   Use the **Filter** dialog options to identify the information you want to include in the report.

   For example, you might filter on Status and Open to include all open transfer orders.

7.   Click **OK**.

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.

Managing offline inventory

Your store's offline inventory consists of items that are not for sale. These may include items that:

   ▪ Were damaged during shipment to the store;

   ▪ Were damaged while on display in the store; or

   ▪ Have been returned by customers.

Moving items to offline inventory removes them from the main store inventory and ensures they are not included in profit margin calculations, inventory counts, and sales reports.

Moving an item to offline inventory

1. Click **Inventory/Purchasing**.

2. Click **Offline Inventory**.

3. Click **New**.

4. Search for the item by lookup code or alias.

5. Select the item and click **OK**.

6. If you store requires reason codes for inventory changes, click the **Browse** icon beside the **Reason Code** field, select a reason for moving the item to offline inventory, and click **OK**.

    > **Tip:** If you do not see an applicable reason code in the list, click **New** and create a new reason code. It will be added to the list of reason codes in **Setup | Merchandising | Reason Codes** with the type **Inventory transfer from main to offline**.

7. In the **Comment** field, enter any additional comments about why you are moving the item to offline inventory.

8. In the **Quantity** field, enter the number of items you want to move to offline inventory.

    For example, if only 1 item in a shipment of 12 was damaged, you would enter 1 to move that item to offline inventory.

    > **Note:** If the item is serialized, the Quantity field is disabled.

9. If the item is serialized:

    a. Click **New**.

    b. Select the serial number or serial numbers.

        > **Note:** Click **All** to select all serial numbers in the list, or press **Shift** and click and drag to select a range of serial numbers.

    c. Click **Save And Close**.

10. Click **Save And Close**. The item is moved to offline inventory in the quantity you specified.

Transferring an item out of offline inventory

1. Click **Inventory/Purchasing**.

2. Click **Offline Inventory**.

3. Select the item.

4. Click one of the following:

    ▪ **To Main:** Click **To Main** if you want to transfer the item from offline inventory to the main store inventory. For example, you might do this if you want to move repaired items to the main store inventory for sale.

    ▪ **Transfer Out:** Click **Transfer Out** if you want to transfer the item from offline inventory out of the store. For example, you might do this if you want to send a damaged item to a supplier for credit.

5. If you clicked **To Main**, click **Yes** to confirm that you want to transfer the item to the main store inventory.

> **Note:** The entire Offline Quantity of the item is moved to the main store inventory. You cannot specify a quantity to move to the main inventory.

6. If you clicked **Transfer Out**:

    a. Enter shipping information, as required, on the **Header** tab. Refer to Creating a transfer in or out for more information.

    b. Click **Ship**.

    c. On the **Posting** tab, enter the delivery information, as required.

    d. Click **Commit**.

    e. Click **OK** to confirm that you want to update quantities in the store database.

    f. Click **Ship All**.

    g. Click **OK** to confirm.

Generating the offline inventory report

1. Click **Reports**.

2. Click **Active Reports**.

3. Expand **Standard**.

4. Expand **Items**.

5. Select **Offline Inventory List**.

6. Use the **Filter** dialog options to identify the information you want to include in the report.

For example, you might filter on Reason Code and Damaged to include all items that were added to offline inventory because they were damaged.

7. Click **OK**.

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.

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 customer buys the specified quantity, e.g., the item is regularly $0.79/ea.

Option	Field	Description
		but you are offering a discount of $0.50/ea. if the customer buys 3 of the same item.
Pricing Schedule	Quantity	The quantity of the item the customer must buy to qualify for the lower unit price.
	Reg. Price	The price for the specified quantity, i.e., the discounted price times the number of items.
	Level	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).
	Discount odd items	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 $0.79/ea. with a discount of $0.50/ea. if the customer buys 3 of the same

Option	Field	Description
		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.
Mix and Match: Percent Off		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.
Pricing Schedule	Quantity	The quantity of the item the customer must buy to qualify for the percent reduction in price.
	Reg. Price	The percentage discount on price for the specified quantity.
	Level	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 customer buys 6 of the same item.

Option	Field	Description
	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.
	Discount Price	The unit price for the discounted item

Option	Field	Description
		(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. To copy an existing discount, select it and click **Copy**. You must enter a new **Description**, but all other values are copied.

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

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

8. To edit an existing schedule, select it and click **Edit**.

9. 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 **Merchandising**.

2. Under **Wizards**, click **Inventory Wizard**.

3. Click **Next**.

4. From the **Tasks** drop-down, select **TASK5020: Set Item Discount**.

5. Click **Next**.

6. From the **Select the items to update** drop-down, select one of the following:

   ▪ Items from these departments

   ▪ Items from these categories

   ▪ Items from these suppliers

   ▪ Items from this filter

7. If you selected departments, categories, or suppliers, do one of the following:

   ▪ Select specific departments, categories, or suppliers; or

   ▪ Click **All** to select all.

8. If you selected filter:

   a. Click **Filter**.

   b. Use the Filter options to identify the items.

   c. Click **OK**.

9. Click **Next**.

10. Click **Finish**.

11. 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.

12. Use **Add** or **Delete** to add or remove items from the list.

13. If desired, select a different discount scheme for an item from the **New Quantity Discount** column.
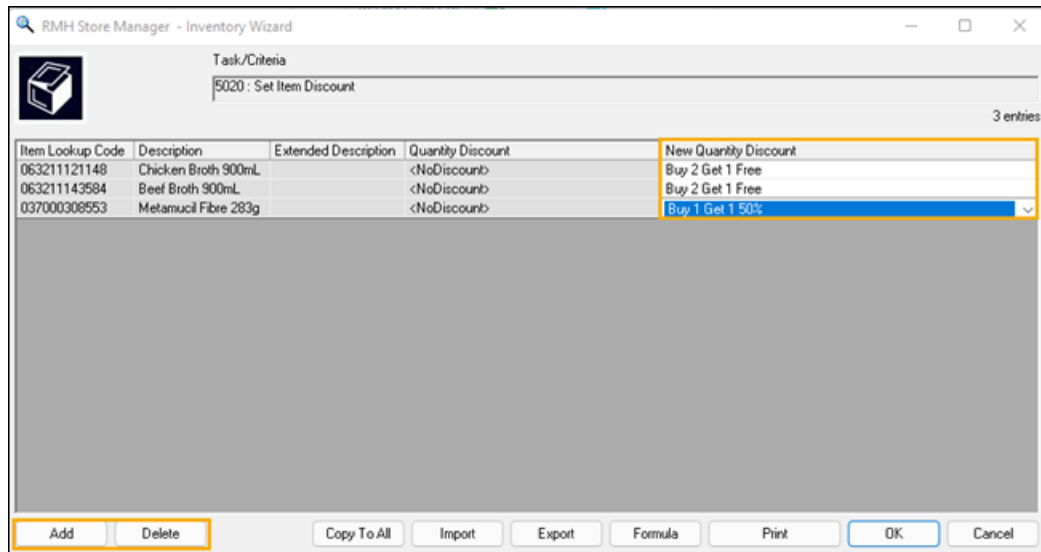
14. Click **OK**.

15. Click **Yes** to confirm you want to update the database.

16. 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, from the **Item tax** drop-down, select a tax exempt option if the tag along item is being given away for free.

8. 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.

9. 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 **Quantities** field, enter the number of tag along items to give away with the item.

7. Click **Save And Close**.

Assigning tag along items to multiple items using the Inventory Wizard

1. Click **Merchandising**.

2. Under **Wizards**, click **Inventory Wizard**.

3. Click **Next**.

4. From the **Tasks** drop-down, select the following:

    a. TASK5050: Change Tag Along Item

    b. TASK5060: Change Tag Along Quantity

    > **Note:** You must run TASK5050 first and TASK5060 second.

5. Click **Next**.

6. From the **Select the items to update** drop-down, select one of the following:

    ▪ Items from these departments

    ▪ Items from these categories

    ▪ Items from these suppliers

    ▪ Add items manually

    ▪ Items from this filter

7. If you selected departments, categories, or suppliers, do one of the following:

    ▪ Select specific departments, categories, or suppliers; or

    ▪ Click **All** to select all.

8. If you selected filter:

    a. Click **Filter**.

    b. Use the Filter options to identify the items.

    c. Click **OK**.

9. Click **Next**.

10. If you are changing the tag along item, select it from the **Tag Along Item** drop-down and click **Next**.

11. Click **Finish**.

12. Use **Add** or **Delete** to add or remove items from the list.

13. If you are changing the tag along item, if desired, select a different tag along item from the **New Tag Along Item** column.

14. If you are changing the tag along item quantity, enter the tag along quantity for each item in the **New Tag Along Quantity** column.

> **Tip:** Click **Copy to All** to copy the selected tag along quantity to all items in the list.

15. Click **OK**.

16. Click **Yes** to confirm you want to update the database.

17. Click **OK**.

Manage layaways, work orders, and quotes

Setting up layaways

Layaway is a service that some stores provide where customers pay a deposit for items they want to purchase, and the store holds the items in a secure back office or storage area until the outstanding balance is paid in full by the customer.

Stores typically require customers to pay the outstanding balance on layaway orders within a specified period of time, such as 30 days. Depending on store policy and local laws, customers may be entitled to cancel a layaway order before it is fully paid for and have a portion or all of their layaway deposit returned to them.

> **Note:** Layaway items are identified as Committed on the Inventory tab of the Items screen.

Set the expiration date and minimum deposit amount

1. Click **File | Configuration**.

2. Click **Ordering rules**.

3. In the **Layaway** section:

    a. In the **Expiration** field, enter the maximum number of days the customer has to pay off the total layaway amount before the layaway agreement with the store expires.

    b. In the **Deposit** field, enter the percentage of the total layaway amount that the customer must pay as a minimum deposit when they put the items on lay- away.

    > **Tip:** The best practice is to set the expiration to 30 days. This encourages customers to pay off layaway items quickly. It also ensures you do not have to keep a large number of layaway items in the back office or warehouse, where they occupy valuable storage space and could potentially be stolen or damaged. Most stores require at least a 20% deposit on layaway items. Similarly, to avoid costly transaction fees, many stores set policies that require layaway deposits and payments to be paid with cash, direct deposit, or check.

4. Click **Save And Close**.

Select the layaway receipt format

1. Click **Setup**.

2. Expand **Hardware**.

3.   Click **Receipt Formats**.

4.   Double-click the store's general receipt format.

5.   Ensure that a template is selected for **Layaway**. If a template is not already selected:

   a.   Click the **Browse** icon.

   b.   Go to where you have saved your templates and select a template.

   > **Note:** Templates must have a **.xml** file extension. You cannot use templates that have another file format, such as .rct.

   c.   Click **Open**.

   d.   If required, click **Properties** and make any adjustments to the template.

6.   Click **Save And Close**.

Setting up work orders

Stores use **work orders**[1] to manage transactions that are scheduled or assigned to an employee, or may be completed over a period of time. A work order can be written for products, services, or a combination of both. For example:

- A home improvement store might create work orders for customers who want to purchase a variety of supplies for a home repair or renovation project. An employee might be assigned to collect the items and deliver them to the customer's vehicle at a designated loading area.

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[1]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.

- An electronics store might create work orders for customers who want to purchase electronic equipment and have it delivered or installed. The customer might pay a deposit on the purchase date and pay the outstanding balance when the equipment is delivered or installed.

Depending on store policy, stores may require customers to pay the outstanding balance on work orders upon delivery of all products and services, or within a specified period of time after the work order is created such as 30 days. Work orders may contain both items that are in stock and items that the store has to order in for the customer.

> **Note:** Items on work orders are identified as Committed on the Inventory tab of the Items screen.

Set the expiration date and minimum deposit amount

1. Click **File** | **Configuration**.

2. Click **Ordering rules**.

3. In the **Work Order** section:

   a. In the **Due Days** field, enter the expected number of days from when the work order is created to when it is ready to be fulfilled. Store Manager uses this number to create the pick up date which is printed in the work order.

   b. In the **Deposit** field, enter the percentage of the total work order amount that the customer must pay as a minimum deposit when the work order is created.

4. Click **Save And Close**.

   > **Note:** The cashier can override both the due date and the deposit amount in POS by clicking **Orders** | **Order Details** and selecting either **Order Due** or **Order Deposit Override**.

Require customer selection for work orders

If you want to require cashiers to select a customer when they create work orders:

1. Click **File** | **Configuration**.

2. Click **Store rules**.

3. Click **Customer Options**.

4. Select **Require customer selection for orders**.

5. Click **Save And Close**.

Select the work order receipt format

1. Click **Setup**.

2. Expand **Hardware**.

3. Click **Receipt Formats**.

4. Double-click the store's general receipt format.

5. Ensure that a template is selected for **Work Order**. If a template is not already selected:

   a. Click the **Browse** icon.

   b. Go to where you have saved your templates and select a template.

   > **Note:** Templates must have a **.xml** file extension. You cannot use templates that have another file format, such as .rct.

   c. Click **Open**.

    d.   If required, click **Properties** and make any adjustments to the template.

6.   Click **Save And Close**.

Setting up quotes

Stores use quotes to identify the price for products or services that the store is willing to offer a customer for a specific purchase. Quotes are essentially bids to encourage customers to purchase products and services at the store. Quotes typically have a short expiry period, such as a few days. After the expiry period the quote is no longer valid and the store is no longer obligated to offer the products or services for the prices identified in the quote.

Set the expiration date

1.   Click **File | Configuration**.

2.   Click **Ordering rules**.

3.   In the **Quote** section, enter the maximum number of days the customer has to purchase the products or services at the quoted price before the quote expires and is no longer valid.

4.   Click **Save And Close**.

Require customer selection for quotes

If you want to require cashiers to select a customer account when they create quotes:

1.   Click **File | Configuration**.

2.   Click **Store rules**.

3.   Click **Customer Options**.

4.   Select **Require customer selection for quotes**.

5. Click **Save And Close**.

Select the quote receipt format

1. Click **Setup**.

2. Expand **Hardware**.

3. Click **Receipt Formats**.

4. Double-click the store's general receipt format.

5. Ensure that a template is selected for **Quote**. If a template is not already selected:

    a. Click the **Browse** icon.

    b. Go to where you have saved your templates and select a template.

    > **Note:** Templates must have a **.xml** file extension. You cannot use templates that have another file format, such as .rct.

    c. Click **Open**.

    d. If required, click **Properties** and make any adjustments to the template.

6. Click **Save And Close**.

Processing layaway orders

If you look up the customer, when you recall the layaway, POS only displays layaways belonging to the selected customer. If you do not look up the customer, when you recall the layaway, POS displays all open layaways and you will have to search for the customer's layaway order.

1. Tap **Customers** | **Lookup Customer** or press **F7**.

2. To select the customer, do one of the following:

    ▪ Tap the customer's name once and tap **Select**.

    ▪ Tap the customer's name twice.

    The customer's information displays in the **Customer** pane at the top of the POS screen.

3. Tap **Orders | Recalls | Recall a Layaway**.

4. To select the customer's layaway order, do one of the following:

    ▪ Tap the layaway order once and tap **Add**.

    ▪ Tap the layaway order twice.

5. If the customer is making a payment:

    a. Tap **Orders | Payments | Payment on Layaway**.

    b. On the **Layaway Payment** screen, enter the payment amount.
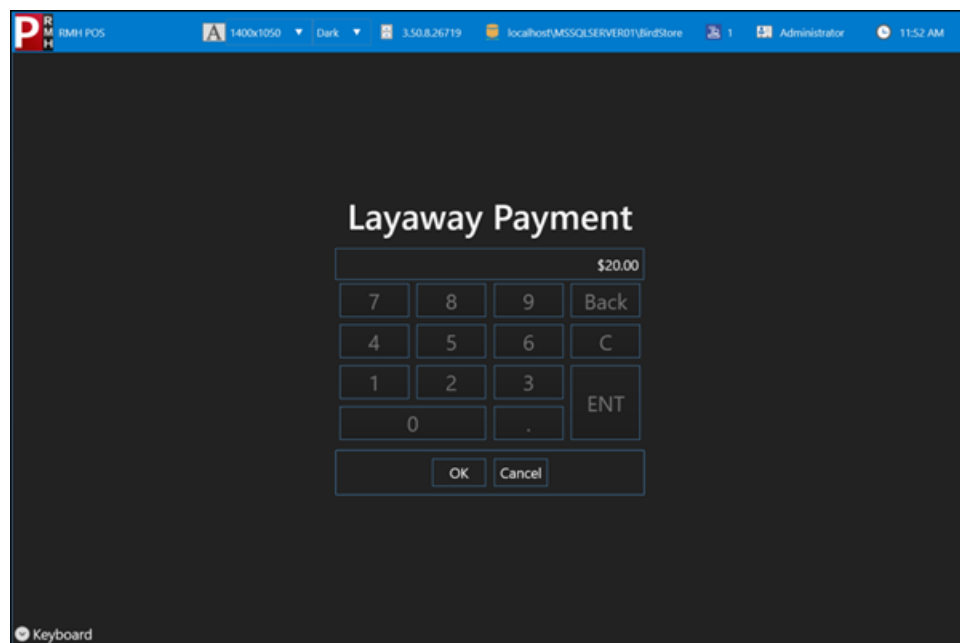
     c.   Tap **OK**.

6.   If the customer is picking up all or part of their layaway order:

     a.   Tap **Transaction | Tender Sale** or press **F12**.

     b.   From the **Select Order Action** screen, tap one of the following:

   ◦ Pick up Entire

   ◦ Pick up Partial
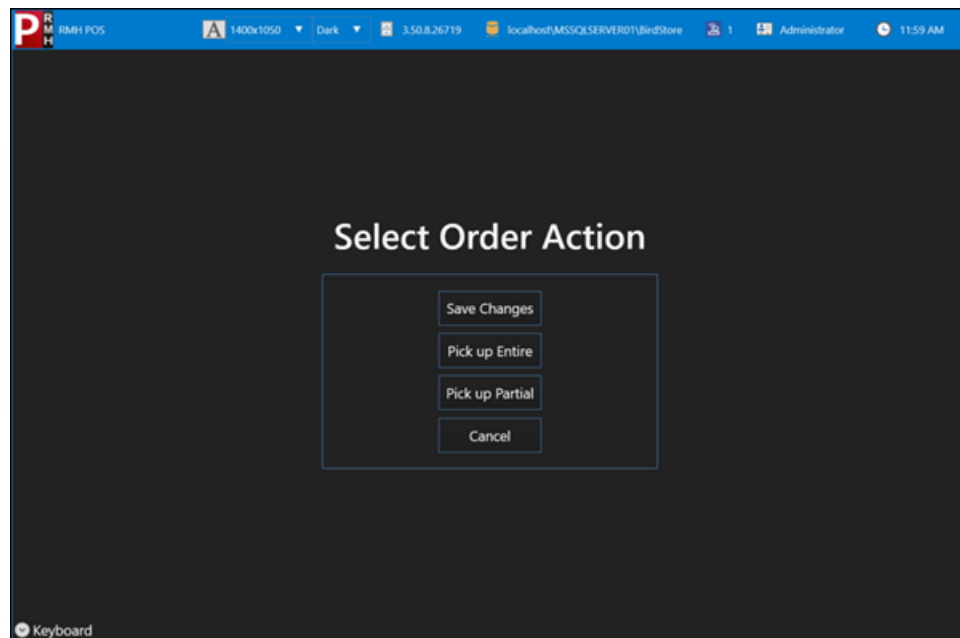
7.   If the customer is picking up part of the layaway order:

     a.   Tap the items the customer is picking up to select them.
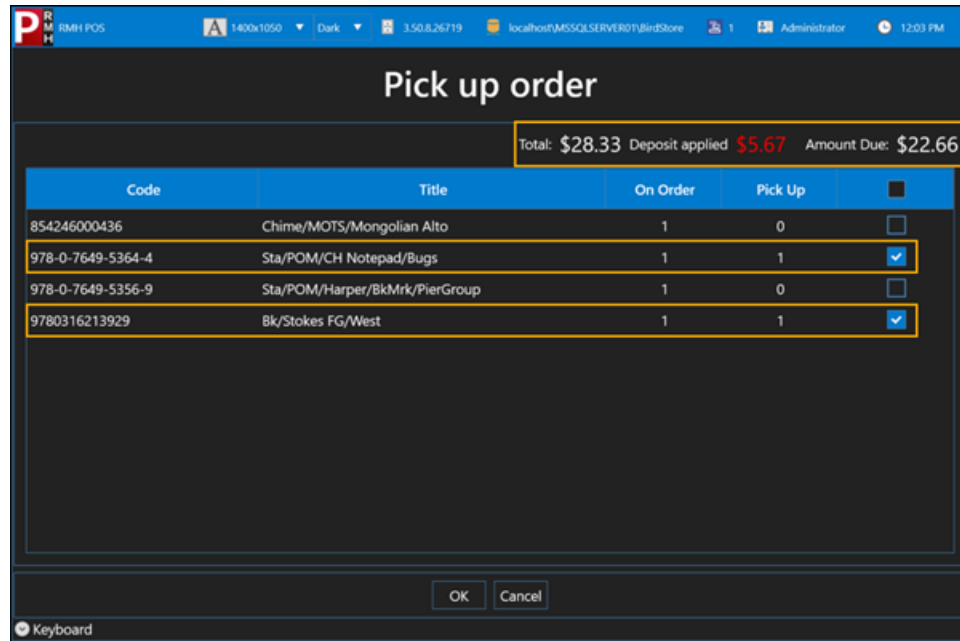
b.   (Optional) In the **Pick Up** column, enter the quantity of the item the customer
     is picking up.

c.   Tap **OK**.

d.   If the customer paid a deposit on the layaway order, tap **OK** to confirm the
     amount of the deposit that is being applied to the pick up.
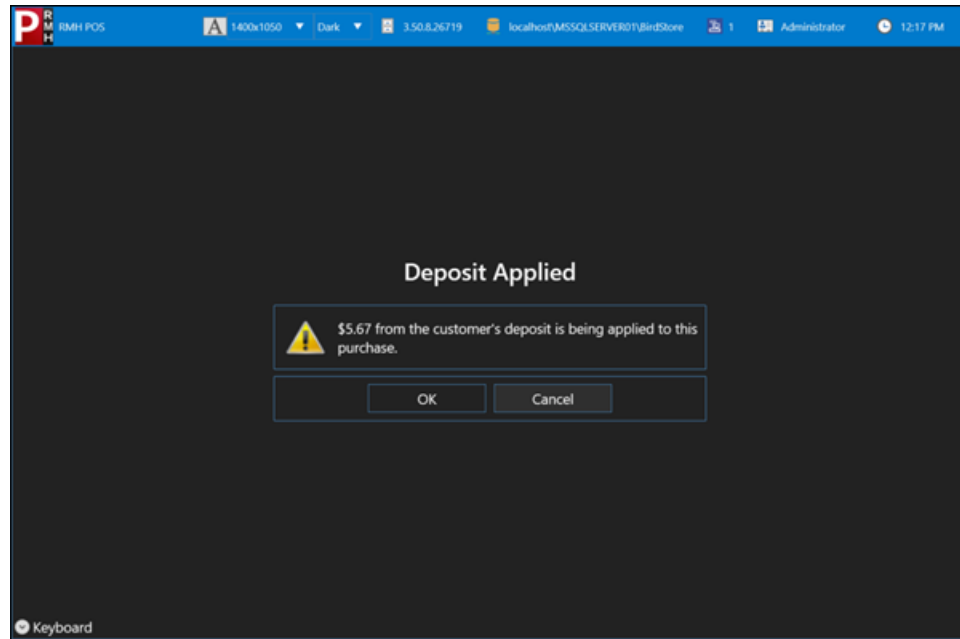
8.   Enter the amount next to the appropriate tender type.

9.   Tap **OK**.

10. Tap **Yes** to print the receipt.

Creating work orders

Depending on your store's policies, you may be required to select a customer to create a work order. Selecting the customer when you create the work order makes it easier to look up the work order later when the customer returns to the store to pick up their order and pay the balance owing.

1.   Tap **Orders | Work Order**.

     You will know that POS is in work order mode if you see the work order icon in the top right corner of the screen.
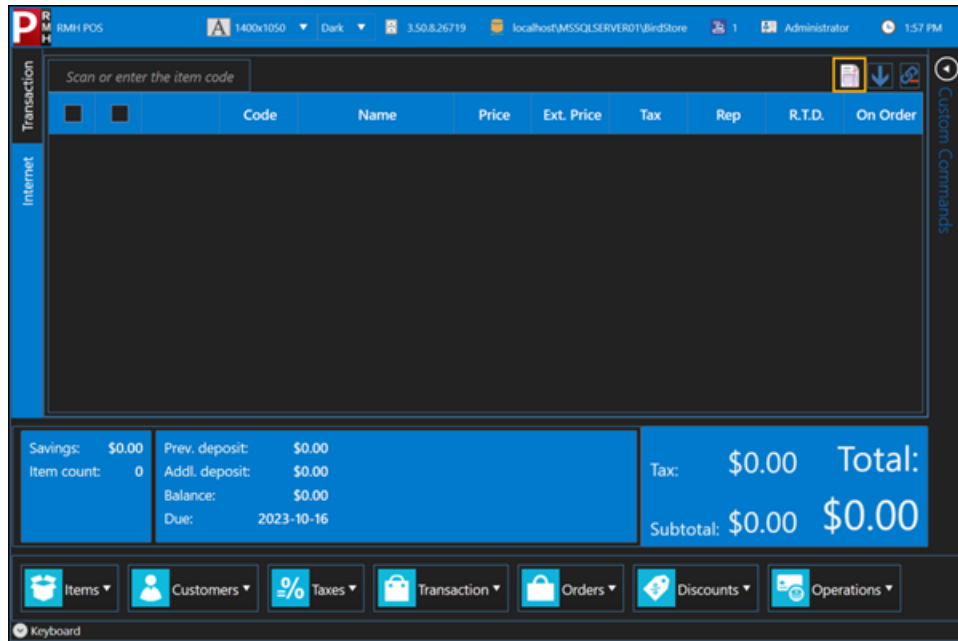
2. (Optional) Tap **Customers** | **Lookup Customer** or press **F7**.

3. (Optional) To select the customer, do one of the following:

    ▪ Tap the customer's name once and tap **Select**.

    ▪ Tap the customer's name twice.

    The customer's information displays in the **Customer** pane at the top of the POS screen.

4. Enter all of the items in the work order.

    If your store requires customers to pay a deposit on work orders, the **Addl. deposit** field indicates the **required deposit amount**.
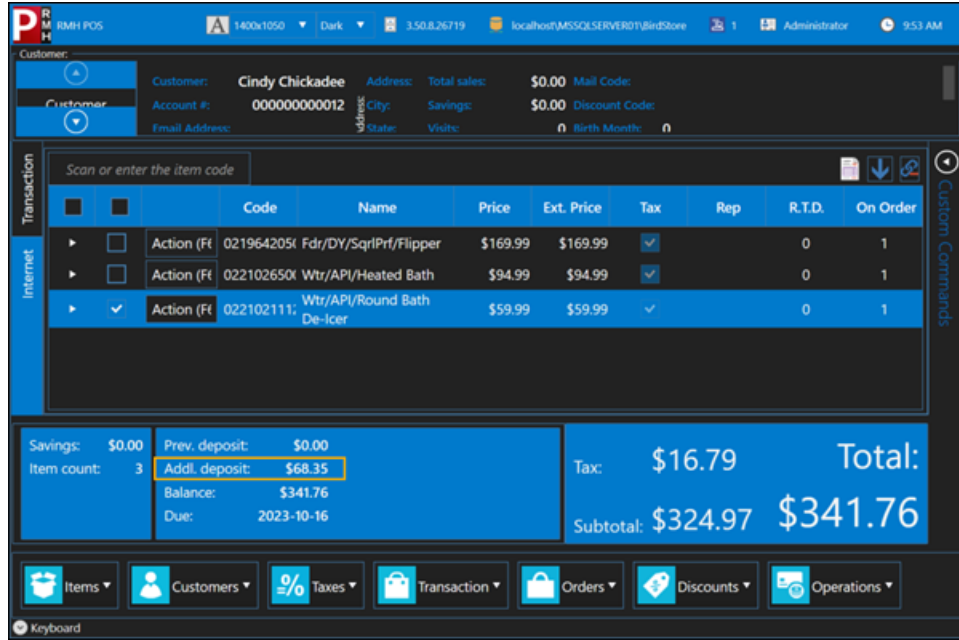
5.   Tap **Transaction | Tender Sale** or press **F12**.

6.   Enter the amount next to the appropriate tender type.

7.   Tap **OK**.

8.   Tap **Yes** to print the receipt.

      The receipt shows the total work order amount including tax, the deposit amount, and the balance owing on the work order.

```
              Demo Store - Bird
             12446 Bethesda Ave1
              Bethesda MD 20812
                 301-555-1212

                Work Order

Work Order #:        10
Account #:           000000000012
Date:  2023-10-16    Time:  9:54 AM
Cashier:  1          Register #:  1

Item      Description              Amount
========  ======================  ============
021964205(Fdr/DY/SqrlPrf/Flipper   $169.99
          RTD:                           0
          On Order:                      1
          Picked up:                     0

022102650(Wtr/API/Heated Bath      $94.99
          RTD:                           0
          On Order:                      1
          Picked up:                     0

0221021112Wtr/API/Round Bath De-Icer $59.99
          RTD:                           0
          On Order:                      1
          Picked up:                     0

              Sub Total           $324.97
   Hawaii General Sales Tax        $13.54
         Maui Local Tax             $3.25
                 Total            $341.76

           Deposit Payment         $68.35
           Total Purchased          $0.00
               Total Due           $68.35

       Credit Card Tendered        $68.35
             Change Due             $0.00

         Remaining Deposit         $68.35
             New Balance          $273.41

          [barcode]
                 10
      Thank you for shopping
         Demo Store - Bird
    We hope you'll come back soon!
```

Creating quotes

Depending on your store's policies, you may be required to select a customer to create a quote. Selecting the customer when you create the quote makes it easier to look up the quote later when the customer returns to the store to complete the transaction.

1.   Tap **Orders** | **Quote**.

You will know that POS is in quote mode if you see the quote icon in the top right corner of the screen.
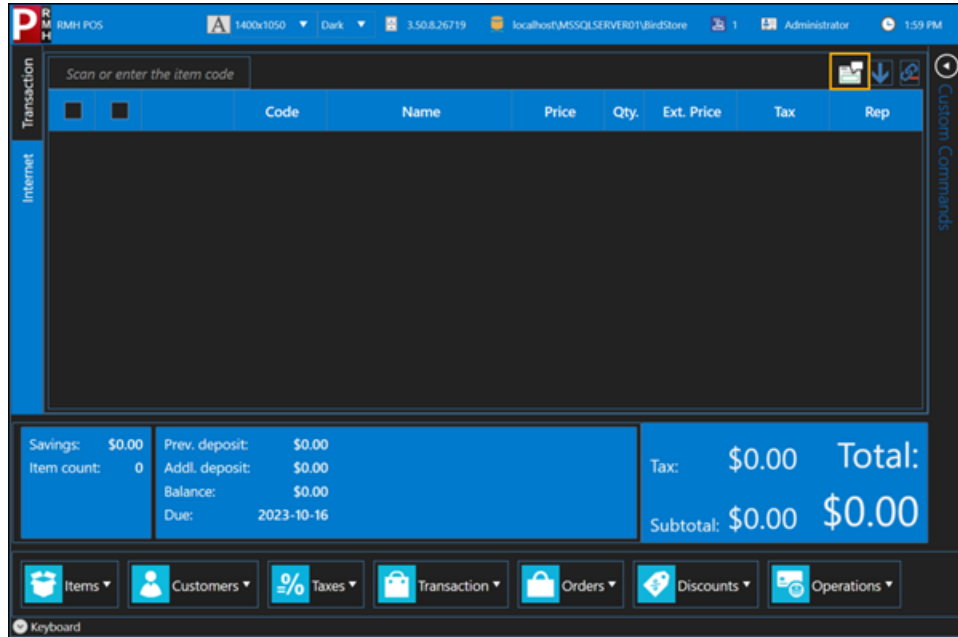
2.   (Optional) Tap **Customers** | **Lookup Customer** or press **F7**.

3.   (Optional) To select the customer, do one of the following:

   ▪ Tap the customer's name once and tap **Select**.

   ▪ Tap the customer's name twice.

   The customer's information displays in the **Customer** pane at the top of the POS screen.

4.   Enter all of the items in the quote.

5.   (Optional) Enter approved discounts or price changes.
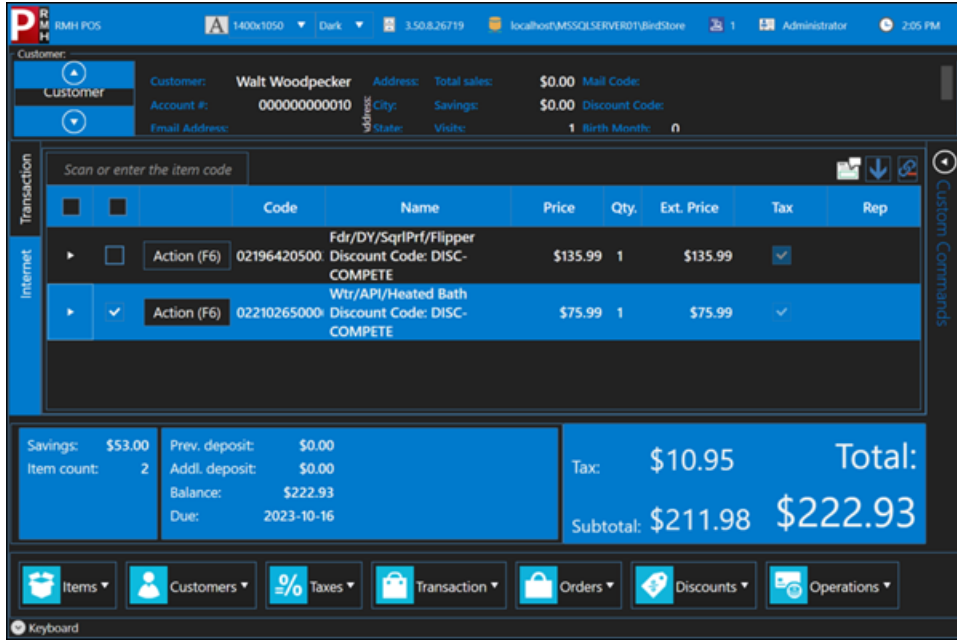
6. Tap **Transaction | Tender Sale** or press **F12**.

    On the **Tender** screen, the **Total Due** is $0.00 because you are creating a quote and no money is collected when you tender the sale.
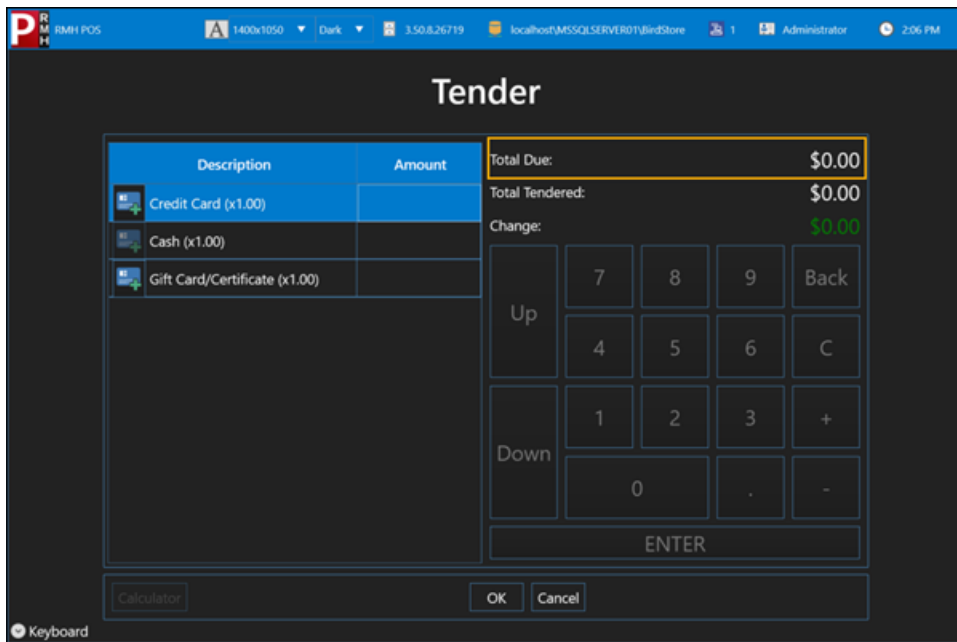
7. Tap **OK**.

8. Tap **Yes** to print the receipt.

The receipt shows the total quote amount including tax, as well as any approved discounts or price changes.

```
          Demo Store - Bird
        12446 Bethesda Ave1
         Bethesda MD 20812
           301-555-1212

              Quote

Quote #:              11
Account #:            000000000010
Date:  2023-10-16     Time:  2:07 PM
Cashier:   1          Register #:   1

Item      Description              Amount
=======   =====================  ============
0219642050 Fdr/DY/SqrlPrf/Flipper   $169.99
          Discount Code: DISC-
          COMPETE
          Discount                  -$34.00
0221026500 Wtr/API/Heated Bath       $94.99
          Discount Code: DISC-
          COMPETE
          Discount                  -$19.00
                                 ============
                  Sub Total        $211.98
        Hawaii General Sales Tax      $8.83
              Maui Local Tax          $2.12
                      Total        $222.93

           Deposit Payment          $0.00
           Total Purchased          $0.00
                Total Due           $0.00

               Change Due           $0.00

         Remaining Deposit          $0.00
               New Balance        $222.93

        You saved $53.00!

         |||||||||||||||||||
                 11
       Thank you for shopping
          Demo Store - Bird
      We hope you'll come back soon!
```

Manage labels

Printing labels from the Label Wizard

This topic describes how to print labels from the Label Wizard. You can also print labels for an item from the **Item** screen (open an Item and click the **Labels** button) or

from the **Receive Purchase Order** (open the received purchase order and click the **Label** button).

1. Click **Merchandising**.

2. Click **Label Wizard**.

3. In the **Item Selection** section:

Select one of the following:	And do the following:
Print labels for all items of these types	Select one or more item type: ▪ Standard Items ▪ Lot Matrix Items ▪ Matrix Items ▪ Assembly Items
Print labels for a specific item	a. Click the **Browse** icon. b. In the Items window, in the **Find** field, start typing the item lookup code or alias. c. Select the item and click **OK**.
Print labels for items belonging to Department and Category	a. Click the **Browse** icon. b. In the **Departments** window, in the **Find** field, start typing the department lookup code, select the department, and click **OK**.

Select one of the following:	And do the following:
	c. In the **Categories** window, in the **Find** field, start typing the category lookup code, select the category, and click **OK**.
Print labels for items whose Supplier is	a. Click the **Browse** icon. b. In the **Suppliers** window, start typing the supplier lookup code or reorder number. c. Select the supplier and click **OK**.

Print labels for items from this	a. From the drop-down, select one of the following:
	
	  ◦ Purchase Order
	  ◦ Transfer In
	  ◦ Transfer Out
	  ◦ Delivery Note
	
	b. Click the **Browse** icon.
	
	c. Start typing the number.
	
	d. Select the purchase order, transfer in/out, or delivery note and click **OK**.

Print labels for	a. Click the **Browse** icon.

Select one of the following:	And do the following:
items that satisfy the following filter	b. In the **Filter** dialog, for **Field**, select the field for which you want to define filter criteria. c. Enter the filter criteria and click **Add**. d. Click **OK**.

4. In the **Selection Options** section, select any of the following, if applicable:

- **Allow item duplicates:** Select if you want to include duplicate items.
- **Serial number detail:** Select if you want to include serial number information for serialized items.

5. Click **Next**.

6. Select the item(s) for which you want to print labels. Do one of the following:

- Select the item(s) in the **Selection List** and click **Add** to move them to the **Print List**.
- Click **Add All** to add all items in the **Selection List** to the **Print List**.

7. In the **Number of Label Per Item** section, select one of the following:

Field	Description
Fixed quantity	The number of labels you want to print for each item in the list.

Field	Description
Stock on hand	The number of labels printed for each item in the list will equal the in-stock quantity of the item.
Issued/Received to date (ITD/RTD)	This option is only available if you selected purchase order or transfer in/out. The number of labels printed for each item in the list will equal the total quantities issued or received to date for the item in the selected order.
Issued/Received on this order	This option is only available if you selected purchase order or transfer in/out. The number of labels printed for each item in the list will equal the most recently issued or received quantity for the item in the selected order.
Quantity ordered	This option is only available if you selected purchase order or transfer in/out. The number of labels printed for each item in the list will equal the quantity of that item in the selected order.

8. Click **Set Quantity**.

9. Review the **Print List** and, if necessary, remove any items.

10. Click **Next**.

11. Select the label format. The **Column Count** and **No. of Rows** changes based on the label format you select.

12. If you want to start printing from the middle of a partially-used sheet of labels, set the **Start Row** and **Start Column**.

   For example, an Avery Label 5160 sheet has 3 columns and 10 rows. If you previously used the first 2 rows of labels in the sheet and want to use the remaining 8 rows of labels, you would set the Start Row to 3 and the Start Column to 1.

13. Do one of the following:

   ▪ Click **Preview**, review the labels, and click **Print**.

   ▪ Select **Direct Print** and click **Finish** to start printing immediately.

14. Select the label printer.

15. Click **Print**.

 Creating labels using Label Designer

1. Click **Tools**.

2. Click **Label Designer**.

3. Select one of the following:

   ▪ **New Label Properties:** Select this option if there are no existing labels with similar dimensions and attributes that you can use as the baseline for your label design.

   ▪ **Select Existing Label:** Select this option if there is an existing label with similar dimensions and attributes that you can use as a baseline for your label design.

4. If you selected **New Label Properties**:

   a. Enter a **Description** for the label design.

   b. Select the measurement standard from the **Unit** field:

- ◦ Inch

- ◦ Millimeter

- ◦ Centimeter

- ◦ Pixel

- ◦ Point

- ◦ Twip

c. Enter the **Label Height** and **Label Width**.

d. Enter the **Top Margin**, **Bottom Margin**, **Left Margin**, and **Right Margin**.

These margin measurements identify the amount of space from the printed information to the top, bottom, left, and right edges of the label.

e. Enter the **Cols** and **Col Margin**.

The **Cols** field identifies the number of columns of labels on each sheet. The **Col Margin** field identifies the amount of space between columns of labels.

> **Note:** If you have set up more than one column, make sure **Col Margin** is the same width as the label. If you do not do this, the label may print in the same position instead of on a new label. You only need to configure the margin for the first label when designing labels for multiple columns.

f. Enter the **Rows** and **Row Margin**.

The **Rows** field identifies the number of rows of labels on each sheet. The **Row Margin** field identifies the amount of space between rows of labels.

> **Note:** If you have set up more than one row, make sure **Row Margin** is the same height as the label. If you do not do this, the label may print in the

same position instead of on a new label. You only need to configure the margin for the first label when designing labels for multiple rows.

g. From **Orientation**, select the orientation of the text on the label. The most common orientation is **Portrait**.

h. Enter the **Grid Size**.

5. If you selected **Select Existing Label**:

a. Click the **Browse** icon.

b. Select an existing label format.

c. Click **Open**. The **Cols**, **Col Margin**, **Rows**, **Row Margin**, and **Unit** fields are populated with the dimensions and attribute of the label format you selected.

d. If applicable, enter new **Col** and **Col Margin** values.

e. If applicable, enter new **Row** and **Row Margin** values.

   Note: You cannot change the **Unit**.

6. Click **Open Designer** to view and edit the label design.

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.

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.

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.

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**

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.

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.
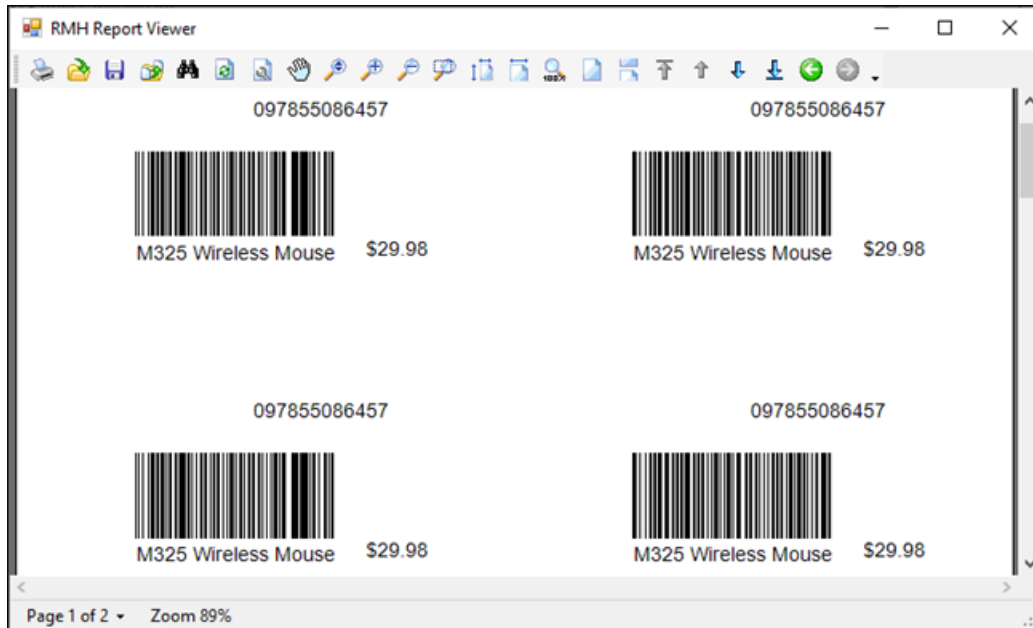
Set up purchasing

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. 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.   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.   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.

7.   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. 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. 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. 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

Field	Select this option 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: ▪ 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.

Field	Select this option to...
	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 in transfer out	Hide the store's cost information in transfer outs for users 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.

Create and manage purchase orders

Creating purchase order requisitions

You can use purchase order requisitions to partially automate the process of adding items to a purchase order. With the Purchase Order Requisition wizard you can automatically add items to the requisition based on reorder information or recent sales. You can also add items based on department, category, or supplier, or use the filter to identify which items to add. When you commit a requisition a purchase order is created.

1.   Click **Inventory/Purchasing**.

2.   Click **Purchase Order Requisition**.

3. Enter the **Order Date**.

4. Select one of the following:

    - **Order items based on re-order information:** Select this option if you want to
      use the Reorder Point and Restock Level defined for the item to add items and
      quantities to the purchase order requisition. If selected, an item is only added to
      the purchase order requisition if the current in stock quantity is below the defined
      reorder point.

    - **Order items that have been recently sold:** Select this option if you want to use
      Sale History to add items and quantities to the purchase order requisition.
      Identify the recently sold items by setting the Starting Date and End Date.

    - **Manual:** Select this option if you want to manually add items and quantities to
      the purchase order requisition.

5. Select **Update open Orders** if you want to update any open orders based on the
    purchase order requisition results.

6. Select one of the following:

    - **Primary Supplier or Low Cost Supplier:** The items will be ordered from the
      primary supplier or from the lowest-cost supplier.

      Note: The primary supplier or lowest-cost supplier is defined in **Mer-
      chandising | Items** on the **Purchase** tab.

- **Specified:** The items will be ordered from the supplier you specify. Click the **Browse** icon next to the **Supplier** field, select the supplier from the list, and click **OK**.

7. Click **Next**.

8. From the **Selection Type** drop-down, select one of the following:

   - Department

   - Category

   - Supplier

   - Advanced Filter

9. If you selected **Department**, **Category**, or **Supplier**:

   - Select specific departments, categories, or suppliers; or

   - Click **All** to select all.

10. If you selected **Advanced Filter**:

    a. Click **Define**.

    b. Use the **Filter** dialog options to identify the items.

11. Click **Finish**.

12. Click the **Accept** check box at the top of the column to accept all items in the requisition, or select the check box beside individual items.

13. Click **Commit**.

14. Click **OK** to confirm the purchase order was created.

15. Click **Purchase Orders** to view the purchase order.

16. Enter any additional information required to process the purchase order.

17. Click **Save And Edit**.

Creating a purchase order

1. Click **Inventory/Purchasing**.
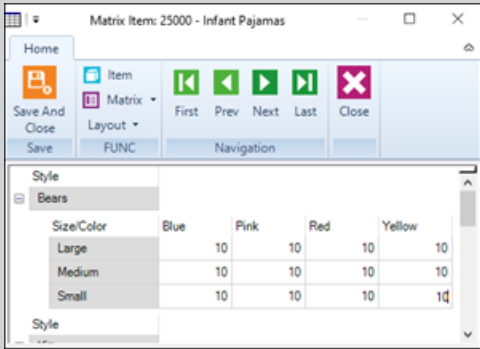
2. Click **Purchase Orders**.

3. Click **New**.

4. On the **Header** tab, enter the purchase order information.

Field	Description
Order No.	The order number. Store Manager can automatically generate an order number, if required.
Order Status	The order status. This value is set by Store Manager. Values include Open, Released, Shipped, Completed.
Supplier Order No.	The supplier's order number, if applicable.
Order Date	The date the purchase order was created.
Date Required	The date the items are required by the purchase order recipient.
Delivery Status	The delivery status. This value is set by Store Manager. Values include Open, Partial, and Completed.
Invoice Status	The invoice status. This value is set by Store Manager.

Field	Description
	Values include Open, Partial, and Completed.
Reference	Reference information related to the purchase order.
Date Placed	The date the purchase order was placed.
Matrix Layout	Select this option if you want to add matrix items to the purchase order. If this option is selected, on the **Items** tab you can then add matrix items: a. Click **Add**. b. From **Type**, select **Matrix**. c. From **Code**, click **Browse**, select the matrix item, and click **OK**. d. Click **Save And Close**. The **Matrix Item** dialog displays:
Supplier	The supplier providing the items in the purchase order.

Field	Description
	Click the **Browse** icon next to the **Supplier** field, select the supplier from the list, and click **OK**. The supplier's name and address are automatically added below.
Ship To	The recipient of the items in the purchase order: ■ Store ■ Customer If you select **Customer**, click the **Browse** icon, select the customer from the list, and click **OK**. The store or customer's name and address are automatically added below.
Purchaser	The person who requested or authorized the purchase order, if applicable.
Requisitioner	The person who requested or authorized the purchase order, if applicable.
Terms	The payment terms for the invoice, if applicable. **Note:** You set up payment terms in **Setup | Inventory/Purchasing | Payment Terms**.
Invoice Discount	The discount on the invoice items, if applicable. Select one of the following:

Field	Description
	Nil: No discount. **Amount:** Enter the dollar amount of the discount. **Percent:** Enter the percent discount.
Shipping Methods	The shipping method to use, if applicable. **Note:** You set up shipping methods in **Setup | Inventory/Purchasing | Shipping Methods**.
FOB point/Freight	Enter the free on board (FOB) designation in the first field. This indicates who has ownership of the items during shipment. In the second field, enter who is paying for shipping. It is typically prepaid or collect.
Currency/Rate	The currency and rate associated with the Shipping Method.
Min. Order Value	The minimum order amount required by the supplier. The Min. Order Value is red if the amount of the purchase order does not meet the supplier's minimum order amount. **Note:** You set up the minimum order amount in **Inventory/Purchasing | Suppliers** on the **Purchase** tab.

Field	Description
Comment	Comments related to the purchase order, invoice, or shipment.

5. On the **Items** tab, add the items that you want to purchase.

Button	Description
Add	Click **Add** to add an item to the purchase order. a. Click the **Browse** icon beside the **Code** field and search for the item by lookup code or alias. b. In the **Details** field, enter any details about the order of this item. c. In the **Quantity** field, enter the quantity of the item being ordered. d. Enter an **Order Number**, if required. e. Enter a different **Unit Cost**, if required. f. Enter a **Line Discount**, if required. **Note:** You can also add discounts using the **Formula** button. g. From **Tax Code**, select any applicable taxes.

Button	Description
	h. Click **Save And Close**.
Edit	Select a line and click **Edit** to edit the line item.
Delete	Select a line and click **Delete** to delete the line item from the purchase order.
Quick Scan	Click **Quick Scan** to add an item to the purchase order by scanning it.
Formula	Click **Formula** to set discounts on line items (by amount or percentage). You can save the discounts for a specific period of time. You can also apply discounts to selected line items or to all line items in the purchase order.
Show Details	Click **Show Details** to show or hide the details panel to the right. Use the drop-down list to view Ordering Guidance, Sales History, Order History, or KPI data for the selected line item.

6.   On the **Charges** tab, add any charges that apply, such as shipping charges.

Button	Description
Add	Click **Add** to add charges to the transfer order. a. Click the **Browse** icon beside the **Code** field

Button	Description
	to select the charges.
	b. In the **Details** field, enter any details about the charges.
	c. In the **Quantity** field, enter the quantity of the charges being applied.
	d. Enter an **Order Number**, if required.
	e. Enter a **Unit Price** for the charges.
	f. From **Tax Code**, select any applicable taxes.
	g. Click **Save And Close**.
Edit	Select a line and click **Edit** to edit the charges.
Delete	Select a line and click **Delete** to delete the charges from the purchase order.

7.   Click **Save and Edit**.

8.   Click **Print** or **E-mail** to print or e-mail the purchase order.

9.   Click **Release** to release the purchase order.

10. Click **OK** to confirm that you want to release the purchase order. The **Order Status** changes to **Released**.

 Receiving purchase orders

1.   Click **Inventory/Purchasing**.

2.   Click **Purchase Orders**.

3.   Double-click the purchase order.

4.   Click **Receive**.

5.   Do one of the following:

- If you only received a portion of the order and the order is small:

  a.   On the **Items** tab, in the **Qty. Rcv** field, enter the quantities that you received for each item in the shipment. Enter zero (0) for the items that you did not receive.

  b.   Click **Save And Edit**.

- If you only received a portion of the order and the order is large:

  a.   In the **Functions** area of the ribbon, click **Receive All**.

  b.   Click **OK** to confirm that you want to receive all. Store Manager automatically updates the **Qty. Rcv** for each item with the **Qty Ordered**.

  c.   On the **Items** tab, in the **Qty. Rcv** field, enter zero (0) for the items that you did not receive in this shipment.

  d.   Click **Save And Edit**.

- If you received all items in the order:

  a.   In the **Functions** area of the ribbon, click **Receive All**.

  b.   Click **OK** to confirm that you want to receive all.

  c.   Click **Save And Edit**.

6.   In the **Functions** area of the ribbon, click **Commit**.

7.   Click **OK** to confirm that you want to receive the items and update the database.

8.   If you received all items in the order, you are prompted to complete the delivery. Click **Yes** to complete the delivery.

9.   Click **OK** to print a receipt.

> **Note:** If you only received a portion of the order, the purchase order remains in the Purchase Order list with a **Status** of **Released** and a **Delivery Status** of **Partial**. When you receive the remainder of the order, you can re-open the purchase order and complete the receiving process.

Generating purchase order reports

1.   Click **Reports**.

2.   Click **Active Reports**.

3.   Do one of the following:

- Expand **Custom | Items** and click **Item Quantity List with On Order view**.
- Expand **Custom | Orders** and click one of the following:
  - Custom - Match PO Invoice
  - Inv. Info and Purchase Order Estimation
  - Purchase Order List
- Expand **Standard | Orders** and click **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 to 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.

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[1]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.

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.

Create accounts

Customer purchases on account

Close billing cycle

Generate statements

Print or email statements
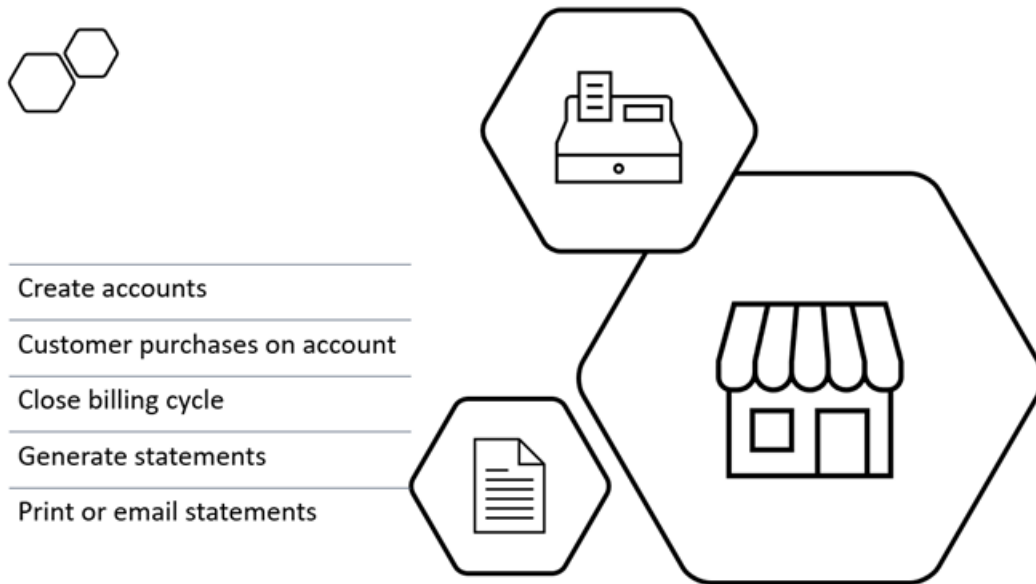
Accounts receivable best practices

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-

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[1]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.

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.

It 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 pur-chases, 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:
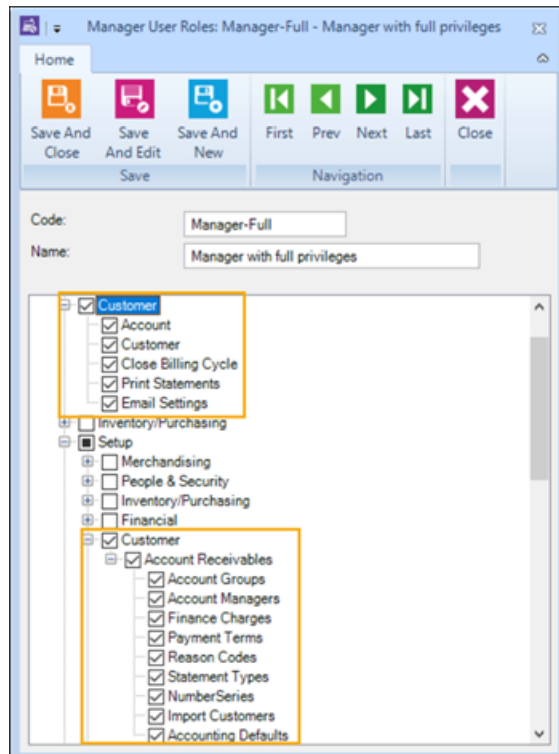
Set up accounts receivable

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 Store Manager.

Refer to Setting up tender types in the Getting Started Guide for more information.

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	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. 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.
Min. Finance Charges	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.
Annual Interest Rate	Enter the annual finance rate for AR accounts. Store

Field	Description
	Manager uses this rate to calculate finance chargers for each billing cycle for accounts that have an outstanding account balance.
	The finance charge on each AR account is calculated as:
	(daily interest rate) * (days overdue) * (chargeable balance)
	Where:
	(daily interest rate) = (annual interest rate / 100) / 365
	(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.
	(chargeable balance) = zero if paid in full before the grace period ends or the average daily account balance during the billing cycle.
	Example:
	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.

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

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	Select one of the following: ■ Closing ■ Invoice 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.
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.

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

8. To edit an existing payment term, select it and click **Edit**.

9. Click **Save And Close**.

Setting up reason codes

To set up reason codes:

1. Click **Setup**.

2. Expand **Customer**.

3. Expand **Account Receivables**.

4. Click **Reason Codes**.

5. Click **New**.

6. 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: ▪ Adjustment ▪ Hold ▪ Reversal

Field	Description
	▪ Unapply

7. To copy an existing reason code, select it and click **Copy**.

8. To edit an existing reason code, select it and click **Edit**.

9. Click **Save And Close**.

Setting up statement types

To set up statement types:

1. Click **Setup**.

2. Expand **Customer**.

3. Expand **Account Receivables**.

4. Click **Statement Types**.

5. Click **New**.

6. 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	Select one of the following: • 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. If an account is over its credit limit, Store Manager will not allow any further transactions to be charged to the account.
Application Method	Select one of the following:

Field	Description
	▪ Manual: Manually select the ledger entry to apply the adjustment to. ▪ Apply to oldest: Automatically apply the adjustment to the oldest ledger entry. Whatever you choose is selected by default for adjustments, but you can override the default if desired.

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	

6. On the **Billing** tab, enter the **Closing Day of the Month**. This day is the day you close the billing cycle for accounts.

7. 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.
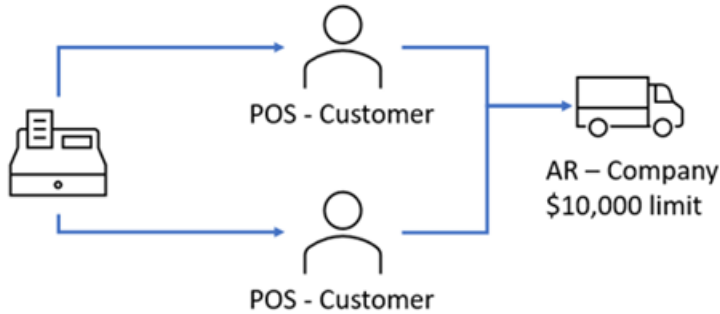
Example of a company account linked to person accounts

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.
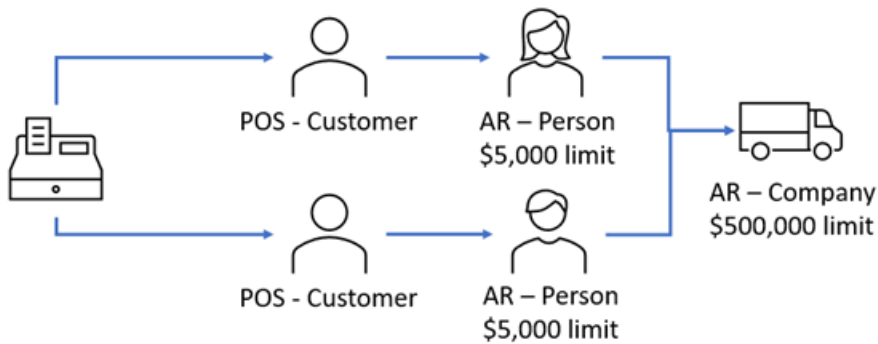
Example of a person account linked to customer accounts

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.
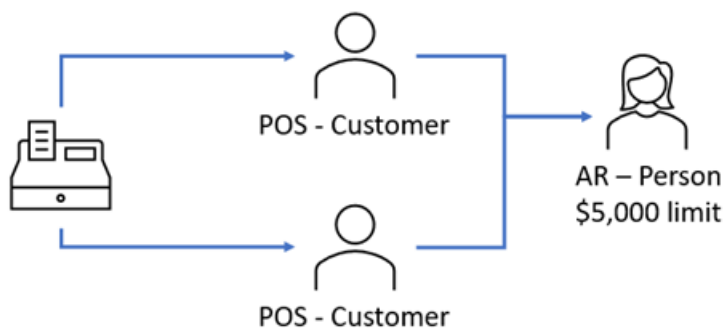
Recommended account set up workflow

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 Store Manager:

1. Click **Customer**.

2. Click **Account**.

3. To add a new account, click **New**.

4. On the **General** tab, enter general information about the account.

   For example:

Field	Description
Number	The account number. Store Manager can automatically generate the account number based on the number series or you can enter account numbers manually. To automatically generate the account number, click **Save And Edit**. **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.
Type	The type of account. Select one of the following: ▪ **Person** ▪ **Company**
Full Name	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.
Job Title	The job title of the account owner.
Company	The full name of the company if the account is a company account.
Name	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.

Field	Description
Role	The role field is read only. It is based on the account type.
Account Group	The account group the account is assigned to. **Note:** Define account groups using **Setup |Customer |Account Receivables |Account Groups**.
Account Manager	The account manager assigned to the account. **Note:** Define account managers using **Setup |Customer |Account Receivables |Account Managers**.
Status	The status of the account. Select one of the following: ▪ **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
	Note: Define payment terms using **Setup |Customer |Account Receivables | Finance Charge**.
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	Select one of the following: ■ **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	The statement type to use for invoices. **Note:** Define statement types using **Setup |Customer |Account Receivables | Statement Types**.
Delivery	The delivery method for invoices. Select one of the following: ■ **Print** ■ **E-Mail**

Field	Description
	Note: Define an standard email message for invoices using **Setup** |**Customer** |**Account Receivables** | **Email Message**.
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 Store Manager:

1. Open the primary AR account.

2. Click **Account** 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.
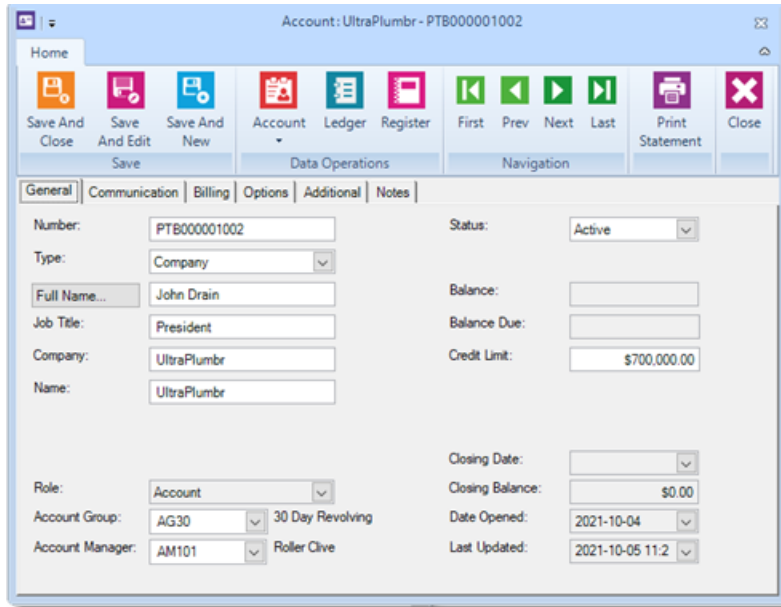
4.   Click **Account** and select **Link**.

5.   Click **New**.

6.   Double-click on a customer account to link it to the AR account.
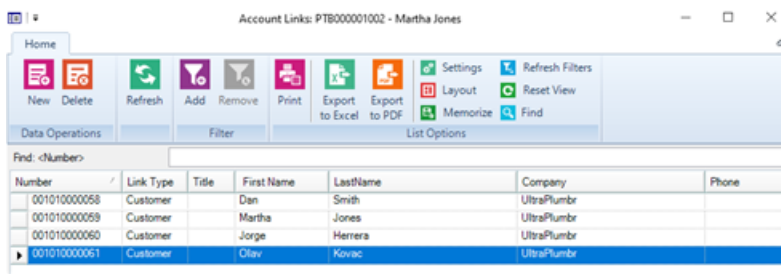
7.   Close the Account Links dialog when you have finished linking all relevant customer accounts.

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.

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...
Adjust all or part of a ledger entry	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	a. Select a ledger entry. b. Click **Apply**. c. Enter a **Reference** code, as required. d. Click **Next**. e. Select the adjustment(s) you want to apply. f. Click **Finish**.
Undo (delete) an adjustment **Note:** You cannot undo entries in a closed billing cycle.	a. Select a ledger entry. b. Click **Entry | Undo**. c. Select the **Undo Reason**. d. Click **Finish**. e. Click **Yes** to confirm you want to undo the adjustment.
Un-apply an adjustment	a. Select a ledger entry. b. Click **Application**. c. Select the entry you want to un-apply. d. Click **Un-apply**.

To do this...	Then do this...
	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 pos-
> sible 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**.

Generating accounts receivable reports

To generate an AR report:

1. Click **Reports**.

2. Do one of the following:

   ▪ Click **Active Reports**, expand **Standard**, and expand **Account Receivables**.

   ▪ Click **Sharp Shooter** and expand **Account Receivables**.

3. Select the report you want to generate.

   The following Active Reports are available to use:

Report Name	Description
AR Details	A list of AR accounts and a list of transactions, payments, and balances.

Report Name	Description
AR Summary	A list of AR accounts and a summary of their current and unpaid balances.

The following Sharp Shooter reporters are available to use:

Report Name	Description
Account List	A list of AR accounts.
Account Receivable Summary	A list of AR accounts and a summary of their current and unpaid balances.
Account Receivable Detailed	A list of AR accounts and a detailed list of transactions, payments, and balances.
Account Balance	A list of AR accounts, their assigned account group, payment terms, finance charges, account manager, and credit limit, and their current balance.
Account Aging	A list of AR accounts, their current balance, balance not due, and unpaid balances that are 30, 60, 90, or over 90 days old.
Account Statement	A list of AR accounts and the statements sent to them for the specific billing cycle.
Payment on Account	A list of AR accounts and payments made on those accounts.

4.   Use the filter to select AR accounts that meet the filter criteria.

5.   Click **Generate**.

> **Note:** For some reports, there is no Generate button. Instead, click E-mail, Print, or Preview.

Hardware

Setting up registers

You need to identify the POS devices connected to each register. You can use the same settings for every register, or you can use different settings at different registers.

1.   Click **Setup**.

2.   Expand **Hardware**.

3.   Click **Register List**.

4.   To add a new register, click **New**.

5.   Use the **General** tab to enter general information about the register.

Section	Field	Description
Register Properties	Register number	A unique number identifying the register.
	Description	A description of the register, e.g. Lane 1.

Section	Field	Description
	Default price level	If your store uses different price levels, use this option to set the default price level to use at this register, e.g., Price A. If a cashier adds an item that does not have the price level defined, POS uses the standard price.
	POS task pad	If your store uses task pads, select the POS task pad assigned to the register. Select **Use Classic View** if you are not using a task pad at the register. The cashier will instead see the custom buttons panel along the right side of the screen.
Default Shipping Information	Default Carrier	If your store uses specific shipping carriers, use this option to set the default carrier to use for sales at this register. **Note:** Define shipping carriers using **Setup** | **Inventory/Purchasing** | **Shipping Carriers**.
	Default Service	If your store only uses specific shipping methods, e.g., standard

Section	Field	Description
		overnight, use this option to set the default service to use for sales at this register. **Note:** Define shipping methods using **Setup |Inventory/Purchasing | Shipping Methods**.
POS Profile	POS Profile	If your store uses POS profiles to configure additional POS settings (e.g., Weights and Measures, idle logoff time, AR Info tab) select the POS profile assigned to the register.

6. Use the **Receipt Printer** tabs to set up the printer and receipt defaults.

Field	Description
Sales Receipts	Select one of the following options: ▪ **Do not print receipt:** No sales receipts will be printed at this register. ▪ **Print automatically after each transaction:** Sales receipts will print for every transaction at this register. ▪ **Print only after asking cashier:** For every transaction at this register the cashier will be

Field	Description
	prompted to ask the customer if they want a printed receipt or not. If you select this option, the change due for cash transactions will also display in the receipt prompt dialog. This helps cashiers provide change while at the same time asking the customer if they want a receipt for their transaction.
Gift Receipts	Select one of the following options: ■ **Do not print receipt:** No gift receipts will be printed at this register. ■ **Print automatically after each transaction:** Gift receipts will print for every transaction at this register. ■ **Print only after asking cashier**: For every transaction at this register the cashier will be asked if they want to print a gift receipt or not.
Printer Type	Select one of the following: ■ WindowsOPOS
Device Name	The device name for the Printer Type you selected.
Journal receipts from this printer	Select this option if you want RMH Store Manager to journal (i.e., keep all copies of) receipts for this

Field	Description
	register.
Receipt format	Select the receipt format.

7. If an electronic scale is connected to the register, use the **Scale** tab to set it up.

Field	Description
Scale is enabled for this register	Select this option to enable the scale to communicate with POS.
OPOS device name	The device name for the scale.
Time out	The maximum amount of time that POS will wait to receive a weight from the scale.
Maximum scale capacity	If required for Weights and Measures Certification, enter the maximum scale capacity.
Asynchronous mode	If the scale supports it, select this option to enable asynchronous mode. In asynchronous mode, when a cashier scans or looks up a weighted item at the register they are prompted to put the item on the scale. The register automatically reads the weight from the scale and after the cashier confirms the weight it is added to the transaction. If the scale does not support asynchronous mode, or if asynchronous mode is disabled, the cashier must put the item on the scale

Field	Description
	before they can scan or look up the item.

8. If an electronic scanner is connected to the register, use the **Scanner** tab to set it up.

Field	Description
Scanner is enabled for this register	Select this option to enable the scanner to communicate with POS.
OPOS device name	The device name for the scanner.

9. If an electronic cash drawer is connected to the register, use the **Cash Drawer** tabs to set it up.

Field	Description
Cash drawer is enabled for this register	Select this option to enable the cash drawer to communicate with POS.
OPOS device name	The device name for the cash drawer.
Wait for drawer close	Select this option if you want to force the cashier to close the cash drawer before starting a new transaction.
Time out	The maximum amount of time that POS will wait for a

Field	Description
	cash drawer to be closed before sounding an alarm.

10. If an electronic pole display is connected to the register, use the **Pole Display** tab to set it up.

Field	Description
Pole display is enabled for this register	Select this option to enable the pole display to communicate with POS.
OPOS device name	The device name for the pole display.
Pole display message	The pole display message you want to display at this register. **Note:** Set up pole display messages in **Setup** | **Hardware** | **Pole Display Messages**.

11. If a separate monitor is connected to register to display advertisements or Web pages, use the **Net Display** tab to set it up.

Field	Description
Net display is enabled for this register	Select this option to enable the net display monitor to communicate with POS.
Net display channel	The net display channel you want to display at this

Field	Description
	register.
	Note: Set up net display channels in **Setup** | **Hardware** | **Net Display Channels**.
Show receipt on net display	Select this option to display the customer's transaction receipt on the net display monitor, and to determine the position of the receipt on the monitor in relation to the channel content.

12. To copy an existing register, select it and click **Copy**. You must enter a unique **Register number**, but all other values are copied.

13. To edit an existing register, select it and click **Edit**.

14. Click **Save And Close**.

Setting up pole display messages

Stores that have electronic pole displays connected to their registers can set up different messages to show on the pole display screens. Setting up pole display messages is a two-step process:

1. Set up the pole display message(s). Each message can contain up to two lines of text.

2. Enable pole display for the register(s) and select the pole display message(s).

To add pole display messages at POS registers:

1. Click **Setup**.

2. Expand **Hardware**.

3. Click **Pole Display Messages**.

4. Do one of the following:

   ▪ Double-click an existing pole display message to open and edit it; or

   ▪ Click **New** and create a new pole display message.

5. In the **Message Description**, enter a name for the pole display message such as Loyalty Message. This name is used to select which pole display message to display when you set up the register.

6. For either **Line 1** or **Line 2**:

   a. Enter the **Message** that you want to display in the line. Leave the Message blank if you want to display the date and time in the line.

   > **Note:** The best practice is to limit the message to 100 characters.

   b. For **Effect**, select **None**, **Blink**, or **Scroll**.

   > **Note:** You can only select one effect per message. If you select None, the message remains stationary on the pole display and if the message exceeds the display limit it will be truncated.

   c. Use **Timing** to control the speed of the Blink or Scroll effect. The lower the number, the faster the speed.

   d. If you want to display the date and time in the line, ensure the Message field is blank ad select **Format as Date / Time**.

7. Check the preview to confirm that the messages and effects are set up to your sat-
    isfaction.
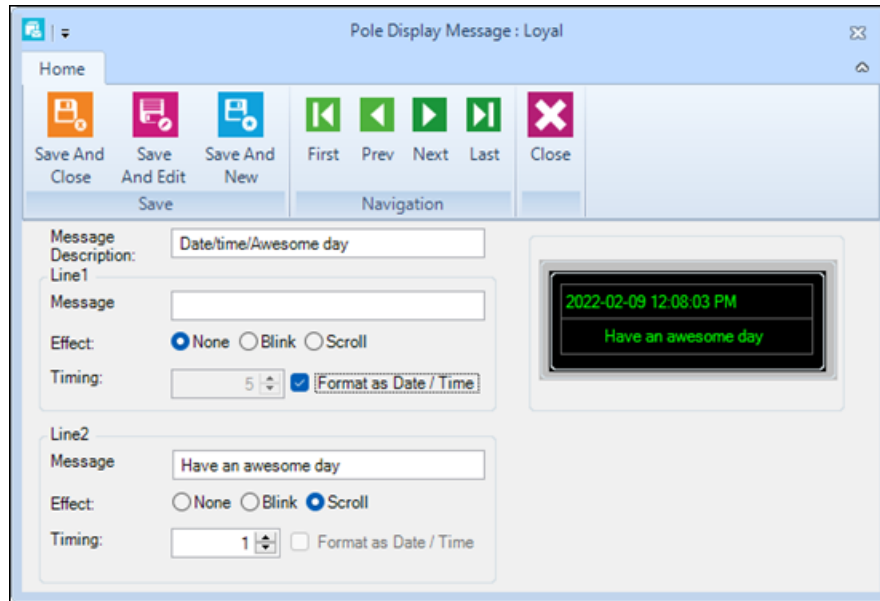
8. Click **Save And Close**.

9. Under **Setup** | **Hardware**, click **Register List**.

10. Do one of the following:

    ▪ Double-click an existing register to open and edit it; or

    ▪ Click **New** and create a new register.

11. On the **Pole Display** tab, select **Pole display is enabled for this register**.

12. From **OPOS device name**, enter the name of the pole display device.

13. For **Pole display message**, click the **Search** icon, select the appropriate pole dis-
    play message, and click **OK**.

14. Click **Save And Close**. The pole display message is now enabled for the register.

Setting up net display channels

Stores that have an second monitor connected to their registers can use net display channels to web sites, item pictures, and receipts on the second monitor. Setting up net display channels is a two-step process:

1. Set up the net display channel(s).

2. Enable net display for the register(s) and select the net display channel(s).

> **Pre-requisites:** To use net display channels you must have two monitors connected to the register, and the computer must be configured to extend the display to the second monitor. If you want to display web sites on the second monitor the computer must have access to the Internet.

To set up net display channels at POS registers:

1. Click **Setup**.

2. Expand **Hardware**.

3. Click **Net Display Channels**.

4. Do one of the following:

   ▪ Double-click an existing net display channel to open and edit it; or

   ▪ Click **New** and create a new net display channel.

5. For new net display channels, in the **Channel Name** field, enter a name for the channel.

6. To add a web site to the net display channel:

   a. Click **New**.

b. In the **URL** field, type or paste the web address, such as http://rmhpos.com.

c. Select the URL and click **Preview** to confirm that the web address is correct.

d. In the **Seconds** field, enter the number of seconds the web site should display.

7. Repeat the previous step to add more web sites, if desired. To change the order in which the web sites are displayed, select a web site and move it up or down in the list using the **Move Up** or **Move Down** buttons.

8. If you added pictures for most items in your store (in Merchandising | Items | Special), select **Display each item's picture as it is rung up** to display those pictures on the second monitor.

9. Click **Save And Close**.

10. Under **Setup | Hardware**, click **Register List**.

11. Do one of the following:

   ▪ Double-click an existing register to open and edit it; or

   ▪ Click **New** and create a new register.

12. On the **Net Display** tab, select **Net display is enabled for this register**.

13. For **Net display channel**, click the **Search** icon, select the appropriate net display channel, and click **OK**.

14. To display receipts on the second monitor, select **Show receipt on Net Display** and then select the placement of the receipt on the monitor:

- Left

- Right

- Bottom

- Top

15. Click **Save And Close**. The net display channel is now enabled for the register.

Setting up receipt formats

You must create at least one receipt format for each store. The receipt format identifies which receipt templates to use when printing receipts for the different types of transactions entered into POS (Sales, Cancelled, Layaway, Payment, Pay Out, Cash Drop, Quote, or Work Order). The receipt format also identifies the receipt template to use when printing the Z and ZZ reports (Report). A receipt format must be assigned to each of the register(s) used in the store.

You can customize the receipt templates. For example, you can add the store logo, show or hide specific sections, add custom messages, change the font, and more.

1. Click **Setup**.

2. Expand **Hardware**.

3. Click **Receipt Formats**.

4. Click **New**.

5. Enter a **Title** and **Description**.

6. In the **Receipt and report templates** section, click the **Browse** icon beside a transaction type, such as Sales.

7. Go to **C:\Program Files (x86)\Retail Hero\RMH Store Man-
   ager\ReceiptTemplates**.

8. Select the receipt template.

   ▪ You can use **receipt.xml** for all transaction types, such as **Sales**, **Cancelled**,
     Layaway, **Payment**, **Pay Out**, **Cash Drop**, **Quote**, or **Work Order**. This is a
     standard 40-column receipt template.

   ▪ If the store is using the RMH Loyalty Extension, select **Her-
     oPoints40Receipt.xml** for transactions where you want to print loyalty program
     information on the receipt, such as Sales. This is a standard 40-column receipt
     template.

   ▪ If Weights and Measures (WAM) is enabled for POS (under the POS Profile),
     select **WAMReceipt.xml** for transactions where you need to include the store's
     WAM information, such as Sales. This is a standard 40-column receipt template.

   ▪ If you need to print receipts on standard letter/A4 paper, select **fullpage.xml**.
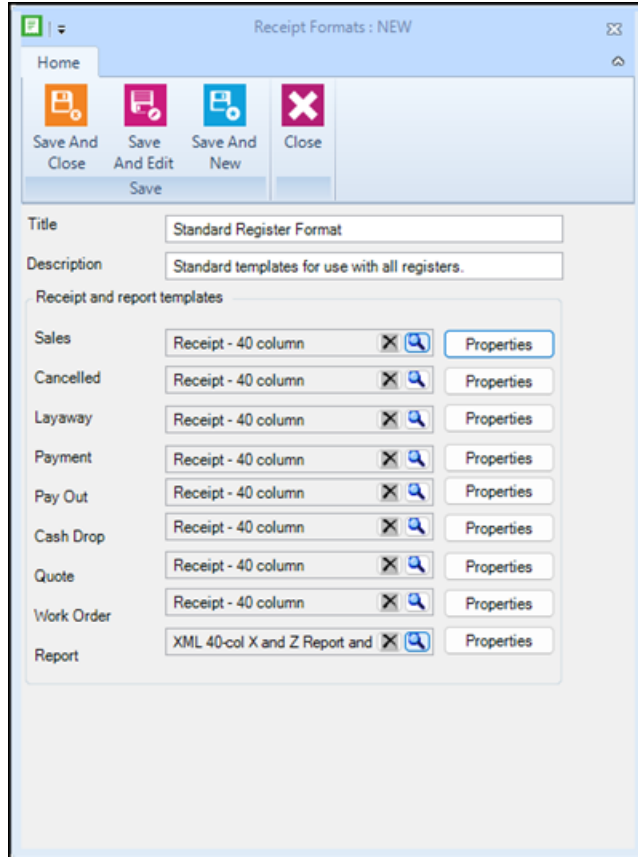
> **Note:** The template must have a **.xml** file extension. You cannot use templates that have another file format, such as .rct.

9. Click **Open**.

10. The message **Would you like to update all transaction types that are currently set to [receipt template]?** may display. Click **Yes** to use the same receipt template for the other transaction types. Click **No** to only use the receipt template for the current transaction type.

11. Click the **Browse** icon beside **Report**.

12. Go to **C:\Program Files (x86)\Retail Hero\RMH Store Manager\ReceiptTemplates**.

13. Select **XReport.xml**.

> **Warning!** You should always select **XReport.xml** for the **Report** option. This is the receipt template for Z and ZZ reports. If you do not select XReport.xml for the Report option, your Z and ZZ reports will not print.

14. Click **Open**.

15. Click **Save and Edit**.

16. Customize the receipt templates as required:

    a. Click **Properties**.

    b. Edit the receipt content and format.

    c. Click **Print** to print a test receipt to see the changes you made to the template.

    d. Click **Save and Close** to save the changes to the existing template. Click **Save As** to save the changes as a new template, e.g., custom.xml.

    e. The message **Would you like to update all transaction types that are currently set to [receipt template]?** may display. Click **Yes** to use the same receipt template for the other transaction types. Click **No** to only use the receipt template for the current transaction type.

17. Click **Save And Close**.

Setting up POS profiles

The best practice is to use POS profiles to control options like how long POS can be idle before users are logged off, whether to show accounts receivable (AR) information, and whether to enable Weights and Measures (WAM) functionality in POS.

1. Click **Setup**.

2. Expand **Hardware**.

3. Click **POS Profiles**.

4. On the **General** tab, select POS display and performance options such as:

   - Idle logoff timeout

   - Separate tab for AR info

   - Enable integrated payment

   - Show item picture in F2 lookup

Field	Description
Code	A unique code, e.g., a number or abbreviation, that identifies the POS profile.
Description	A description of the POS profile.
Idle logoff timeout (Sec)	The number of seconds POS can be idle before the cashier is logged off. Leave the number as 0 if you do not want to set an idle time limit.
Maximum return rows	The maximum number of rows to display on the Item Lookup screen in POS. Leave the number as 0 to display an unlimited number of rows. In stores that have a large number of items, reduce the number of return rows to increase the item lookup speed.
Enable integrated web browser	Enter the web address of the store's preferred web site portal if you want to give cashiers access to the site to look up information online from POS.
Enable line item detail row	Select this option if you want to display an item's extended description under the item description in POS.
Separate tab for AR info	Select this option if you want to display accounts receivable (AR) account information in POS.

Field	Description
Enable integrated payment	Select this option to use an integrated payment system with POS.
Show item picture in F2 lookup	Select this option if you want to include the item picture (if available) when the cashier clicks **Items** | **Lookup Item** or presses **F2** in POS.
Enable sequential payment	Select this option if you have a payment extension that supports sequential payment, and you wish to enable sequential payment at registers that use this POS profile.

5.   On the **Weights and Measures** tab, you can enable or disable WAM functionality in POS.

Field	Description
Enabled	Select this option to enable integrated scales in POS. You must register with Retail Management Hero (RMH) before you enable integrated scales. RMH is currently certified in the UK and the US. Items can still be sold as weighted items without using an integrated scale.
Region	Select the region where the store is registered for WAM.
No. of decimal points	Select the number of decimal points to use when calculating weights and measures. If you are using EAN or UPC, you can use this option to accept quantities with more than two decimal points.
Manufacture Name	(UK customers only) If you are using an older scale, you can manually enter the name of the manufacturer of the scale connected to POS in this field. This name displays on the POS login screen.
Serial Number	(UK customers only) If you are using an older scale , you can manually enter the serial number of the scale connected to POS. This serial number displays on the POS login screen.

Field	Description
Manufacture Year	(UK customers only) If you are using an older scale, you can manually enter the year the scale was manufactured. This manufacture year displays on the POS login screen.

6.   Click **Save And Close**.

7.   Set up registers to use the POS profile. Refer to Setting up registers for more
      information.

Setting up custom POS buttons

Stores have the option to set up custom buttons in POS for common tasks, such as

applying dollar or percent off discounts or tendering common cash denominations such

as 20s, 50s, or 100s. Custom POS buttons display in the **Custom Commands** pane to

the right of the POS window:
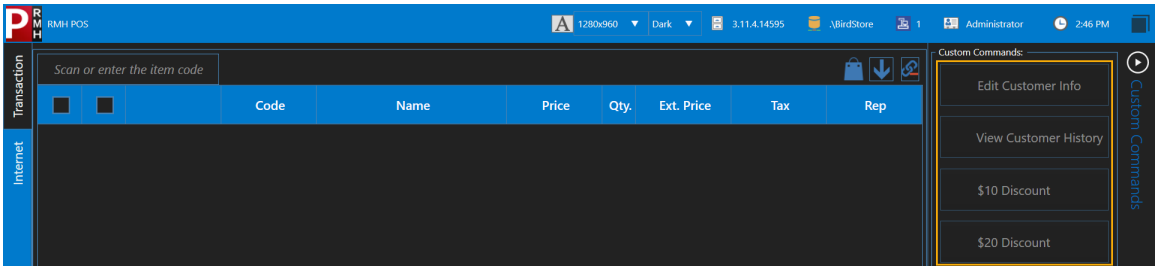
Note: Custom POS buttons display in the Custom Commands pane only if

there is no task pad assigned to the register. If there is a task pad assigned

to the register or user, the task pad displays in the Custom Commands

pane in POS instead of the custom buttons. To save space in the POS

screen, click the arrow to hide the Custom Commands pane when it is not

in use.

To configure custom buttons for POS:

1. Identify the commands that contain the functionality you want to program into the button. Refer to the Commands reference guide for more information.

2. In Store Manager, click **Setup**.

3. Expand **Hardware**.

4. Click **Custom POS Buttons**.

5. Click **New**.

6. For **Number**, enter a number representing the order in which the button should display in the **Custom Commands** pane, with 1 displaying at the top of the pane.

7. From **Style**, select **Internal Command**.

8. For **Caption**, enter the text that you would like to display on the button label, e.g., $10 Discount.

9. If desired, click **Load Image**, select an image to display on the button to the left of the button label, and click **Open**.

10. In the **Command** field, enter the command (or chain of commands) and any relevant command parameters.

    Starting with release 3.11.0 you can program Task Pads or Custom Buttons to execute a chain of commands when the button is clicked by adding a semicolon (;) between commands. For example, you might create a chain of commands to discount a transaction (command 1) and then automatically select a discount reason code (command 2). There is no limit to the number of commands in a chain. However, the commands should be chained together to follow a logical transaction process.

11. If desired, enter a **Description** of the command. This description does not display in POS. It is for reference only within Store Manager.

12. Click **Save And Close**.

Setting up custom POS task pads

Stores have the option to set up task pads with custom buttons in POS for common tasks, such as looking up items. Task pad buttons display in the **Custom Commands** pane to the right of the POS window:
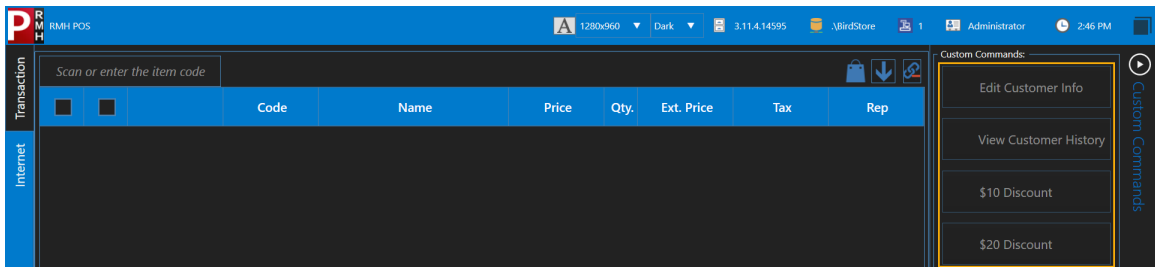
> **Note:** It is also possible to configure custom POS buttons that display in the Custom Commands pane. Custom POS buttons only display if there is no task pad assigned to the register or user. If there is a task pad assigned to the register, the task pad displays in the Custom Commands pane instead of the custom POS buttons.

To configure task pads for POS:

1. Identify the commands that contain the functionality you want to program into the task pad buttons. Refer to the Commands reference guide for more information.

2. In Store Manager, click **Setup**.

3. Expand **Hardware**.

4. Click **POS Task Pads**.

5. Click **New**.

6. Enter a **Name** for the task pad.

7. From **Layout**, select a button layout for the task pad.

8. Click a button in the **Preview**.

9. From **Button Type**, select one of the following:

   ▪ **Command:** Select this option if you want to configure the button to execute a command or chain of commands.

   ▪ **Task Pad:** Select this option if you want to configure the button to launch a task pad. For example, if you run a convenience store and you use touch-screen monitors in POS lanes, you might want to set up task pads for different types of items like soft drinks, snacks, sandwiches, milk, and so on to make it easier to add items to transactions.

10. If you selected **Command**, in the **Command** field, enter the command (or chain of commands) and any relevant command parameters.

    Starting with release 3.11.0 you can program Task Pads or Custom Buttons to execute a chain of commands when the button is clicked by adding a semicolon (;) between commands. For example, you might create a chain of commands to discount a transaction (command 1) and then automatically select a discount reason code (command 2). There is no limit to the number of commands in a chain. However, the commands should be chained together to follow a logical transaction process.

11. If you selected **Task Pad**, click the **Browse** icon next to **Task Pad Name**, select the task pad that you want to launch from the button, and click **OK**.

12. If desired, select a custom color for the button. To do this, click the **Browse** icon next to **Button Color**, select the button color, and click **OK**.

13. For **Caption**, enter the text that you would like to display on the button label, e.g., $10 Discount.

14. If desired, select a custom color for the font. To do this, click the **Browse** icon next to **Font Color**, select the button color, and click **OK**.

15. If desired, select an image to display on the button to the left of the button label. To do this, click the **Browse** icon next to **Image**, select the image, and click **Open**.

16. Click **Save And Close**.

17. Do one of the following:

   - Assign the task pad to a specific user; or
   - Assign the task pad to a specific register or user.

   Refer to "Setting up a user account" and "Setting up registers" in the Store Manager User Guide for more information.

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 ser-vices 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 **Store 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.

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. If SMTP is configured correctly and you want to set up Store Manager to email receipts to customers, select **Use E Receipt** at the top of the dialog.

16. Click **Save And Close**.

Changing the user interface language

The Store Manager and POS application user interfaces have been translated into a number of different languages, including Spanish, French, German, and Swedish. You can easily change the user interface language using Store Administrator.

1. Start **Store Administrator**. The shortcut should be available on your desktop.

2. Click **Configuration**.

3. Click the **Register** 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 the Store Manager and POS applications to see the change in language.
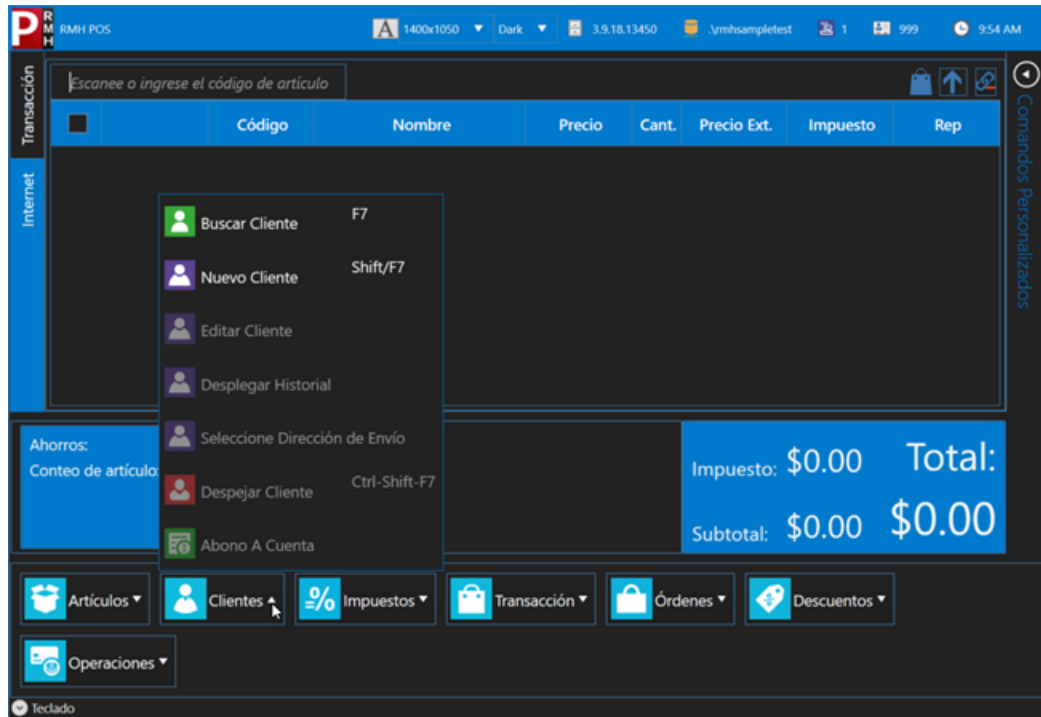
Backing up the store database

You should back up your store database on a regular basis. At a minimum, you should back up your store database once a day. The best practice is to perform back ups after the store has closed. Back up your store database to a non-mechanical drive (e.g., SSD) or to cloud storage. If you are saving backup files to a non-mechanical drive, use at least three different drives in case one of the drives fails or becomes corrupt. Store all backup files off site in a secure location.

> **Note:** Work with your partner to develop a back up plan for your store database. Your partner may be able to provide tools to automate the back up process.

1. In Store Manager, click **Tools**.

2. Click **Backup Database**. The Save As dialog displays.

3. Navigate to the file location where you want to save the backup file, e.g., an external SSD drive.

4. In the **File name** field, enter the file name for the backup, e.g., 01-01-2022.

5. Click **Save**. It may take several minutes for the back up to complete.

Commands reference guide

The following commands can be used to program the functionality of both POS Task Pads and Custom POS Buttons. You must configure Task Pads and Custom Buttons in Store Manager.

Starting with release 3.11.0 you can program Task Pads or Custom Buttons to execute a chain of commands when the button is clicked by adding a semicolon (;) between commands. For example, you might create a chain of commands to discount a transaction (command 1) and then automatically select a discount reason code (command 2). There is no limit to the number of commands in a chain. However, the commands should be chained together to follow a logical transaction process.

Batch Commands

Use batch commands to perform various batch operations, such as entering opening and closing amounts, viewing the X report, printing X, Z, and ZZ reports, and performing a blind closeout.

Command	Description
Batch_CloseCommand	Closes the current batch. This is the same as a blind closeout. No parameters.

Command	Description
Batch_EnterClosingAmountsCommand	Invokes the **Closing Amounts** dialog. No parameters.
Batch_Enter-OpeningAmountsCommand	Invokes the **Opening Amounts** dialog. No parameters.
Batch_PerformBlindCloseoutCommand	Performs a blind closeout. No parameters.
Batch_ViewXReportCommand	Displays the X report. No parameters.

Charge Commands

Use charge commands to add charges to POS transactions.

Command	Description
Charge_AddNoTemplateCommand	Adds a charge without using a charge template (defined in Store Manager under **Setup** | **Inventory/Purchasing** | **Charges**). The command takes an optional parameter of the charge code and price, separated by a pipe (|): {Charge Code}|{Price}. If a parameter is not provided, the command invokes the **Charge Lookup** dia-

Command	Description

	log and prompts for the price.
	
	Example:
	
	Adds charge code and price:
	
	`Charge_AddNoTemplateCommand`
	`"CH|15.10"`

Charge_AddCommand	Adds a charge to the transaction using a charge template (defined in Store Manager under **Setup** | **Inventory/Purchasing** | **Charges**).
	
	The command takes an optional parameter of the charge code and price, separated by a pipe (|): {Charge Code}|{Price}.
	
	If a parameter is not provided, the command invokes the **Charge Lookup** dialog and prompts for the price.
	
	Example:
	
	Adds charge code and price:
	
	`Charge_AddCommand`
	`"CHARG1|15.10"`

Command	Description
	Adds charge code but prompts for the price: `Charge_AddCommand "CHARG1"`

Customer Commands

Use customer commands are used to perform various customer-related operations.

Command	Description
Customer_AddCommand	Adds a customer to the transaction. Requires the mandatory parameter {Customer Account Number}. **Example:** `Customer_AddCommand "000005"`
Customer_ClearCommand	Clears the current customer from the transaction. No parameters.
Customer_DisplayHistoryCommand	Displays a dialog with the current customer's purchase history. No parameters.
Customer_EditCommand	Invokes the **Customer** dialog where you can edit the customer. No parameters.

Command	Description

Customer_LookupCommand	Adds a customer to the transaction.
	
	The command takes an optional parameter of {Customer Account Number}.
	
	If a parameter is not provided, or the customer account number is not found, the command invokes the **Customer Lookup** dialog with a list of customers fitting the search criteria.
	
	Example:
	
	Adds a customer with account number "000005" to the transaction:
	
	`Customer_LookupCommand "000005"`
	
	Invokes the Customer Lookup dialog with the search criteria "Jon":
	
	`Customer_LookupCommand "Jon"`

Customer_NewCommand	Invokes the **Create New Customer Wizard** dialog where you can create a new customer. No parameters.
Customer_Pay-	Invokes the **Account Payment** dialog

Command	Description
mentOnAccountCommand	for the selected accounts receivable customer. No parameters.
Customer_SelectShip- pingAddressCommand	Invokes the **Select Shipping Address** dialog where you can add a shipping address for the selected customer. No parameters.

Discount Commands

Use discount commands to apply various discounts and price levels on the selected item, all items in the transaction, or the entire transaction.

Command	Description
Discount_InvokeDis- countMenuCommand	Invokes the **Discount Menu** dialog. No parameters.
The following commands apply a discount to **all items** that are currently in the transaction. **Note:** Discounts are not applied to items that are added after an all items command is used.	
DiscountAllItems_SetNoDis- countCommand	Removes any discount applied to all items currently in the transaction. No parameters.

Command	Description
DiscountAllItems_SetAmountFromCurrentPriceCommand	Applies a dollar amount discount from the current price to all items currently in the transaction. The command takes an optional parameter {Discount Amount}. If a parameter is not provided, the command invokes the **Discount** dialog and prompts for the dollar amount. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Discount Amount} and {Reason Code} must be separated by a pipe (|). **Example:** Apply a discount of $10 dollars to the current price for all items currently in the transaction: `DiscountAllItems_SetAmountFromCurrentPriceCommand "10"`

Command	Description
	Apply the RC01 reason code: `DiscountAllItems_SetAmountFromCurrentPriceCommand "10|RC01"`
DiscountAllItems_SetPercentFromCurrentPriceCommand	Applies a percentage discount from the current price to all items currently in the transaction. The command takes an optional parameter {Percentage Discount}. If a parameter is not provided, the command invokes the **Discount** dialog and prompts for the percentage. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Percentage Discount} and {Reason Code} must be separated by a pipe (|). **Example:** Apply a 10% discount to the current price

Command	Description

	for all items currently in the transaction:
	
	 `DiscountAllItems_SetPer-`
	`centFromCurrentPriceCommand`
	`"10"`
	
	 Apply the RC01 reason code:
	
	 `DiscountAllItems_SetPer-`
	`centFromCurrentPriceCommand`
	`"10|RC01"`

DiscountAllItems_SetSub-totalAmountCommand	Sets the transaction subtotal amount by proportionally discounting the transaction items. The command takes an optional parameter {Target Subtotal Amount}. If a parameter is not provided, the command invokes the **Discount** dialog and prompts for the dollar amount. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Target Subtotal Amount} and

Command	Description

	{Reason Code} must be separated by a pipe (|).
	
	Example:
	
	Set the subtotal amount to $20 by discounting all items proportionally:
	
	`DiscountAllItems_SetSub-totalAmountCommand "20"`
	
	Apply the RC01 reason code:
	
	`DiscountAllItems_SetSub-totalAmountCommand "20|RC01"`

DiscountAllItems_ SetPriceLevelACommand	Applies Price Level A to all items currently in the transaction. No parameters.
DiscountAllItems_ SetPriceLevelBCommand	Applies Price Level B to all items currently in the transaction. No parameters.
DiscountAllItems_ SetPriceLevelCCommand	Applies Price Level C to all items currently in the transaction. No parameters.
DiscountAllItems_SetPriceLevelDe-faultCommand	Removes the price level from all items currently in the transaction. No parameters.

The following commands apply a discount to the **currently selected item**.

Command	Description
DiscountCurrentItem_SetAmountFromCurrentPriceCommand	Applies a dollar amount discount to the current price for the currently selected item. The command takes an optional parameter {Discount Amount}. If a parameter is not provided, the command invokes the **Discount** dialog and prompts for the dollar amount. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Discount Amount} and {Reason Code} must be separated by a pipe (|). **Example:** Apply a discount of $10 dollars to the current price for the currently selected item: `DiscountCurrentItem_SetAmountFromCurrentPriceCommand "10"`

Command	Description
	Apply the RC01 reason code: `DiscountCurrentItem_SetAmountFromCurrentPriceCommand "10|RC01"`
DiscountCurrentItem_SetNoDiscountCommand	Removes any applied discount from the selected item. No parameters.
DiscountCurrentItem_SetPercentFromCurrentPriceCommand	Applies a percentage discount to the current price for the currently selected item. The command takes an optional parameter {Discount Percentage}. If a parameter is not provided, the command invokes the **Discount** dialog. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Discount Percentage} and {Reason Code} must be separated by a pipe (|). **Example:**

Command	Description
	Apply a 10% discount to the current price for the currently selected item: `DiscountCurrentItem_SetPercentFromCurrentPriceCommand "10"` Apply the RC01 reason code: `DiscountCurrentItem_SetPercentFromCurrentPriceCommand "10|RC01"`
DiscountCurrentItem_SetPercentFromRetailPriceCommand	Applies a percentage discount to the retail price for currently selected item. The commend takes an optional parameter {Discount Percentage}. If a parameter is not provided, the command invokes the **Discount** dialog. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Discount Percentage} and {Reason Code} must be separated by a

Command	Description
	pipe (|).
	Example:
	Apply a 10% discount to the retail price for the currently selected item:
	`DiscountCurrentItem_SetPercentFromRetailPriceCommand "10"`
	Apply the RC01 reason code:
	`DiscountCurrentItem_SetPercentFromRetailPriceCommand "10|RC01"`
DiscountCurrentItem_SetProfitMarginCommand	Sets the profit margin for the currently selected item.
	The command takes an optional parameter {Profit Margin Percentage}. If a parameter is not provided, the command invokes the **Discount** dialog.
	Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is

Command	Description
	applied automatically to the item or transaction. The {Profit Margin Percentage} and {Reason Code} must be separated by a pipe (|).
	Example:
	Sets a 10% profit margin for the currently selected item:
	`DiscountCurrentItem_ SetProfitMarginCommand "10"`
	Apply the RC01 reason code:
	`DiscountCurrentItem_ SetProfitMarginCommand "10|RC01"`
DiscountCurrentItem_ SetPriceLevelACommand	Applies Price Level A to the currently selected item. No parameters.
DiscountCurrentItem_ SetPriceLevelBCommand	Applies Price Level B to the currently selected item. No parameters.
DiscountCurrentItem_ SetPriceLevelCCommand	Applies Price Level C to the currently selected item. No parameters.
DiscountCurrentItem_	Removes any Price Level from the cur-

Command	Description
SetPriceLevelDefaultCommand	rently selected item. No parameters.

Use following commands to apply a discount to **all items that are currently in the transaction or will be added later**.

Command	Description
DiscountTransaction_SetNoDiscountCommand	Removes the transaction discount. No parameters.
DiscountTransaction_SetFromMinimumPriceCommand	Applies a percentage discount to the minimum price for the transaction. The command takes an optional parameter {Discount Percentage}. If a parameter is not provided, the command invokes the Discount dialog. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Discount Percentage} and {Reason Code} must be separated by a pipe (|). **Example:** Apply a 10% discount to the minimum

Command	Description

	price for the transaction:
	
	`DiscountTransaction_SetFromMin-imumPriceCommand "10"`
	
	Apply the RC01 reason code:
	
	`DiscountTransaction_SetFromMin-imumPriceCommand "10|RC01"`

DiscountTransaction_SetFromRe-tailPriceCommand	Applies a percentage discount to the retail price for the transaction. The command takes an optional parameter {Discount Percentage}. If a parameter is not provided, the command invokes the Discount dialog. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Discount Percentage} and {Reason Code} must be separated by a pipe (|). **Example:**

Command	Description

	Apply a 10% discount to the retail price for the transaction:
	
	`DiscountTransaction_SetFromRetailPriceCommand "10"`
	
	Apply the RC01 reason code:
	
	`DiscountTransaction_SetFromRetailPriceCommand "10|RC01"`

DiscountTransaction_ SetMarkupFromCostCommand	Sets the transaction markup from cost. The command takes an optional parameter{Markup Percentage}. If a parameter is not provided, the command invokes the Discount dialog. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Markup Percentage} and {Reason Code} must be separated by a pipe (|). **Example:**

Command	Description

	`DiscountTransaction_ SetMarkupFromCostCommand "10"`
	
	Apply the RC01 reason code:
	
	`DiscountTransaction_ SetMarkupFromCostCommand "10|RC01"`

DiscountTransaction_SetProfitMar-ginCommand	Sets the transaction profit margin. The command takes an optional parameter {Profit Margin Percentage}. If a parameter is not provided, the command invokes the Discount dialog. Starting with release 3.11.12, the command also takes an optional parameter {Reason Code}. If the {Reason Code} parameter is provided the reason code is applied automatically to the item or transaction. The {Profit Margin Percentage} and {Reason Code} must be separated by a pipe (|). **Example:** `DiscountTransaction_`

Command	Description

	`SetProfitMarginCommand "10"`
	
	 Apply the RC01 reason code:
	
	 `DiscountTransaction_ SetProfitMarginCommand "10|RC01"`

DiscountTransaction_ SetPriceLevelACommand	Sets the transaction price level to Price Level A. No parameters.
DiscountTransaction_ SetPriceLevelBCommand	Sets the transaction price level to Price Level B. No parameters.
DiscountTransaction_ SetPriceLevelCCommand	Sets the transaction price level to Price Level C. No parameters.
DiscountTransaction_ SetPriceLevelDefaultCommand	Removes the transaction price level. No parameters.

Cash Drawer Commands

Use the cash drawer commands to perform cash drops and pay outs from the cash drawer.

Command	Description
Drawer_CashDropCommand	Initiates a cash drop and invokes the **Drop** dialog. No parameters.

Command	Description
Drawer_CashPayOutCommand	Performs a pay out and invokes the Pay Out dialog. No parameters.

Item Commands

Use item commands to perform various item functions, such as adding an item to a transaction, deleting an item from a transaction, and so on.

Item_AddCommand	Adds an item to a transaction. The command takes a parameter {Item Lookup Code}. **Example:** Adds an item with the item lookup code 12345678 to the transaction: `Item_AddCommand "12345678"`
Item_AddCommentCommand	Adds a comment to the currently selected item. The command takes an optional parameter {Comment Text}. If a parameter is not provided, the command invokes the **Item Comment** dialog.

	Example:
	
	`Item_AddCommentCommand "My com-`
	`ment on this item"`

Item_ClearAllCommand	Clears all items in the transaction. No parameters.

Item_DeleteCommand	Deletes an item from the transaction.
	
	The command takes a parameter {Item Lookup Code}.
	
	If a parameter is not provided, the command deletes the selected item(s).
	
	Example:
	
	Deletes item 12345678 from the transaction, if found:
	
	`Item_DeleteCommand "12345678"`
	
	Deletes the currently selected item(s) from the transaction:
	
	`Item_DeleteCommand`

Item_DuplicateCommand	Duplicates an item in the transaction.

	The command takes a parameter {Item Lookup Code}.
	
	 If a parameter is not provided, the commnd duplicates the selected item.
	
	 Example:
	
	 Duplicates item 12345678 in the transaction, if found:
	
	 `Item_DuplicateCommand "12345678"`
	
	 Duplicates the currently selected item in the transaction:
	
	 `Item_DuplicateCommand`

Item_InvokeItemActionsDialogCommand	Invokes the **Item Action** dialog for the selected item. No parameters.
Item_InvokeItemPriceCheckerDialogCommand	Invokes the **Item Price Checker** dialog in POS. **Note:** The Item Price Checker dialog can only be used to check prices for standard items. It cannot be used to check prices for matrix,

	lot matrix, or assembly items. The command takes an optional parameter {ON}. If the parameter is provided, the Item Price Checker dialog will display on net display if net display is enabled for the register. If the parameter is not provided, the dialog will not display on net display. **Example:** Displays the dialog on net display if net display is enabled for the register: `Item_InvokeItemPriceCheck-erDialogCommand ON`
Item_LookupCommand	Invokes the **Item Lookup** dialog. The command takes an optional parameter{Search Criteria}, which may be a combination of item lookup code, description etc. If a parameter is not provided, the command invokes the **Item Lookup** dialog without any search criteria.

	Example: Invokes the Item Lookup dialog with search criteria "123 My": `Item_LookupCommand "123 My"`
Item_LookupDepCatCommand	Initiates item department or category lookup. The command takes an optional parameter {Search Criteria} which may be a department or category name, or a combination of both. If both a department and category name are in search criteria, separate them with a forward slash (/). **Example:** Initiates item search for department or category "Camping": `Item_LookupDepCatCommand "Camping"` Initiates item search by department and category "Clothing/Boys":

	`Item_LookupDepCatCommand "Cloth-ing/Boys"`

Item Tax Commands

Use item tax commands to change item taxes.

Command	Description
ItemTax_SetDestinationTaxCommand	Applies the destination tax based on the shipping address. No parameters.
ItemTax_SetNoItemTaxForTransactionCommand	Makes the transaction tax free. No parameters.
ItemTax_SetForCurrentItemCommand	Invokes the **Select Tax** dialog for the currently selected item. No parameters.
ItemTax_SetForTransactionCommand	Invokes the **Select Tax** for the transaction. No parameters.
ItemTax_ToggleForItemCommand	Toggles item tax on/off for the selected item(s). No parameters.
ItemTax_ToggleForTransactionCommand	Toggles the transaction item tax on/off. No parameters.

Security Commands

Use the security command to invoke perform a cashier override.

Command	Description
Security_ChangeUserCommand	Logs out the current user and Invokes the Login dialog. Takes no parameter.

Order Commands

Use the order commands for functionality related to work orders, back orders, lay-aways, and quotes.

Command	Description
Order_AddCommentCommand	Adds a comment to an order. The command takes an optional parameter {Comment Text}. If a parameter is not provided, the commend invokes the **Order Comment** dialog. **Example:** `Order_AddCommentCommand "Order comment"`
Order_DepositCommand	Invokes the **Enter Deposit** dialog. No parameters.

Command	Description
Order_OverrideDepositPercentageCommand	Overrides the order deposit with a percentage of the order total. The command takes a parameter {Deposit Percentage}. **Usage:** Override the order deposit with 10% of order total: `Order_OverrideDepositPercentageCommand "10"`
Order_OverrideDepositAmounCommand	Overrides the order deposit with an amount. The command takes a parameter {Deposit Amount}. **Example:** Override the order deposit with an amount of $100: `Order_OverrideDepositAmountCommand "100"`

Command	Description
Order_ChangDueDateCommand	Invokes the **Order Due Date** dialog. No parameters.
WorkOrder_RecallCommand	Invokes the **Recall Work Order** dialog where you can select a work order. No parameters.
Quote_RecallCommand	Invokes the **Recall Quote** dialog where you can select a quote. No parameters.
BackOrder_RecallCommand	Invokes the **Recall Back Order** dialog where you can select a back order. No parameters.
Layaway_RecallCommand	Invokes the **Recall Layaway** dialog where you can select a layaway. No parameters.
Layaway_PaymentCommand	Initiates the payment on layaway process. No parameters.

Reason Code Commands

Use the reason code commands to apply reason codes to items and transactions.

Command	Description
ReasonCode_	Applies a reason code to the currently

Command	Description
SetReasonCodeForCur-rentItemCommand	selected item. The command takes a parameter {Reason Code}. **Example:** Apply the RMI01 reason code to the selected item: `ReasonCode_SetReasonCodeForCur-rentItemCommand "RMI01"`
ReasonCode_ SetReasonCodeForItemCommand	Applies a reason code to an item, using the transaction item key and the reason code. **Example:** Apply the RC01 reason code to an item with the item key "2": `ReasonCode_ SetReasonCodeForItemCommand "2|RC01"`
ReasonCode_ SetReasonCodeForTrans-actionCommand	Applies a reason code to the transaction. The command takes a parameter

Command	Description
	{Reason Code}.
	Example:
	Apply the RMI01 reason code to the transaction:
| | ```
ReasonCode_
SetReasonCodeForTrans-
actionCommand "RMI01"
``` |
ReasonCode_ SetReasonCodeForAllItem-sCommand	Applies a reason code to all items in the transaction.
	The command takes a parameter {Reason Code}.
	Example:
	Apply the RMI01 reason code to all items in the transaction:
| | ```
ReasonCode_
SetReasonCodeForAllItem-
sCommand "RMI01"
``` |

Receipt Printing Commands

Use these commands for receipt printing.

Command	Description
Receipt_PrintXReportCommand	Prints the X report. No parameters.
Receipt_PrintZReportCommand	Prints the Z report. No parameters.
Receipt_PrintZZReportCommand	Prints the ZZ report. No parameters.
Receipt_ReprintCommand	Reprints the last receipt. No parameters.
Receipt_ReprintGiftCommand	Reprints the last receipt as a gift receipt. The receipt template must be configured to contain a gift receipt section. No parameters.
Receipt_ReprintWithTemplateCommand	Initiates the process of reprinting the last receipt using a different template. No parameters.
Receipt_PreviewCommand	Previews the receipt. The command takes a parameter {"Printer1"} or {"Printer2"} to select which printer to preview. The specified printer to be configured to use a receipt template. **Example:**

Command	Description

	Preview the receipt for Printer1:
	
	`Receipt_PreviewCommand`
	`"Printer1"`

Receipt Message Commands

Use receipt message commands to set or clear custom session variables used in the receipt template to print custom messages. Requires a customized receipt template which takes advantage of these functions.

Command	Description

ReceiptMessage_RemoveCus-tomMessageCommand	Clears custom message from a receipt session variable.
	
	The command takes a parameter {Session Variable Number.}
	
	Example:
	
	Clears session variable1:
	
	`ReceiptMessage_RemoveCus-`
	`tomMessageCommand "1"`

ReceiptMessage_SetCus-tomMessageCommand	Sets a custom message to a session variable for printing on the receipt. The command takes the parameters

Command	Description

	{Session Variable Number} and a {Value} separated by a pipe (|).
	
	Example:
	
	Sets session variable 1 to "My Message":
	
	`ReceiptMessage_SetCus-`
	`tomMessageCommand "1|My mes-`
	`sage"`

Sales Representative Commands

Use sales representative commands to set (or clear) sales representatives for items or transactions.

Command	Description
SalesRep_SetForCur-rentItemCommand	Applies a sales representative to the currently selected item. The command takes an optional parameter {Sales Representative Number}. If a parameter is not provided, or the number is not found, the command Invokes the **Sales Rep Lookup** dialog where you can select a sales rep-

Command	Description

	resentative.
	
	Example:
	
	Apply the sales representative "001" to the currently selected item:
	
	`SalesRep_SetForCur-`
	`rentItemCommand "001"`

SalesRep_SetForTrans-actionCommand	Applies a sales representative to the transaction.
	
	The command takes an optional parameter {Sales Representative Number}.
	
	If a parameter is not provided, or the number is not found, the command Invokes the **Sales Rep Lookup** dialog where you can select a sales rep-resentative.
	
	Example:
	
	Apply the sales representative "002" to the transaction:
	
	`SalesRep_SetForTrans-`
	`actionCommand "002"`

Command	Description
SalesRep_ClearFromCur-rentItemCommand	Removes the assigned sales rep-resentative from the currently selected item. No parameters.
SalesRep_ClearFromTrans-actionCommand	Removes the assigned sales rep-resentative from the transaction. No parameters.

Tendering Commands

Use the tendering commands to initiate functions related to transaction tendering. Is used in the same way as Transaction_InvokeTenderDialogCommand.

Command	Description
Tender_BeginCommand	Initiates the tendering process.
Tender_FixedAmountCommand	Tenders a specific tender type (by tender code) with a specified amount. The command takes two parameters {Tender Code} and {Decimal Amount} separated by a pipe (|). **Example:** Tender a transaction using tender type CSH with an amount $10.25;

Command	Description
	`Tender_FixedAmountCommand "CSH|10.25"` Starting with release 3.11.20, this command executes the Loyalty program, if applicable, so customers can earn or redeem points on the transaction. The command also opens the Tender Dialog because, at the time the command is executed, the amount of the Loyalty discount is not known.
Transaction_ExactTender-AmountCommand	Tenders a specific tender type (by tender code) with the exact total amount. The command takes a parameter {TenderCode}. **Example:** Tenders a transaction for the exact total amount using tender type CSH: `Transaction_ExactTender-AmountCommand "CSH"` Starting with release 3.11.20, this com-

Command	Description
	mand executes the Loyalty program, if applicable, so customers can earn or redeem points on the transaction.

Time Clock Command

Use this command to display the Time Clock screen.

Command	Description
TimeClock_InvokeDialogCommand	Displays the Time Clock screen. No parameters.

Transaction Commands

Use these commands to manage the transaction flow.

Command	Description
Transaction_CancelTrans-actionCommand	Cancels the transaction and controls whether the application is closed or not. The command takes the optional parameters {True} or {False} or blank. **Example:** Cancel the transaction and close the application:

Command	Description

	`Transaction_CancelTransactionCommand "True"`
	
	Or:
	
	`Transaction_CancelTransactionCommand`
	
	Cancel the transaction and do not close the application:
	
	`Transaction_CancelTransactionCommand "False"`

Transaction_ChangeToLayawayCommand	Changes the transaction to a layaway. No parameters.
Transaction_ChangeToQuoteCommand	Changes the transaction to quote. No parameters.
Transaction_ChangeToWorkOrderCommand	Changes the transaction to work order. No parameters.
Transaction_AddCommentCommand	Adds a comment to the transaction . The command takes an optional parameter {Comment Text}. If a parameter is not provided, the com-

Command	Description

	mand invokes the **Transaction Comment** dialog.
	
	Example:
	
	`Transaction_AddCommentCommand`
	`"Comment text"`

Transaction_SetReturnModeCommand	Changes the transaction to return transaction. No parameters.
Transaction_SetSalesModeCommand	Changes the transaction from return to sale. No parameters.
Transaction_SetOnHoldCommand	Puts the current transaction on hold. No parameters.
Transaction_InvokeTender-DialogCommand	Invokes the **Tender** dialog and initiates the tendering process. No parameters. Similar to Tender_BeginCommand.
Transaction_NetDisplayCommand	Toggles net display on/off. Net display must be enabled in Store Manager. The command takes the parameters {ON} or {OFF}. If a parameter is not provided, the command toggles the net display on/off.

Command	Description

	Example:
	
	 Turn on net display:
	
	 `Transaction_NetDisplayCommand` `"ON"`
	
	 Turn off net display:
	
	 `Transaction_NetDisplayCommand` `"OFF"`
	
	 Toggle net display on/off:
	
	 `Transaction_NetDisplayCommand`

Transaction_NoSaleCommand	Performs a no sale transaction. No parameters.
Transaction_RecallForReturnCommand	Initiates the recall for return process. No parameters.
Transaction_RecallForVoidCommand	Initiates the recall for void process. No parameters.
Transaction_RecallFromHoldCommand	Recalls a transaction from hold. No parameters.
Transaction_ToggleReturnModeCom-	Toggles the transaction return mode

Command	Description
mand	on/ff. No parameters.
Transaction_ViewJournalCommand	Displays the journal. No parameters.

Web Browser Command

Use this command to display a URL in the built-in web browser.

Command	Description
WebBrowser_NavigateCommand	Displays a URL (web page) in the built-in browser. The command takes a parameter {URL}. **Example:** `WebBrowser_NavigateCommand "http://www.retailhero.com"`

Custom Action Command

Use this command to enable custom functionality in a POS Extension using a custom button (or a task pad button).

Command	Description
CustomActionCommand	**Example:**

Command	Description
	`CustomActionCommand "param1|param2|param3"`
	Essentially, this command fires up an event in the POS, and passes a parameter to it. Your extension will listen to that event, and when it is fired, check the parameter to see if it is the "own" parameter (which will be processed) or a "foreign" one (which will be ignored). The command/event is available equally to all extensions, so it is important for the extension to distinguish by looking at the parameter.
	Please review the demo project in the SDK:
	C:\Program Files (x86)\Retail Hero\RMH POS\RMH POS SDK\RMHDemoExtension-Native\RMHDemoExtension
	(or the Telerik version of the same).
	Check the area "Custom Button Handling". The comment in the project reads:

Command	Description

	// The custom buttons could use any string parameter (but only one per command - XAML allows only one command parameter)
	
	// Multiple parameters could be passed as a single string with separators, such as: "parameter1|parameter2|parameter3"
	
	// It is recommended to use GUIDs as parameter. That will make sure that different extensions don't mix-up handling
	
	// the same custom action event.
	
	// In the CustomPanel xaml, the Custom Action 1 and 2 buttons use guids as parameters
	
	// Each custom button raises the same even, but passes a different parameter
	
	// That's how multiple extensions know which event is "their" and ignore all others.
	
	//Guid for Custom Action 1 button: DEDE0403-5C7A-4A84-BB75-

Command	Description
	F1DD0D914F4D //Guid for Custom Action 2 button: 71D09398-1A5C-4CB4-9738-1584B61483F1 Although this explanation is a bit out-dated (it talks about CustomPanel.xaml while since RMH version 3.2 we handle the custom buttons by creating them in Store Manager, not via the XAML modi-fication), it still applies in principle no mat-ter how the button is created. In fact, in your custom button you can use any "string" parameter with your com-mand, but we recommend using gen-erated GUIDs as that would prevent the possible extension "clash" if two or more extensions happen to use the same string parameter. See also p.19 in RMH_SDKProjects_v1_CL.pdf (in the POS SDK folder).

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 at 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 data-base. In addition, the cashier cannot change the quantity, price, or taxes of indi-vidual 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 on 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 mimimum 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.